



**Mainstreaming Disability Inclusion
in JICA Projects
Sector-Specific Guidance Note**

Transportation

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Sections [1,2,3](#) provide an overview for those seeking to understand the basics, while Section [4](#) offers specific steps for mainstreaming disability inclusion.

Main Target Areas Covered by this Guidance Note

In line with the Japan International Cooperation Agency (JICA) Global Agenda for “Transportation” and “Urban and Regional Development”, this Guidance Note focuses on the following areas:

- | | |
|-----------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Building a global network | <ul style="list-style-type: none">• Development and expansion of airport• Intersection improvement (flyover, etc.) |
| 2. Road traffic safety | <ul style="list-style-type: none">• Intersection improvement (at-grade intersection)• Introduction of traffic control system |
| 3. Urban public transport | <ul style="list-style-type: none">• Development of urban railway and Bus Rapid Transit (BRT)• Human resource development of public transportation operator• Mobility management for promotion of use of public transportation systems |
| 4. Urban management and
<i>MACHIZUKURI</i> | <ul style="list-style-type: none">• Formulation of urban development masterplan / urban transport masterplan based on public transportation |

1. Basic Understanding of Persons with Disabilities and Transportation

This section explains the fundamental concepts essential for promoting disability inclusion in the transportation sector.

(1) Adoption of “Social Model of Disability”

- The "social model of disability" conceptualizes that disability arises as a result of the interaction between an individual's physical or mental impairments and the barriers present in the society. Therefore, it is the responsibility of the society to eliminate these barriers, such as the structure of society and environmental barriers¹ [1].
- Public transportation operators need to make efforts to remove social barriers in order to provide services fairly to all users. To achieve this, it is important to aim for more equitable service provision by not only improving physical infrastructure, but also intangible services such as customer service.
- Refusing to allow persons with disabilities to ride public transportation on the grounds of disability (denial of use), restricting them to ride only during certain hours (restrictions), or imposing conditions that are not applied to persons without disabilities (imposition of conditions) constitute "discrimination on the basis of disability" and should be prohibited².

(2) “General Accessibility Measures” and “Reasonable Accommodation”

- “General Accessibility Measures” is proactive improvement measures taken by private businesses and government agencies, primarily targeting an unspecified number of persons with disabilities, with the aim of enabling the accurate and appropriate provision of reasonable accommodation to individual persons with

¹ In the “social model of disability”, it is defined that the inability of persons with disabilities to use facilities or vehicles related to public transportation that do not incorporate universal design as a result of social barriers such as the lack of ramps and elevators rather than a functional impairment of them.

² In Japan, "unfair discriminatory treatment" is prohibited by the Act for Eliminating Discrimination against Persons with Disabilities. Furthermore, in accordance with the provisions of the Act, the Ministry of Land, Infrastructure, Transport and Tourism (MLIT) has published the "Guidelines for Promoting the Elimination of Disability-Based Discrimination in Projects Under the Jurisdiction of the Ministry of Land, Infrastructure, Transport and Tourism [18]" which outline the general principles for businesses under its jurisdiction to take appropriate specific measures to eliminate discrimination and also made it mandatory for businesses to set up consultation desks.

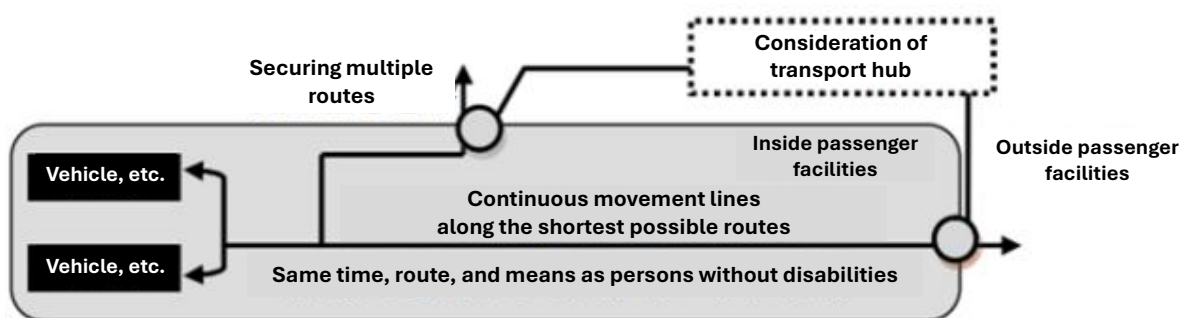
disabilities in specific situations. In other words, this means incorporating universal design [2].

- “Reasonable accommodation” is to respond within a reasonable range of burden when a person with a disability expresses a need for some form of adjustment to remove barriers in society [2].
- In case a large number of persons with disabilities are expected to require “reasonable accommodation”, or when relationships with persons with disabilities will be long-term, it is more effective to improve general accessibility rather than providing “reasonable accommodation” each time. For this reason, it is essential to work on improving general accessibility when developing public transportation³.

