

Project no.: **44289**
Project acronym: **PTaccess**
Project title: **Public Transport Systems' Accessibility for People with Disabilities in Europe**

Specific Support Action

CALL IDENTIFIER: FP6-2005.SSP-5A

Priority Area 2.4: Quality of life issues relating to handicapped/disabled people

Task 1: Accessibility of public transport systems for people with disabilities

Title of Report:

State of the Accessibility of Public Transport Systems for People with Disabilities in Austria (AT)

Status: final

Start date of project: **1. February 2007**

Date of preparation: **3. November 2008**

Duration: **24 months**

Prepared by: **FGM-AMOR**

Quality control by: **JMP**

Dissemination level: **PU (public)**

PTaccess – Public Transport Systems' Accessibility for people with disabilities in Europe

One specific area, for which there is still a lack of EU level data, is the accessibility of public transport for people with disabilities and its impact on their employment and social integration prospects.

The European project 'PTaccess' offers the chance to fill this gap in knowledge and obtain information on the current state of accessibility of urban and rural public transport systems in 25 EU member states. For each member state PTaccess analyses the state of accessibility of public transport from the point of view of national disabled organisations, national transport operators, and governmental authorities. For regions where public transport is not accessible PTaccess identifies and analyses applied alternative transport solutions (WP1).

PTaccess also identifies and analyses good practices and innovation in making public transport accessible, and enhances the scientific base of policy by providing a sound assessment of the costs and benefits of making public transport accessible (WP2).

Furthermore PTaccess deepens the understanding of the transport-related contexts of social exclusion of disabled people, and draws conclusions about the effects that accessible public transport has on the employment and social inclusion prospects for disabled people. (WP3).

The PTaccess-project runs from the 1st of February 2007 until the 31st of January 2009.

More information about PTaccess can be found on the project's website: www.ptaccess.eu

The PTaccess consortium:

- FGM AMOR (Austria)
- Independent Living Institute ILI (Sweden)
- TU Dresden, Lehrstuhl für Verkehrsökologie (Germany)
- JMP Consultants Limited (United Kingdom)

This project is supported through the **Research for policy support** heading of the **European Union's Sixth Framework Programme**, PRIORITY 8.1 Policy-oriented research, Scientific support to policies – SSP CALL IDENTIFIER: FP6-2005.SSP-5A

Priority Area 2.4: Quality of life issues relating to handicapped/disabled people, Task 1: Accessibility of public transport systems for people with disabilities]

Table of Contents

1	Introduction.....	4
2	Accessibility of Public Transport in Austria (AT).....	6
2.1	<i>General Information.....</i>	7
2.2	<i>Accessibility of Public Transport.....</i>	14
2.3	<i>Alternatives to public transport.....</i>	24

1 Introduction

This document aims to give an overview on the current state of the accessibility of public transport in Austria (AT).

This document has been prepared within the framework of the European project PTaccess by FGM-AMOR based on interviews conducted with representatives of people with disabilities, transport operators and governmental authorities in 25 European countries.

In order to draw a comprehensive picture of the current state of the accessibility of public transport in Europe, the following topics have been discussed with the interviewed national experts:

- Statistical data
- Legal and regulatory framework conditions
- Organisational framework conditions
- Accessibility of passenger information
- Accessibility issues in ticketing
- Accessibility of stops and stations
- Accessibility of vehicles
- Safety, reliability and services
- Alternatives to public transport

How this report has been made

In order to obtain actual information on the current state of accessibility of urban and rural public transport systems in Europe, the PTaccess team has directly contacted and interviewed national experts within 25¹ EU member states. In each of these 25 member states a representative of a national disabled organisation, a representative of national transport operators, and a representative of a governmental authority have been interviewed and asked to provide their point of view regarding the accessibility of public transport in their country. In order to obtain comparable interview results in each of these countries, interview guidelines and questionnaires have been prepared by the PTaccess consortium. The interviews (at least three per country) have been conducted personally by “national contact persons” in their national language.

For each of the investigated 25 countries the results of all the interviews with the national experts have been compiled into a draft “country report” by FGM-AMOR. These “country reports” describe the state of the accessibility of public transport from the point of view of disabled people, transport operators and governmental authorities. In order to make sure that the interview results have been interpreted correctly, these draft country reports have been checked and corrected by the national contact persons, who had conducted the interviews with the national experts. This is the finalised country report for Austria (AT).

What can be expected from this report

This report gives an overview of the state of the accessibility of public transport in Austria (AT). However, this report does not provide only “official” data and information, since in most countries such data and information does not exist. Instead the report provides spotlights on the current situation regarding the accessibility of public transport from the subjective, but informed, point of view of people with disabilities, transport operators and

¹ At the time of the preparation of the PTaccess-project Bulgaria and Romania haven't been member states of the European Union, yet. Therefore no interviews have been conducted in these two countries.

governmental authorities. Since each interview-partner brought in her/his subjective viewpoint, it must not be expected to get an objective overview of the situation in the country. However, by asking different experts (representing three important stakeholder groups) about their point of view, and by taking into account the viewpoints of all these concerned stakeholder-groups the authors of this report hope to be able to draw a picture of the situation regarding the accessibility of public transport for people with disabilities in Austria (AT) that is not too biased.

Important: The reader of this report must always keep in mind that this report is based on the viewpoints of individual people (i.e. each interview partner has brought in her/his personal point of view and her/his personal experiences), and therefore the information given in this report must not be interpreted as an objective official “national” view!

How to use this report

People, who are interested to get **more (detailed) information on the accessibility of public transport in Austria (AT)**, should read this “country report”. There are also “country reports” for each of the other 24 countries, where PTaccess surveys have been made.

People, who are interested to get **a quick overview on the actual state of the accessibility of public transport in Europe**, should read chapter 3 of the summary report “State of the Accessibility of Public Transport Systems for People with Disabilities in Europe”.

People, who would like to know more **details about the interviews** which form the basis of this report, should read Annex II of the summary report “State of the Accessibility of Public Transport Systems for People with Disabilities in Europe”, where all interviewers, interview-partners and questionnaires are listed.

