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**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 Portugal (PT)**

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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](http://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 Portugal (PT).

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

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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 25<sup>1</sup> 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 Portugal (PT).

### What can be expected from this report

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This report gives an overview of the state of the accessibility of public transport in Portugal (PT). 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

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<sup>1</sup> 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 Portugal (PT) 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

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People, who are interested to get **more (detailed) information on the accessibility of public transport in Portugal (PT)**, 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

<b>Interviewer:</b>	<b>Name</b>	<b>Organisation</b>
PTaccess National Contact Person	Madalena Beja	W2G – way2go consultores associados
<b>Interview partners:</b>	<b>Name</b>	<b>Organisation</b>
Representatives of Transport Operators	Dr. Pedro Neto	Antrop, <a href="http://www.antrop.pt">www.antrop.pt</a>
Representatives of People with Disabilities	Eng Franco Carretas	APD - Associação Portuguesa de Deficientes
Representative of Governmental Authority	Dr <sup>a</sup> Lina Pereira	IMTT - Instituto para a Mobilidade e Transporte Terrestre

**Table 1: Interviewer and Interview-partners in Portugal**

## 2.1.2 Statistical Data from Portugal

Statistical Data for Portugal	
Number of inhabitants	10,599,095 <sup>2</sup>
Inhabitants with disabilities	636,059 <sup>2</sup>
Inhabitants with motor impairments	24.60% share of total number of disabled people <sup>3</sup>
Inhabitants with visual impairments	25.70% share of total number of disabled people <sup>3</sup>
Inhabitants with hearing impairments	13.20% share of total number of disabled people <sup>33</sup>
Inhabitants with cognitive / learning impairments	13.60% share of total number of disabled people <sup>4</sup>
Inhabitants who are functional illiterates	No data available <sup>5</sup>
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	26.2% <sup>6</sup>

Table 2: Statistical data for Portugal

## 2.1.3 Legal and regulatory framework conditions in Portugal

There exists an anti-discrimination law in Portugal. It is a national law that was enacted in July 2006, the responsible department is the National Department for Rehabilitation and Integration of People with Disabilities. There are several other laws that aim to improve the accessibility of public transport. However there is no specific ombudsman for people with disabilities. There are general national standards for Public Transport in Portugal, they also include accessibility issues.

### Anti-discrimination law

<sup>2</sup> Source: INE, 2006 ; INE – Instituto Nacional de Estatística (www.ine.pt)

<sup>2</sup> Source INE 2001: approx. 6,1% of the total population has at least one type of disability.

<sup>3</sup> Source Survey INE 2001

<sup>4</sup> Source: Survey 2001, INE;. Combines the share of people with mental impairment (11.2%) and cerebral paralysis (2,4%). The remaining 23% concern the category "other disability" - about 4,8%.

<sup>5</sup> 37% of population with disability can not read (the rate for population in general is 26,4%)

<sup>6</sup> Source: Survey 2001 INE, share of total number of disabled people older than 15 yrs old that actually work. Note that 29% of total number of disabled people older than 15 yrs old report to have some kind of activity, but only 26,2% are actually working. Unemployment rate for disabled people approx. 9,5% (general population 6,4%).

In Portugal the Anti-discrimination Law is a National Law (Lei 46/2006). It was enacted in July 2006 and identifies the discriminatory practices forbidden, specifying the existence of monetary punishments for the violators. The entity responsible for its enforcement is SNRIDP (in English that stands for National Department for Rehabilitation and Integration of People with Disabilities).

#### Regulations regarding the accessibility of public transport

The representative of the government states that there are several laws aiming for a better accessibility for public transport (check description box for specific legislation mentioned). Most of them are quite recent and there are several entities involved on the enforcement process. There is no specific ombudsman for disabled passengers, though there is generic ombudsman for public transport passengers (by operator). The interviewed named several laws that tackle the subject of accessible transport, as: Res. Cons. Ministros nº120/2006 (Plan for integration of people with disabilities/impairments 2006-2009), Res. Cons. Ministros nº9/2007(National Plan for promoting Accessibility), DL 163/2006 (Accessibility requirements for buildings and other constructed sites, including stations and bus stops), Lei 46/2006 (anti-discrimination law). He did not specify its contents. The representative also states that there are general national standards for Public Transport, they also include accessibility issues (bus stops and all kinds of stations).