(3) Development of Environment for Independent Mobility

- "General Accessibility Measures" for public transportation require that persons with disabilities can travel as independently as possible, using the same time, routes, and means as persons without disabilities.
- It is important to develop an environment for independent mobility by ensuring continuous movement lines along the shortest possible routes in passenger facilities and vehicles (smooth transfer) and optimizing movement lines at junctions with other transportation modes [1].

Figure: Basic Image of Smooth Transfer



Source: [1]

³ When persons with disabilities request “reasonable accommodation”, it is necessary for both the persons with disabilities and the business operators to hold discussions and consider solutions.

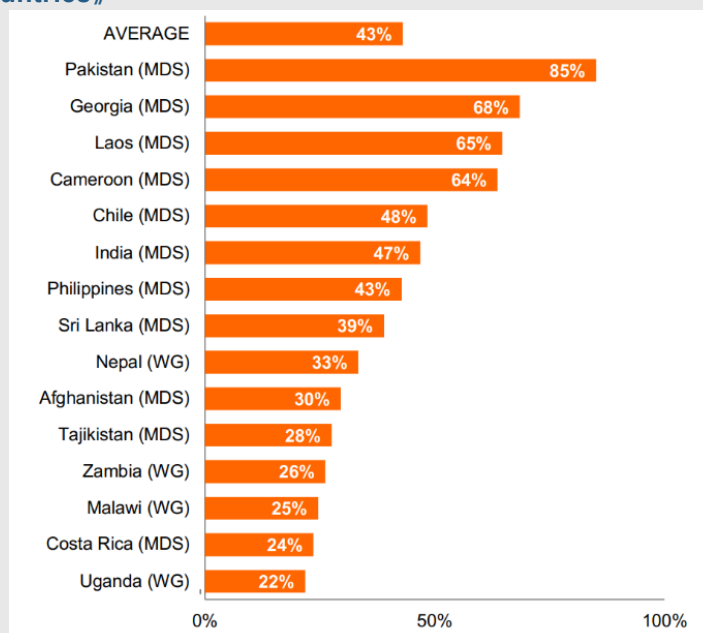
2. Significance of Disability Inclusion in Transportation Sector

(1) Significance of Ensuring Accessibility in Transportation Sector

- The Convention on the Rights of Persons with Disabilities (CRPD) requires the States Parties to ensure equal access for persons with disabilities to roads, public transportation system, and related facilities and services necessary for them to live a dignified life [3].
- However, persons with disabilities face many mobility challenges and travel less frequently than persons without disabilities [4].
- Lack of accessibility in transportation sector for persons with disabilities results in economic and social losses for them⁴. Exclusion from economic and social opportunities due to accessibility restrictions is a factor that prevents persons with disabilities from getting out of poverty in developing countries [5].
- In order to alleviate poverty for persons with disabilities in developing countries, it is important to guarantee access to opportunities such as employment, education, medical care, hobbies and leisure activities. To this end, it is essential to ensure that transportation infrastructure is accessible to them.

⁴ An example of economic loss is when employment opportunities are limited due to difficulties in commuting, resulting in lower labor income for persons with disabilities. Some previous research has estimated that the annual Gross Domestic Product (GDP) loss due to disabilities in low-income countries amounts to approximately USD 140-190 billion in macroeconomic impacts [16]. Examples of social loss include limited educational opportunities for children with disabilities due to difficulties commuting to school, and limited opportunities to receive appropriate medical care due to difficulties in traveling to hospitals. In addition, there are other social losses such as reduced opportunities to interact with friends and the local community.

«Lack of Accessibility in Transportation Sector for Persons with Disabilities in Developing Countries»



Source: [6]

Figure: Percentage of Persons with Disabilities who Answered They Were Short of Accessibility in Transportation Sector (Year 2021/ Latest Year of Data)

According to the data from WHO and other sources, the average percentage of persons with disabilities in the 15 developing countries who answered they were short of accessibility in transportation sector is 43%. The percentage is particularly high in countries such as Pakistan (85%), Georgia (68%), Laos (65%), and Cameroon (64%).

(2) Contribution to the Achievement of the Sustainable Development Goals (SDGs)

- Disability inclusion in transportation sector plays an important role in achieving the Sustainable Development Goals (SDGs). In particular, it is expected to directly contribute to the following goals;

Goal 1: End poverty in all its forms everywhere

Goal 2: End hunger, achieve food security and improved nutrition, and promote sustainable agriculture

Goal 3: Ensure healthy lives and promote well-being for all at all ages

Goal 4: Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all

Goal 8: Promote sustained, inclusive, and sustainable economic growth, full and productive employment, and decent work for all

Goal 9: Build resilient infrastructure, promote inclusive and sustainable industrialization, and foster innovation

Goal 10: Reduce inequality within and among countries

Goal 11: Make cities and human settlements inclusive, safe, resilient, and sustainable.

