



Example 16 **Travel Assistance in Public Transport for PRM**

City (country) **Dresden (Germany)**

Similar service in Dublin (Ireland), Essen (Germany)

specific service for people with ...	kind of vehicle	kind of measure/approach
<ul style="list-style-type: none"> ... motor impairment ... visual impairment ... hearing impairment ... cognitive/learning impairment 	<ul style="list-style-type: none"> city bus tram 	<ul style="list-style-type: none"> financial support measure organisational/operational support

Project description

Dresden, the capital of the free state of Saxony in Germany, relaunched a travel assistance service for socially excluded customers of public transport (the project is called MOSE). It can be used for any kind of undertaking such as errands, administrative aspects, excursions or leisure activities.

The service personnel consist of 15 employees and are especially trained to meet the needs of disabled. Their main task is to accompany the people who are reliant on help so that they can arrive at their destinations safely. In this way travelling by tram or bus should be as comfortable as possible. The service leads to more independence and provides easier access to public transport. The escort service must be ordered in advance via telephone within a certain time frame and also only runs Monday through Friday from 7am to 6 pm. The personnel pick up the clients from the tram/bus stop or even from their homes.

There is no extra fee charged, users only need their regular public transport ticket. As this service is not an additional transport service, people who want to use it should also be able to use regular public transport. The travel assistance service is handled by the local public transport operator (Dresdner Verkehrsbetriebe AG).

Sources:

DVB AG: DVB-Begleitsdienst, <http://www.dvbag.de/aktuel/ausgabe.asp?url=398> (de) (18/10/2007), <http://www.dvbag.de/service/mose.asp> (de) (18/10/2007)