The PASSAGE Project

Making European Rail Travel Accessible for All

Dirk OELSCHLÄGER, David SINDALL
TRANSED 2012 • New Delhi, India
The Legal Background

UN Convention on the Rights of Persons with Disabilities

- Full and effective participation and inclusion in society
- Accessibility “on an equal basis to others” to transportation


- Right to transport
- Accessible Information
- Access to all services
- Assistance provision

TSI PRM (Commission Decision 2008/164/EC)

- Infrastructure
- Rolling Stock
- Telematics applications for passengers
Focus: Accessibility / Good Practice

**UN Convention on the Rights of Persons with Disabilities**
- Full and effective participation and inclusion in society
- Accessibility “on an equal basis to others” to transportation

**Passenger Rights Regulation (EU Regulation 1371/2007): “PRR”**
- Right to transport
- Accessible Information
- Access to all services
- Assistance provision

**TSI PRM (Commission Decision 2008/164/EC)**
- Infrastructure
- Rolling Stock
- Telematics applications for passengers
Access Conditions

In cooperation with the European Disability Forum, uniform access conditions have been established.

Based on principle of non-discrimination

Establishes framework of duties for the railway undertaking and the passenger

Raises awareness at railway staff for special needs of passengers with reduced mobility

<table>
<thead>
<tr>
<th>Access conditions for disabled passengers and passengers with reduced mobility according to Article 19 (1) EU Regulation 1371/2007</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Final Version – 24/11/2009</strong></td>
</tr>
<tr>
<td>1</td>
</tr>
<tr>
<td>2</td>
</tr>
<tr>
<td>3</td>
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<tr>
<td>4</td>
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<td>5</td>
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<tr>
<td>6</td>
</tr>
<tr>
<td>7</td>
</tr>
<tr>
<td>8</td>
</tr>
</tbody>
</table>
Preparing the Journey: Variety of Information Channels

> Accessible websites
compliant with “Web Accessibility Initiative” (WAI) of the “World Wide Web Consortium” (W3C)

> Service phone
Dedicated call centres

> Print Media
Brochures
“Stations Made Easy”

Accessibility information for every train station in Great Britain

How to get into the station

- Access from bus stops, car parks, other entrances

How to navigate in the station

- Length of walkways, lifts, stairs, escalators, ramps

What to find in the station

- Facilities, shops, amenities

Where to buy a ticket

- Travel centres and ticket vending machines

How to get on the train

- Routes to the platforms; available information channels

Accessible Information

Good Practice Example

[Image: National Rail Enquiries]

http://www.nationalrail.co.uk
“Stations Made Easy”: Example York

- Platform Number: 9
- There are train announcements.
- There are display boards on this platform.
- Boarding ramps are available - please contact the station operator to book assistance.

- Long Stay Car Park Entrance
- This is an entrance and exit
- There are no entry doors.
- Wheelchair users can use the entrance unaided.

- Lift:
  - The lift car dimensions are sufficient for a wheelchair user and their companion.
  - The lift has audible announcements.
  - The buttons are also in Braille.
  - There is an emergency alarm button in easy reach for all users.

- Travel Centre
  - The travel centre has a self service zone where there are seven ticket machines.
  - There is a queue queue.
  - How many windows: 7
  - There are low counters available.
  - The travel centre has an adjustable height counter that has a button to call for assistance if it is not manned.
  - There is an induction loop available.
  - There are entry doors.
  - There are four entrances into the travel centre all with automatic doors.
    - There is a single entry door.
    - The doorway is wide enough for all users.
    - The door is automatic with a manual switch.
    - The door(s) open inwards.
    - There is a dedicated queue for buying Advance tickets.

- Hertz
- Paved 2
- Station Buildings
- Concourse
- Travel Centre
- Waiting Area
- Platform 11
- Platform 10
- Platform 9
- Platform 8
- Platform 7
- Platform 6

Accessible Information

Good Practice Example
At the Station: Comprehensive Signage and Information

Accessible Information

Source: SNCF
Photo: DB AG/Emersleben
Source: ATOC
Source: SBB
At the Station: Accessible Service Provision

> **Open counters**

Ensure direct customer contact for better communication

> **Induction Loops**

At stations with closed counters, induction loops for hearing aids ensure a better communication

> **Information Kiosks**

Solution for unstaffed stations

Sit-down kiosks for wheelchair access
At the Station: Barrier-free Access to Trains

> Different platform heights across Europe create obstacles for the accessibility of trains

> Harmonisation is easier on regional networks with dedicated rolling stock

> Problems persist at nodal points where various types of trains serve the same platform
In the train: Barrier-free Access to Onboard Amenities

> Comfortable space for travellers in wheelchairs

> Spacious toilet

> At seat catering unless restaurant cars are accessible
Second-best but Realistic: Overcoming Barriers

> Unless barrier-free access to trains is possible, appropriate assistance must bridge the gap

Major challenges:

- Ensuring reliable assistance services at departure and arrival
- Fall-back level for unforeseen events
- Communication across international borders
The PRM Assistance Booking Tool: Organising a Journey