- Specifically, Target 11.2 and Indicator 11.2.1 under Goal 11 “Sustainable Cities and Communities” clearly state the importance of easy access to public transportation for all people, including persons with disabilities.

Target 11.2	By 2030, provide access to safe, affordable, accessible and sustainable transport systems for all, improving road safety, notably by expanding public transport, with special attention to the needs of those in vulnerable situations, women, children, persons with disabilities and older persons.
Indicator 11.2.1	Proportion of population that has convenient access to public transport, by sex, age and persons with disabilities.

(3) Implementation of the Convention on the Rights of Persons with Disabilities (CRPD) [3]

- The Convention on the Rights of Persons with Disabilities (CRPD) clearly states that the States Parties must ensure equal access for persons with disabilities to roads, public transportation, and related facilities and services necessary for them to live a dignified life.
- In particular, Article 9 “Accessibility” requires the States Parties;

1. To enable persons with disabilities to live independently and participate fully in all aspects of life, States Parties shall take appropriate measures to ensure to persons with disabilities access, on an equal basis with others, to the physical environment, to transportation, to information and communications, including information and communications technologies and systems, and to other facilities and services open or provided to the public, both in urban and in rural areas. These measures, which shall include the identification and elimination of obstacles and barriers to accessibility, shall apply to, inter alia:
 - a. Buildings, roads, transportation and other indoor and outdoor facilities, including schools, housing, medical facilities and workplaces; and
 - b. Information, communications and other services, including electronic services and emergency services.

2. States Parties shall also take appropriate measures to:
 - a. Develop, promulgate, and monitor the implementation of minimum standards and guidelines for the accessibility of facilities and services open or provided to the public;
 - b. Ensure that private entities that offer facilities and services which are open or provided to the public take into account all aspects of accessibility for persons with disabilities;

(4) Contribution to JICA Global Agenda [7]

- The JICA Global Agenda for transportation sector aims to create a society where people can move freely and safely, and necessary goods can be transported anywhere in the world including the last one mile through the promotion of low-carbon and decarbonization in transportation sector and the development of transportation infrastructure, improvement of maintenance / management techniques and safety.
- Transportation, which supports the movement of people and goods, is an economically and socially essential infrastructure that not only contributes to increasing employment opportunities and improving access to education and medical care for socially vulnerable people, including persons with disabilities, but also contributes to economic growth and poverty reduction. Thus, promoting disability inclusion in transportation sector is an essential element in achieving this objective.

(5) G20 Principles for Quality Infrastructure Investment [8]

- "Quality infrastructure" is infrastructure that is "resilient" to natural disasters and other risks, "inclusive," so that no one is left behind, and "sustainable," in terms of its social and environmental impacts. The "G20 Principles for Quality Infrastructure Investment" were approved at G20 Osaka Summit held in June 2019.
- Principle 1 "Maximizing the positive impact of infrastructure to achieve sustainable growth and development" and Principle 5 "Integrating Social Considerations in Infrastructure Investment" in the G20 principles mention ensuring accessibility and inclusion for persons with disabilities in the transportation sector;

Principle 1	Maximizing the positive impact of infrastructure to achieve sustainable growth and development.
Principle 1.2	The facilities and services of infrastructure should have sustainable development at their core and need to be broadly available, accessible, inclusive and beneficial to all.
Principle 5	Integrating social considerations in infrastructure investment.
Principle 5.2	Design, delivery, and management of infrastructure should respect human rights and the needs of all people, especially those who may experience particular vulnerabilities, including women, children, displaced communities or individuals, those with disabilities, indigenous groups, and poor and marginalized populations.

3. Challenges in Transportation Sector from a Disability Perspective

(1) Lack of Laws, Standards, and Guidelines Related to Accessibility in Transportation

- Many developing countries have ratified CRPD, which stipulates the need to ensure accessibility in transportation, and are therefore required to promote universal design to ensure accessibility.
- In promoting universal design, it is effective to formulate laws, standards, and guidelines regarding accessibility in transportation at the national level, but many countries have not yet formulated these.
- In some countries and regions, many of these policies and plans are not realized due to a lack of clear standards for their implementation, human resources with specialized knowledge, and funding.

(2) Lack of Participation of Persons with Disabilities in the Formulation of Policies and Plans [9]

- If opportunities are not provided during the policy and planning stages to understand the needs and opinions of persons with disabilities through consultation with organizations of persons with disabilities, problems may arise. For example, transportation facilities and vehicles may be developed without

adequate consideration of accessibility needs, or even when developed, may fail to meet the actual needs of persons with disabilities⁵.

- The cost of installing facilities and equipment to provide accessibility in transportation is higher when they are added to existing facilities and equipment than when they are installed during the construction of new facilities and equipment. Therefore, accessibility for persons with disabilities must be considered from the planning stage of a project⁶.