With regard to the issue of a policy that guarantees mobility for people with disabilities he states that most of the existing solutions are municipal or local. Some municipalities offer specific transport services for people with disabilities. The main urban operators also offer these kinds of services (Carris in Lisbon and TUC in Coimbra, for example. Note that both operators have strong links with the municipality).

The representative of people with disabilities states that there are regulations regarding the accessibility of public transport.. For example Lei 58/2004 enacted in March 2004 allows the access of guidance dogs in public transport. He states that SNRIDP is the entity responsible for the enforcement. In fact, nothing happens if the laws are not accomplished. There is another "law" concerning rail transport (not specified). There are no regional laws. There is no ombudsman for disabled passengers. There are specific ombudsmen per operator for passengers in general where suggestions and complaints can be presented. Usually those departments answer promptly, but do not solve the problems. He also states that there is a policy to guarantee mobility for people with disabilities. There are national Action Plans, but unfortunately no results.

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

When asked whether the accessibility of public transport is a mainstream topic in Portugal the representative of the people with disabilities states that it is not a common issue. Everything is organized at a national level, but there are different situations, depending on the public transport operators.

#### Monitoring of the accessibility of public transport

The interview-partner of the Portuguese government states that monitoring is conducted at a national level. Portugal is in the early stages of the process. The transport department is the coordinator, though there are several governmental departments involved.

According to the representative of the disability organisation there is no mandatory monitoring. The associations have no official information concerning the monitoring of public transport in Portugal.

#### Special fares and public transport tariffs for people with disabilities

The representative of the government states that there are special tariffs for people with disabilities. On CP (the railway operator) there is a specific tariff for people with motor impairments (over 80% disability level) It is called 2 in 1, meaning that if the disabled person needs to travel with a second person, only one ticket will be charged. The loss of revenue is supported by the national government.

The representative of disabled people agrees that there are special fares. He also mentioned “2 in 1”, but it only exists on long-distance services (CP). He specifies that a person with a 60-80% motor impairment, travelling with an assistant pays only half the tariff. For persons with 80% or a higher motor impairment the assistant travels for free. Since CP is a public operator the government pays for the loss of revenue.

The representative of the public transport operators states that there are no special tariffs for buses.

#### 2.1.4 Organisational framework conditions

Responsibility for social inclusion issues referring to people with disabilities is at a national level in Portugal. The responsible governmental authority is the Ministry of Social Security and Work (MSST) and the National Institute of Rehabilitation (INR). On the national level the Department of Transport (SET) deals with transport issues. Public transport related issues are presently managed by the Institute for Mobility and Transport (IMTT). There are various public transport operators and disability organisations. The railway is a federal responsibility.

Cooperation between government, disability organisations and public transport operators is low.

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

- **MSST - Ministério da Segurança Social e Trabalho; INR - Instituto Nacional da Reabilitação** Only on a National Level: MSST which delegates in INR (ex- SNRIPD)

#### Governmental authorities responsible for public transport

- **SET - Secretaria de Estado dos Transportes; IMTT - Instituto da Mobilidade e dos Transportes Terrestres;** Only National Level. SET is the governmental Department that deals with transport issues. Public Transport related issues are presently managed by IMTT (ex-DGTT)

#### Main transport operators and Public Transport associations

- **CP (rail service) REFER (rail infra-structure) Carris (Lisbon's city bus) STCP (Oporto's city bus) VIMECA, Rodoviária de Lisboa, Scotturb (Lisbon Metropolitan Region Bus) Fertagus (railandservice Lisbon Metropolitan Region) Metropolitano de Lisboa (underground), Metro do Porto (Oporto's Light Rail Service) Rede Expressos (national bus network)** Rail: CP, REFER, Fertagus. CityBus: CARRIS, STCP. Underground: Metropolitano de Lisboa (Metro). Light Rail: Metro do Porto. Bus: Rede Expressos, VIMECA, Rodoviária de Lisboa, etc. ANTROP: confederation of Public Transport Operators

#### Main disability organisations

- **APD, CNOD, ACAPO** Check Sheet "Contacts APD"

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## Cooperation among stakeholders

### Cooperation between the governmental authorities and disability organisations

With regard to the cooperation between governmental authorities and people with disabilities the representative of the government does not have official knowledge of any project in present development (regarding the development of a better accessibility nor regarding its monitoring/assessment).

