



Example 29 **Barrier-Free Information for People with Reduced Mobility**

Country **Germany**

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

Project description

The goal of the project “BAIM” (Barrierefreie Information für mobilitätseingeschränkte Personen, barrier-free information for people with reduced mobility, see <http://www.baim-info.de/>) is to support the active and independent participation of people with reduced mobility in public transport. This goal should be reached by continuous barrier-free information at all stages of a journey. All kinds of impairments were included in the project.

The project was initiated by a German local public transport and tariff association, Rhein-Main-Verkehrsverbund GmbH (RMV), who cooperated with five partners with know-how in the field of timetable information, data integration, automatic speech information. The partners also supported the RMV in realising the usability tests and the evaluation of the project. The project started in 2005 and will end in 2008.

First an expert survey was carried out with the goal of defining user groups of people with reduced mobility. The following main groups were identified: people who are not able to walk, people with visual impairments and people with hearing impairments. For each of those groups special information needs were identified as well as devices that are especially useful for the respective groups. Building on these findings, the second phase developed information about barrier-free public transport with a special focus on the so-called new technologies: Internet information, WAP-services and PDA information. Potential users of the information services were included intensively during all steps of the project in order to optimally adapt the new services to their special needs.

In the last stage, several information services for people with reduced mobility were realised with positive evaluation results. Examples are the exemplary implementation of regional and interregional information services, the implementation of an automatic speech information service, the inclusion of real-time information in the services and the pilot implementation of an information and travel assistance service designed especially for people with reduced mobility.

Source:

DER NAHVERKEHR 9/2006: Fahrgastinformationen für mobilitätseingeschränkte Menschen (de), pp. 49-54