



THE PASSAGE PROJECT: BEST PRACTICE FOR ACCESSIBILITY

17-18 October 2013

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4-B – Connecting Stations With the City

The Legal Background

1

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

Focus: Access and Assistance

2

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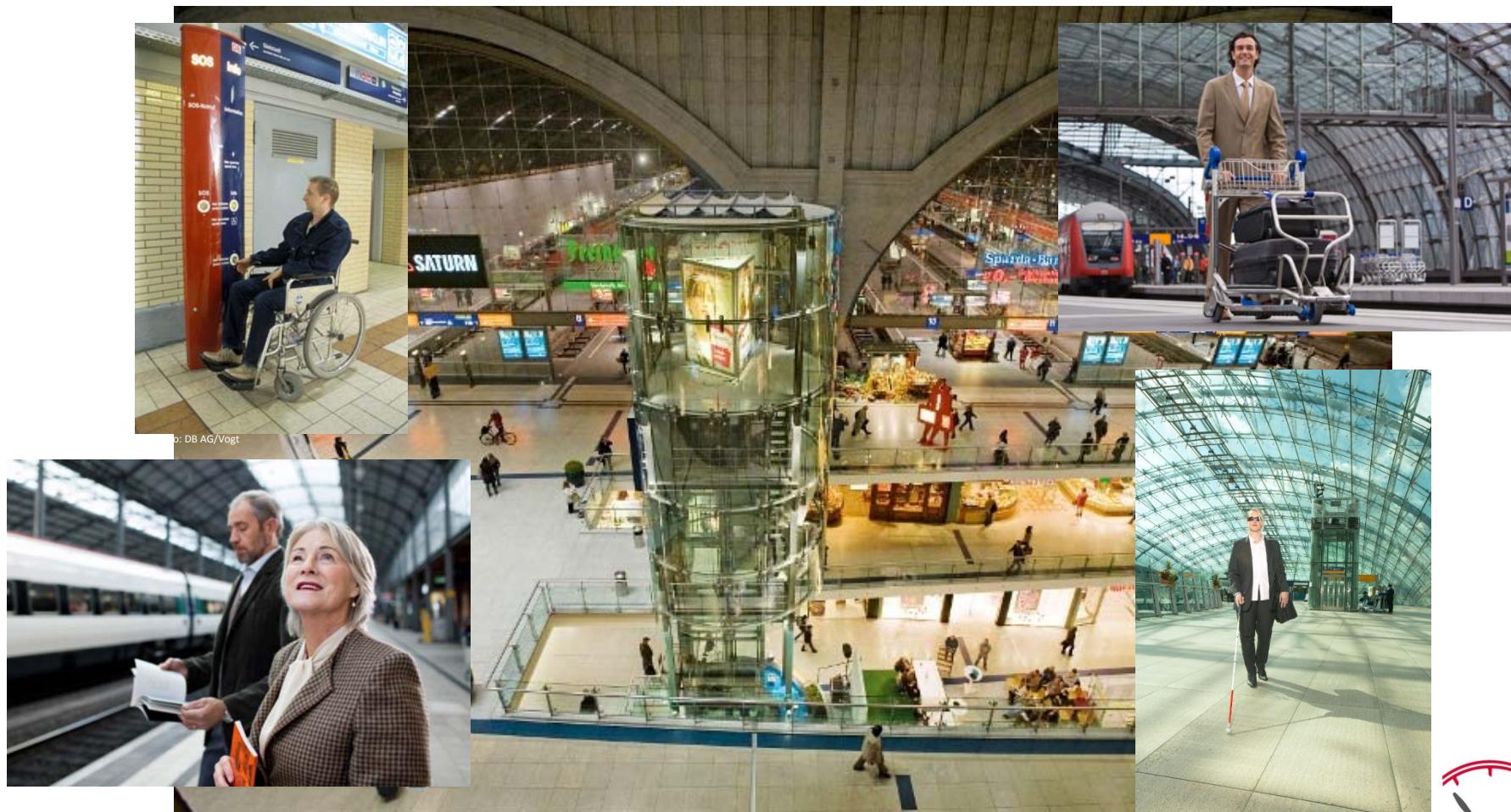
Infrastructure

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Telematics applications for passengers

Accessibility is good for everybody.

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Comprehensive signage is essential.