The representative of the people with disabilities states that cooperation is low. NGO are often not present in workgroups created by the government. Sometimes they are present, but the final support to implement the measures suggested by those workgroups is not assured.

### Cooperation between the transport operators and disability organisations

The representative for people with disabilities states that cooperation is very poor. The public transport operators are not interested.

The representative of the public transport operators in Portugal states that cooperation is very low. Associations do not exert enough pressure, probably due to their lack of organisation. On the other hand, investments on optimizing accessibility are not the operator's main priority. Presently there is no systematic cooperation on developing, monitoring nor assessing accessibility of public transport. However, operators are open to cooperate on present and future programmes/projects.

### Cooperation between the transport operators and governmental authorities

With regard to the cooperation between governmental authorities and public transport operators the representative of the government states the same as above, that he does not have any official knowledge about any such co-operations.

The representative of the public transport operators in Portugal states that cooperation is low. Governmental authorities support (in a small share) vehicle adaptation (buses).

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

The representative of the government states that the transport chain is complex and it is common for a detail to fail (e.g. the access to the stop/station, the stop/station conditions, the vehicle conditions, and sometimes several/all of them). A generalised fleet renewal is a process that will take some time.

According to the representative of the disability organisation public transport is a main issue on rehabilitation effectiveness. Disabled people are interested to participate and they try to cooperate. Some associations participate in workgroups to deal with specific problems (e.g: to overcome architectural barriers), but these are only temporary efforts. The main barriers that hinder faster developments are mainly linked with architectonic obstacles and the lack of vehicle adaptation for great part of the fleet.

The representative of the public transport operator states that accessibility of public transport is not a priority issue, although is progressively gaining importance. The operators fulfil the legal requirements (mainly concerning the accessibility of the vehicles). The main barrier is the decentralisation of responsibilities: Operators are responsible for the vehicles, municipalities are responsible for the stops and it is hard to make it work together. Operators are interested in cooperation with other stakeholders, as well as in international relevant experiences.

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

According to the representative of the Portuguese government disabled people would like to have better accessibility of public transport. We can not say that they lobby for a better accessibility but they show interest on cooperating with public transport operators and other stakeholders. The accessibility theme is becoming an issue for public transport operators, mainly for the larger operators that depend on the central government - public capitals (railway operators and main bus operators on metropolitan areas). Most bus operators are in private companies, hence they have less influence on the effective accessibility to their systems and less capacity to invest internally in order to get better conditions for the people with disabilities. Despite this public transport operators seem to be interested in relevant experiences of other countries.

The representative of the disability organisations states that in Portugal less than 1% of people with motor disability and over 80% of the remaining categories use public transport regularly. Sometimes this is closer to 100% for people with visual and hearing impairments.

## 2.2 Accessibility of Public Transport

**Pre-trip information:** Pre-trip travel planning information in Portugal (timetables and route planners) is available as print products, via the internet and the National Rail Operator (CP) also offers information by phone. According to the representative of the disability organisation the accessible pre-trip information with regard to travel planning, accessibility at stops and stations, information about tariffs and tickets as well as about customer service and special transport services is regarded as good.

**On-trip information:** The accessibility of on-trip information at the stops and stations as well as in the vehicles depends on the type of impairment. It is generally sufficient for people with motor or hearing impairments but poor for people with visual impairments because the underground is the only mode of transport that has acoustic announcements. For people with cognitive/learning disabilities the situation is dependent on their level of impairment.

**Ticketing:** In Portugal there is a special tariff, called “2 in 1”, for people with motor impairments. Persons with 60 – 80% disability travelling with an assistant pay only half the tariff for the assistant and the assistant of persons with 80% impairment or more travels free of charge. The accessibility of vending machines depends on the type of impairment. They are not accessible for persons with visual impairments.

**Stops and stations:** In Portugal an effort is made to improve the accessibility of stops and stations for people with disabilities. Strong efforts have recently been made to improve the accessibility of train stops and stations to make all lines accessible. For all other systems the accessibility depends on the municipality so it is more difficult to coordinate. In general the accessibility is sufficient for most impairments.

**Vehicles:** The accessibility of public transport vehicles in Portugal varies among the public transport operators. It is highly dependent on the level of fleet renovation. There are no mandatory accessibility requirements for vehicles bought before 2005. The main operators in the metropolitan areas seem to plan the improvements in a concerted way. It is planned to make the underground in Lisbon completely accessible by 2010. At the moment the accessibility of boarding and alighting for people with various impairments varies from not at all satisfied (buses) to good (underground).