2.1 General Information

2.1.1 About the PTaccess interviews

Interviewer:	Name	Organisation
PTaccess National Contact Person	Veronika Wirth	FGM-AMOR, Graz, Austria
Interview partners:	Name	Organisation
Representatives of Transport Operators	Roland Krpata	Public Transport Operator Vienna
	DI Andrea Stütz	VOR/Verkehrsverbund Ostregion (public transport association Vienna, Lower Austria and Burgenland)
Representatives of People with Disabilities	Gernot Bisail	Representative for concerns of disabled people, City of Graz
	Karin Ofenbeck	Individuals with motor impairments – active member of various disability organisations
Representatives of the Government	DI Alfred Nagelschmied	Province of Styria (federal state government)
	Mag. Hildegard Weiss	Federal Ministry for Transport, Innovation and Technology

Table 1: Interviewer and Interview-partners in Austria

2.1.2 Statistical Data from Austria

Statistical Data for Austria	
Number of inhabitants	8,315,379 ²
Inhabitants with disabilities	29.9% ³
Inhabitants with motor impairments	6.7% ⁴
Inhabitants with visual impairments	43.4% ⁵
Inhabitants with hearing impairments	6.4%
Inhabitants with cognitive / learning impairments	0.6-1%
Inhabitants who are functional illiterates	about 300,000 ⁶
Share of disabled people living in urban areas	no available data
Share of disabled people at working age	no available data ⁷
Share of disabled people at working age who are actually working	no available data ⁸

Table 2: Statistical data for Austria

² Statistic Austria; www. statistik.at; for the year 2007

³ there are no available data, only estimations. 29,9% is the estimated number of the inhabitants with a physical disability. 0,6-1% of the inhabitants have learning difficulties.

⁴ Estimation according to sample survey 1995

⁵ 86.9% of these visual impairments have been "cured" by glasses, lenses or surgery

⁶ estimation of the OECD

⁷ in 2007 there have been 93.596 people registered as "begünstigte Behinderte". They have a degree of disability of at least 50%. Attention not all disabled register as "begünstigte Behinderte".

⁸ there are no available data about the share of people with disabilities that are unemployed in Austria. According to the AMS (Austrian agency for the labour market) 14,12% of all unemployed people in Austria have been people with disabilities; According to the Austrian Ministry of Social Affairs and Consumer Protection 8,2% of the registered "begünstigte Behinderte" have been unemployed in 2007.

2.1.3 Legal and regulatory framework conditions in Austria

There is an anti-discrimination law in Austria. It is called the “Austrian disability equalisation law”. It became effective on the 1st January 2006 and includes public transport. There is a responsible department in the Austrian Ministry of Social Affairs as well as an ombudsman who can help to file complaints. Until recently only organisations were able to file a lawsuit, now it is possible for individuals too.

There is no policy to guarantee mobility for disabled people.

There are no national standards for accessible public transport.

Accessibility of public transport is not a priority issue on the political agenda in Austria, however due to the “Austrian disability equalisation law” the issue of accessible public transport becomes more and more important.

Monitoring of the accessibility of public transport is not done on national/regional level.

There are reduced fares/tariffs for people with disabilities (i.e. for blind people, and for people with a grade of disability of more than 50%) in public transport in Austria. However, the amount of fare-reduction and the details that determine who is entitled for these fare-reductions vary among the Austrian provinces, and even among the cities/municipalities.

Anti-discrimination law

"Österreichisches Bundesbehindertengleichstellungsgesetz" or “Austrian Disabled Equalisation law” is a national law, enacted in January 2006; it bans the discrimination of people with disabilities in access to goods and services.

"Österreichisches Behinderteneinstellungsgesetz" or “Austrian Disabled Enrollment law” is a national law, enacted in 2006; it fights against the discrimination of people with disabilities in relation to employment issues. Both laws are enforced by the Austrian Ministry of Social Affairs.

Regulations regarding the accessibility of public transport

The representative of the federal state government states that there is a law that guarantees equality for disabled people that includes public transport. There are special regulations regarding the accessibility of public transport that include national laws and regulations, social welfare office for implantation and for the last two years there is an ombudsman in Vienna and Graz. There are Austrian wide standards also regarding accessibility. There is no policy to guarantee mobility for disabled people, and there are no national standards for accessible public transport.

The representative of the Austrian Ministry agrees with her colleague about the law for equality, but states that the ombudsmen are not qualified and there is often wrong advice. There are some policies that guarantee accessibility for disabled people: e.g. structural measures to improve the accessibility of buildings may be funded, and there is personal assistance available.

The representative for people with disabilities states that there is an anti discrimination law since January 1st 2006 that includes regulations for public transport. Unfortunately there are very long transition periods. She is not aware of regulations regarding mobility guarantee for disabled people.

“Priority” of accessibility of public transport on the political agenda

According to the representative of the federal state government the accessibility of public transport is not on the daily political agenda, but there is a political commitment for it. The representative of the regional government agrees that it is not an issue of daily national politics. However it is an issue of regional politics. Many associations are aware that mobility is an increasingly important issue (taking into account the ageing society). It has always been an important point for organisations representing disabled people. Unfortunately they did not have enough money.

Both representatives of disabled people agree that public transport is not on the political agenda, however the changes in legislation make it more and more important.

Monitoring of the accessibility of public transport

According to a representative of the government monitoring of the accessibility of public transport is only done by organisations representing disabled people not by any other institution. All Public Transport operators should be forced to publish a time table with a deadline for changes.

The representative of the people with disabilities is not aware of legal regulations.

Special fares and public transport tariffs for people with disabilities

According to the representative of the federal government there are special tariffs for people with disabilities. Starting at 50% disability and blind people.

According to the representative of people with disabilities people with disabilities in the city of Graz pay half price and can purchase an annual ticket for Euro 40 following an application at the magistrate. According to the representative there is a special ticket available for trains with the accompanying person travelling for free.

2.1.4 Organisational framework conditions

Austria is a federal state. The responsibility for social inclusion lies with the Austrian Ministry for Social Affairs and Consumer Protection and the government authority responsible for public transport is the Austrian Ministry for Transport, Innovation and Technologies. There is one national railway company that also runs bus services, and there are several private public-transport-operators, and 8 regional tariff and transport organisations in Austria.

