



Example 41 **Integrated Barrier - Free Public Transport**

City (country) **Linz (Austria)**

good practice for people with ...	kind of vehicle	kind of measure/approach
... motor impairment ... visual impairment ... hearing impairment	city bus tram mountain railway taxi	engineering/technology approach financial support measure organisational/operational support awareness building

**Project description**

The local public transportation service has implemented or would like to implement a variety of arrangements to make their services easier for disabled people to use. To approach the goal of a barrier-free public transport in Linz, the current situation is discussed in periodic meetings with different organisations for people with impairments.

For people with visual impairments there are tactile guiding systems, including tactile paving and labels on the handrails, and tactile route maps at the stops. There is also a service called DISA (Digitale Sprachausgabe – Digital Voice Output) which makes the stop display information accessible for people who cannot read it. The service works with voice output whose volume is automatically adapted to surrounding noise. DISA can be activated by a pushing a button on the information pillar or with a special device. The timetable data on the Internet, which includes route planning, is designed so that it can be broadcast by voice with corresponding software. This helps users gather pre-trip information.

For people with motor impairments, all buses are low-floor and have a kneeling mechanism, which allows them to lower the entrance area to the same level as the stop surface. The “Cityrunner” trams are built with 100% low-floor technology, ample space, buttons that are easy for wheelchair users to reach and special comfort seats with handholds for elderly people. If the stops are not already designed for the accessibility of disabled people, there are ramps in the tram that make them step-free to enter. To give motor impaired people the option of using a taxi, one cab is equipped with special features like a kneeling mechanism, a ramp and enough space for non-foldable wheelchairs. This cab is used in the normal taxi service but also as a collective on-call taxi with regular fares. It is important to note that in this system the taxi must be called well in advance of the desired trip, because the single equipped taxi requires a longer trip to the boarding point. For people with hearing impairments it is important that the collective on-call taxi can be called by e-mail or fax as well as by phone.

The Linz AG Linien intends further activities to make their services more accessible to all. Their plans include staff training and awareness initiatives which would provide more barrier-free taxis and the modernisation of the historic “Pöstlingbergbahn” (mountain railway) to the same standard as the “Cityrunner” trams.

Source:

Albert Waldhör, Linz AG Linien: Barrierefrei unterwegs mit den Linz AG Linien (de), [www.ibft.at/upload/tagung/Salzburg/de/07.Vortrag\\_Waldhoer.pdf](http://www.ibft.at/upload/tagung/Salzburg/de/07.Vortrag_Waldhoer.pdf) (22/10/2007)