



Example 4 **New Railjet Trains with Innovative Equipment for Mobility-Reduced People**

Country **Austria**

Similar service in Spain (AVE train)

good practice for people with ...	kind of vehicle	kind of measure/approach
... motor impairment ... visual impairment ... hearing impairment	long-distance train	engineering/technology approach organisational/operational support

Project description

Austrian national railway ÖBB (Österreichische Bundesbahn) points out the importance of providing a service to satisfy the travel demands of all potential users. Creating barrier-free access is also a measure that enables more users to make a real choice between their own car and the train.

In developing the new Railjet train generation, ÖBB therefore took the needs of the PRM under special consideration. In these new trains there are special vehicle-bound lifting platforms for mobility-restricted people, which means it is no longer necessary to reserve the ride in advance (but ÖBB additionally introduced a call centre for mobility-reduced people). Within the train three spaces are reserved for wheelchair passengers and the adapted restroom is nearby. A special service inside the cars is the newly available power outlets for wheelchair batteries.

For visually impaired persons all buttons onboard are additionally equipped with tactile elements and a special place for guide dogs is provided. Via a service button passengers can call a person attendant, and the integrated passenger information system provides information through audio and visual communication.

Source:
 ÖBB Railjet webpage: <http://www.railjet.at> (19/10/2007)