

## **Building accessible tourism services in Tamsui**

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Because of the culture value, historical architectures, and convenience of the transportation, Tamsui has been the most popular tourist attraction in Taiwan for six years. Each year, more than seven million tourists visit Tamsui, and among them, the elderly and people with disabilities are more than one million according to the estimation. Thus it is an important issue to provide inclusive and accessible tourism services in Tamsui

We, Taiwan Accessible for All Association, chose Tamsui to locate our first service center in 2009, and practiced the project of “promotions for accessibility in the local community”. At the beginning, we invited experts to survey and arrange some regional accessible routes. Moreover, we tried out four accessible tours to let participators to express obstructions they met in the activities and their expectations of the improvement in the future. We also called on people with disabilities to realize what they need in Tamsui by cooperation with local government.

We successfully accomplished a few accessible routes in Tamsui, and furthermore held some training in campuses for volunteers of accessible tourism in less than two years. We urged the relevant units to revise several obstructions of historical architectures and touring traffic flow, beside we are supported and entrusted by the Government to conduct the accessible tourism of historical sites and publish the first Tamsui friendly environment map.

These results not only let mobility-disabled people to visit Tamsui freely but also make Tamsui to become a friendly environment of inclusive and accessible tourism.