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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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State of the Accessibility of Public Transport Systems for People with Disabilities in Hungary (HU)

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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)

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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 Hungary (HU).

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 Hungary (HU).

What can be expected from this report

This report gives an overview of the state of the accessibility of public transport in Hungary (HU). 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 Hungary (HU) 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 Hungary (HU)**, 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	Csaba Orosz	Budapest Technical University, Regional Research Centre
Interview partners:	Name	Organisation
Representatives of Transport Operators	Andreas Karsa	Budapest Transport Closely Held Corporation
Representatives of People with Disabilities	József Szakály	National League of Associations of People with Disabilities
Representative of the Government		Ministry of Social Affairs and Labor

Table 1: Interviewer and Interview-partners in Hungary

2.1.2 Statistical Data from Hungary

Statistical Data for Hungary	
Number of inhabitants	10,056.472 ⁴
Inhabitants with disabilities	577,006 ²
Inhabitants with motor impairments	300,000 ³
Inhabitants with visual impairments	83,040 ²
Inhabitants with hearing impairments	60,865 ²
Inhabitants with cognitive / learning impairments	56,963 ²
Inhabitants who are functional illiterates	20-30%
Share of disabled people living in urban areas	no data available ²
Share of disabled people at working age	58.8% ²
Share of disabled people at working age who are actually working	9% (36% if inactive learners are included) ⁵

Table 2: Statistical data for Hungary

2.1.3 Legal and regulatory framework conditions in Hungary

In Hungary a national anti-discrimination law has been in existence since 1999. It establishes and enforces equal opportunities for people with disabilities as well as rights such as accessible buildings and transport, information services etc. However, according to the interviewed representative of disabled people this law does not cover all aspects and does not define sanctions for violations.

The accessibility of public transport is a mainstream topic on the political agenda (on national/regional/local level) in Hungary.

No monitoring of the accessibility of public transport is conducted in Hungary.

There is a special fare/tariff reduction of 10% for people with disabilities.

People with disabilities would like to use public transport, but since most public transport in Hungary is not accessible, most people with disabilities cannot use it.

¹All above listed numbers are determined every ten years by a census. The number used here is from 2001.

² For more detailed information see: www.ksh.hu

³ Refer to <http://www.paramedia.hu/rokk.html> for more information

⁴ Information on <http://magyarlakos.extra.hu/>

⁵ Information from the Ministry of Social Affairs and Labour, New National Programme of Disability Affairs

Anti-discrimination law

The Anti-discrimination law in Hungary is a national law. It has been in force since 1999. The law basically establishes and enforces equal opportunity for people with disabilities and declares that this is the responsibility of the State. The law establishes rights of people with disabilities such as: accessible buildings, availability of information regarding services offered to them, accessible and safe transport, special parking spaces in parking lots, etc. If this law is violated, the ombudsman of civil rights, Barnabás Lenkovics should be contacted. The ombudsman is authorized to request an investigation, after which, if appropriate, charges will be pressed against the violator.

Regulations regarding the accessibility of public transport

According to the interviewed governmental authority there exists a national law for accessible public transport in Hungary. It has been in force since 1999. The law basically establishes and enforces equal opportunity for people with disabilities and declares that this is the responsibility of the State.

The interviewed governmental authority also states that there is a policy to guarantee mobility for people with disabilities (e.g. transport to healthcare, working place, educational institutions etc.) This law (26/1998) defined deadlines for making civic buildings accessible, but the deadlines were not met and the law was revoked.

According to the interviewed disability organisation the Law in Hungary that is supposed to establish and enforce equal opportunity for people with disabilities is basically useless, as it defines no sanctions for violations.

With regard to the policy to guarantee mobility for people with disabilities, the interviewed disability organisation states that there has been services since 2003. However, these services have to be paid for and do only cover the capital of Hungary.

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

The representative of the Hungarian government states that the accessibility of public transport is a mainstream topic on the political agenda (on national/regional/local level) in Hungary on all levels.

The representative of the people with disability confirms that the accessibility of public transport is a mainstream topic on the political agenda, but the topic does tend to be seasonal with grand promises made before the elections.

Monitoring of the accessibility of public transport

According to the interviewed governmental authority monitoring of the accessibility of public transport is not currently conducted on a national level. The Ministry does, however pay attention to the needs of people with disabilities.