**Safety, Reliability, and Service:** With regard to safety equipment most modes of transport are equipped with emergency buttons and communication devices. Disabled persons perceive it as dangerous to ride on public transport in Portugal because of the lack of functioning and universal safety equipment. People think that safety equipment on buses and trams is inefficient and non-operational on the underground. The reliability of the accessibility in stops/stations is low for most modes of public transport in Portugal. Human assistance is often required and punctuality varies.

### 2.2.1 Accessibility of passenger information

#### Pre-trip information

According to the representative of the government, timetables are the most common type of travel planning information available. Generally public transport operators (rail and bus) make it available by print products and some via the internet. CP (national rail operator) also offers a telephone service for that purpose. There is also a global internet site ([www.transpor.pt](http://www.transpor.pt), developed by IMTT) where passengers can find multimodal information on public transport (routers, maps, tariffs and tickets, links to operators website, etc). These forms of information are not specifically adapted for people with disabilities, although some of them can use it easily. There is no

coordinated information available regarding the accessibility of public transport stations, stops, vehicles and services. It depends on several entities, so there is no source to receive it from accurately. There is pre-trip information on public transport tariffs and tickets in printed form and from the Internet. The level of accessible pre-trip information regarding tariffs and tickets is good. The level of accessibility for information on customer services offered is sufficient. Although only a few operators provide these kind of services. CP provides this information by phone. The interview partner has no specific knowledge about pre-trip information of special transport services.

The representative of the disability organisation stated that pre-trip information (Timetable information) is provided by phone, and also by internet (not sure). There is a route planner on the internet for public transport in Lisbon. He assesses the level of accessible pre-trip information as good. Information concerning the accessibility of public transport stations, stops, vehicles and services is provided by phone and is assessed as good. Pre-Trip-Information concerning tariffs and tickets is provided by phone, and also by internet and on the operator's website. The level of accessible pre-trip information is good. Information about customer services is offered by phone. The level of accessibility is good. Pre-Trip Information about special transport services is also offered via the phone and is good.

With regard to pre-trip information the interview partner from the public transport operator in Portugal states that travel planning information is offered by phone, internet and printed matters. It is generally accessible to people with disabilities, hence it is assessed as sufficient. Pre-trip information regarding the accessibility of public transport is provided by phone, but is not sufficient with regard to the accessibility for disabled. Pre-trip information about tariffs and tickets is provided by the internet and printed matters. It is generally accessible to people with disabilities and hence assessed as good. People with visual impairments have more difficulties. Pre-trip information on customer services offered by public transport operators to people with disabilities is poor or not existent. Neither is pre-trip information on special transport services.

#### On-trip information

The representative of the governmental authorities states that most information at bus stops and stations in urban areas is accessible for people with motor and hearing impairments. In general this information is not accessible for people with visual impairments (timetable, routes are offered as printed products and information about unexpected incidents is generally offered by electronic message boards). With regard to people with learning/cognitive impairments it depends on the level of impairment. The situation is the same for bus stops in rural areas and tram stops. For the underground most information is generally accessible for people with motor, visual and hearing impairments and dependent on the level of impairment for people with cognitive/learning impairments. He has no information about train stations in rural or urban areas. With regard to on-trip information in city buses, it is, for people with motor and hearing impairments, accessible for information regarding the next stop but only for a restricted number of vehicles. It is not accessible for people with visual impairments and accessibility for people with cognitive/learning impairments depends on the level of impairment. The situation is the same in trams. In rural buses accessible information is only available in emergencies with regard to people with motor and hearing impairments and it depends on the level of impairment for people with cognitive/learning impairments. On-trip passenger information on the underground is accessible for all people with impairments and for all information types listed. In local and long-distance trains accessibility of the information is ok for all information types listed for people with motor, visual and cognitive/learning impairments and only useful for information regarding routes for people with hearing impairments. In general there are acoustic announcements for possible interchanges and unexpected incidents. Information regarding next stop, route and possible interchanges are available visually (printed materials in vehicle and in some vehicles by electronic boards - next stop). Emergency issues are provided in printed products (evacuation exits and emergency button).

