‘Accessibility in public transport for people with reduced mobility’

7th Workshop in Vilnius (Lithuania)
14-16 December 2010
Accessibility in public transport; services and facilites in Ile-de-France

Nowadays, 10% bus lines (147 out of 1400) and 20% train stations (102 out of 455) and all tram stations (75) and only 3% subway stops (14 out of 438) are full accessible for people with reduced mobility.

In the next ten years, we want to increase these rates to 60% for bus lines and train stations (90% traffic passengers and a train station accessible all the 20 kilometers)

STIF also wishes to:

1. Improve content and form of information for disabled people
2. Develop new devices to get them more and more independent

Let see where we are in this way
Accessibility in public transport; services and facilities in Ile-de-France

PRE-TRIP INFORMATION

1. Useful data

2. Appropriate Media
   • Paper
   • Online
   • Phone

Wheelchair users: bus trip

- Bus stops and train stations with stepfree and wide enough path from the access to the boarding place

- Bus lines with all vehicles equipped with automatic ramps and site designed for...
Accessibility in public transport; services and facilities in Ile-de-France

**PRE-TRIP INFORMATION**

1. **Useful data**
2. **Appropriate Media**
   - Paper
   - Online
   - Phone

**Wheelchair users: train trip**

- Train stations with stepfree and wide enough path from the access to the boarding place
- Elevators out of order in accessible stations
Accessibility in public transport; services and facilities in Ile-de-France

Wheelchair users: train trip

- Train stations with self (new vehicles) or assisted (old vehicles) boarding
- Assisted boarding with (SNCF) or without (RATP) booking

**PRE-TRIP INFORMATION**

1. **Useful data**

2. **Appropriate Media**
   - Paper
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   - Phone

**Past**

**Future**
Accessibility in public transport; services and facilites in Ile-de-France

Wheelchair users: bus trip

- Accessible Line Map distinguishing non accessible stops
Accessibility in public transport; services and facilities in Ile-de-France

PRE-TRIP INFORMATION

1. Useful data

2. Appropriate Media
   • Paper
   • Online
   • Phone

Wheelchair users: train trip

- Network Map with only accessible lines
Accessibility in public transport; services and facilites in Ile-de-France

PRE-TRIP INFORMATION

1. Useful data

2. Appropriate Media
   • Paper
   • Online
   • Phone

Wheelchair users: all modes trip

- Network Map with only accessible bus lines and connections with accessible train stations and accessible tram stations and accessible subway stations
Accessibility in public transport; services and facilities in Ile-de-France

PRE-TRIP INFORMATION

1. Useful data
2. Appropriate Media
   • Paper
   • Online
   • Phone

Visually impaired people: train trip

✔ Network Map with larger letters (size 16 to 20) and grid references
Accessibility in public transport; services and facilities in Ile-de-France

**PRE-TRIP INFORMATION**

1. **Useful data**
2. **Appropriate Media**
   - Paper
   - Online
   - Phone

**Visually impaired people: subway and train trip**

Network Map with larger letters (size 16 to 20) and grid references
# Accessibility in public transport; services and facilities in Ile-de-France

## PRE-TRIP INFORMATION

### 1. Useful data

- Downloadable versions of paper maps of accessible lines and networks
- Accessible bus lines and train stations list updated in real time

### 2. Appropriate Media

- Paper
- Online
- Phone

## Wheelchair users: bus trip and train trip

<table>
<thead>
<tr>
<th>Département</th>
<th>Transporteur</th>
<th>Ligne</th>
<th>Terminus</th>
</tr>
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<tbody>
<tr>
<td>78 - Yvelines</td>
<td>PHEBUS</td>
<td>S</td>
<td>Versailles Gare Rive Droite - Hôpital André Mignot - Vaucresson Gare</td>
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<tr>
<td>78 - Yvelines</td>
<td>PHEBUS</td>
<td>T</td>
<td>Versailles Gare des Chantiers - Parly 2 - Louveciennes Villevert</td>
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<tr>
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<td>U</td>
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<td>Montigny-le-Bretonneux - Guyancourt</td>
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<tr>
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<tr>
<td>91 - Essonne</td>
<td>Cars d'Orsay</td>
<td>06-19</td>
<td>Gare de Lozère Gare de Palaiseau - Villebon</td>
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<tr>
<td>92 - Hauts de Seine</td>
<td>PHEBUS</td>
<td>I</td>
<td>Gare de Vaucresson - Collège Y. du Manoir - Gare de Garches</td>
</tr>
<tr>
<td>92 - Hauts de Seine</td>
<td>RATP</td>
<td>124</td>
<td>Château de Vincennes - Val de Fontenay RER</td>
</tr>
</tbody>
</table>