> What’s this?
A communication tool to organise the assistance for a person with reduced mobility (PRM) on an international train journey

> Who is using it?
Railway or call centre staff responsible for the booking of PRM assistance
Currently, 12 European networks use the tool

> First experiences from starting phase
General satisfaction, but “the devil was in the details”

> Current focus of project work
Attracting more partners to join the network
Adding functionalities on users’ request
Organising a Journey

1 - Request for 25/03/2011, AALST - TRIER HBF

<table>
<thead>
<tr>
<th>From</th>
<th>To</th>
<th>Time on train</th>
<th>Total time</th>
</tr>
</thead>
<tbody>
<tr>
<td>09:35 - AALST</td>
<td>15:07 - TRIER HBF</td>
<td>4 h 21 m</td>
<td>5 h 32 m</td>
</tr>
</tbody>
</table>

- **09:35 AALST** to **10:06 BRUXELLES-MIDI/BRUSSEL-ZUID** by Intercity train 002209 - *TCV price, First-class seats, Second-class seats*
- **10:33 BRUXELLES-MIDI/BRUSSEL-ZUID** to **13:40 LUXEMBOURG** by TRN AUTRES TRAINS 002110 - *First Class, Second Class*
- **14:24 LUXEMBOURG** to **15:07 TRIER HBF** by TRN AUTRES TRAINS 000137 - *First Class, Second Class*

2 changes

<table>
<thead>
<tr>
<th>Client needs help at:</th>
<th>Dep/Arr</th>
<th>Time</th>
<th>Meeting point / remark</th>
</tr>
</thead>
<tbody>
<tr>
<td>AALST</td>
<td>D</td>
<td>09 35</td>
<td></td>
</tr>
<tr>
<td>BRUXELLES-MIDI/BRUSSEL-ZUID</td>
<td>A</td>
<td>10 06</td>
<td>At the platform near the coach</td>
</tr>
<tr>
<td>BRUXELLES-MIDI/BRUSSEL-ZUID</td>
<td>D</td>
<td>10 33</td>
<td></td>
</tr>
<tr>
<td>LUXEMBOURG</td>
<td>A</td>
<td>13 40</td>
<td>At the platform near the coach</td>
</tr>
<tr>
<td>LUXEMBOURG</td>
<td>D</td>
<td>14 24</td>
<td>At the platform near the mobile ramp</td>
</tr>
<tr>
<td>TRIER HBF</td>
<td>A</td>
<td>15 07</td>
<td>At the platform near the coach</td>
</tr>
</tbody>
</table>
## Organising a Journey

<table>
<thead>
<tr>
<th>Title*</th>
<th>Mr. ○ Mrs. ○ Miss</th>
</tr>
</thead>
<tbody>
<tr>
<td>Client (first name + last name)*</td>
<td>Jeroen Vanopdenbosch</td>
</tr>
<tr>
<td>Telephone*</td>
<td>Belgium +32 ▼ 12345678</td>
</tr>
<tr>
<td>Email</td>
<td><a href="mailto:jvanopdenbosch@xiz.net">jvanopdenbosch@xiz.net</a></td>
</tr>
<tr>
<td>Nr of luggage</td>
<td>1</td>
</tr>
<tr>
<td>Born on</td>
<td>15 - 09 - 1950</td>
</tr>
<tr>
<td>Emergency</td>
<td></td>
</tr>
<tr>
<td>Disability*</td>
<td>Wheelchair bound person ▼</td>
</tr>
<tr>
<td>With company</td>
<td>□</td>
</tr>
<tr>
<td>Type of PRM equipment*</td>
<td>Non collapsible manual wheelchair weight up to 250 kg including the person ▼</td>
</tr>
<tr>
<td>Remarks</td>
<td></td>
</tr>
<tr>
<td>Internal reference number</td>
<td>335878</td>
</tr>
</tbody>
</table>

### Assistance Provision

### Good Practice Example

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Organising a Journey

<table>
<thead>
<tr>
<th>DB</th>
<th>15/03/2011</th>
<th>10:10</th>
<th>LUXEMBOURG</th>
<th>(ref 20000540)</th>
</tr>
</thead>
<tbody>
<tr>
<td>DB</td>
<td>17/03/2011</td>
<td>15:00</td>
<td>LUXEMBOURG</td>
<td></td>
</tr>
<tr>
<td>SNCB</td>
<td>25/03/2011</td>
<td>13:40</td>
<td>LUXEMBOURG</td>
<td>(ref 20000649)</td>
</tr>
<tr>
<td>SNCB</td>
<td>25/03/2011</td>
<td>14:24</td>
<td>LUXEMBOURG</td>
<td></td>
</tr>
</tbody>
</table>
Organising a Journey