According to the representative of the disability organisations, accessibility of on-trip information is sufficient for people with motor impairments on all modes of transport. Usually there is information about timetables and routes printed on stops. The only real-time-information is on Carris Bus Stops - visual announcements. People with visual impairments are extremely dependent on the help of the driver (or other passengers help). No information concerning timetables is provided in an accessible way to people with visual impairments. Metro (where there is no need to have a time table) is the only operator with some concerns about people with visual impairments. The accessibility is poor for all modes of transport, except for the underground where it is sufficient. Only printed information is accessible to people with hearing impairments since most drivers or other staff can not communicate through gestures. Timetables and routes are usually printed on stops. The accessibility is good on all modes of transport. With regard to people with cognitive/learning disability it is highly dependent on the degree of impairment. There is no special preoccupation to make the information accessible to people with cognitive/learning impairments. Accessibility is generally poor for all modes of transport. With regard to the accessibility of on-trip information in vehicles for people with motor impairments, it is sufficient in City and regional buses and trams, good in the underground and local and long-distance trains where next stop announcements and possible interchanges are made in real time. The situation is similar for people with visual and hearing impairments. There is no accessible information concerning special services or unexpected incidents. The representative is not sure about emergency issues but believes that there are no special systems for people with disabilities. With regard to people with cognitive/learning impairments it depends on their level of impairment, but usually is sufficient.

The representative of the public transport operator states that there is accessible printed passenger on-trip information at stops and stations at bus stops in urban areas, rural areas, tram stops and train stations in rural areas concerning timetables and stops. It is generally accessible for people with motor and hearing impairments, not accessible for people with visual impairments and the accessibility depends on the level of disability for people with cognitive/learning impairments. With regard to train stations in urban areas and the underground the information is generally accessible for all disabilities. There exists printed information regarding routes in all stops. Train direction and unexpected incidents by electronic message boards. Acoustic announcements for unexpected incidents are in real time. With regard to the accessibility of on-trip information in the vehicles, in City buses and trams there are announcements of next stops are occasionally provided by visual and/or acoustic signals. Emergency exits are marked. The driver also gives information. The information is accessible for people with motor, hearing and cognitive/learning disabilities. Information about emergency exits is not accessible. The situation is similar in regional buses, but next stop announcements and connection is not accessible for people with hearing impairments. In the underground, local and long-distance trains the information is accessible for all impairments. Generally next stop announcement provided by audio and visual tools (posted and electronic board). Possible interchanges sometimes provided (same tools). Unexpected incidents and emergency issues are announced by an audio communication device. Emergency exits and related equipment signed visually.

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### **2.2.2 Accessibility issues in Ticketing**

The representative of the governmental authority states that there are special tariffs for people with disabilities on CP for people with motor impairments (over 80% disability level). It is called 2 in 1, meaning that if people with disabilities need to travel with an assistant, only one ticket will be charged. The loss of revenue is supported by the national government. The special tariff can only be bought at the counter. Other tariffs are offered by the ticket machine, in vehicle and on-line tickets.

The representative of the disability organisation states that there is a special tariff. "2 in 1" by CP (rail operator) and only for long-distance services. People with 60-80% of motor impairments and travelling with an assistant pay only 1 half tariff of the assistant. People with 80% or higher of motor impairment, the assistant travels for free. CP is a public operator, so the government pays for the loss of revenue. The easiest way to buy a ticket for

people with impairments is to get it from the counter. Ticket vending machines are 35-40% accessible for people with motor impairments, they are almost not accessible for people with visual impairments because they have no tactile buttons or acoustic guidance system. They are 100% accessible for people with hearing impairments and for people with no specific adaptation, but these machines are not user-friendly.

According to the representative of the public transport operator there are no special tariffs for people with disability. Tickets can be bought at the counter and at ticket machines. Buying in the vehicle is also an option for some bus services. The most common form is a monthly ticket. Acoustic guidance and confirmation on ticket vending machines is not a common feature. Variable height and tactile buttons are more often provided. The vending machines are 80% accessible for people with motor impairments, less than 5% for people with people with visual impairments, 100% for people with hearing impairments and for people with cognitive/learning impairments it depends on the level of impairment.