(3) Lack of understanding of disabilities among public transportation operators and users [10] [11]

- When persons with disabilities consider using public transportation, in addition to evaluating whether vehicles and related facilities (stations, bus stops, etc.) are barrier-free, the attitudes and perceptions of operational staff and users of public transportation toward persons with disabilities are also important factors. If the staff and users have negative attitudes toward persons with disabilities, they will avoid using public transportation⁷.
- To improve transportation accessibility for persons with disabilities, it is essential to promote training and awareness-raising activities for all stakeholders involved in the planning, design, development, and operation of transportation infrastructure—such as public transportation systems and roads—as well as for the general public who use these systems. These efforts are necessary to deepen understanding of the mobility needs of persons with disabilities.

⁵ In a review of transportation plans formulated by local municipalities in the United Kingdom (UK), Union Internationale des Transports Publics (UITP) found that the quality of policies and plans related to accessibility in transportation sector is generally poor in case there is insufficient consultation with persons with disabilities to understand their needs when formulating the policies and plans [15].

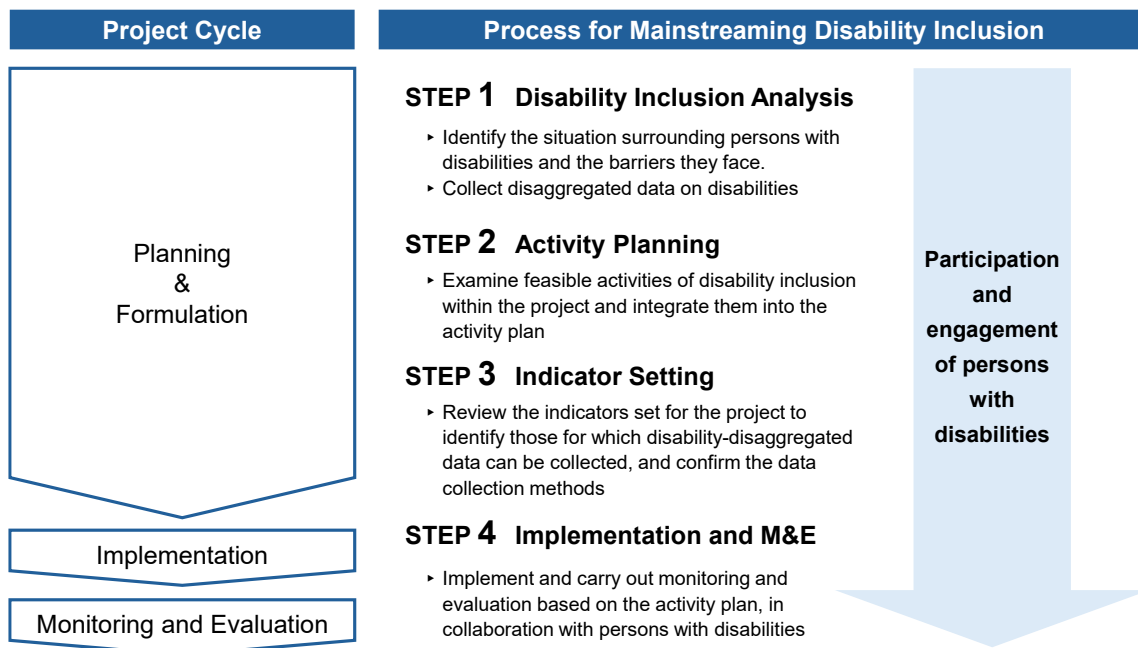
⁶ When understanding the needs and opinions of persons with disabilities, it is necessary to understand various barriers, such as physical barriers and barriers to information and communication, and therefore it is important to exchange opinions with persons (organizations) with a variety of types of disabilities.

⁷ The Transformative Urban Mobility Initiative (TUMI) notes that persons with disabilities around the world regularly experience discrimination when using public transportation, and that communities pay little attention to their mobility needs, negatively impacting their self-confidence and discouraging them from leaving their homes [10].

4. How to Mainstream Disability Inclusion in Projects: Steps for Implementation

- Mainstreaming disability inclusion in projects means incorporating and implementing a disability perspective at all stages of project planning, implementation, monitoring, and evaluation. This Guidance Note introduces methods for mainstreaming disability inclusion in the four STEPs as shown in the figure below.
- STEPs 1-3 correspond to the project formulation stage of the project cycle, and STEP 4 to the implementation and post-completion stage. While keeping all STEPs through project completion in mind, it is particularly important to work on disability inclusion at **the project formulation stage**.
- At the stage of obtaining the Official Request Letter from the partner government, it is important to consult with counterparts and the JICA local office to ensure that efforts for disability inclusion are included and that there is no risk of excluding persons with disabilities.

Figure: Process for Mainstreaming Disability Inclusion in Projects



- The table below shows when each STEP applies within the project cycles for technical cooperation, official development assistance (ODA) loans, and grant aid.