The representative of the interviewed disability organisation confirms that no monitoring of the accessibility of public transport is done on the national/regional/local level.

Special fares and public transport tariffs for people with disabilities

According to the interviewed governmental authority there are special tariffs for people with disabilities in Hungary: Local public transport is free of charge and others come at a price of 10% of the original. He also states that with regard to Public Transport there are problems with the attitudes of people with disability, however, the Ministry is committed to improving the situation.

The representative of the disabled people confirms the statement of the interviewed governmental authority regarding the special tariffs for people with disabilities and adds that there are also door to door bus services. With respect to the attitudes of people with disability regarding Public Transport the interviewed disability organisation states that they are extremely negative. They would like to use public transport if they could but

only certain lines are accessible. They are lobbying continuously with varied success. Cooperation with public transport operators is good.

According to the representative of the public transport operators there is the possibility of travelling on the four low-floor midi-buses for wheel-chair passengers (taxi-service): the wheel-chair passengers need two single tickets, but their attendants travel free of charge.

2.1.4 Organisational framework conditions

Hungary is a federal state. The responsibility for social inclusion issues and for public transport lie with the Ministry for Social Affairs and Labour and the Ministry of Economy and Transport. There are three main Public Transport Operators (one for the public transport in Budapest, the national Railway Corporation and the Corporation for Bus Traffic)

There is a good cooperation between the government and disability organisations according to both stakeholders, however, suggestions are usually discarded. Transport operators and disability organisations cooperate in defining and developing better accessibility as well as where the monitoring of the accessibility is concerned. The cooperation in defining and developing better accessibility of Public Transport between transport operators and governmental authorities is low.

The accessibility is important to all stakeholders and should be available on all public transport.

At the moment there are problems with the attitude of people with disabilities regarding public transport and only 5% of them make use of it.

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

- **Ministry of Social Affairs and Labour**

Contacts: Péter Kemény, leader of the Department of Rehabilitation and Disabilities. Tel: 0036-1-4755780.
Edit Rauh, Under-secretary of Equal Opportunity. E-mail: rauh.edit@szmm.gov.hu

Governmental authorities responsible for public transport

- **Ministry of Economy and Transport**

Ministry contacts: ugyfelszolgalat@gkm.gov.hu, miniszter@gkm.gov.hu, 0036-1-374-2880

Main transport operators and Public Transport associations

- **Budapest Transport Closely Held Corporation (BKV ZRt.),**

Budapest Transport CHC: E-mail: karsaa@bkv.hu, Tel.: 0036-1-461-6500.

- **VOLÁNBUSZ Closely Held Corporation, Hungarian State**

VOLÁNBUSZ CHC: Dr. Ildikó Marcsa, Director of Bus Traffic, Tel.: 0036-1-428-2146. Fax: 0036-1-428-2103. E-mail: volannet@ve.hu.

- **Railway Closely Held Corporation (MAV Zrt.)**
Hungarian State Railways CHC: Department of Communication, E-mail: press@mav.hu, Tel.: 0036-1-511-3186

Main disability organisations

- **MEOSZ** (which in English stands for National League of Associations of People with Disabilities).
Contact: meosz@meoszinfo.hu. Budapest Association of People with Disabilities, contact: Mrs. Erzsébet Szöllösi, president, szollosi@freemail.hu

Cooperation among stakeholders

Cooperation between the governmental authorities and disability organisations

According to the interviewed governmental authority the cooperation between the governmental authorities and disability organisations is very close and also with the Budapest Transport Limited and the Hungarian State Railways. The government is also working to improve this cooperation with the regional bus lines.

According to the interviewed disability organisation governmental authorities and people with disabilities cooperate well in defining and developing better accessibility of public transport, however the suggestions are usually discarded.

Cooperation between the transport operators and disability organisations

According to the interviewed disability organisation, transport operators and people with disabilities cooperate in defining and developing better accessibility of public transport and in monitoring and assessing the accessibility of public transport, however the suggestions are usually discarded.

According to the public transport operator the cooperation with the people with disabilities in defining and developing better accessibility of public transport is moderate.

Cooperation between the transport operators and governmental authorities

According to the interviewed governmental authority, governmental authorities and public transport operators cooperate in defining and developing better accessibility of Public Transport.