Disability organisations in Austria state that the cooperation with governmental authorities is improving. Governmental authorities and Public Transport Organisations cooperate on the level of planning and implementation of (accessible) public transport services. In some Austrian cities local working groups involving transport operators and disability organisations were established 10 years ago. Most transport operators cooperate with (local) disability-organisations; however, people with disabilities feel that the cooperation started in many cases too late, when the transport-services have already been implemented. People with disabilities state that it would be important to be involved in the planning stage.

All interviewed stakeholders believe the accessibility of public transport is an important issue. Some Austrian transport operators have realised that measures for the improvement of the situation for disabled people are also advantageous for all other passengers. The main barrier that hinders the improvement of the accessibility of public transport are the costs.

According to the interviewed representatives of people with disabilities, disabled people are interested in public transport and they would like to use public transport, but this is only partially possible, as (especially in rural areas) many public transport services are not accessible. The interviewed representatives of disabled people stated that the main reason why many disabled people still do not use public transport (even in cities where the public-transport-services are accessible) is that it is difficult for them to reach the public transport stop/station and they often lack self-confidence.

According to the interviewed representatives of people with disabilities, disabled people prefer technical support, which gives them greater independence.

Governmental authorities dealing with anti-discrimination and social inclusion issues referring to people with disabilities

- **Austrian Ministry for Social Affairs and Consumer Protection.**

Stubenring 1; 1010 Wien 30; briefkasten@bmsk.gv.at

Governmental authorities responsible for public transport

- **Austrian Ministry for Transport, Innovation and Technologies**

Radetzkystraße 2, A-1030 Wien, Telefon: +43 (0) 1 711 62 65 0

Main transport operators and Public Transport associations

- **Österreichische Bundesbahnen (National Railway)**
Wagramer Straße 17-19; 1220 Vienna, Austria Tel.:+43 193000-0; www.oebb.at
- **ÖBB-Postbus GmbH**
Regionalmanagement Wien/NÖ/Burgenland, Industirestraße 12, 2020 Hollabrunn, Austria ; Tel. : +43295220878-0; www.postbus.at
- **Wiener Linien GmbH & Co KG**
Erdbergstr. 202, 1030 Vienna; Austria; Tel. +4317909-100; www.wienerlinien.at
- **GVB (Grazer Verkehrsbetriebe)**
Contact Customer Services: Mobility Centre: Tel.: +43 316/887-8804; gvb@gstw.at

Main disability organisations

- **ÖAR (Österreichische Arbeitsgemeinschaft für Rehabilitation** (which in English stands Austrian Team for Rehabilitation) Stubenring 2, 1010 Vienna, Austria. Tel.: +43 1 5131533; www.oea.or.at.
- **Selbstbestimmt Leben Initiative-Österreich** for people with a disability, Blumauerstr. 29, 4020 Linz, Austria. Tel.: +43 732 711621-16; Fax: +43 732 711621-20; email: buero@sli-ooe.at; www.sli-ooe.at

Cooperation among stakeholders

Cooperation between the governmental authorities and disability organisations

According to the representative of the federal government there is cooperation between the transport operators and disability organisations in the form of workshops regarding barrier-free design, not so much for where monitoring is concerned. The other representative of the Ministry states that the ministry invites people to appropriate events. Monitoring is connected with the stages of planning.

The representative of disabled people states that the cooperation between the government and disability organisations is medium, although there is increasingly more visible cooperation. Disability organisations should be included in the planning process at an earlier stage.

Cooperation between the transport operators and disability organisations

The representative of the disability organisations states that the situation regarding cooperation between disability organisations and public transport operators is the same as with the government.

According to the representative of the Viennese Public Transport Operator barrier free accessibility is part of their companies' philosophy. Working groups with disability organisations have been established for 10 years. In their experience, measures introduced for disabled people are also advantageous for all other passengers. The national public train operator (ÖBB) is also an important partner in the interface between local and long-distance traffic.

Cooperation between the transport operators and governmental authorities

One representative of the Austrian government states that there is cooperation between the transport operators and the government in terms of planning the implementation. The other representative states that there are preparations for new programme lines. Basic studies for the improvement of accessibility have been commissioned. There will be projects running from the start of 2008.

The representative of the public transport operator in Vienna emphasizes that barrier free accessibility is part of the company's philosophy. Working groups with disability organisations have been established for 10 years. In their experience, measures introduced for disabled people are also advantageous for all other passengers.

Attitude of the stakeholders regarding the importance of accessibility of public transport

Attitudes of the stakeholders regarding the importance of accessibility of public transport

The issue of accessible public transport is becoming an increasingly hot topic for public transport operators. However, a lot of public transport operators provide the minimum standards (for example by law), and do not invest more than necessary. Of course the situation differs and some companies act exemplary and define barrier free accessibility as an integrated part of their companies philosophy.

According to the representatives of people with disabilities, disabled people are generally interested in using public transport. A main barrier for improvement is the cost of provision. Disabled people prefer technical support which gives them greater independence. People definitely would like to use public transport; however, this is only partially possible. In the countryside there are no barrier free buses. Public transport in cities has improved a lot within the last years. However, often disabled people do not use public transport even if it is accessible because it is already difficult to reach the station and they often lack the self confidence. There exists cooperation between public transport operators and representatives of disability organisations. This cooperation

only started after the public transport infrastructure was built. In all forms of public transport a main barrier is the late involvement of disabled people.

Attitudes of the stakeholders regarding the use of public transport by people with disabilities

According to one representative of the government, many disabled people use public transport in Austria for their daily trips, and there are initiatives to improve the situation regarding the accessibility of public transport services. There is cooperation between regional government and disability organisations and public transport operators and train operators. However, there is a feeling that this is not enough. On one hand there is not enough money and on the other, more awareness from public transport operators is necessary. Public transport operators are open for barrier free public transport for disabled people and they are interested in cooperation and the experience. However as soon as costs are involved everybody thinks economically. The other representative of the government states that disabled people want to use public transport and there are many initiatives expressing this request. A number of disability organisations work together with public transport operators. There are programmes to promote research where these projects get submitted. There is integration in place although implementation is insufficient due to costs. There is no lack in knowledge or involvement. For public transport operators public transport for people with disabilities got to be an important issue, they are interested in cooperation.