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### 2.2.3 Accessibility of stops and stations

According to the representative of the Portuguese government there are several stages of development with regard to the accessibility of stops and stations and he says that it is very difficult to intervene on public space. With regard to the strategy to improve the accessibility he stated that: (1) On the rail systems there has been a strong effort in order to provide a better accessibility to the stations. For this system the effort seems to be concerted to make certain lines accessible. (2) For the other systems (bus stops on urban and rural areas) the accessibility to stops and stations depend on the municipalities, so it is even more difficult to link it to specific routes. It does not seem to happen in a concerted form. (3) For both cases does not have official knowledge of planning issues, selection criteria or information provided to passengers.

The representative of the disability organisations stated that they plan to improve the situation. Train stations are the best example at the moment. There is no concerted effort made with regard to strategies to improve the situation. There should be planning and priority cases. He stated that for 'people with motor impairments the main stress is to get to the bus stop. The stations and stops are not as poor as they used to be. Train stations score better due to a recent modernisation. People with motor impairments are sufficiently satisfied with stops and stations of city buses, poorly with regional buses, sufficiently with trams (same as city bus) and underground (only a few have elevators), well satisfied with local trains and sufficiently with long-distance trains. The satisfaction of people with visual impairments with the accessibility of stops and stations is sufficient for city buses, regional buses and trams and poor for underground, local and long-distance trains. People with hearing impairments and cognitive/learning impairments are sufficiently satisfied with the accessibility of stops and stations for all modes of public transport.

The representative of the public transport operator stated that printed information concerning timetables and stops is provided in most of urban bus stops. Carris (main bus operator of Lisbon) also provides real-time information concerning incidents (expected delays) in some stops (visual signals). This information is generally accessible for people with motor and hearing impairments, not accessible for people with visual impairments and the accessibility depends on the level of impairment in people with cognitive/learning impairments. Printed information concerning timetables and stops is provided in some rural bus stops. Information concerning incidents is not provided. Otherwise the situation is similar as in urban bus stops. The same is true for tram stops where the situation is similar to that of urban bus stops. Underground stops provide printed information regarding routes in all stops. Train direction and unexpected incidents by electronic message boards. Acoustic announcements for unexpected incidents in real time. The stops are generally accessible for all different impairments. In train stops in rural areas information concerning incidents provided by acoustic announcements (real time). Other information is posted (printed matter). The information is generally accessible for people with motor and hearing impairments, not accessible for people with visual impairments and the accessibility for

people with cognitive/learning impairments depends on the level of impairment. The situation in train stops in urban areas is similar but the train direction and time of departure is given on an electronic board/tv system.

#### 2.2.4 Accessibility of vehicles

According to the interview partner of the government the situation regarding the accessibility of public transport vehicles in Portugal is the following: 1. It varies among the public transport operators. It is highly dependent of the level of fleet renovation. Note that the mandatory requirements for accessible vehicles are only applicable for urban buses bought after 2005. For non urban buses there are no mandatory requirements. Moreover these services are more often provided by private operators, with older fleets and less capacity of investment. 2. Can not provide specific information regarding rail system. There exist the following strategies for an improvement of the situation: (1) For the rail systems he cannot give specific information. (2) The main operators on the metropolitan areas seem to plan the improvements in a concerted way. Easier for STCP (Oporto metropolitan region) or Vimeca (Lisbon Metropolitan area) because both greater share of renewed fleet. (3) He has no official knowledge of planning issues, selection criteria or information provided to passengers. There are no cases in Portugal where public transport is accessible but the use of this transport by people with disabilities is not allowed. With regard to the accessibility of alighting and boarding there is no specific mention for people with motor and visual impairments in city buses, regional buses and trams, it is generally ok for people with hearing impairments in these modes of transport and depends on the level of impairment in people with cognitive/learning impairments. Boarding and alighting in Undergrounds is generally ok for people with motor, visual and hearing impairments and depends on the level of impairment in people with cognitive/learning disabilities. The situation is the same for local trains, only people with motor impairments sometimes have some difficulties. He had no answers for long-distance trains. With regard to the accessibility of the vehicles he had no answers, only that there are 1-2 designated spaces for wheelchair users per new vehicle in city buses.

Asked about the accessibility of public transport vehicles in Portugal the representative of disabled people stated that it represents some difficulties, but is not the main problem. He also states that there has been a significant effort to improve accessibility. By 2010 Metro (Lisbon's underground) should to be completely accessible. Besides that, it is not possible to say that there is a concerted effort. As far as he knows there is no official information to passengers about the strategy or planning for use adapted vehicles in service. He also states that there are no cases where people with disabilities are not allowed to use public transport despite the fact that it is accessible. There are occasional problems with the boarding of wheelchairs (overloaded service - city buses mainly).