According to the public transport operator the cooperation with the governmental authorities in defining and developing better accessibility of public transport is low.

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

According to the interviewed governmental authority the main barriers hindering faster improvement of the accessibility of public transport in Hungary are insufficient funds and a lack of mutual consent.

According to the interviewed public transport operator accessible public transport is a priority issue. With every vehicle procurement accessibility is a requirement (low-floor, or minimum partly low-floor vehicles). Developments take barrier-free needs into consider, disability organisations are consulted in the construction stage. The public transport must be able to transport people with disability on an acceptable level; the deadline of the reforms is 1st January 2010.

According to the interviewed disability organisation the attitudes of the people with disability regarding Public Transport in Hungary are extremely negative. They would like to use public transport if they could, but is is only

accessible on certain lines. They are lobbying continuously with mixed success. Cooperation with public transport operators is good.

When asked if they prefer technical or human assistance they stated that they adapt to the actual situation, but prefer to be able to solve problems themselves. They do not feel comfortable when carried.

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

According to the governmental authorities there are problems with the attitudes of people with disability regarding Public Transport in Hungary. However the Ministry is committed to improving the situation. When asked about the attitude of Public Transport Operators regarding accessibility issues in public transport, the interviewed governmental authority stated that funds are insufficient but funds from the EU could improve the situation dramatically.

According to the representative of people with disabilities in Hungary, 5% of disabled people in Hungary use public transport (regularly or sometimes). Percentage of people with motor impairments who use public transport: 4%. Percentage of people with visual impairments using public transport: 0.40 %. Percentage of people with hearing impairments who use public transport: 0.40 %. Percentage of people with cognitive/learning impairments who use public transport: 0.20%.

2.2 Accessibility of Public Transport

Pre-trip information: For people with disabilities there is no pre-trip travel planning information available and no information regarding the accessibility of vehicles, stops and stations etc. However, there exists pre-trip information on public transport tariffs and tickets.

On-trip information: Even though the government as well as public transport operators state that there is accessible on-trip information it is the view of the organisation for people with disabilities that there is no accessible passenger information at stops and stations. In the vehicles, next stops and interchanges are announced from tape in new buses. In other modes of public transport announcements are rare or not provided.

Ticketing: The use of local public transport is free for people with disabilities; other public transport may be used by people with disabilities at a 90% fare reduction. The accessibility of counters should be improved.

Stops and stations: The accessibility of public transport stops and stations is unsatisfactory but will be improved. It is worst for people with motor impairments and cognitive/learning impairments. The underground is not accessible at all for people in wheelchairs. Also the accessibility for train stations in rural areas is inconsequential, because trains are inaccessible.

Vehicles: According to all stakeholders the accessibility of vehicles is generally poor. The new vehicles are accessible, but even with them there are serious problems. People with motor impairments are particularly not satisfied at all with the accessibility of vehicles and the interior of the trains.

Safety, Reliability, and Service: People with disabilities in Hungary do not perceive public transport to be dangerous; however, there is no safety equipment provided for wheelchair users apart from a few lines operating modern buses. The reliability of the accessibility of public transport is generally perceived as low. The punctuality for all transport modes is relatively good. However, people with disabilities are not at all satisfied with the level of customer service

2.2.1 Accessibility of passenger information

According to the interview-partner from the Hungarian government there is room for improvement regarding the accessibility of public transport passenger information in Hungary although the situation is getting better.

The representative of people with disability states that the general perception regarding the accessibility of public transport passenger information is ok on new buses, but otherwise it is basically non-existent, especially outside the capital.

Pre-trip information

According to the interview partner from the Hungarian government there are internet based opportunities for travel planning information available for public transport passengers in Hungary. However there is no pre-trip information available regarding the accessibility of public transport stations, stops, vehicles and services. Pre-trip information about public transport tariffs and tickets is available by internet or telephone. Pre-trip information on customer services offered by public transport operators for people with disabilities (e.g. accompanying service, luggage transport service, etc) only applies at the airport and there is no pre-trip information on special transport services available.

The representative of the people with disabilities states that there is no pre-trip travel planning information available and no information regarding the accessibility of vehicles, stops and stations, etc. In addition there exist no customer services for people with disabilities and no special transport services (services addition to public transport) and hence no pre-trip information exist for either of these services. There is however pre-trip information on public transport tariffs and tickets. The tariffs are well known and information can be obtained by phone or the internet and it is also displayed on all vehicles.

