

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 France (FR)

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]

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1 Introduction

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

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 France (FR).

What can be expected from this report

This report gives an overview of the state of the accessibility of public transport in France (FR). 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 France (FR) 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 France (FR)**, 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

Unfortunately it has not been possible to conduct an interview with a representative of transport operators in France. Therefore the point of view of transport operators is missing in this overview of the current situation of the accessibility of public transport in France.

Interviewer:	Name	Organisation
PTaccess National Contact Person	Valérie Fouque	Altermodal
Interview partners:	Name	Organisation
Representatives of Transport Operators	-	-
Representatives of People with Disabilities	Nicolas Mérille (conseiller national Aménagement du territoire, ville et citoyenneté)	APF (Association des Paralyses de France)
	Christiane Izel (rapporteuse générale)	COLIAC
Representative of Governmental Authority	Anne-Marie Frederic, Réginald Babin	GART (Groupement des Autorités Organisatrices des Transports)

Table 1: Interviewer and Interview-partners in France

2.1.2 Statistical Data from France

Statistical Data for France	
Number of inhabitants	63,000,000 ²
Inhabitants with disabilities	40.4% ³
Inhabitants with motor impairments	13.40% ⁴ (of total number of inhabitants)
Inhabitants with visual impairments	3.40% (of total number of inhabitants)
Inhabitants with hearing impairments	7.00% (of total number of inhabitants)
Inhabitants with cognitive / learning impairments	6.60% (of total number of inhabitants)
Inhabitants who are functional illiterates	No data available
Share of disabled people living in urban areas	No data available
Share of disabled people at working age	No data available
Share of disabled people at working age who are actually working	No data available

Table 2: Statistical data for France

² INSEE 2006

³ enquête Handicap-Incapacité-Dépendance 2001. The enquiry was realised by INSEE, (National Institute for Statistics and Economic Studies), in 1998 and 2000 for the population living in medico-social institutions and in 1999 and 2001 for population living at home. It was the first French inquire specifically about disabilities. The definitions and classifications of disabilities in the inquiry are based on International Classification of Functioning and Disability.

⁴ Handicap et Accessibilité - Définitions statistiques (avril 2006)

2.1.3 Legal and regulatory framework conditions in France

A national anti-discrimination law exists in France. There also exists a law on equal rights and opportunities, participation and citizenship of people with disabilities; among other things this law concerns the built environment and transport. The texts of the application of this law state the general national standards for Public transport in France. According to this law the whole chain of transport has to be accessible until 2015. Until 2008 accessibility plans (programmes and investment plans, special modes of transports in substitution for non accessible regular services) have to be worked out by each transport authority. However, there is no specific policy to guarantee mobility for people with disabilities in France.

According to the representative of the interviewed governmental authority the accessibility of public transport is a mainstream topic on the political agenda.

In France monitoring of the accessibility of public transport is done on a national level: Every year, "Intercity commissions" have to assess the accessibility of the built environment, of public areas, and of public transports. However, the interviewed representative of people with disabilities states the secretary of State for Transport seems not to investigate the matter thoroughly.

In France it is up to the transport operator, whether there is a special fare/tariff for people with disabilities.

Anti-discrimination law

All anti-discrimination laws are on a national level. The first law was enacted on 16th November 2001. It is the anti-discrimination law which reinforces devices versus discriminations and changes the work code and the penal code. This law evolved with the 17th January 2002 law. It widened the sources of discrimination that can be punished. The Penal code calls a discrimination "any distinction made between the physical people at a rate of their origin, of their sex, their physical appearance, their patronymic, their health family circumstances, of their handicap, their characteristics genetic, their manners, of their sexual orientation, of their age, their political opinions, their trade-union activities, their true or supposed membership with an ethnos group, a nation, a race, or a given religion".

Discrimination can be punished by up to three years of imprisonment and/or 45,000 euros. Discriminations intervening in the framework of a recruiting, a request training course, a period of training in a company or of a sanction or a dismissal, the refusal of supply of a good or a service, the refusal to subordinate the supply of a good or a service to a condition based on one of the elements aimed to the article of the penal code.