Scheme	Project Cycle	STEP
Technical Cooperation	At the time of preparing the Terms of Reference (TOR) for the data collection survey, detailed or basic planning survey	STEP 1 (Analysis)
	At the time of drafting Main Point discussed in the Record of Discussion (R/D) (activities related to disability inclusion), PDM, and Ex-ante Evaluation document	STEP 2 (Activity Planning) STEP 3 (Indicator Setting)
	At the time of preparing the TOR of the project, implementing the project, and reviewing a monitoring sheet	STEP 4 (Implementation, Monitoring & Evaluation)
ODA Loans	At the time of preparing the TOR for the data collection survey and preparatory survey, and drafting Project Planning Document (1)	STEP 1 (Analysis)
	At the time of preparing the Minutes of Discussion (M/D), Project Planning Document (2)/(3), appraisal document, and drafting Ex-ante Evaluation document	STEP 2 (Activity Planning) STEP 3 (Indicator Setting)
	At the time of supervising the project and reviewing Project Status Report	STEP 4 (Implementation, Monitoring & Evaluation)
Grant Aid	At the time of preparing the TOR for the data collection survey and preparatory survey, and drafting Project Planning Document (1)	STEP 1 (Analysis)
	At the time of preparing the Minutes of Discussion (M/D), Project Planning Document (2)/(3), appraisal document, and drafting Ex-ante Evaluation document	STEP 2 (Activity Planning) STEP 3 (Indicator Setting)
	At the time of supervising the project and reviewing Project Status Report	STEP 4 (Implementation, Monitoring & Evaluation)

STEP 1 Disability Inclusion Analysis

- During project planning and formulation, conduct disability inclusion analysis to assess the situation of persons with disabilities within the sector and identify the barriers they face. Additionally, collect disability-disaggregated data regarding target groups.
- Use the disability inclusion analysis to ensure that the project design does not pose any risk of excluding persons with disabilities, or create disadvantages or negative impacts for them. Carefully review and confirm these aspects during the planning process.

[JICA Country-Specific Disability-Related Information](#) (currently available in Japanese language only) contains disability-related information for each of the 55 countries where JICA implements projects. If information exists for the target country, it is recommended to check it first.

As an English-language information source, the [World Bank Group's Disability Data Hub](#) provides country-specific data.

1) Reflect: The relationship between the project and disability

- Clearly define how disability intersects with the project. Identify the components of the project that have the strongest relevance to persons with disabilities.

2) Ask: Consult with persons with disabilities or their representative organizations to understand the barriers they encounter

- Engage and consult with persons with disabilities and/or their representative organizations about the kind of barriers that prevent access to and participation in transportation sector targeted by the project. Make sure to seek input from a wide range of individuals, including persons with diverse types of disabilities and women with disabilities.
- Then, request their participation in STEPs 2-4 described in the following sections.
It is crucial to involve persons with disabilities at all stages.

CHECK

Including methods for engaging organizations of persons with disabilities, the **Guidance Note for Across All Thematic Areas** introduces the following under “Section 4: Specific Approaches for Mainstreaming Disability Inclusion.”

- Methods for Engaging with Persons with Disabilities
- Forms of Participation of Persons with Disabilities
- General Accessibility Measures and Reasonable Accommodations
- Information and Communication Accessibility
- Inclusive Events (Meetings, Seminars, Training, etc.)

- Below are sample questions. Additionally, please refer to Appendix 1 for examples of barriers.

Barriers	Example Questions
Institutional Barriers	<ul style="list-style-type: none"> • What barriers to the participation of persons with disabilities exist in the formulation of policies and plans related to transportation sector?
Physical Barriers	<ul style="list-style-type: none"> • What barriers prevent access to vehicles and facilities related to public transportation (For example, train stations, bus stops, airports, etc.)? • What barriers exist when traveling on roads or crossing intersections?
Communication Barriers	<ul style="list-style-type: none"> • What barriers prevent access to information about public transportation operations? • What barriers exist when using public transportation (For example, public transportation company staff refuse to communicate in writing)?
Attitudinal Barriers	<ul style="list-style-type: none"> • What attitudes and awareness of operational staff and user of public transportation toward persons with disabilities prevent usage of public transportation by them?

3) Check: Collection of disability-disaggregated data⁸

Data	Information Sources
<ul style="list-style-type: none"> Percentage of person with disabilities in the target area of the project in transportation sector 	<ul style="list-style-type: none"> Government statistics Reports from ministries and agencies related to persons with disabilities, etc. Interviews with persons with disabilities and their representative organizations

