



Example 15 **Underground with Special Features for Mobility-Reduced People**

City (country) **Copenhagen (Denmark)**

Similar service in Bilbao (Spain)

good practice for people with ...	kind of vehicle	kind of measure/approach
... motor impairment ... visual impairment ... hearing impairment	underground	engineering/technology approach financial support measure organisational/operational support

Project description

The metro in Copenhagen is specially designed to be used by disabled people with as little assistance as possible. To achieve this aim planners use dialogue with disability organisations and a 1:1 model of a metro car to clarify boarding and alighting conditions and determine movement patterns and handrail positions.

The results of these arrangements for visually impaired and blind persons are: lifts from street level to platform, platform doors at tunnel stations, uniform floor surfacing with “guideways”, delays announced on the loudspeaker system, emergency call points, CCTV (Closed Circuit Television) surveillance and island platforms at all stations. Measures on the train are: level-floor train boarding, increasing tone before doors close, appropriate handrail placement, shielded sitting areas, anti-trapping device on door edges and no “chair legs” with space for guide dogs.

For deaf and hearing-impaired persons the special arrangements are: information pole display at entrance, static information at concourse level, information displays on platforms, inductive loops at call points, light signals that indicates door closing, information signs and displays on-board trains.

For wheelchair users special bays were built on the forecourts, and ticket dispensers and validation machines were mounted at a maximum height of 1,200 mm. The lifts and level-floor train boarding make it easy for wheelchair users to enter the train. Inside the train there are priority areas with enough space for wheelchair users, folding seats for companions, call points at a maximum height of 1,200mm, anti-trapping device on door edges and appropriate handrail placement. In addition to that there are train stewards on board to help anybody who needs assistance.

Source:

Metro Copenhagen: Travel Information for Disabled, www.m.dk/en/disabled (19/10/2007)