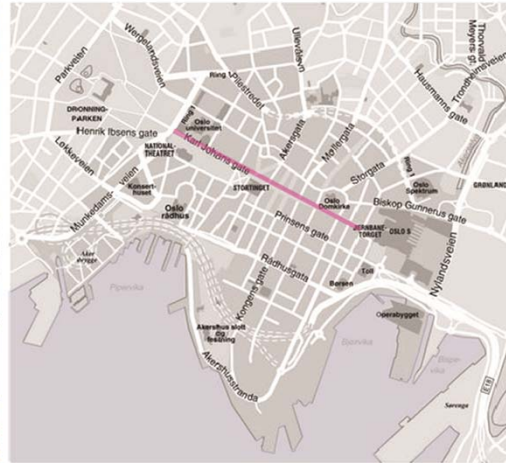




Need for better accessibility on Karl Johans gate (street) Project “Levende Oslo”



International Conference on Universal Design (UD 2014)
Ingvild Kvalheim and Yngvar Hegrenes, *The Agency for Real Estate and Urban Renewal, Oslo Municipality, Secretariat Levende Oslo*

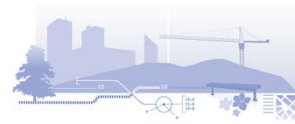
(Good afternoon, welcome to this presentation, My name is Ingvild Kvalheim, I'm an architect and city planner, in The Agency for Real Estate and Urban Renewal, and the project leader of this project).

In 2005 The Capitol Campaign completed upgrading central parts of Oslo. The project was a collaboration between Oslo Municipality, The State and private property owners. To further develop and expand the efforts to make the City Center more accessible, attractive and dynamic, the project Levende Oslo was created.

The Equality and Anti-discrimination Ombud has in recent years received several complaints about lack of accessibility to public businesses along Karl Johans gate.

Pek på KJ på kartet: The most important pedestrian street in Oslo

Based on this Levende Oslo has been commissioned by the Department of Urban Development, City of Oslo, to establish the project "Access to public-oriented businesses in Karl Johans gate".



Karl Johans gate



Scope:

- The entrances to 75 public-oriented businesses
- Conservation Value in 42 buildings

Phases:

1. Registration of accessibility and conservation values
2. Pilot project: feasibility study for new universal designed master plan for access

The scope is to

1. *Study the accessibility and conservation value in a registration phase*
2. *Create a business specific report*
3. *Create a conclusional report with all the business findings*
4. *Do a feasibility study*
5. *Design pilot projects*
6. *Create a report with pilot projects and recommendations*

Most buildings in Karl Johans gate have great conservation value, and the purpose of the survey was to see in what extent conservation values could be a hindrance for accessibility to the businesses.

The project team is consisting of key government agencies, businesses and handicap-organizations

Ikke ramse opp, kun hvis spørsmål:

The Equality and Anti-Discrimination Ombud

Agency for Planning and Building Services

Cultural Heritage Management Office

Agency for Urban Environment

The Norwegian Association of Disabled

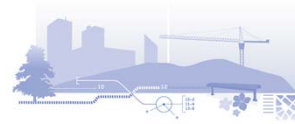
Norwegian association for blind and partially sighted

The Council for the Disabled

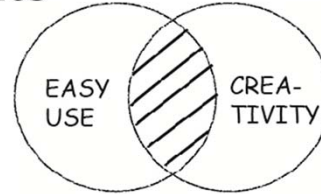
Norwegian Federation of Organisations of Disabled People

Oslo Retail Association

Oslo Centre Property Association



Accessibility requirements maintained:



- **Technical Principles**
 - **The Planning and Building Act**
 - **Discrimination and Accessibility Act**
 - **Norwegian Standard 11001-1:2009**
- ### **Universal Design of building constructions Part 1**

This (pek) is how the accessibility requirements are maintained in Norway, and we have chosen to use the Norwegian Standard in our project since this sets a standard for ideal solutions.

Ikke les alt dette, utdyp heller hvis spørsmål, fokus på 1.pkt:

Norwegian Standard 11001-1:2009 Universal Design of building constructions Part 1: Work buildings and buildings open to the public

is an important tool that specify requirements for buildings, environments, services and products according to society's needs and wants.

Technical Principles 2010:

The requirements establishing a minimum level of usability for the design of newbuilt work- and public buildings, and facilitating universal design with extensive remodeling of existing buildings.

The Planning and Building Act

This is planning by law to help coordinate state, regional and municipal tasks, and provide a basis for decisions about use and conservation of resources to ensure transparency, predictability and participation of all affected parties and governments.