4) Explore: Situation of persons with disabilities within the sector

Key Information to Identify	Information Sources
<ul style="list-style-type: none"> Existence of accessibility standards related to transportation infrastructure Existence of content addressing persons with disabilities or disability inclusion perspectives in transportation-related laws, policies, strategies, action plans, etc. 	<ul style="list-style-type: none"> Government documents
<ul style="list-style-type: none"> Descriptions related to Articles 9 in CRPD Concluding Observations 	<ul style="list-style-type: none"> CRPD Concluding Observations * On the search page of the CRPD (States Parties Reporting), specify the country and the type of document.
<p>Stakeholders: Resources and Partners for Implementation</p> <ul style="list-style-type: none"> Ministries and departments responsible for persons with disabilities Organizations of persons with disabilities JICA's experience in disability and development (technical cooperation, JOCV, grassroots projects, etc.) International and bilateral agencies with experience related to mainstreaming disability inclusion in the transportation sector 	<ul style="list-style-type: none"> JICA Country-Specific Disability-Related Information (currently available in Japanese language only) World Bank Group Disability Data Hub >> Economies

⁸ Data disaggregated by disability status and type of functional limitation, comparable to sex- and age-disaggregated data.

STEP 2 Activity Planning

(see Appendix 2 for Examples of Good Practices)

- Based on the situation and barriers faced by persons with disabilities in the sector identified through the disability inclusion analysis in STEP 1, consider feasible activities within the project and incorporate them into the activity plan.
- Furthermore, when planning the overall project, ensure that the project's objectives and plans promote the inclusion and participation of persons with disabilities and do not promote their segregation or exclusion.

Examples of Activities to Promote Disability Inclusion

Note: Priority and feasible activities should be determined through consultation with stakeholders, including persons with disabilities or their representative organizations.

Barriers	Example Activities
Institutional Barriers	<ul style="list-style-type: none"> • Involve persons with disabilities in the stage of formulation of policies and plans related to transportation. • Allocate budgets to ensure accessibility in transportation for persons with disabilities and additional costs required for applications and procedures.
Physical Barriers	<ul style="list-style-type: none"> • Involve persons with disabilities in accessibility check of existing transportation infrastructure and understand their needs. • Introduction of universal design in vehicles and related facilities related to public transportation in the project. • Introduction of universal design in road infrastructure in the project. • Implementation of accessibility audit by persons with disabilities after the project is completed.
Communication Barriers	<ul style="list-style-type: none"> • Provide information such as public transportation route maps and operation information in accessible formats (e.g., braille, audio-to-speech, videos with subtitles or sign language interpretation, easy-to-understand expressions using illustrations, etc.).
Attitudinal Barriers	<ul style="list-style-type: none"> • Implement training on human rights and disability for staff members of public transportation operators (rights of persons with disabilities, principles of inclusion, methods of non-discriminatory and accessible service provision). • Add contents regarding ensuring accessibility for persons with disabilities and reasonable accommodations to the business manual of public transportation operators.

STEP 3 Indicator Setting

- Among the indicators set for the project (indicators for project purpose and outputs), review which indicators can collect disability-disaggregated data and confirm the data collection methods.
- Also, consider indicators to measure outputs (changes) expected from activities planned in STEP 2, and integrate them into existing indicators or add them. Below are examples of indicators incorporating a disability perspective.

Example Indicators
<ul style="list-style-type: none"> - Whether consultation with persons with disabilities was conducted during the development process of official documents (laws, standards, guidelines, etc.); overview of consultation, if conducted. - Existence of official documents (laws, standards, guidelines, etc.) that meet internationally recognized accessibility standards. - Number of projects requiring the participation of persons with disabilities from the planning stage of the project. - Whether consultation with persons with disabilities was conducted from the planning stage of the project; overview of consultation, if conducted. - Existence of guidelines for public transportation operators on how to treat persons with disabilities who use public transportation. - Number of staff members who have received training on barrier-free customer service and assistance techniques (Unit: staff members). - Percentage of people who respond that they are able to understand the perspectives of older adults and persons with disabilities when using public transportation (Unit: %)⁹. <p>* "Promotion of the use of railways by persons with disabilities and improvement of convenience" is an example of a qualitative effect of a project related to the development of public transportation.</p>

⁹ The Ministry of Land, Infrastructure, Transport and Tourism, through the revised Barrier-Free Act and the Universal Design (UD) Promotion Council, has set a goal for "barrier-free awareness" whereby, in questionnaire surveys, the share of people who respond that they understand and act with consideration for the needs of older adults, persons with disabilities, pregnant women, and others when using public transportation should, in principle, reach 100% (as of 2020, the figure stood at approximately 80%) [17].

STEP 4 Implementation and Monitoring & Evaluation

- When implementing and monitoring activities, collaborate with persons with disabilities (and/or organizations of persons with disabilities) to confirm whether activity content is appropriate, and whether activities, deliverables, and services being implemented are accessible and user-friendly.
- Also, pay close attention to whether the promotion and implementation of project activities respect the diversity of persons with disabilities and are conducted in a manner that promotes their dignity, rights, and potential.
- During evaluation, assess the achievements of activities from a disability inclusion perspective, their implementation process, and outcomes. Below are samples of questions designed from a disability inclusion perspective.