2.2 Accessibility of Public Transport

Pre-trip information: There are very accessible media for pre-trip information in Austria. There is internet access, printed materials and phone information (e.g. Mobilzentral). The pre-trip information on the homepage of GVB (a public transport provider in Graz) is insufficient with regard to services for disabled people. Accessibility is always dependent on a third party. The pre-trip information from the Austrian railway company ÖBB is available over the internet, as a printed version and via phone, including information about tariffs, accompanying service, and luggage transport.

On-trip information: The accessibility of on-trip information varies for the different modes of transport and types of impairment. Accessibility of on-trip information in vehicles is usually less than acceptable at stops and stations. In Vienna for example there are only 25% of the trams accessible for people with impairments.

Ticketing: Usually bus tickets can be bought at the driver or at kiosks and counters. Train tickets must be purchased before entering the vehicle (at counters and kiosks, at ticket vending machines, via the internet or by mobile phone). In the main train-station of Graz there is only one lower ticket vending machine (accessible for people in wheelchairs) and in the main train-station of Vienna there are only two. For urban public transport, there is no common rule as to where tickets can be bought: e.g. in Vienna tickets can be bought at ticket machines, offices, in the vehicle, via the internet and by the mobile phone; but seasonal tickets are favoured. The accessibility of ticket machines varies for people with different disabilities, from 20% for people with motor impairments and less than 10% for people with visual impairment and cognitive/learning impairments to more than 90% for people with hearing impairments. In Graz there are hardly any ticket machines, but tickets can be bought at the driver in all vehicles, at kiosks and counters or via mobile phone.

Stops and stations: The percentages regarding the accessibility of stops and stations given by different people vary a lot. In general, the accessibility of stops and stations for people with impairments has not been an issue in the past and therefore old stops and stations are not accessible. All new stations and renovations take barrier free accessibility into consideration. The strategy is that all stops and stations should be accessible until 2019. In Graz an effort is made to make all public transport area-wide accessible. In Vienna accessibility for wheelchair users and for people with visual impairments is provided in all underground-stations. The remodelling of the old stations has been finished in 2004 and for city buses and trams various changes have been realised to make them accessible.

Vehicles: Accessibility of the vehicles is important when new vehicles are bought. Old vehicles are in general not accessible, and it also takes a long time for old vehicles (especially old rail vehicles) to be replaced by new ones. About 90% of city buses and trams in Austria provide low floor and ramps for barrier-free boarding and alighting for wheelchair users; nevertheless, for wheelchair-users boarding and alighting is often difficult, because the electrical ramps often do not function. Regional buses are generally not low-floor vehicles and only a small number of recently purchased regional buses offer lifts for wheelchair users. In new local and long-distance trains there are toilets suitable for people with disabilities and enough space to manoeuvre e.g. with a wheelchair. However, there are still a lot of old trains in operation that are not accessible. The underground-vehicles in Vienna are almost 100% accessible.

Safety, Reliability, and Service: Opinions about safety measures in public transport vary between the interviewed representatives of the various organisations. In general disabled people do not think that public transport is dangerous, but the use of buses is sometimes perceived as dangerous due to the aggressive driving of some drivers. In Graz security measures in city buses are sufficient with seat belts available. In the case of emergencies there are announcements, however there are no specific plans for evacuation in case of an emergency. In Vienna 100% of the city buses have sufficient safety measures for wheelchair users including seatbelts and emergency/ stop buttons. In trams the percentage is 25%. General safety equipment for people with

other disabilities can be found in 95% of the vehicles. Reliability of the accessibility of city buses and trams, regional trains and the underground is quite high. Reliability of the accessibility is usually higher if there are mechanical ramps, since the electrical ramps are unfortunately very often out of order. Reliability of the accessibility of regional buses is low, since regional buses are usually high-floor vehicles and there are only very few regional buses equipped with lifts. The punctuality of the Austrian public transport is high; usually less than 5% of the public transport vehicles are delayed more than 5 minutes. The customer service for people with disabilities is not as good as it should be: there is only customer service at the big stations and stops. In trains there is help from the public transport personnel at stations. In Vienna there is a phone line/help line with regard to assistance for disabled people at stops and stations.

2.2.1 Accessibility of passenger information

One representative of the government states that the information regarding the accessibility of public transport is quite different depending on the type of media. Everybody who is interested in information has many possibilities. The other representative of the government states that accessibility through the internet is not available for everyone.

One representative of people with disabilities states that (just with regard to Graz) the access to information is not sufficient and there is no real-time information via the homepage. Appropriate information is only available by phone. According to the second representative of disabled people accessibility of passenger info is good.

Pre-trip information

According to one representative of the government there is pre-trip information (e.g. Mobilzentral). The accessibility is determined by the disability. According to the second representative information is useful for people with internet access, printed material and phone information. Accessibility of pre-trip information is sufficient if you know how to use these media.

According to one representative of disabled people pre-trip information is excellent. It is possible to get information about wheelchair accessible stops and stations and vehicles. It is also possible to get information about trains that are accessible for wheelchairs. There is also pre-trip information about tariffs and tickets on the internet, as a printed version and on the phone and information about tariffs regarding the accompanying person. There is also information about accompanying service and luggage transport available. There is no information about special transport services. According to the other representative of people with disabilities, timetables are published on the internet, folder information and phone service. Internet information varies from operator to operator. In cities where real-time information at stops is provided, the information provided at the stops is good, as it shows exact waiting times, and accessibility of the vehicle for wheelchair users (in Graz and Vienna). However, there is only little information available before the beginning of the trip and accessibility of information is mostly dependent on a third party. Generally there is good pre-trip information about tariffs and ticketing. Information about special transport services is not available through public transport operators, only at special information centres.

The representative of public transport operators states that there is electronic pre-trip information. Some operators do provide barrier free pages; in Vienna the POPTIS Webspeech reads texts for blind and visually impaired passengers. Dynamic time table information and information about low floor vehicles is given in the larger cities. In general the pre-trip information service is good when compared to other international cities. There is also information about ticketing.