There is only one national governmental authority (the HALDE) which controls the application of the law and can be contacted by victims to help them to find a solution or to carry out in justice the people who violate the law.

Regulations regarding the accessibility of public transport

The representative of the French government states that there exists the law of 11th February 2005 on equal rights and opportunities, participation and citizenship of people with disabilities concerns the built frame, transport, the rights to compensation for the consequences of his/her disability and the opening of Disability Houses in each department (Maisons départementales des personnes handicapées - MDPH). She says that the texts of the application of this law state the general national standards for Public transport in France. However, there is no specific policy to guarantee mobility for people with disabilities.

The representative of APF states that there is not a specific law for accessible transport in France. The 11th February 2005 law, and particularly article 45, provides for a complaint registration procedure in Accessibility Transport Master Scheme, under the general principle of accessibility within a period of ten years.

The representative from COLIA says yes, there is a law, the law "11th February 2005" (as well as other laws are less clear). The whole chain of transport has to be accessible within 10 years (2015). Within 3 years (2008) accessibility plans (programmes and investment plans, special modes of transports in substitution for non accessible regular services) have to be worked out by each transport authority. Also, the transport of pupils is guaranteed to go to school; the decision is taken by a special board at the Département level. The transport is also assured in case of medical exams if a general practitioner has prescribed the transport. Some transport plans or accessibility plans describe how mobility should be assured but there are no guarantees for disabled people to be transported.

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

According to the representative of the government the accessibility of public transport is a mainstream topic on the political agenda.

However, according to the representative of APF proclamations of intentions are not followed by concrete action particularly in the field of budgets allocations. The obligation to draft the Accessibility Transport Master Scheme for Transport Authorities Organisations quickens the pace, but without true visibility.

The representative of COLIAC states that it is a mainstream topic, because accessibility is identified as an important theme by the President and his government as well as the regions having to take charge of practical aspects of accessibility.

Monitoring of the accessibility of public transport

According to the representative of the government monitoring the accessibility of public transport is done on a national level. Every year, Intercity commissions have to assess the accessibility of the built environment, of public areas, and of public transports.

The representative of APF states that despite the existence of structures such as COLIAC, or the ministerial delegation devoted to accessibility and not intending to shed discredit on these forums, if a monitoring is carried out in the specialized bodies, the secretary of State for Transports seems not to investigate the matter thoroughly.

The representative of COLIAC states that a conference is organized every 3 years to assess the enforcement of the law. The Ministry of Transport writes a synthesis.

Special fares and public transport tariffs for people with disabilities

The representative of APF states that Transport Authorities decide on special fares and public transport. The statement of the representative of COLIAC is that each transport operator has his own tariffs. Tariffs can be different for the impaired and the accompanying person.

There is no information regarding this topic neither from the representative of the French government nor the public transport operator.

2.1.4 Organisational framework conditions

France is a federal state. The responsibility for social inclusion issues lies with HALDE an governmental authority with neither a regional nor a local level. Then there is the Département du Handicap Aachener with competencies in social inclusion. It includes all institutions in charge of the handicap Governmental authorities and the Centre Communal d'Action Social which create local social services and local transport on demand. The responsibility for public transport is in the hands of GART, combining a group of organising authorities of transport with the mission to be spokesperson of the local authorities to the institutions and the Government, the Parliament and the authorities of the EU.

There are several main Public Transport Associations and disability organisations in France. The cooperation between the government and the disability organisations is low. However with some public transport organisations, like the SNCF and RATP, the disability organisations have a good cooperation.

According to the disability organisations disabled people in France would like to have an accessible public transport system and regularly try to form partnerships with Transport Authorities. However the results are poor.