**Assistance Provision**

Demande #20000649 pour 25/03/2011, AALST - TRIER HBF

Assistant à cette gare: **En cours**

Assistant pour l'ensemble du voyage: **En cours**

Référence interne du demandeur: 335878

Date/Heure de la demande: 13/03/2011 14:28:43

Date/Heure dernière modif: 13/03/2011 14:28:43

<table>
<thead>
<tr>
<th>Lieu ou l'assistance est nécessaire:</th>
<th>Dep/Arr</th>
<th>Heure</th>
<th>Point de rencontre / remarque</th>
<th>Information train</th>
</tr>
</thead>
<tbody>
<tr>
<td>LUXEMBOURG</td>
<td>A</td>
<td>13:40</td>
<td>Au quai à proximité de la voiture</td>
<td>002110, Voiture 3</td>
</tr>
</tbody>
</table>

Civilité: Mr

Client: Vanopdenbosch Jeroen

Téléphone: +32/12345678

Email: jvanopdenbosch@xyz.net

Nombre de bagages: 1

Né le: 15/09/1950

Contact en cas d’urgence

Besoin Spécifique: personne dépendante d'une chaise roulante

Accompagnateur: N

Equipement: Chaise roulante non-pliable d'un poids jusqu'à 250 kg (avec la personne)

Remarques
## Organising a Journey

<table>
<thead>
<tr>
<th>de</th>
<th>à</th>
<th>Durée à bord des trains</th>
<th>Durée totale</th>
</tr>
</thead>
<tbody>
<tr>
<td>09:35 - AALST</td>
<td>15:07 - TRIER HBF</td>
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| 09:35 AALST    | 10:06 BRUXELLES-MIDI/BRUSSEL-ZUID | Intercity train 002209 | TCV price, First-class seats, Second-class seats |
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| 14:24 LUXEMBOURG | 15:07 TRIER HBF | TRN AUTRES TRAINS 000137 | First Class, Second Class |

2 changements

<table>
<thead>
<tr>
<th>Référence interne du répondant</th>
<th></th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Motif du refus*</th>
<th></th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Remarques du Centre PMR*</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Assistance possible et confirmée</td>
<td></td>
</tr>
<tr>
<td>Aucune assistance possible dans cette gare</td>
<td></td>
</tr>
<tr>
<td>Assistance pas possible dans cette gare pour le train désiré</td>
<td></td>
</tr>
<tr>
<td>Assistance pas possible à cause du temps minimum de correspondance</td>
<td></td>
</tr>
<tr>
<td>Assistance pas possible dans cette gare auquel requis</td>
<td></td>
</tr>
<tr>
<td>Assistance pas possible à l'heure demandée</td>
<td></td>
</tr>
<tr>
<td>Chaise roulante trop lourde</td>
<td></td>
</tr>
<tr>
<td>Indications de train non valides</td>
<td></td>
</tr>
<tr>
<td>Gare non trouvée</td>
<td></td>
</tr>
<tr>
<td>Trop tard pour la réservation d'assistance</td>
<td></td>
</tr>
</tbody>
</table>
Assistance Provision: Staff Awareness Training

> Assistance to PRM shall be provided by trained staff only

Different needs resulting from different types of disabilities must be taken account of

- Be well prepared to provide the appropriate assistance
  - Know about the disability of the person to assist

- Avoid creating embarrassing situations through inconsiderate behaviour
  - Do not shout at a hard of hearing person
  - Do not grab a blind person’s arm without his or her consent
  - Do not treat an adult person with learning difficulties like a child
  - Do not manoeuvre a wheelchair-bound person into an uncomfortable or dangerous position
Situational training for front line staff

Good Practice Example

Assistance Provision

Source: SNCB

Source: ÖBB

Source: Wikimedia Commons/Harry Zooer
“Atendo”

Assistance service of Spanish railways

Established as a joint venture of infrastructure manager (ADIF) and passenger train operator (RENFE); in 2011, RENFE took it over

- Dedicated welcome counters at stations
- Competent, specially trained staff
- Having been designed in dialogue with major national disabled organisations
“B for you”

> Assistance service of Belgian railways SNCB/NMBS

Special assistance 7 days a week, from the first train to the last

- Pre-notification deadline: 24 hours

Available for 114 stations of Belgian rail network

- For 17 additional stations: taxi transfer service to next accessible station
- For other stations: under certain conditions

Trained staff in special uniforms

- Can easily be recognised by a visually impaired person
- Provides grip for an elderly or frail person
“B for you”

> Safety and boarding features of new SNCB/NMBS double deck rolling stock

Photos: Akihiro Nakahata
“B for you”

Use of “stair climber” device for wheelchair-inaccessible stations

Photos: Akihiro Nakahata
Going Beyond the Station

> **German railways pave the way for barrier-free tourist travel**

DB cooperates with Arbeitsgemeinschaft “Barrierefreie Reiseziele in Deutschland” (working group “Barrier-free Destinations in Germany”)

- Ensures an inter-modal assistance chain
- Offers a modular mobility package train + tourism
- Creates a “triple-win situation”
  - Makes rail travel more attractive for persons with disabilities
  - Brings more tourists to the respective destination
  - Contributes to social inclusion
Thank you for your kind attention

Dirk OELSchläger, Senior Advisor Passenger Transport, UIC, Paris
David SINDALL, Head of Disability and Inclusion, ATOC, London