On-trip information

The representative of governmental authorities states that there are time tables at stations, partly electronic passenger information system, partly in real time at stations of city buses and trams. The accessibility of stations for people with motor impairments is rather low (10%) for wheelchair users, less than 10% for people with visual impairments, 90% for people with hearing impairments and 50% for people with cognitive/learning impairments. Accessibility of regional buses is less than 10% for all impairments. In trams the accessibility is 50% for wheelchair users, less than 10% for people with visual impairments, more 90% for people with hearing impairments and more than 90% for people with cognitive/learning impairments. In local trains the accessibility is 90% for all and it is around 20% for long-distance trains. With regard to on-trip information in vehicles, there is an announcement of the next stops and unforeseen incidents in city buses, the accessibility of this information for people with motor impairments is > 90%, with visual impairments < 10%, for people with hearing and cognitive/learning impairments 90%. In regional buses there is little information, the accessibility of the information for people with motor and visual impairments is < 10% and for people with hearing and cognitive/learning impairments 20%. In trams the information is displayed on several monitors in real-time. In trams the accessibility of the information for people with impairments is generally >90%. In local trains information is not always (only in modern trains) announced. In general the accessibility of the information in vehicles is 20% for people with a disability. In long distance trains the next stops and interchanges are announced and the accessibility of the information is 90%. The other interviewed representative of governmental authorities states that accessible passenger on-trip information at city bus stops is available only for 80% of people with motor impairments. The information is often mounted too high and loudspeakers are only used in an emergency. The information is only accessible for 40% of people with visual impairments, for 90% of people with hearing impairments and for around 60% of people with cognitive/learning disabilities. For regional buses the situation is more difficult and the information is only accessible for 50% of people with motor and hearing impairments and 20 % for people with visual impairments and 10% for people with cognitive/learning impairments. At tram stations the information is accessible for 90% of people with motor impairments, 70% of people with visual and cognitive/learning impairments and 80% of people with hearing impairments. At urban train stops the accessibility of on-trip information is 60% for people with motor impairments and 50% for people with visual impairments and 70% for people with hearing and cognitive/learning impairments. The accessibility of on-trip information at regional train stops and stations is 30% for people with motor, visual and hearing impairments and 50% for people with cognitive/learning impairments. On-trip information in the vehicles is accessible in city buses for 70% of people with motor impairments, 80% with visual impairments, 50% hearing impairments and 30% for people with cognitive/learning disabilities. In regional buses it is accessible for 30% of people with motor and visual impairments and for 50% of people with hearing and cognitive/learning disabilities. In trams and local trains there is 70% accessible on-trip information in the vehicles for people with motor and hearing impairments and 60% for people with visual and cognitive/learning impairments. In underground stations and vehicles the situation is accessible for 80% of the people with motor and visual impairments and for 70% of people with hearing and cognitive/learning disabilities. In long-distance trains the information in the vehicles is accessible to 50% of people with motor, visual and hearing impairments and 30% for people with cognitive/hearing impairments.

According to one representative of people with disabilities there is (partly) accessible on-trip information for people with motor impairments at stops and stations of city buses and trams. For those stations where on-trip information is not provided the information is not good and only available by phoning the service centre. For people with hearing impairments there is information at the stops and stations of city buses and trams. The on-trip information in vehicles for people with motor and visual impairments is sufficient in city buses and trams. Stops and interchange possibilities are announced as well as unexpected incidents and changes of routes. According to the second interviewed representative of people with disabilities the accessibility of on-trip passenger information at stops and stations is excellent in city bus and tram stations – especially in the bigger cities (Graz and Vienna) as a wheelchair-sign is displayed when a vehicle is low-floor. For stops and stations of

regional buses, local trains and long distance trains there is no information available. For people with visual, hearing and cognitive/learning impairments there is no available information. Information in vehicles is not accessible for people with motor and visual impairments. There is no information (apart from information at the stops) about changing, routes etc., however conductors are more than willing to help. No information is available about the accessibility of information in vehicles for people with hearing and cognitive/learning impairments.

According to the representative of public transport operators accessible information at city bus and tram stops for people with motor impairments is 90%. The accessibility cannot be determined for people with cognitive/learning impairments. The accessibility of information in underground stations is 95% for people with motor, visual and hearing disabilities. There is timetable information, network and city maps, information about tariffs, maps of the surrounding area. Electronic display of the destination and loudspeaker information is available. The accessible information for passenger with motor, visual and hearing impairments in the vehicles of city buses is 95%. In the bigger cities all city buses are low-floor buses, have recordings of the next station, inside and outside loudspeaker system, LED-displays. The accessibility of the vehicle information in the underground is 95% for people with motor, visual and hearing impairments. Like in city buses and trams there are recordings about the next stops, inside and outside loudspeakers, LED-displays.

2.2.2 Accessibility issues in Ticketing

According to the representative of governmental authorities it is possible for people with disabilities to buy tickets through all general channels. The accessibility of the ticket machines is 20% for people with motor impairments, since they are rarely in an appropriate height. For people with visual impairments less than 10% because they have a touch screen, for people with hearing impairments > 90% and < 10% for people with cognitive/hearing impairments. The second representative of the government states that people with disabilities can buy tickets via the internet, at machines, office etc. The accessibility of the ticket machines is 30% for people with motor impairments, 20% for people with visual and cognitive/learning impairments.

The representatives for people with disabilities state that seasonal tickets are favoured, as tickets do not need to be brought for each individual trip. There are very few lower ticket machines for people with motor impairments. Ticket machines are not accessible for people with visual impairments and people with hearing impairments can use regular machines. There are also no special machines for people with cognitive/learning disabilities.

The representative of the public transport operator states that tickets can be bought at ticket machines, in offices, in the vehicle itself, via the internet and the mobile phone; however, seasonal tickets are favoured. With regard to the accessibility of ticket machines for disabled people in Vienna they have positioned them as low as technically possible to make them accessible to wheelchair users. Passengers like new touch screen machines. In general the machines are 95% accessible for people with motor, visual and hearing impairments. There is no existing data for people with cognitive/learning disabilities.