Discrimination and Accessibility Act 2009

This is the requirements for universal design to ensure equal participation for all Norwegian citizens in society, and to promote equality and ensure equal rights and opportunities for social participation for all, regardless of disabilities and prevent discrimination on grounds of disability.



Oslo kommune
Eiendoms- og byfornyelsesetaten



Chapters in The Norwegian Standard implemented in the checklist:

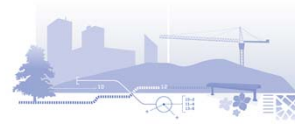
Chapter 5	Access road to employment and public buildings
Chapter 6	Parking – <i>not included</i>
Chapter 7	Entrance
Chapter 8	Layout
Chapter 9	Horizontal communication in buildings
Chapter 10	Vertical communication in buildings
Chapter 11	Finding your way
Chapter 12	Technical installations and operation equipment
Chapter 13	Indoor and materials

Some of the requirements that are registered may seem strange and less relevant to the investigation of accessibility for visitors to the businesses because The Norwegian Standard does not distinguish between visitors and employees.

As a first step to increase awareness and knowledge of accessibility and universal design, each and every business included in the survey have received a detailed description of the Norwegian Standards requirements for universal design; ***A Business Specific Report.***

The report includes an overview of the requirements the business *do* meet, and which requirements they *do not* meet. The goal is that this report will be an inspiration and help in their efforts to facilitate greater accessibility and universal design.

The results of the survey show that there is a general need for increased awareness and knowledge of universal design.



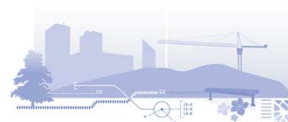
Identified deficiencies:

1. Physical characteristics
2. Layout

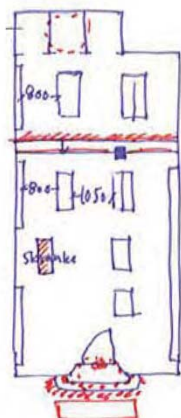
For some of the businesses there are very few faults to be corrected to achieve universal design, but several have deficiencies in access routes and entrances which makes access difficult for some.

Identified deficiencies in universal design can be divided into two main groups:

- 1) Faults related to the physical characteristics of the street / sidewalk and structural adaptations such as stairs, steps and thresholds at the entrance.
- 2) Deficiencies related to layout, fixture, signs etc., as well as elevators, toilets, changing rooms and internal stairs.



Business Specific Report: Findings and scores pr business, example by one specific business:



Plan

Requirements achieved in %

Access	Yellow
Entrance	Orange
Plan	Yellow
Horizontal communication	Orange
Vertical communication	Orange
Technical Installations	Light Green
Readability	Dark Green
Interior environment and material use	Dark Green

Degree of accessibility for persons with

Reduced ability of moving	Yellow
Reduced ability of seeing	Yellow
Reduced ability of hearing	Light Green
Reduced cognitive ability	Dark Green
Reduced tolerance of air/materials	Dark Green



Registration and report conducted by Rik Architects AS

For each of the chapters in The Norwegian Standard *checklists* were developed. Sections that do not have *relevance* to the survey are not included in this checklist (ex.parking).

The Business Specific Report contains a contains a detailed form with all the registrations, and a summary of the main findings in *each* business, and is an important tool with specific requirements and recommendations for the businesses.

All the results of the survey of all the businesses are summarized in the "**Registration Report – Accessibility to public-oriented businesses in buildings with conservation values in Karl Johans gate - Project Report 2013**" by drawings, photos, a description and a legend (*pek*). (*vis rapporten: each business has a summary on one page*).The Checklist-legend summarizes the results; all the findings in every business in summarized in this way:

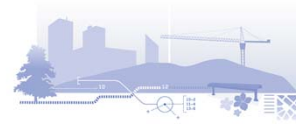
Green: Good (satisfy 80-100% of the requirements)

Red: Poor (satisfy 0-20% of the requirements)

The red hatching in the plan of this particular business shows the negative findings in access/entrance and communication(*pek på koblingen mellom tegning og legend*):

- Lacking steel entrance mats
- Granite slab in front of the entrance
- Threshold taller than 25mm
- Counter with wrong height
- No circuit cord for sound
- Raised part of the floorlevel
- Fitting room too small

This Registration Report is used in the second phase of the project.



Map section with an overview of the building's heritage status:



In addition to register deficiencies we also had to take into account the conservation status, and this image shows the building's status.

Most of the buildings are zoned for preservation, only two buildings are without conservation status (grey).