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

- **HALDE (Haute Autorité de Lutte contre les Discriminations et pour l'Egalité) L'Agence Wallonne pour l'Intégration des Personnes Handicapées (AWIPH)** The Anti-discrimination and (Chances) Equality High Authority is a governmental authority created on 30th December 2004 under the president's authority. Its main mission is to fight the discriminations prohibited by law, to provide all information necessary, to help the victims, to identify and promote good practices and to introduce the principle of equality. It is competent to carry out investigations to help the people and decides of the orientations to be given to the complaints it registered. It informs the public, characterizes discrimination, gives advice in the legal steps, helps to establish the evidence of discrimination. At the present time, there is neither a regional or local level of this authority.
- **La Maison Départemental du Handicap Aachener.** The "Départements" are the main authorities which have competencies in social inclusion. They are in charge of social policies and social subsidies for people unemployed and suffering from disabilities. Since 2006, each "Département" has created the Disability House which gathers the whole of the institutions in charge of the handicap Governmental authorities responsible for public transport.
- **Centre Communal d'Action Social (CCAS)** Each city can have a CCAS, in rural areas they can be created for several cities. They are the local relay for the Département, they build up the inhabitants files who face social difficulties to help them to receive financial support from the Département. They can create local social services as well as local transport on demand.

Governmental authorities responsible for public transport

- **GART (Groupement des Autorités Organisatrices des Transports)**
Réginald BABIN, reginald.babin@gart.org <http://www.gart.org/> 0140411819 240 41 18 19, 22, rue de Palestro, PARIS
Organizing Authorities of Transport are federated in the GART created in 1980.
GART's missions :
 - To be the spokesman of the local authorities to the institutions, of the Government, the Parliament, the authorities of the European Union and the press.
 - To offer to its members advises and economic, financial, legal or technical expertising.
 - To organise and animate the debate on transport issues by proposing pragmatic and innovating solutions.
 - To federate the actors in transport.
- The Regions are second level (after the national government) with their own parliament. They are in charge organisation of the regional trains, intermodality (mainly parking, train&bike, tariffing), tourism. Since the 11th February 2005 law, Regions have to elaborate a regional train accessibility plan in dialogue with all regional representatives associations for disabled people.
- The Departments are the third level and have their own parliament. They are in charge of the main roads (routes départementales) and the national main roads (planning, construction, maintenance, sign posting). Other competences are bus transport (regular service, school busses in rural areas for the second degree schools). The Departments have a consultative committee with representatives of all disability organisations on the department level. They are expected to give their opinion about disability and accessibility policies. Since the 11th February 2005 law, Departments have to elaborate a departmental bus accessibility plan in dialogue with all departmental representants of disabilities organisations.
- Since 1999, new institutions have been created to stimulate the coordination between municipalities in urban areas. Each of them has got a parliament. The compulsory fields of action depend on the number of inhabitants (three levels: more than 500,000, 50,000 to 500,000, less than 50,000 inhabitants) and concern mainly: urbanism, traffic plans and local roads as well as sign posting, public transport, social and economic development.
- The cities can have a local public transport competence if it is justified by a social issue : inhabitant with disabilities or in social inclusion who needs specific transport. The organism who have the competence in the municipalities is "le Conseil Communal d'Action Social". It manages equipment and services: cribs, nursery, outdoor centres, establishments and services for old people, centres social, etc. It gives its technical and financial support for social actions of communal interest managed by the private sector. Since the 11th February 2005 law, municipalities with more than 5,000 inhabitants and Intercommunality have to create an accessibility road and public building plan in dialogue with local representatives of disabilities organisations.

Main transport operators and Public Transport associations

- **SNCF (Société Nationale des Chemins de Fer)** Transport Operator
<http://www.accessibilite.sncf.com/mvh/sections/public/>
- **KEOLIS** Transport Operator <http://www.keolis.com> 1 18 00 00, 01 71 18 00 01 9 rue de Caumartin
- **TRANSDEV** Transport Operator Mail : communication@transdev.fr; <http://www.transdev.fr/> Tél : 01.41.09.25.25 9, rue Maurice Mallet Issy les Moulineaux
- **VEOLIA TRANSPORT** Transport operator <http://www.veolia-transport.com/fr/> Tél. +33 (0) 1 46 69 30 00 - Fax +33 (0)1 46 69 30 01 Parc des Fontaines, Nanterre Cedex
- **AGIR Federation of independant transport operators** (other than Keolis, Transdev, Veolia) info@agir-transport.org <http://www.agir-transport.org/> Tel : 01 53 68 04 24169, avenue Georges Clemenceau, 75015 Paris
- **FNAUT(Fédération Nationale des Association d'Usagers Des Transports)** National Public Transport Association (users) contact@fnaut.org <http://www.fnaut.asso.fr//> Tel : 01 53 68 04 24; 32 rue Raymond Losserand, 75014 Paris