2.2.3 Accessibility of stops and stations

One representative of governmental authorities states that the accessibility of stops and stations for people with impairments was not an issue in the past. Therefore, old stations are not accessible. All new stations and renovations take barrier free accessibility into consideration. It is also a financial issue and main interchanges and tourism centres are upgraded first. The stations of city buses partly have ramps and tactile guidance, there are possibilities to sit down and all stations have a special mounting area. The accessibility of city bus stations for people with motor and visual impairments is approx. 50%, > 90% for people with hearing disabilities and

90% for people with cognitive/learning impairments. At bus stops in rural areas there are hardly any possibilities to sit down, no guidance lines and no mounting areas. The accessibility for people with motor impairments is < 10%, for people with visual impairments is 10% and for people with hearing and cognitive/learning disabilities it is 90%. At tram stops there are tactile guidance systems, seating possibilities, ramps and loud speakers. Therefore the accessibility of tram stops and stations is 90% for people with impairments. Trains stations in rural areas provide seating but rarely have guidance systems and only a few provide ramps and lifts and very rarely toilets. The accessibility for people with motor and visual impairments is 10% and for people with hearing and cognitive/learning impairments 90%. In trains stops and stations in urban areas mostly there are tactile guidance systems, seating possibilities, ramps, and lifts. The accessibility for people with motor and visual impairments is 50% and for people with hearing and cognitive/learning impairments it is >90%. The other representative of the government states that the accessibility of stops and stations in Vienna is good, but in the countryside they are only accessible with difficulties and often hard to locate.

According to one representative of people with disabilities, larger cities have made an effort make all public transport area-wide accessible. Information about changes and improvements are not separately publicised, only when big changes are made. Sometimes the room to manoeuvre is not large enough, seating is mostly available, ramps and lifts are only installed in the vehicle, toilets and ticket machines are not at the stop. New stations are constructed barrier free otherwise there is no visible strategy. The satisfaction of people with visual impairments with the accessibility of stops/stations is good in city buses, not known in regional buses, and poor in trams, as a pavement has to be available which is not always the case. Lifts cannot be operated without a pavement. In undergrounds the accessibility is quite poor, as usually the distance between the vehicle and the platform is too great. The accessibility is poor in local and long distance trains, because there are not lifts provided in all stations and exiting is not always possible.

According to the representative of the Wiener Linien the accessibility of stops and stations in Vienna is provided in all stations. The remodelling of old stations was finished in 2004 for city buses and trams with various changes to make them fully accessible. In 90% of all stops the level of the stops has been raised and because the lowest low-floor vehicles in the world are used only small differences in height have to be managed. With regard to city bus stops ticket machines are located within the vehicle, seating possibilities in a waiting area, ramps are on the vehicle. Tactile systems are sometimes available. The accessibility of stations and stops for city buses and trams for people with motor impairments is 90% and 95% for people with visual and hearing impairments. Stops and stations in the underground are usually accessible via ramps and lifts and therefore accessibility for people with motor impairments is 99%, for people with visual and hearing impairments it is 95%.

2.2.4 Accessibility of vehicles

One representative of governmental authorities states that the question of the accessibility of vehicles is only important when new vehicles are bought. Old vehicles are usually not accessible. The link between vehicle and infrastructure is often a problem. Strategies to improve the accessibility of vehicles and the infrastructure, as well as compatibility of infrastructure and vehicles, are monitored. Efforts are mainly done on the level of the infrastructure. Access heights should be adjusted. There are low-floor vehicles and high access areas. It takes a long time for old vehicles to be eliminated, especially in the case of rail vehicles. The accessibility of boarding and alighting in city buses is good, due to a tilting function of the ramp, automatic doors and low-floor ramps that can be opened. The accessibility for boarding and alighting in city buses and trams is therefore > 90 % for people with all disabilities. Regional buses are only partially low-floor vehicles; the accessibility for people with motor and visual impairments is therefore only 20% and 90% for people with hearing and cognitive/learning impairments. In regional trains only 20% is accessible for people with motor impairments and 30% for people with visual impairments. In long distance trains there are no low-floor vehicles and lifts are provided only in bigger stations. Therefore the vehicles are only accessible for <10% of the people with motor and visual

impairments but >90% of people with hearing and cognitive/learning impairments. With regard to accessibility of the interior of the vehicle there is enough space for a wheelchair and a high contrast design. Accessibility in city buses and trams is therefore >90% for people with all impairments and there is one space for a wheelchair. In regional buses the accessibility of the interior of the vehicle is poor. It is only accessible for <10% of people with motor and visual impairments but > 90% for people with hearing and cognitive/learning impairments. In local trains new vehicles have enough space, a tactile guidance system, high contrast design, partially suitable toilettes, partially ticket machines. The accessibility for people with motor and visual impairments is 30%, for people with hearing and cognitive/learning impairments >90%. In new vehicles there are two spaces for wheelchairs. Long-distance trains have special spaces for wheelchair users, enough space to manoeuvre and all toilets are accessible, there are no grab handles of tactile guidance systems and high-contrast design. The vehicles are <10% accessible for people with motor and visual impairments and >90% for people with hearing and cognitive/learning impairments. The other representative of governmental authorities states that in towns the accessibility of vehicles is good, in rural areas it is difficult. There is a lack of information, accessibility and infrastructure. Accessible boarding and alighting in city buses is 70% possible for people with motor impairments and 80% for people with hearing and visual impairments and 60% for people with cognitive/learning disabilities. Accessibility in regional buses is 60% for people with motor and visual impairments, 80% for people with hearing impairments and 50% for people with cognitive/learning impairments. In trams the situation is the same as in city buses, only accessibility for people with cognitive/learning impairments is 70%. In the underground accessible boarding and alighting is possible for 70% of people with motor, visual and cognitive/learning impairments and for people with hearing impairments it is 80%. In regional trains it is 70% for people with motor and visual impairments and 80% for people with hearing and cognitive/learning impairments. Finally, in long-distance trains it is 60% for people with motor and visual impairments, 70% for people with hearing impairments and 50% for people with cognitive/learning impairments. The accessibility of the interior of the vehicle in city buses is 40% for people with motor and visual impairments and 50% for people with other impairments. In regional buses and trams the accessibility is 30% for people with motor and visual impairments and 40% for people with hearing and cognitive/learning impairments. In the underground the accessibility of the interior of the vehicle is 50% for people with motor and visual impairments and 40% for people with other impairments. There are 3-5 marked spaces for people with wheelchairs. In regional trains the accessibility of the interior of the vehicles is 60% for people with all impairments, there is a maximum of one space for wheelchair users and in long-distance trains it is 70% with about five spaces for wheelchair users.