Typical challenges: Small changes over the years without notification



Photo: Anders Beer Wilse: *Watt-gården*

The history of the building

1858	Built
1916	Entryway included in the shop, the shop gets direct access from the street
1931	New wall at ground floor: glass and iron
1958	New entrance in the basement for a restaurant
1962	New shop facade
1979	Building zoned for preservation as a part of a historic area
1984	New entrance
1985	New shop facade
1986	New shop facade
1987	Baldachin above the shop entrance
2013	Total renovation of the shop
2014	Legality: All availability requirements must be met according to Tek 10, and a new planning application must be submitted.

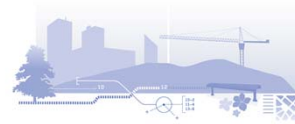
This building is zoned for preservation as a part of a historic area, but changes and renovation are not always notified; and after the years changes that have not been *approved*, but which requires approval, pops up. (In addition to the history at this slide) Minor changes over the years becomes huge changes summarized.

For example:

- Both entrances contains a staircase
- The two floors are connected with stairs
- And there are a lot of other solutions which makes accessibility for all impossible.

It is now created an extrajudicial case on the property. (All requirements must be met according to The Technical Principles, and a new construction application must be submitted.)

There is *no clear* indication that conservation interests are direct obstacles to universal design.



Registration results

The survey shows that none of the businesses studied fully satisfy all requirements for universal design according to NS 11001-1:2009.

NONE

It is the business and not the property owner that is responsible for universal design according to the Discrimination and Accessibility Act §13. (This obligation means that all places where the public has access to the premises must be designed so that the public has access regardless of reduced ability.)

Some businesses are very close to have a universally designed entrance; examples:

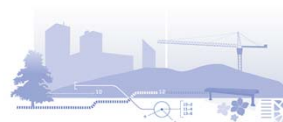
- One business lacks only steel entrance mats in front of the entrance door to meet all requirements.
- One business lacks only marking of the glass-doorwing to satisfy the requirements.

Typical findings:

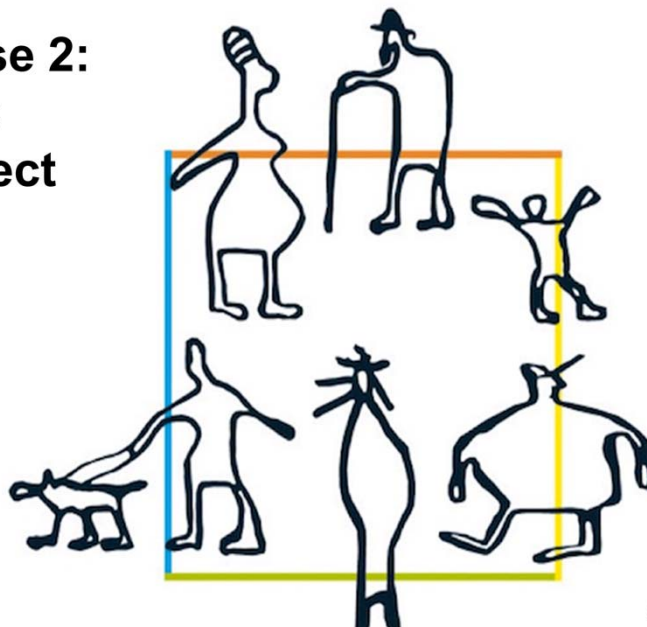
- **67 %** of the businesses have defects that do not meet the main goal of having the entrance logically , clearly visible and easily accessible.
- **95 %** lack enshrined steel entrance mats
- **77%** of the businesses have inadequate labeling of the entrance doors or the sidebars in glass

(ikke les, kun hvis spørsmål)

- 16% have smoking areas at the front
- 15 % doesn't have free space on the side of the hinged door
- **57 %** have a level difference between the floor outside and inside
- 25 % have thresholds above 25 mm at the front door
- 25 % have insufficient contrast between the door and facade
- 24% have insufficient contrast between the handle and the door leaf
- 7% have doors that are too narrow or do not meet the height requirements
- **51%** have manual entrance doors requiring an operating force exceeding 20 Newtons (corresponds to 2 kg) .



Phase 2: Pilot Project



III.DiBK

The "Registration Report – Accessibility to public-oriented businesses in buildings with conservation values in Karl Johans gate - Project Report 2013« summarizes the results of the survey of all the businesses and is used in the second phase of the project.