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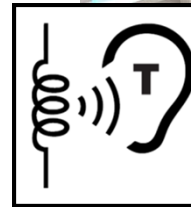
Appropriate service = better business

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- 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



Better information = better planning

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Good practice
example:

“Stations
Made Easy”

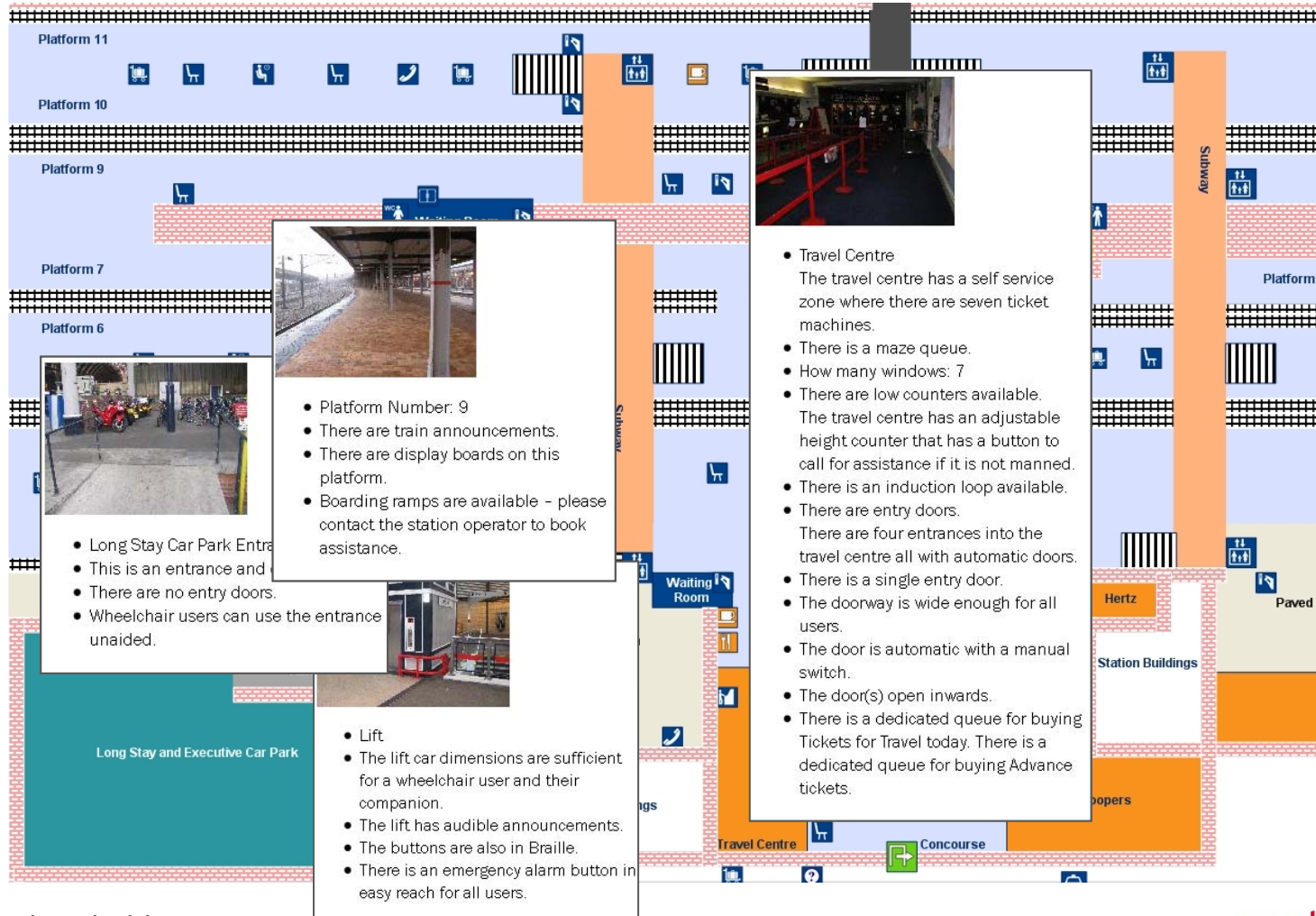
- Accessibility information for every train station in Great Britain
 - How to get into the station
 - Access from bus stops, car parks, other entrances
 - How to navigate in the station
 - Length of walkways, lifts, stairs, escalators, ramps
 - What to find in the station
 - Facilities, shops, amenities
 - Where to buy a ticket
 - Travel centres and ticket vending machines
 - How to get on the train
 - Routes to the platforms; available information channels

 **National Rail Enquiries**

<http://www.nationalrail.co.uk>

“Stations Made Easy”: Example York

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Challenge: barrier-free access to train

8

- 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



Second-best but realistic: Assistance

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

- Good practice examples:
 - “Accès Plus” (France)
 - “Atendo” (Spain)
 - “B for You” (Belgium)
 - “Mobil mit Handicap” (Germany)
 - “Sala Blu” (Italy)



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...Thank you

for your kind attention