One representative of disability organisations states that currently there is the trend to make public transport vehicles barrier free. In larger cities (such as Graz and Vienna) all city buses are already low-floor vehicles. However, information about accessibility and strategies are only made public at the beginning and at the end of the respective project. In general the accessibility of trams and city buses is quite good. The vehicles have automatic doors, more and more are low-floors, and do provide ramps and handles. However, the infrastructure of the stations is sometimes not sufficient. Sometimes the functionality of the electric ramp is not sufficient. In general the accessibility of the interior of the vehicles is sufficient. There is usually enough space for a wheelchair; however if the vehicle is very full, movement is restricted. Automatic doors are available, but no direct communication or emergency calls to the driver are possible. The electric ramps are often out of order. There is one space for wheelchairs in each vehicle. According to the other representative of disability organisations the accessibility of vehicles for boarding/alighting is low. In city buses there is a button to open the door automatically and a ramp that flaps open or an electric ramp. The design is not very high in contrast. In trams the design is high in contrast and there are automatic doors, low-floor vehicles, electric or mechanical ramps and a button to open the door automatically. The doors of the underground in Vienna do not open automatically and not many vehicles have ramps to bridge the gap. The accessibility of the interior of the vehicle includes in city buses a button to signal the request to stop and an intercom system to make communication with the driver possible. Sufficient room to manoeuvre is available and reserved special feature seats. In trams there is

an intercom system and an emergency button, but little room to manoeuvre. Local and long distance trains have accessible toilets in new trains, enough space for manoeuvring but no communication with the driver is possible.

According to the representative of the Wiener Linien their strategy in local traffic is to exchange all old vehicles to new ones. Because of the shorter life span it was already possible to exchange the entire bus fleet with low-floor vehicles. The tram-fleet has been renewed successively. In Graz the same approach has been taken. The situation in long-distance traffic is much more difficult. The accessibility of boarding and alighting city traffic vehicles is good. For city buses and trams many pavements have been raised. There is regular maintenance. Boarding and alighting of city buses is possible for 90% of the people with motor impairments. There are automatic doors, low-floors, ramps, handles, high contrast design and a non-slippery surface. For people with visual and hearing impairments boarding and alighting is possible for 95%. In trams the situation is the same, but only for 25% of the people with motor impairments barrier free boarding and alighting is possible. Barrier free boarding and alighting in the underground is possible for 99% of people with all kinds of impairments. The new V-car has an automatic ramp that closes the gap between the vehicle and the platform and a multi purpose area. All other vehicles are also accessible for people with impairments. The gap of 5 to 10 cm is the only remaining barrier. But less than 1% of people with disabilities has a problem with boarding due to the gap. The interior of the vehicles in city buses is regularly maintained and there is one space for a wheelchair. Accessibility of the interior is 90% for people with motor impairments, 95% for people with visual and hearing impairments. The situation is the same in trams and the underground.

2.2.5 Safety, Reliability and Service

Safety aspects

The representative of governmental authorities states that he has no knowledge about public transport accidents involving people with disability. The average share of vehicles with safety equipment for wheelchair users in city buses are > 90% as there are safety belts and mounting possibilities, in regional buses <10%, in trams 90%, as there are mounting possibilities, emergency buttons, intercom and a space right behind the driver, in regional trains 20% (there are mounting possibility in new trains), no special emergency button and only a general intercom system in long-distance trains <10%. Safety equipment for people with other disabilities are as follows: in city buses >90% with a slip-resistant floor, and easily accessible handles. In regional buses <10%, in trams >90%, in local trains 20% with general emergency buttons and intercom systems and in long-distance trains <10%. In the case of an emergency there is additional information in all modes of transport through a loudspeaker system and in regional buses through the driver. In bus stations in urban areas there are announcements, but not in rural areas. In local and long-distance trains there are announcements. The representative has no information about evacuation plans in the case of an emergency, but he is certain there are plans and that they differ for people with disabilities. The second representative of governmental authorities states that there has been an accident involving a disabled person in Vienna that had been pulled along by a tram and several smaller accidents involving the gap in the underground between platform and vehicle. According to that representative city buses and regional buses have no safety equipment for wheelchair users and all other modes of transport have 50%. For people with other disabilities there is safety equipment in 30% of the city buses, 10% of regional buses, 50% in trams, underground and local trains and 60% in long-distance trains. She confirms that there are announcements via loudspeaker in the case of an emergency and is not aware of any evacuation plans for disabled people in the case of an emergency.

One representative of disability organisations states that disabled people sometimes find the use of buses (but not trams) dangerous because of the aggressive driving style and a lack in security measures for the wheelchair. People with other disabilities find the security measures only sufficient. There is only a safety belt but no assistance to put it on, no direct communication with the driver is possible; an improvement to the securing of

wheelchairs in the vehicle would be desirable. The situation in trams is similar but people conceive it as good. Emergencies are announced via loud speakers. The other representative of disability organisations has no data about accidents involving disabled people and states that in general people with disabilities do not think that public transport is dangerous, the only exception are buses where it depends on the driving style of the bus driver. Security measures in city buses are sufficient, seat belts are available but there is no possibility to communicate with the driver. In regional buses there are no safety measures. In trams they are sufficient but communication with the driver is not possible. It is bad in the underground because there are no safety belts and sufficient in local and long-distance trains. People with general disabilities think that safety measures are sufficient, there is an emergency button in trams, but a safety barrier would be desirable in case of an emergency braking. In the case of an emergency there are announcements. The representative is not aware of plans for evacuation in case of an emergency.

The representative of the Wiener Linien states that he is not aware of any accidents that involve a disabled person. He states that with regard to the safety measures for wheelchair users Accessible information in emergencies is available in city buses, trams, underground and trains. There are LED and loudspeaker announcements at the station and in the vehicle. There are no specific evacuation plans for people with disabilities they are rescued like other passengers.