Main disability organisations

- **COLIAC** www.coliac.cnt.fr CHARTRAIN Présidente 34, avenue Marceau 75008 Paris 01 53 23 85 85 ligne directe : 01 53 23 85 90; Multipartenarial organisation, put to the ministers in load of the Equipment (Roads), the Accommodation, Transport and Tourism with an enlarged field of action (cf. arrêté du 16 décembre 1999 modifié par l'arrêté du 5 mai 2000-document à télécharger)
- **APF national** (Association des Paralysés de France) Association of physically disabled people mainly wheelchairs (national level and regional level department) FAURÉ Alan, Présidente 17 boulevard Auguste Blanqui, 01 40 78 27 25
- **UNAPEI (Union Nationale des Associations de Parents et Amis de Personnes Handicapées Mentales)** Federation of mentally disabled people, www.unapei.org/ KACZMAREK Sylvie Insertion - Accessibilité. 75876 Paris Cedex18 01 44 85 50 50, 01 44 85 50 60.
- **FNATH (Fédération Nationale des Accidentés du Travail et des Handicapés)** Federation of people who had an accident while working (all kind of disabilities) Siège National, 47, rue des Alliés, Saint-Étienne Cedex 2, 04 77 49 42 42, 04 77 49 42 47

Cooperation among stakeholders

Cooperation between the governmental authorities and disability organisations

With regard to cooperation between governmental authorities and disability organisations the representative of the government states that associations are not always available or represented at the local level, particularly to take into account sensory and mental disabilities.

According to the representative of APF the cooperation among disability organisations and the government is low. The representative of COLIAC states that on a national level: there are special committees like the COLIAC. On a local/regional level the associations are asked to give some advice/ their opinion when accessibility plans are prepared, when technical recommendations are formulated, when important renovation of buildings/trains/busses are planned. Regarding laws, the associations took part in the debates when the laws were discussed by the government.

Cooperation between the transport operators and disability organisations

The representative of APF states that it depends on the Transport Authority, but the SNCF and RATP cooperation is a good example.

Cooperation between the transport operators and governmental authorities

The interview partner from the French government states that operators do not have specific financial help to set up public transport accessibility. On the other hand the implementation of decrees leaves room for interpretation to Transport Authorities, but it sometimes leads to certain incoherence on a national scale (information different according to networks, different criteria on accessibility).

There is no statement from the representative of the public transport operators.

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

The interview partner from APF thinks that there is an uninterrupted claim for an accessibility of public transport. APF and his followers try to form many partnerships with Transport Authorities, but the results seem very poor in view of dedicated energy. Disabled people hope for an autonomous use of public transports. When this autonomy cannot be achieved, a technical support is preferable to a human assistance, on the condition of an autonomous use of this technical assistance.

According to COLIAC the associations note an opening. They face an important transport demand but attitudes can differ: some of them wish a total social integration, others prefer a specific assistance.

Attitudes of the stakeholders towards alternatives to public transport

The representative of the people with disabilities (COLIAC) stated that in urban areas there exists a specific transport offer for impaired people.

According to the accessibility plans, all regular transport that is not accessible has to be doubled by a specific transport (2011).

The representative of APF states that with alternative services the major legal questions about their exact purpose remains. These services should theoretically depend on Transport Authorities in case of inaccessibility of the network. Otherwise there are private networks that are extremely expensive.

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

According to the representative of APF disabled people hope for an autonomous use of public transport. When this autonomy cannot be achieved, technical support is preferable to human assistance, on the condition of an autonomous use of this technical assistance.

