

Sevilla City Office has created the Smart Tourism Office, a pioneering initiative in smart tourism. The Smart Tourism Office is the department where the vision of Seville as a shared city is researched, innovated and created, putting the quality of life of residents at the center and working to build a sustainable tourism model. This new vision of the Smart Tourism Office understands tourism from a model of sustainability where there is the necessary and positive coexistence between citizen and visitor. And in which accessibility is one of the pillars to build not only a tourism model, but an inclusive city project.

As one of the four pillars of the European Capital of Smart Tourism (Accessibility, Digitalization, Sustainability and Cultural Heritage and Creativity), the Seville City Council's Urban Planning Department has launched the Sevilla Smart Accessibility, Tourism and Events initiative. One of the projects it encompasses is the Accessible Itineraries App.

This tool seeks to facilitate the transit of people who have some kind of functional diversity. To this end, 22,000 elements found in the urban fabric, along 781 kilometers of routes, have been analyzed. Subsequently, these elements have been integrated into a platform and captured on a map to provide a real image of the obstacles and peculiarities of each street in the city. It also includes information on accessibility inside public buildings.

Thus, the user only must download the application or open it through his computer. And, once the starting and ending point of their trip has been set, they can filter by indicating in the application the type of needs they have and the type of means of transport they are going to use to get around. The application will generate an itinerary adapted to your needs to facilitate your mobility around the city.

Likewise, the application is a live tool, so it offers the possibility that users can communicate through this platform incidents detected on the journey and can proceed to update the information of the application itself to improve the user experience.