With regard to the accessibility of boarding and alighting for people with motor impairments he states that it varies from not at all satisfied (buses) to good (underground). City buses: Not at all satisfied: 50% accessible. Automatic doors, low floor or mechanic ramps. Ramps are often out of service since its use implies human intervention. Regional buses: Not at all satisfied: approximately 0% accessible. Automatic doors only. No low floor nor mechanic ramps. Boarding and alighting implies human intervention. Trams: Sufficient. 50% accessible. Only some stops have high platform. All vehicles with automatic doors and low-floor (non traditional trams) Underground: Good: All vehicles with automatic doors and level platform. Only problem is the platform gap (horizontal), local trains: Sufficient. 40% accessible. All vehicles have automatic doors but no all have level platforms. Horizontal and vertical gap vehicle-platform; and in long-distance trains: Insufficient: about 5%. Only national services Intercidades and Alfa services are prepared for wheelchairs. Automatic doors but no low-platform. Huge vertical gap. The situation for persons with visual impairments is different, they get assistance from other passengers or operator's staff. In general the accessibility is sufficient, but depends on human assistance. Metro is experimenting with a tactile guiding system and pavement with non slip surface. People with hearing and cognitive/learning impairments have no difficulties with boarding and alighting.

With regard to the accessibility of the interior of the vehicles for people with motor impairments the interior vehicle space for manoeuvring is not a constraint. Standard vehicles are equipped with handrails/handholds, automatic doors and some with restraint systems. Bus equipment is more often out of order. Most of vehicles have priority places for people with mobility difficulties (2 to 4 per vehicle) but only some rail services have designated seats for wheelchair users (1 or 2 per train). In city and regional buses, local and long-distance trains the accessibility is insufficient in trams and the underground the accessibility is sufficient. There is no official limitation to the number of designated spaces for wheelchair users in city buses, trams and the underground. In regional buses there are no specific places; 2 per local train and 1 space per long-distance train. People with visual, hearing and cognitive/learning impairments have no special problems with the accessibility of the interior of vehicles they are usually equipped with handrails, handholds, automatic doors. Some systems provide acoustic announcements (e.g. the Metro and some local rail services). The accessibility in all modes of transport is sufficient.

The representative of the public transport operators states that vehicles must be adapted to all types of passenger, including of course people with disabilities. This is an issue taken into account on the acquisition process. However costs are sometimes a constraint as Government subsidies are not substantial. There is no specific strategy to improve the accessibility of vehicles. He has no formal knowledge about the planning process nor the strategies to prioritize the improvements. There are specific projects for urban areas, but these are only examples. On the acquisition process for urban buses, vehicle accessibility is regarded (mandatory). On the other hand, for non-urban buses acquisition vehicle accessibility is not an important issue (not mandatory). Most likely passengers are not informed about planned developments or strategies. He states there are no cases in Portugal where public transport is accessible but the use of it is not allowed for people with disabilities.

With regard to the accessibility of boarding and alighting in city he states that all vehicles are equipped with automatic doors, handrail and non-slip floors. Some vehicles have low-floor and ramps. A bi-annual check is mandatory. Additionally, the drivers provide daily reports about the conditions of the vehicles. The estimated share of city buses providing barrier-free boarding and alighting at stops along the route is 20-30% for people with motor impairments, 100% for people with visual, hearing and cognitive/learning impairments. In regional buses most of the vehicles are equipped with automatic doors, handrail and non-slip surface floors. Only a few vehicles have low-floor or ramps. A bi-annual check up is mandatory. Additionally drivers report daily vehicle conditions. The average share for people with motor impairments is 10% or less and for people with all other impairments it is 100%. In trams recent systems have fully equipped vehicles. Automatic doors, low-floor/ramps, handrails and non-slip surfaces are common. The average share is 100% for all impairments. In the underground all vehicles have automatic doors, low-floor and non-slip surface. The average share is 100% for all impairments. In local and long-distance trains have automatic doors (sometimes by pressing a button) and non-slip surfaces are the most common equipment. Low-floor is also often provided. There are no data about the average share for all different impairments.