According to the representative of APF, it is not possible to answer what percentage of people with disabilities use public transport in France. The interview partner from COLIAC stated that the RATP (main transport operator in the Paris region) has counted persons in wheelchairs in buses.

The representative of the government believes the provision of accessible public transport would certainly help people with disabilities to find work.

2.2 Accessibility of Public Transport

Pre-trip information: It is usually quite difficult for disabled persons in France to plan their journeys because there is little pre-trip information available. For railway stations the information is relatively satisfactory. Pre-trip information regarding customer service is available on the SNCF but it varies with other transport networks. Therefore, it is generally difficult to get pre-trip information, especially if a disabled person uses different transport systems.

On-trip information: The accessibility of on-trip information varies in the different modes of public transport and for different impairments. It is good at stops and stations for people with motor impairments of city buses, but poor on regional buses and sufficient on all other modes of transport. However, for people with visual and hearing impairments it is poor on all modes of transport. At the moment only human contact can resolve the lack of information.

Ticketing: In France it is possible for people with impairments to purchase tickets via the internet or the phone.

Stops and stations: The accessibility of stops and stations for people with disabilities is very poor at the moment although this is improving. It also varies for the different disability groups.

Vehicles: For the accessibility of vehicles in public transport operations there are contrasting statements. Some find the accessibility very poor and unsatisfactory apart from specific cases whereas others perceive it to be improving and already quite good compared to other European countries. Regional buses and underground are mostly not accessible and long distance trains only with assistance. In city buses there are two spaces for wheelchairs but in the TGV there is just one space, which is insufficient.

Safety, Reliability, and Service: The satisfaction of wheelchair users with the safety equipment in city buses is low and in all other modes of transport it is not at all satisfying. Disabled people in general do not find the safety equipment in any of the public transport satisfying. With regard to emergency information people with visual and hearing impairments have real problems: most of the information is given by spoken announcements, written information is barely given. There are evacuation plans for each transport system and for the stations. The reliability of accessibility of vehicles and stops/stations is high in city buses and trams, but low in regional buses and medium in local and long-distance trains. In the Il-d-France Region about 95% of the transport is on time. Accessibility of customer services for people with disabilities is very unsatisfactory. At underground stations there is assistance in theory but in reality it is difficult; some metro systems are fully automatic and there are no staff on board/in the stations. At train stations there is help at some stations.

2.2.1 Accessibility of passenger information

In the opinion of the representative of the French government with regard to the accessibility of public transport passenger information there remains many things to be done. (especially in the case of elevator breakdowns).

The representative of APF thinks that good improvement regarding the accessibility of public transport passenger information have been made in recent years. The representative from COLIAC agrees that things are starting to improve. Plans are available everywhere. Recent laws oblige to make information accessible on the internet. Accessibility plans also give clear aims to make transport information accessible.

Pre-trip information

The representative of one disability organisation, APF, states that apart from the major cities (and even a specific device is planned for outside of the General Information), people with disabilities have difficulties in preparing their trip (very low employee awareness, misinformation or incomplete or unreliable information, insecurity of information, long time waiting). For railway stations, the information is relatively satisfactory, but for the other transport networks, i.e. the vast majority, information is almost nonexistent. The pre-trip information can be obtained from the classical information network. There is however almost no pre-trip information on customer services offered by public transport operators or pre-trip info on special transport services for people with disabilities.

The representative of COLIAC states that information is generally available in all forms (the internet, telephone, prints) for the railway and urban transport systems on a national scale. Information is difficult to get for regional buses (Départements) and for small urban transport systems. Pre-trip information regarding the accessibility of public transport stations, stops, vehicles and services is generally poor. The quality of info depends on each transport network and the disability. In the Ile-de-France-Region information is available for wheelchair users but not for the other impairments. Pre-Trip information with regard to tariffs and tickets is quite ambiguous. It varies according to the transport network, there can be a discount for the impaired person, and/or another for the accompanying person. The situations are very different for local/regional/national transport. Depending on the network, information about tariffs and tickets are available on prints, via the internet or telephone. Pre-trip information regarding customer services is available on the SNCF. With other transport network it varies. Therefore, it is difficult to get pre-trip information, especially if a disabled person uses different transport systems. With regard to pre-trip information available for special transport services the information is good and is printed, by phone and sometimes is on the internet.

