



Example 26 **Information Services about the Accessibility of Railway Transport Services**

Country **Finland**

Similar service in Northern Ireland (UK)

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

Project description

The VR Group is a broad-based Finnish transport company that serves freight service customers and public transport customers with rail and road transport services. VR wants to ensure all of its customers a pleasant rail journey by offering targeted services to different passenger groups.

To better adapt the information services to the needs of different groups, VR offers an information package on VR's supply of on-station and on-train services for different categories of passengers. The following information is available on the Internet:

- On-train services: The company provides information in pdf-files for every train type (Pendolino trains, InterCity trains, express trains, regional trains and night trains) with a special focus on services for disabled people. The publications include pictures that illustrate which services the respective train type has and where these services are located.
- Station services: Station pages list the opening hours of stations selling train tickets and more information on services and connections at major railway stations.
- Timetables: The numerous trains with services for the disabled are indicated in the timetable by the relevant pictogram indicating the relevant supply of on-board services.

In the new passenger-car fleet, services for mobility-reduced people have already been taken into account during the design and planning phases. Services for the disabled in InterCity and InterCity2 trains are designed to enable experienced travellers to travel on their own. The new sleeping cars have been designed in cooperation with associations for the disabled.

Source:

VR: Services for different passenger categories, <http://www.vr.fi/heo/eng/palvelut/palvelut.htm> (22/10/2007)