[www.infomobi.com](http://www.infomobi.com)
Accessibility in public transport; services and facilities in Ile-de-France

Wheelchair users: bus trip and train trip

- Availability of elevators located in train stations (daily updated)

PRE-TRIP INFORMATION

1. Useful data
2. Appropriate Media
   • Paper
   • Online
   • Phone

www.infomobi.com
Wheelchair users: bus trip and train trip

- Availability of elevators located in train stations (daily updated)
Wheelchair users: bus trip and train trip

✓ Free Alert Service of down elevators and elevators repaired (e-mail and/or SMS)

1. Useful data
2. Appropriate Media
   • Paper
   • Online
   • Phone

PRE-TRIP INFORMATION

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   • Phone

Wheelchair users: bus trip and train trip

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Wheelchair users: bus trip and train trip

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## Accessibility in public transport; services and facilities in Ile-de-France

### Wheelchair users: bus trip and train trip

- Free Alert Service of down elevators and elevators repaired (e-mail and/or SMS)

<table>
<thead>
<tr>
<th>NATION</th>
<th>Ascenseur</th>
<th>Situation</th>
<th>Direction</th>
<th>Etat</th>
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<tr>
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<td>SARL SDSA F70 115 1 02</td>
<td>Plateforme Correspondance - Quai</td>
<td>Est</td>
<td>Disponible</td>
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<tr>
<td>PBS2 INCLINE</td>
<td>SARL SDSA F70 114 1 02</td>
<td>Plateforme Correspondance - Quai</td>
<td>Ouest</td>
<td>Disponible</td>
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<tr>
<td>PBS3 FRANCELIFT</td>
<td>E1094 01 1</td>
<td>Accès Bel Air - Plateforme Correspondance</td>
<td></td>
<td>Disponible</td>
</tr>
</tbody>
</table>

**PRE-TRIP INFORMATION**

1. **Useful data**
2. **Appropriate Media**
   - Paper
   - Online
   - Phone

**www.infomobi.com**

**MODIFIER IDENTIFIANTS**  **SELECTION NOUVELLE GARE**

**Se désinscrire**
Accessibility in public transport; services and facilites in Ile-de-France

PRE-TRIP INFORMATION

1. Useful data
2. Appropriate Media
   • Paper
   • Online
   • Phone

Wheelchair users: bus trip and train trip

✓ Free Alert Service of down elevators and elevators repaired (e-mail and/or SMS)

www.infomobi.com

Le service d'alerte par courriel et/ou SMS en cas de panne ou travaux sur un ascenseur est un service gratuit réservé aux personnes en situation de handicap. Merci de ne pas vous abonner si vous n'êtes pas concerné.

Ce service est limité à la surveillance de cinq gares maximum. Pour chaque gare surveillée, vous recevrez une alerte au début et en fin de panne ou travaux d'un ou des ascenseurs de cette gare.

Votre email: christian.nethoret@stif.info

Votre mot de passe:

Confirmez votre mot de passe:

Votre numéro de téléphone: 0679061482

Validez
Accessibility in public transport; services and facilites in Ile-de-France

**PRE-TRIP INFORMATION**

1. Useful data
2. Appropriate Media
   - Paper
   - Online
   - Phone

**Monday to Sunday from 5:00 am to 12:00 pm**

**08 10 64 64 64**

**Wheelchair users**

- To search itineraries wheelchair friendly
- To verify lifts availability on a trip
- To receive maps of accessible networks

**Blind or visually impaired people**

- Search itineraries and send them by e-mail if necessary

**All disabled people**

- To find contact details for door to door transport (PAM)
- or accompanying services (Les Compagnons du Voyage)
Accessibility in public transport; services and facilities in Ile-de-France

Wheelchair users

- Bus stop with sticker when they are accessible and line map distinguishing non accessible stops

- Vehicles equipped with:
  - Automatic ramp
  - Site designed for
  - Line map distinguishing non accessible stops
Accessibility in public transport; services and facilities in Ile-de-France

