

Example 48 **Accessible Local Transport with a Guidance System for Visually Impaired People**
 City (country) **Munich (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

For 20 years the local public transport provider MVG (Münchner Verkehrsgesellschaft) has been consistently extending their accessible public transport system on both road and track. The MVG’s work offers numerous good practice measures, some of which are presented below.

96% of the trams are low-floored and accessible for motor-impaired people. In 2008 the entire fleet will be low-floored. In addition, ramps, escalators and lifts are standard equipment in Munich public transport. Almost every tram has a visual and acoustic service providing information about the various stops and lines. So far 80% of the tram stops are accessible and offer expanded stop areas and lowered kerbs. New lines are designed to be totally accessible and have tactile surfaces. In Munich only low-floor buses, which first went into service here, are used. Since 2004 many of the bus stops have been accessible and have offered more comfort for visually impaired people. An orientation stripe on the surface leads the visually impaired transport user directly from the pavement to the front door of the bus. In addition many measures for better accessibility have been put into place in the underground system, a vital part of Munich’s public transport system. New underground trains are equipped with wider doors, chamfered door sills and considerably more space for wheelchairs. Furthermore, there are grip bars on the doors and an interphone system for communicating with the driver, which is also accessible to wheelchair users, has been installed. 92 out of 93 underground stations are equipped with wheelchair-accessible entry. Tactile stripes on the platform surface with a width of 20 cm are standard. Much attention had been paid to the choice of colours and contrasts of fonts, signs and safety devices.

A new visual orientation system was developed in cooperation with the local advisory board of mobility-impaired people, mobility experts and experts in the field of design and cognition. Basically there are three objectives to be achieved: better orientation, easier ascertainability of information and optimised readability. For better cognition the essential information is concentrated on a few central points in the stations. Quick ascertainability is ensured with the differentiated illustration of different information, a consistent adjustment of the information on the signs and different information carriers for different types of information. Uniform typefaces, optimised type sizes and harmonious colours guarantee good readability of the information.

This package of measures is supplemented by a communication concept to ensure that the right individuals receive important information. An electronic announcement indicates the line number and direction if there are two underground trains at the same departure place. Special maps and the electronic timetable give information about accessible underground trains and stations. In the future, using continuing cooperation, the MVG plans to enhance their system and upgrade their offers for mobility-reduced people.

Source:
 Regionalverkehr 7/8 - 2007: Barrierefrei unterwegs (de), pp. 40-41