Guiding Questions from a Disability Inclusion Perspective

Six Evaluation Criteria	Sample Questions
Relevance	<p>Counterpart Country's Development Policies and Needs</p> <ul style="list-style-type: none"> • Do disability inclusion activities align with priority issues and contents stated in the counterpart country's disability policy or sector policy? <p>Appropriateness of Project Plan and Approaches</p> <ul style="list-style-type: none"> • Was mainstreaming of disability inclusion considered during project formulation? • Was information collected from persons with disabilities and organizations of persons with disabilities during project formulation? • Was participation of persons with disabilities promoted in the project implementation process? • Were methods employed to avoid excluding specific types of disabilities or specific groups of persons with disabilities (e.g., women with disabilities, ethnic minorities, or other minorities)?
Coherence	<p>Consistency with Japanese Government/JICA Development Cooperation Policies and Coordination with Other JICA Projects</p> <ul style="list-style-type: none"> • Were disability inclusion activities consistent with Japanese government and JICA policies? • Was coordination with other JICA projects undertaken to promote disability inclusion activities? <p>Coordination with International Frameworks</p> <ul style="list-style-type: none"> • Was the project consistent with the CRPD? • Did disability inclusion activities contribute to achieving global goals such as SDGs?

Six Evaluation Criteria	Sample Questions
Effectiveness	<ul style="list-style-type: none"> • To what extent were outcomes achieved for persons with disabilities through disability inclusion activities? • Did disability inclusion activities contribute to achieving project purpose and outputs?
Impact	<ul style="list-style-type: none"> • Can positive long-term or indirect effects be expected from disability inclusion activities? For example, fostering leadership of persons with disabilities, participation of persons with disabilities in decision-making processes, and institutional reforms. • Have any negative indirect effects emerged because disability inclusion activities were not implemented or because disability inclusion analysis was insufficient? For example, exacerbating discrimination or stigma against persons with disabilities.
Efficiency	<ul style="list-style-type: none"> • Were disability inclusion activities conducted within the planned budget and timeframe? • Was project efficiency being prioritized at the expense of excluding specific groups such as persons with disabilities?
Sustainability	<ul style="list-style-type: none"> • Will persons with disabilities and their representative organizations continue to be involved in the disability inclusion process? • Is continuation of outcomes achieved for persons with disabilities appropriately planned? • Will the services and systems established in the project continue to be expanded and maintained in a manner that ensures equality and participation of persons with disabilities?

Appendix 1: Barriers to Access and Participation for Persons with Disabilities in Transportation Sector

In accessing and using transportation infrastructure, persons with disabilities face institutional, physical (environmental), communication and attitudinal barriers including negative attitudes, discrimination, lack of understanding. These barriers often interact in creating complex situations depending on context. Therefore, designing a system grounded in the rights of persons with disabilities requires a systematic understanding of barriers and a perspective that minimizes the risk of exclusion. The main barriers preventing access to transportation infrastructure for persons with disabilities and their examples are shown below.

Main Barriers Preventing Access to Transportation Infrastructure for Persons with Disabilities and Examples

Barriers	Examples
Institutional Barriers	<ul style="list-style-type: none"> • Lack of laws, standards, and guidelines related to accessibility in transportation: The introduction of universal design into roads and public transportation is sluggish because accessibility standards have not been formulated, or even if they have been formulated, they are poorly utilized. • Lack of participation of persons with disabilities in the formulation of policies and plans: Participation of persons with disabilities in the formulation of policies and plans is limited, and the needs of persons with disabilities are not adequately understood in transportation policies, legislations, and plans. • Undeveloped laws for prohibiting "unfair discriminatory treatment": Persons with disabilities cannot resolve the issue if they experience "unfair discriminatory treatment" because there are no laws or guidelines prohibiting "unfair discriminatory treatment", or any mechanisms for consultation or resolution.
Physical Barriers	<ul style="list-style-type: none"> • Lack of universal design features in public transportation vehicles and related facilities: It is difficult for persons with disabilities to use public transportation because some public transportation vehicles and related facilities lack universal design. (For example, station platforms may be sloped and lack guardrails in platforms to prevent passengers from falling, which makes it difficult for persons with disabilities to use trains safely.) • Lack of introduction of universal design in infrastructure related to roads: It is difficult for persons with disabilities to use sidewalks and cross intersections because some road infrastructures lack universal design. (For example, some persons with disabilities find it difficult to determine where to cross the road when there are no crosswalks or traffic signals for pedestrians, which can be stressful.)