Reliability and Punctuality

The representative of governmental authorities thinks that the reliability of the accessibility of the city buses, trams and regional trains is high and that of regional buses low. Reliability of the accessibility of long-distance trains is only medium because they do not always have raisable ramps. The other governmental representative states that the reliability of the accessibility of city buses is high as they can be lowered to street level, in regional buses it is low, as they rarely have ramps but high steps. The reliability of accessibility in trams and the underground is high, because the first are mainly low-floor vehicles and the second are at the same level with the platform and new trains have special ramps. In regional and long-distance trains it is medium, because they have high steps and ramps are only operable manually. The punctuality of city buses is assessed with 40%, regional buses 90%, trams 70%, Underground 90% (not delayed) and for regional and long-distance trains it is 50%.

One representative of disability organisations states the reliability of the accessibility is high in city buses and trams if there is a manual ramp and low if there is an electric ramp. Sensitivity of the public transport-personal is rising but still has deficits. More than 95% of the city buses and trams are not delayed more than 5 minutes. According to the other representative of disability organisations the reliability of the accessibility is medium because the ramp, if provided, does not always work. The reliability of accessibility of trams is assessed as low, because the lifts work only if the level of the pavement is adequate. The drivers often hesitate to use these lifts because they break easily and as a consequence the whole tram cannot be used any more. In the underground it is medium because a possibility to bridge the gap between platform and vehicle is often missing. In local trains it is high, they are technically always functional. In underground stations lifts are sometimes defect, in train stations in rural and urban areas it is high, but sometimes the platform is not high enough. Regarding the punctuality the representative states that all modes of public transport are mostly on time.

The representative of public transport operators states that the reliability of the accessibility of city buses in the bigger cities is high because they are 100% low-floor vehicles. In trams it is medium because not all are low-floor vehicles. In the underground it is high as there are lifts in all stations. 97% of the city buses, trams and the underground are in time and the delay is not more than 5 minutes.

Customer Service

According to one representative of governmental authorities, money has to be saved in all areas and therefore the service is not as good as it should be. However, it is better in the big stations and stops. Accessible luggage storage can only be found in big intersections. For train stations there is accessible luggage storage in the big stations, 50% of them accessible for people with motor impairments, <10% accessible for people with visual impairments, >90% accessible for people with hearing impairments and <10% accessible for people with cognitive/learning impairments. In train stations in regional areas there is no possibility for storage at all. The percentage of bus station that have barrier free access to ticket machines and information counters is <10% for people with all impairments. Train stations in rural areas do not have barrier free counters, at the most the accessibility is <10%. In train stations in urban areas the percentage of accessible counters is about 50% for people with motor, visual and cognitive/learning impairments and <10% for people with hearing impairments. If disabled people need help to get in and out of the vehicles it usually depends on personal initiative. In urban and rural train stations it is necessary to ask for help in advance and luggage service needs a notice in advance as well. According to the other representative of governmental authorities customer service for people with disabilities is not satisfactory and only few counters are actually manned. In urban train stations 90% of luggage storage facilities are accessible for people with motor and hearing impairments, 70% for people with visual and 60% for people with cognitive/learning impairments. In the underground around 80% of ticket and info counters are accessible for people with motor and cognitive/learning impairments and 100% for people with visual and hearing impairments. In train stations in rural areas only 80% are accessible for people with motor impairment and most of them are not manned. 100% are accessible for people with other impairments. In train stations in urban areas 70% are accessible for people with motor and visual impairments and 80% for people with hearing and cognitive/learning impairments. Help for disabled people is only available through personal initiative of drivers and co-travellers.

One representative of disability organisations states that counters are usually only partly accessible. The information counters are too high for wheelchair users. Tickets for buses and trams can only be bought at the driver or via mobile phone. The other representative of disability organisations also states that ticket vending machines in train stations are not suitable for wheelchair users. Luggage storage facilities are not accessible; public transport staff has to assist disabled people to store their luggage. There are no accessible information desks that would make it possible to communicate with the other person on eye level. In trains there is help from public transport personnel at stations. Disabled people travelling with the national railway operator have to apply for help 24 hours in advance, and then an attendant is available to assist from the info counter to the vehicle. There is also assistance with getting on and off the train.

The representative of public transport operators states that in local public transport there is no necessity for the storage of luggage. Information desks in the underground are barrier free for people with all disabilities. There are help lines with regard to assistance for disabled people.

The representative of public transport operators states that in Vienna there are special guiding tours for people with disabilities: for example tours for people with visual impairments in stops and stations; operation of the devices in the vehicles, etc.

Staff Training

The representative of governmental authorities states that he is not aware of special training schemes for the staff of public transport operators regarding the assistance of people with disabilities. He believes this training is included in the regular training. Regarding the general training he states that it is taken seriously within public transport companies. According to the other representative of governmental authorities the training of staff with regard to disabled people is poor. Sometimes there are courses with simulations, for example, "experience the world as a blind person", but only if someone initiates them.

The representative of people with disabilities states that the behaviour of public transport staff has improved a lot but partly there are still large deficits: both, with regard to the personal interaction and the handling of the wheelchair.

The representative of public transport operators states that part of the training for staff at the information desk is to learn how to assist and deal with people with disabilities.

2.3 Alternatives to public transport

In several cities (e.g. Vienna, Graz, Linz,) there is a special taxi service for people with disabilities. The conditions for this service varies from province to province: e.g. in Graz people with disabilities, who are not able to use public transport and who do not own a car, get a certain number of rides (6 trips per month) with the so-called “Behindertentaxi” financed by the city of Graz; if they need more trips, they have to pay for the service; e.g. in Vienna people with walking disabilities and blind people can use the so-called “Fahrtendienst” services at the same price as public transport. This “Fahrtendienst”-services must be ordered 1-2 days in advance.

In most rural areas such special taxi services do not exist, and people with disabilities must rely on their families/friends for transport.

The representative of the government states that there are subsidies to buy and operate private cars. Subsidies are available to operate a private car and subsidies for operation of a taxi. These subsidies are financed by Ministry of Work, Social and Family.

The representative of the people with disability confirms the above statement.