On-trip information

According to the representative of the government, transport authorities do not have solutions at hand to render public transport more accessible to cognitively disabled persons. Nevertheless, PREDIT/PREDIM projects like PICTOMEDIA intend to develop adapted tools for this type of disability and thus favour their mobility with visual landmarks.

According to the interviewed disability organisation (APF) on-trip information for people with motor impairments is sufficient on city buses and trams if the network is accessible but does not exist to warn about inaccessible stations on the underground or local trains. It is generally efficient on long-distance trains if there is a good preparation. On-trip accessible passenger information in public vehicles does not exist for people with hearing impairments for interchanges in any of the public transport modes.

According to the interviewed disability organisation (COLIAC) the on-trip information at stops and stations for people with motor impairments is good on city buses, poor on regional buses and sufficient on all other modes of transport. For people with visual and hearing impairments it is poor on all modes of transport. For people with cognitive/learning disabilities it is non-existent (depending on the staff, the technical solutions are not obvious, only human contact can resolve lack of information at the moment) for any of the public transport modes. Accessible on-trip information in vehicles is poor for people with motor impairments for all modes of transport. For people with visual impairments the information in city buses, trams and undergrounds is poor/sufficient: technical solutions needed to make the announcements are put on vehicles more and more often. The information is not available on regional buses, local and long-distance trains. Likewise the information on city buses and the underground. On regional buses, local and long-distance trains the information is not available and on trams the information is sufficient/good: written information is usually available on vehicles (trams). There is no such information available for people with cognitive/learning impairments in any of the public transport modes.

2.2.2 Accessibility issues in Ticketing

According to the representative of APF it is possible to get a ticket via the Internet or phone.

The representative of COLIAC does not know how disabled people usually purchase their tickets and he knows of no available statistics in relation to the percentage of accessible vending machines for people with disabilities. The following are rough estimations: 0.5% for people with motor impairments, 0% for people with visual impairments 1% for people with hearing impairments.

2.2.3 Accessibility of stops and stations

People with motor impairments are not at all satisfied with the accessibility of stops and stations in all public transport modes.

According to the representative of APF the accessibility of public transport stops and stations in France is very poor. The strategy regarding the accessibility of stops and stations is mainly the 11th February 2005 law and particularly the Accessibility Master Schemes but many areas of uncertainty remain.

According to the representative of COLIAC the accessibility of public transport stops and stations is progressively improving. The degree of satisfaction of people with visual impairments depends if there are announcements made or not. If there are announcements, the quality has to be good. For people with hearing impairments the situation on long-distance trains is better because written information is already often available. The strategy to improve the situation is to observe the laws.

2.2.4 Accessibility of vehicles

According to the representative of the people with impairments (APF) the accessibility of public transport vehicles in France is very poor and unsatisfactory apart from specific cases of intensive preparation for his journey. The strategy to improve this situation is the law, the Accessibility Master Scheme and Communal Council of accessibility. People with motor impairments find accessibility of the interior of the vehicles poor in City buses, not at all satisfying in regional buses, underground, local trains and long distance trains, but sufficient in trams.

The representative from COLIAC states that the accessibility of public transport vehicles is getting better and is already quite good in comparison with other European countries. The strategy for improvement is to observe the law. People with motor impairments find the accessibility of boarding/alighting of vehicles on City buses and trams quite good. Regional buses and Underground (except Lyon) are not accessible and long-distance trains are only accessible with assistance. For people with visual impairments the accessibility becomes better. The quality of accessibility depends on the degree of the impairment. The opening of the automatic doors remains difficult in the regional trains and TGV. People with hearing impairments have no particular difficulties and the difficulties of the people with cognitive/learning impairments are close to those of the people with visual impairments. In the interior of City buses are two spaces for wheelchairs, regional buses and underground have to be made accessible, in trams the interior design is usually satisfying. On a TGV there is just one space, which is insufficient. People with visual impairments find the accessibility of the interior of the public transport vehicles in City buses poor: they have a difficulty to find the button and there is a lack of contrasts. Regional buses are not accessible. Trams, undergrounds, local trains and long-distance trains the accessibility of the interior of

vehicles depends on the age of the vehicles: there is either no special equipment or high quality equipment. It is the same for people with hearing impairments in all types of vehicles.

