



Example 52 “Infomobi” - Internet Information Service for Mobility-Reduced Persons

City (country) Paris (France)

good practice for people with ...	kind of vehicle	kind of measure/approach
... motor impairment ... visual impairment ... hearing impairment ... cognitive/learning impairment	city bus regional bus tram underground local train	organisational/operational support awareness building

Project description

Besides other restrictions, lack of information is also an important barrier for mobility-reduced people when using or electing not to use public transport services. If they cannot easily inform themselves about the local and regional supply of the mobility infrastructure for barrier-free and equal travelling, they are not attracted to use these services.

Infomobi is an information service for all people with reduced mobility living in the Ile de France region in and around Paris and is accessible by telephone, e-mail or website. It provides real-time information about the accessibility of public transport services with special concern for mobility-reduced people. The website (www.infomobi.com) is divided into four information categories according to different user groups: passengers with motor, visual, hearing and cognitive impairment.

The service gathers information from RATP (Régie autonome des transports Parisiens – Paris Transport Association providing bus, tram, metro and heavy rail services), SNCF (Société nationale des chemins de fer français – French national railway providing suburban rail services) and OPTILE (L'Organisation Professionnelle des Transports d'Île-de-France - a federation of 80 private bus operators around Paris), and includes a lot of information about stations equipment, e.g. the number of lifts and other facilities. The call agents are able to give detailed information about walking distances, lift locations and where people can seek assistance during their journey. If for a specific request no mainstream transport service is accessible, the user of the information portal can contact the door-to-door transport reservation centre.

Sources:

EMTA: Detailed presentation of some door-to-door services, http://www.emta.com/IMG/pdf/Fiche_Paris.pdf (31/10/2007)

Eclipse: Paris Accompagnement Mobilité, France, http://www.eclipse-eu.net/Images/Deliverables/European_Practice_Review.pdf, (31/10/2007)