The representative of the public Transport Operators states that travel planning information is available on the internet, with many route-planners. Information regarding timetables can be obtained over the phone. Timetables are also available on the internet and WAP (<http://utvonai.bkv.hu/>). There is Pre-trip information on the internet, by phone, or print products that are also accessible to people with disabilities regarding the accessibility of public transport stations, stops vehicles and services. (<http://www.bkv.hu/mozgaskorlatozott/index.html>). Transport tariffs and ticket information are available on the internet, by phone, or print products, and these are also accessible for people with disabilities. With regard to pre-trip information on customer services offered there are lines with low-floor and those without low-floor vehicles: those running low-floor vehicles are represented in the timetable, the information is accessible on the internet, by phone and at the stops.

On-trip information

According to the interviewed governmental authority the average share of accessible passenger information at bus stops and stations in urban areas for people with motor impairments is 70%, for people with visual impairments it is 0% and (30% with help), for people with hearing impairments 70% and for people with cognitive/learning impairments 0%. The numbers for the estimation of bus stops in rural areas, tram stops, underground stations and train stations in urban area are: for people with motor impairments 35%, for people with visual impairments 0% and (30% with help), for people with hearing impairments 35% and for people with cognitive/learning impairments 0%.

The average share of the accessible passenger information for people with disabilities in public transport vehicles is: in city buses for people with motor impairments 50%, for people with visual impairments 10% (only with help 30%), for people with hearing impairments 30% for people with cognitive/learning disabilities 0%. In regional buses: for people with motor impairments 50%, for people with visual impairments 5% (only with help 30%), for people with hearing impairments 5% for people with cognitive/learning disabilities 0%. In Trams: for people with motor impairments 50%, for people with visual impairments 10% (only with help 30%), for people with hearing impairments 30% for people with cognitive/learning disabilities 0%. In undergrounds: for people with motor impairments 100%, for people with visual impairments 100% , for people with hearing impairments 100% for people with cognitive/learning disabilities 0% and the same in local and long-distance trains.

However according to the interviewed disability organisation there is no accessible passenger information at stops and stations. With regard to the on-trip information accessible in public transport vehicles for people with disabilities the interviewed disability organisation states that next stop and interchanges are announced from tape on new buses, on older ones it is the responsibility of the driver and therefore it is announced less than 30% of the time on city buses. It is not announced at all on regional buses. On trams the situation is the same as on the city buses. No stops are announced on the underground and local trains. On long-distance trains the next stop is announced on new trains although older trains do not provide any information..

The representative of the public transport organisation states that there is 50% audio and visual accessible on-trip passenger information that is accessible for people with disabilities on city buses and all drivers can inform their passengers with a speaker. With regard to visual and hearing impairments there are announcements of the next stop and possible interchanges (audio and visual) and on line 86 it is possible in some stops to see when the next bus is arriving and where the other buses are. There exists a similar situation in trams (59% audio and visual), undergrounds (100% audio, 15% visual) - people with motor impairments cannot use the underground) - and

local trains (100% audio) The announcements of the next stops, possible interchanges (audio and visual), departure of previous vehicle (visual) are the same on these 3 modes of public transport.

2.2.2 Accessibility issues in Ticketing

In Hungary public transport tickets cannot be bought on the vehicles except on trolley-buses. They can be bought in the biggest stations, underpasses, kiosks, and there are ticket machines in the frequented stops and stations. The representative of the public transport operator stated these can also be used by people with disabilities. According to the interviewed disability organisation accessible counters would be needed. The average share of public ticket vending machines that are accessible for people with motor impairments is 10%, for people with visual impairments 0%, for people with hearing impairments 100 %. The numbers of the public transport operator differ for people with motor impairments: 100 %.