PRE-TRIP INFORMATION

ON-TRIP DEVICES

1. Bus Lines
2. Train or Subway
   • Stations
   • Vehicles
3. Tramway
4. Remote Services

Blind or visually impaired people

✓ Vehicles equipped with:
   • Loudspeakers broadcasting real time information on the journey
   • A loudspeaker at the front door turned to outside. It announces at each bus stop the name of the line and direction

Death people

✓ Vehicles equipped with screen broadcasting real time information on the journey
Accessibility in public transport; services and facilities in Ile-de-France

PRE-TRIP INFORMATION

ON-TRIP DEVICES

1. Bus Lines

2. Train or Subway or Tram
   • Stations
   • Vehicles

3. Remote Services

Main entrance

- designed for and restricted parking
- Stepfree access
- Automatic doors
Accessibility in public transport; services and facilities in Ile-de-France

PRE-TRIP INFORMATION

ON-TRIP DEVICES

1. Bus Lines
2. Train or Subway or Tram
   • Stations
   • Vehicles
3. Remote Services

ON-TRIP DEVICES

Ticket Office

✓ Desk designed for wheelchair users and death people

✓ Ticket vending machines designed for wheelchair users
Accessibility in public transport; services and facilities in Ile-de-France

PRE-TRIP INFORMATION

ON-TRIP DEVICES

1. Bus Lines
2. Train or Subway or Tram
   • Stations
   • Vehicles
3. Remote Services

Access to platform

- Specific Gate designed for wheelchair users
- Elevators designed for blind and wheelchair users
- Stepfree path
Accessibility in public transport; services and facilities in Ile-de-France

**PRE-TRIP INFORMATION**

**ON-TRIP DEVICES**

1. Bus Lines
2. Train or Subway or Tram
   - Stations
   - Vehicles
3. Remote Services

**Access to platform**

- Ramps with 5% slope max and resting area each 10 meters
- Stairs with band awakening vigilance at the top and double railing

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Exemple de rampe entre 4 et 5% avec palier de repos horizontal

Appui à l’arrivée de l’escalier de 30 cm

40 à 45 cm minimum

Bande podo-tactile contrastée

Soi contrasté des marches (informatif)

Dernière contre marque peinte en blanc

Nez antidérapant

Couleur contrastée de caisse de la marche

Première contre marque peinte en blanc

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Accessibility in public transport; services and facilities in Ile-de-France

**Platform**

- Without barriers path for wheelchair users
Accessibility in public transport; services and facilities in Ile-de-France

Access to train

- Train stations with self (new vehicles) or assisted (old vehicles) boarding
Accessibility in public transport; services and facilities in Ile-de-France

**News Vehicles**
- Loudspeakers broadcasting real time information on the journey
- Screen broadcasting real time information on the journey
- Automatic Ramps (300 kg max)

**ON-TRIP DEVICES**

1. **Bus Lines**
2. **Train or Subway or Tram**
   - Stations
   - Vehicles
3. **Remote Services**
Accessibility in public transport; services and facilities in Ile-de-France

**PRE-TRIP INFORMATION**

**ON-TRIP DEVICES**

1. Bus Lines
2. Train or Subway or Tram
   - Stations
   - Vehicles
3. Remote Services

**News Vehicles**

- Sites designed for wheelchair users (sidebar, wide area, call box, button for opening doors)
Accessibility in public transport; services and facilities in Île-de-France

PRE-TRIP INFORMATION

ON-TRIP DEVICES

1. Bus Lines

2. Train or Subway or Tram
   • Stations
   • Vehicles

3. Remote Services

Old Vehicles

- Dynamic map with next stop blinking
- Loudspeakers broadcasting real time information on the journey
- Line Map distinguishing accessible stops
Accessibility in public transport; services and facilites in Ile-de-France

**PRE-TRIP INFORMATION**

**ON-TRIP DEVICES**

1. Bus Lines
2. Train or Subway or Tram
   * Stations
   * Vehicles
3. Remote Services

- Assistance with infomobi from Monday to Sunday from 5:00 am to 12:00 pm (08 10 64 64 64)
- Free Alert Service of down elevators and elevators repaired (e-mail and/or SMS)
- + all other services of infomobi such research a new itinerary because a lift is down
Accessibility in public transport; services and facilities in Ile-de-France

PRE-TRIP INFORMATION

Internet search engine with requests and answers designed for disabled
- Stepfree journey
- Number of stop from start to arrival in train trip

ON-TRIP DEVICES

New signpost at bus stop with visual and vocal real time information