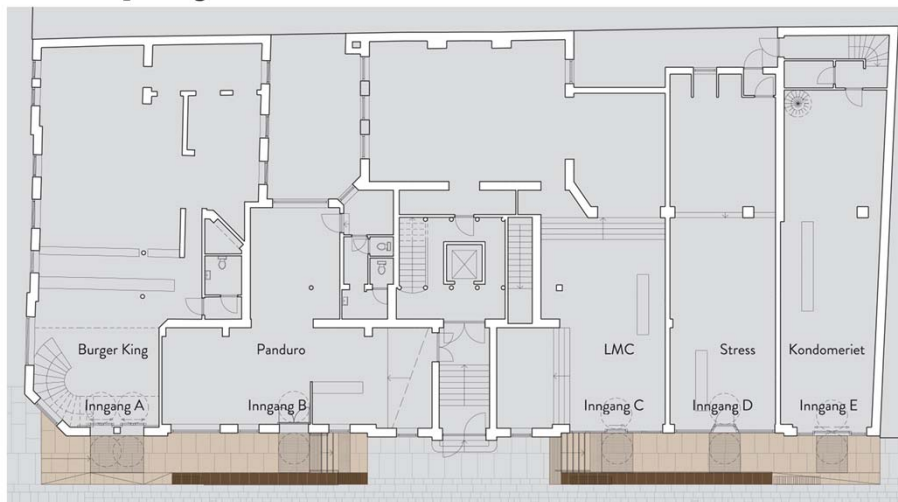
We (the same project team consisting of key government agencies, businesses and handicap-organizations) are now working with a pilot project for the access to 4 selected publicly oriented addresses in Karl Johans gate. The purpose of the project is to demonstrate *exemplary* accesses and entrances; a proposal for a main solution that is universally designed, *not* as a replacement or a modification in addition to the main entrance.

We want a workable, innovative solution where elegant, good design is focused. The solution should be representative for the actual building, taking into account the *specific antiquarian* challenges and constraints, but also *transferable* to similar situations, as a pilot project.

The pilot projects will be included in a collection of examples for property owners, businesses, governments and consumer groups.



Pilot project – facade

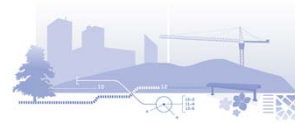


Traditional ramps solving some of the requirements about access

As consultants in this phase we have Flux Architects.

This traditional solution (*pek*) has *partially* met the requirements but there are some challenges. These are some of the comments from the experts in the project group, for instance:

- Very skeptic about the deterioration of the façade, the massive wall in front of the building is making the building less inviting, a heavy drab monumental visual hindrance.
- Preferable with light elegant materials and constructions
- Better with added steps in front of every entrance
- The relationship between interventions in the street, heritage considerations and accessibility, what is most important? What is wanted for the city?
- The planning authorities calls for simpler guidelines for their proceedings , usually a special plan for KJ
- Concerns regarding the trend of making small retail space into a large indoor shopping mall in order to circumvent the problem of the availability of each business from Karl Johans gate .
- Make the solution in the pavement, for instance lift the whole street?
- We miss a resilient solution! Where is the *innovation*?
- etc



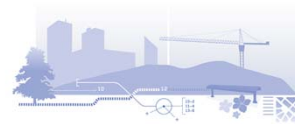
Pilot project – street adjustment



Then modelling the street as several ramps to *every* entrance, with a path in the middle of the road with correct gradient according to the Norwegian Standard.

Some comments;

- with half an eye you can observe that this is *not* universal designed
- Making the street into a space between the blocks and not a street with an important direction
- Making the street dangerous to walk, just like an undulating landscape
- Difficult to enter the entrances perpendicular to the facade
- Difficult to walk along the facade
- Difficult to spot the entrances; not very logical guiding in the street
- If you think of **motion - vision - hearing - orientation - sensitivity** – it work for the groups sensitivity and hearing



Pilot project – Interior adjustment



➔ **Final report still in progress**

Then making the *entire interior* into a ramp with shelves and activities along the ramp; some comments from the experts:

- Not universally designed except for the correct gradient in the slope
- Not possible in a building with conservation value
- Too expensive for a small business
- It is important to give the visitors/customers a good experience, this solution is not suited for all
- (and the layout/graphics are not universally designed)

None of the *these* solutions are neither innovative nor universally designed. We are still in progress to find our pilot project.

The Norwegian Government's action plan for universal design and increased availability is that Norway shall be a universally designed society in 2025.

The Conclusion in issues on universal design is that there must be an assessment of what is possible to obtain on the basis of the economy of the business, what conservation values to consider, and the amount of structural challenges. This might mean that the question of universal design should be raised to a higher level, both in average awareness and consciousness in the public, but also a higher level politically.

Thank you very much for your attention! Please contact me later for further information. Any questions?