2.2.3 Accessibility of stops and stations

According to the representative of the Hungarian government the accessibility of public transport stops and stations is unsatisfactory but constantly improving. Old stops and stations are under reconstruction. There are estimations for the accessibility for people with disability for the average share of bus stops in urban areas: for people with motor impairments: 45%, people with visual impairments 100% (with help), people with hearing impairments 100% and people with cognitive/learning impairments 0%. For tram stops: for people with motor impairments: 10% - but coming out on the other side at the end of the trip may be impossible, rendering the accessibility of some stations useless, people with visual impairments 100% (with help), people with hearing impairment 100% and people with cognitive/learning impairments 0%. Train stations in rural areas: for people with motor impairments: 5% - the vast majority of trains is not accessible, so the accessibility of stations is inconsequential, people with visual impairments 100% (with help), people with hearing impairments 100% and people with cognitive/learning impairments 0%. Train stations in urban areas: for people with motor impairments: 15%, people with visual impairments 100% (with help), people with hearing impairments 100% and people with cognitive/learning impairments 0%. The strategy to improve the accessibility is to reconstruct old stops and stations.

However, according to the representative of the people with disabilities the accessibility of public transport stops and stations in Hungary is very poor and there are no strategies for improvement.

According to the representative of the public transport operator the accessibility for bus stops in urban areas for people with disabilities is 25%. In Budapest all tram stops of the lines 4, 6 (42) are accessible and for people with visual impairments there are different pavement textures, different colours to indicate where the doors will open, and painted signs on the pavement. Underground stations are not accessible for wheelchair users.

2.2.4 Accessibility of vehicles

According to the representative of the Hungarian government the accessibility of vehicles is poor but the new vehicles are accessible.

The provided average share of barrier-free boarding on city buses: for people with motor impairments is 10%, people with visual impairments 100%, people with hearing impairments 100% and for people with

cognitive/learning impairments 0%. On trams: for people with motor impairments is 5%, people with visual impairments 100%, people with hearing impairments 100% and for people with cognitive/learning impairments 0%. On regional buses: for people with motor impairments is 0% there are no low-platform regional buses, people with visual impairments 100%, people with hearing impairments 100% and for people with cognitive/learning impairments 0%. On undergrounds the situation is the same as in the regional buses because the vehicles are accessible but the stations are not. On local and long-distance trains the percentages are also the same.

With regard to the accessibility of the interior of the vehicle the average share for barrier-free interior design for city buses: for people with motor impairments is 30%, people with visual impairments 0%, people with hearing impairments 100% and for people with cognitive/learning impairments 0%. There is an average number of two designated spaces for wheelchairs per city bus. On regional buses: for people with motor impairments is 0%, people with visual impairments 0%, people with hearing impairments 100% and for people with cognitive/learning impairments 0%. On trams: for people with motor impairments is 5%, people with visual impairments 0%, people with hearing impairments 100% and for people with cognitive/learning impairments 0%. There is an average number of four designated spaces for wheelchairs per tram (only on Combino). On undergrounds: not accessible with a wheelchair, people with visual impairments 0%, people with hearing impairment 100% and for people with cognitive/learning impairments 0%. There are no designated spaces for wheelchairs on the underground. The situation is the same for local and long-distance trains: trains are not accessible for people with motor impairments using a wheelchair, people with visual impairments 0%, people with hearing impairments 100% and for people with cognitive/learning impairments 0%. There are no designated spaces for wheelchairs on trains.

According to the representative of the people with disabilities several lines have been made accessible but there are serious problems with these and the only strategy for improvement is continuous lobbying.

The satisfaction for people with motor impairments regarding accessible boarding is poor for all modes of public transport. The stops and stations are not accessible therefore people with motor impairments cannot board the vehicle. Even if they do they can only board low-platform buses. People with visual impairments are not at all satisfied with any of the modes of public transport, they are unlikely to be able to board on their own. People with hearing disabilities are sufficiently satisfied but, depending on their level of impairment, are also unlikely to be able to board on their own.

With regard to the accessibility of the interior of the vehicles the satisfaction for people with motor impairments is poor only in city buses as there is one designated space for wheelchair users. People with visual impairments are not at all satisfied, people with hearing impairments are sufficiently satisfied and people with cognitive/learning disabilities are not at all satisfied.

The representative of the public transport operator states that there are 324 low-floor buses with a designated area for people with wheelchairs, these buses can lower their floor to make boarding easier. He states that for people with visual and hearing disabilities 50% of the city buses are accessible for boarding. There are 40 low-floor trams, they serve two lines with boarding accessibility for people with visual or hearing impairments 50%. In the underground the accessibility for boarding for people with visual impairments is 15% and for people with hearing impairments 100%. In local trains no stops are barrier-free, because there is a large difference between the height of the vehicle floor and the platform. 100% of people with hearing impairments should be able to board.