There is no information from the public transport operators.

2.2.5 Safety, Reliability and Service

Safety aspects

According to the representative of the people with disabilities, APF, there have not been any accidents involving people with disabilities in France and people do not perceive public transport as being dangerous if the network is accessible. The satisfaction of wheelchair users with the safety equipment in city buses is low and in all other modes of transport it is not at all satisfying. Disabled people in general do not find the safety equipment in any of the public transport satisfying. There is no accessible information in emergencies in any public transport and there are no special plans for evacuation of people with disabilities.

According to the representative of COLIAC they have no statistics about accidents involving people with disabilities, however accidents are rare. People with disabilities do not think that public transport is dangerous. The representative thinks that wheelchair users are more and more satisfied with the safety equipment in city buses, regional buses are not accessible Trams, regional and long-distance trains are more and more accessible. All other people with disabilities think that the safety equipment is rather good in city and regional buses and trams. In undergrounds, local trains and long-distance trains the information and communication is difficult. The quality of the information from the emergency room depends on the disability. People with visual or hearing impairments have real problems: most of the information is given by spoken announcements, written information is barely given. Planning and technical research is still continuing. There are evacuation plans for each transport system and for the stations. One of the main difficulties for the authorities is to know at first if an impaired person is on a bus/metro/train or not and for whom it is necessary to provide special assistance.

Reliability and Punctuality

According to the representative of the people with disabilities, APF, the reliability of accessibility of vehicles and stops/stations in City buses is medium in regional buses non existent, in trams, if they have new equipment it is high and in the underground it is low. In long distance trains it is medium but is constantly improved from the SNCF. In stations it is low. The level of punctuality is in general about 95% (estimate).

According to the representative of COLIAC the reliability of accessibility of vehicles and stops/stations in City buses is high in City buses, low in regional buses, high in trams, moderate in local and long-distance trains. The accessibility of underground stations is moderate, train stations in urban areas high and in rural areas low. In the Ile-de-France Region (greater Paris) : about 95% of the transport is punctual. No information about punctuality in other French regions is available.

Customer Service

According to the representative of the government there is no accessibility of customer services for people with impairments.

The representative of the people with disabilities from APF states that people are not at all satisfied.

The representative of the people with disabilities from COLIAC states that with regard to luggage storage, nearly all luggage storage areas have been closed (anti-terrorist attacks measures); for all other there is a constant change for improvements. There is also a constant change for the better where accessible counters for people

with motor impairments are concerned. For people with visual impairments the counters are quite good, except in bus stations. For people with hearing impairments the counters are quite good and for people with cognitive/learning impairments it is uncertain, because it depends on the quality of the staff. Public Transport operators offer very rarely assistance at bus stations. At underground stations there is assistance in theory, but in reality it is quite difficult; some metro systems are fully automatic and there are no staff on board/in the stations. At train stations there is help at some stations.

Staff Training

According to the representative of the people with disabilities from APF he has no knowledge of special training schemes for Transport Operator's staff. If there is one at all it is very slow and carried out without involvement or information of the Associations.

The representative from COLIAC states that the training is improving, especially to accompany wheelchair-users. Staff of the transport operator allocated to impaired persons is always trained, a majority of the remaining staff have not yet been trained. Most of the transport operators (local, regional, national) intend to train their staff in contact with users.

2.3 Alternatives to public transport

The representative from APF states that there remain major legal questions about their exact purpose of alternative services. These services should theoretically depend on Transport Authorities in case of the inaccessibility of the network. Otherwise there are private networks that are extremely expensive.

The representative of COLIAC states that a common occurrence in urban transport is a specific transport offer for impaired people. According to the accessibility plans: all regular transport that is not accessible has to be doubled by a specific transport (2011)