



Example 34                      **Accessible Emergency and Information Pillars at Regional Railway Stations**

City (country)                      **Hamburg (Germany)**

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

**Project description**

In August 2007 the first of 44 emergency and information pillars was put into operation for AKN (Eisenbahn Altona-Kaltenkirchen-Neumünster), one of the regional railway operators in and around Hamburg. By 2009 AKN will have equipped all their stations on the line between Hamburg and Neumünster and between Henstedt-Ulzburg and Elmshorn with this new technology. The costs of this project will amount to about 500,000 Euros.

In case of an emergency, the passengers can press the emergency button at any time to contact the control centre in Kaltenkirchen. The “Info”-button, on the other hand, offers for up-to-date information about the train service. All pillars have video cameras so that the employees in the control centre can see the passengers.

AKN intends to reach several goals with this strategy of safety and service. The company wants to improve the service of all announcements by enabling the passengers to directly contact the control centre. This measure concerns not only timetable information but also questions about tariffs, for instance. Doing so, they improve the objective safety at the stations but also the subjective feeling of safety. The locations of the 44 pillars were chosen according to the following criteria: they should be visible and easily accessible. The eye-catching buttons are accessible to three of the senses: sight, hearing, and touch.

Another activity of the AKN to improve safety at their stations is video surveillance. Almost all AKN-stations have video cameras and there are cameras in the 39 AKN-trains as well. Damage due to vandalism has been reduced by 50% since 2004 when video cameras were installed in all AKN-trains.

Source:  
 Newstix: AKN führt Notruf- und Infosäulen an ihren Haltestellen ein (de), [www.newstix.de](http://www.newstix.de) - Suchen - AKN (22/10/2007)