With regard to the accessibility of the interior of the vehicle the situation is the same then as for the accessibility of the boarding of the vehicle.

2.2.5 Safety, Reliability and Service

Safety aspects

According to the representative of the Hungarian government the average share of vehicles that have safety equipment for wheelchair users is 5% of city buses, but does not exist on other modes of public transport. There is no other general safety equipment for passengers with disabilities in any of the public modes of transport and no accessible information in case of an emergency. There are no plans for the evacuation of people with disabilities in the case of an emergency.

The representative of people with disabilities in Hungary states that there has not been any accidents involving people with disabilities in public transport within the last years. People with disabilities do not think utilizing public transport is dangerous. But there is no safety equipment of any kind for wheelchair users, the few lines that operate modern buses are acceptable. There is no safety equipment for the other people with disabilities. With regard to accessible information in an emergency there are communication problems because no such information exists to date. There is also no evacuation plan for people with disabilities in case of an emergency and they feel that it would be the responsibility of the transport operators.

According to the representative of the public transport service seat-belt, accessible handrails, non-slippery floor, own getting off signal button, acoustic passenger information to passenger standing outside of the vehicle, emergency button are available in 11% of the city buses for wheelchair users and in 10% of the city buses there are accessible handrails, non-slippery floor, own getting off signal button for other people with disabilities. In trams there are low-floor trams on lines 4, 6; emergency button, phone to communicate with the driver, further supply of low-floor, or partly low-floor trams is planned for wheelchair users. For people with other disabilities there exist accessible handrails, non-slippery floor and an emergency button. All undergrounds have an emergency button and a phone to communicate with the driver. In the underground for wheelchair users M1: stair-lifts on most of the stations; M2: lifts will be built on 2 stations; M3: possible only after the reconstruction of the line; M4 (under construction): elevators between the street-, underpass- and the platform level as an alternative solution low-floor bus network planned; only M1 is barrier-free on most of the line. For people with other disabilities: M2: graven guide-lines for blinds on the floor, acoustic information: voice leads people to the escalator. In local trains there is an interphone to communicate with the driver/service personnel.

Reliability and Punctuality

According to the interviewed governmental authority the reliability of the accessibility of vehicles and stops/stations in each of the public transport modes is assessed as low. The level of punctuality for City buses is 15%, for regional buses 0%, for trams 5%, for undergrounds and local trains 0% and for long-distance trains 10%.

The representative of people with disability agrees with regard to the level of punctuality with the above numbers provided by the interviewed governmental authority.

According to the representative of Public Transport the reliability of the accessibility of vehicles and stops/stations in city buses on lines with low-floor buses is high, since they are equipped with manual-ramps and the drivers are trained and aware of the needs of disabled customers. In trams on lines 4 and 6 reliability of accessibility is high because there is no need to help people with disabilities and the drivers are trained to ask passengers to assist disabled customers. Underground: M1: Using stair-lifts needs staff and takes a lot of time, M2: only on some stations elevators are in operation. In local trains it is too difficult to get on and off the vehicle.

Customer Service

The representative of the people with disabilities states that the general perception regarding the accessibility of customer services in bus and train stations is poor for people with motor impairments, not at all satisfied for people with visual impairments, sufficient for people with hearing impairments, not at all satisfied for people with cognitive/learning impairments. With regard to assistance offered by public transport operators only the drivers of low-platform buses offer help, not in underground or train stations.

According to the representative of the Public Transport Operators BKV Ltd. has no luggage storage service. The underground stations are barrier-free. BKV Ltd. has 4 low-floor midibuses for the wheel-chair passengers, the buses work as a taxi-service.

Staff Training

The representative of the Hungarian Government states that there are no training schemes for Transport Operator's staff (drivers, customer service staff...) regarding the service for passengers with disabilities.

The representative of people with disabilities agrees with the above statement.

The representative of the Public Transport Operators states that on City buses, regional buses, trams, undergrounds and local trains there is only general training regarding the service for passengers with disabilities.

2.3 Alternatives to public transport

According to the representative of the Hungarian government alternatives to Public Transport are available for people with disabilities in urban and rural areas (e.g. special services, hailed-shared taxis), but at a price.