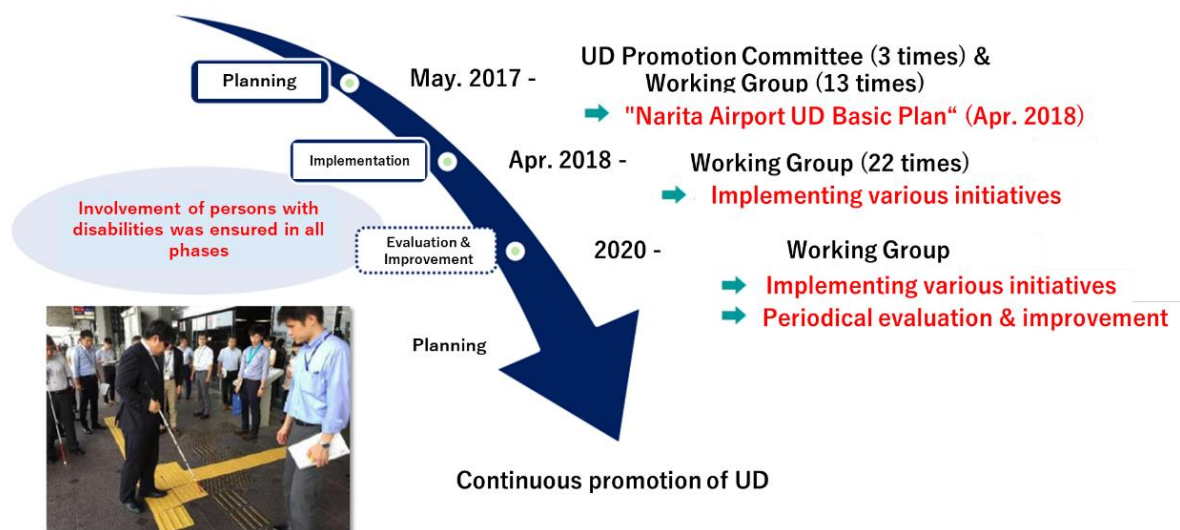
Barriers	Examples
Communication Barriers	<ul style="list-style-type: none"> • Lack of accessibility in providing information about public transportation: Persons with disabilities are unable to access information about public transportation because there is an insufficient development of information provision facilities such as websites, visual display devices, and audio guidance systems. (For example, depending on the type of disability, it may be difficult for the persons with disabilities to communicate using the intercoms installed at station ticket gates in place of station staff, or to make reservations using touch panels.)
Attitudinal Barriers	<ul style="list-style-type: none"> • Negative and discriminatory attitudes toward persons with disabilities by operational staff and other users of public transportation: Persons with disabilities may avoid using and hesitate to use public transportation because the staff members and users have negative attitudes toward them. • Lack of reasonable accommodation when using public transportation: Reasonable accommodations are not provided to persons with disabilities when using public transportation because operational staff do not understand how to implement them. (For example, when persons with disabilities purchase a ticket at the ticket counter, the staff may fail to communicate in a manner that accommodates the individual's specific disability.)

Appendix 2: Examples of Good Practice in Mainstreaming Disability Inclusion in Transportation Sector

(1) NARITA INTERNATIONAL AIRPORT CORPORATION (NAA): Involvement of Persons with Disabilities in Each Phase for Promotion of Universal Design

In preparation for the 2020 Tokyo Olympics, the NAA established a Universal Design (UD) Promotion Committee in 2017, consisting of academics, airport officials, and representatives of organizations of persons with disabilities. In 2018, the committee formulated the "Narita Airport UD Basic Plan" which serves as a guideline for promoting UD throughout the airport. Based on this guideline, various measures are being implemented with the active participation of persons with disabilities, and post-implementation evaluations and improvements are conducted based on the results.

Figure: Involvement of Persons with Disabilities in Each Phase for Promotion of Universal Design in Narita Airport



Source: [12]

(2) Inclusion of Persons with Disabilities in the Project for Development of Bus Rapid Transit (BRT) in Afghanistan [13]

In "Peshawar Sustainable Bus Rapid Transit Corridor Project" funded by ADB and Agence française de développement (AFD), a participatory method was introduced for diverse range of stakeholders, including persons with disabilities and women, at each stage of the project's planning, implementation, and operation. For example, during the planning stage, a comprehensive survey was conducted to identify project stakeholders, and a

stakeholder map was developed to facilitate coordination among them. Then, workshops, public hearings, interviews, and user feedback via social media and mobile apps were implemented. Moreover, the project team worked closely with organizations of persons with disabilities to ensure the accessibility of facilities and vehicles related to the BRT system.

(3) Development of Training Toolkit for Promoting Understanding about Persons with Disabilities by Operational Staff of Public Transportation [14]

In 2009, the World Bank developed a training toolkit “Transit Access Training Toolkit” ([World Bank Document](#)) to support bus drivers and other operational staff members of public transportation provide safe and accessible service to all passengers, including persons with disabilities and older people. The toolkit consists of the following items;

- Practical methods to motivate transit drivers and staff to provide improved service
- Model pocket-size guides for use with public transit drivers and staff
- Posters to remind bus drivers and transit staff to provide safe and accessible service
- Model public service announcements for transit staff and the broader community
- Guidance on how to prepare a disability awareness event for transit drivers and staff
- Resources for more comprehensive training

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