With regard to the accessibility of the interior of the vehicle in city buses manoeuvring space and storage is restricted at peak hours. In off-peak hours it is not a problem. Automatic doors, priority seats, handrails and handholds are always provided. There are two spaces designated for wheelchair users in city buses. In regional buses most vehicles are equipped with automatic doors, priority seats, handrail, handholds and non-slip floors. Most vehicles do not provide storage space for wheelchairs together with the passenger, but it can always be transported as luggage. There is a maximum of four spaces designated to wheelchair users. In trams and undergrounds the situation is similar to city buses. In local and long-distance trains vehicles are often equipped with priority seats, handrails, automatic doors. Space for manoeuvring is not usually a constraint (out of peak hours).

## 2.2.5 Safety, Reliability and Service

### Safety aspects

According to the representative of the government there have not been any accidents with passengers who have disabilities. In city buses and regional buses and trams there are safety belts and emergency buttons on newer vehicles and emergency buttons that are not specifically adapted for wheelchair users in undergrounds, local and long-distance trains. With regard to general safety equipment for people with disabilities in public transport there are emergency buttons on newer vehicles in City buses, regional buses and trams and emergency buttons in undergrounds, local and long-distance trains. There are acoustic announcements in emergencies in undergrounds, local and long-distance trains, in bus stations, underground and train stations in rural and urban areas.

According to the representative of disability organisations he has no specific knowledge of accidents that implied consequences or changes on legislation. Though there were some accidents on urban buses (lack of restraint equipment) and accessibility to stations and stops (stairs and pavement in poor condition). He states that disabled people perceive it as dangerous to travel on public transport because the safety equipment requirements are not universal. People think that safety equipment on buses and trams is inefficient or non-operational in the underground as there is no safety equipment. He also states that wheelchair users are not at all satisfied or poorly satisfied with the safety equipment. City buses have restraining equipment - "chair to vehicle" – although this is often out of order. Concerning local trains, only one operator (Fertagus) is equipped, but incorrectly – with chains chair-vehicles that are always missing. Only a few rail services (top services or national) provide chair-vehicle systems (trifold). On regional rail services there are no conditions. Users would like to have effective restraining systems: chair-vehicle (trifold) and chair-passenger (safety belts). Disabled people in general are also not at all satisfied. Only the Metro has acoustic and visual forms of communication. Passengers with disabilities would like to have modern and adequate equipment. There are evacuation plans, but the information is provided for the general passenger. There is no special treatment for people with disabilities. Other passengers would help in emergency situations. There is no specific equipment for accessible information in emergencies.

The representative of the Portuguese public transport operator states that there were not any relevant accidents that involved people with disabilities in Portugal. Safety belts are not an obligatory requirement on city buses in Portugal. However the interviewee believes that more recent fleets are equipped with them. For passengers with other disabilities there are accessible handrails and non slip floors. In regional buses less than 10% have safety belts but there are non slip floors in most vehicles. The safety equipment in trams for wheelchair users is emergency buttons in recent vehicles and non-slip floors in most vehicles. In undergrounds there are emergency buttons and communication devices (but not specifically adapted for wheelchair users). For all other people with disabilities there are accessible handrails and non-slip floors. In local trains and long-distance trains there are emergency buttons and communication devices (not specifically adapted for wheelchair users) and accessible handrails and non slippery floors for all other groups with disabilities.

With regard to accessible information in emergencies there are no light signals, nor acoustic announcements (involving devices) in City buses or regional buses. In Trams, underground, local and long-distance trains have acoustic announcements and printed identification on emergency exits. Bus and underground stations and train stations in rural and urban areas have acoustic announcements and light signals for emergency exits. There are evacuation plans for all vehicles and stations and staff are trained in order to respond promptly.

### Reliability and Punctuality

With regard to reliability of the accessibility of vehicles and stops/stations, for all of the public transport modes the representative of the government authority states that it is medium in city buses and trams (not all vehicles are accessible), it is low in regional buses and high in the underground, local and long-distance trains (an

important share of stations have recent improvements and accessibility issues have been regulated). He did not comment on the level of punctuality.

The representative of the disability organisations stated that the reliability of accessibility of stops/stations in city buses, regional buses, trams, underground, local and long-distance trains is low, some systems in city buses and the underground need the driver to stop and get out of the vehicle to activate the boarding systems. Human assistance is also required in other modes of transport. The accessibility of underground stations is low and in train stations in rural and urban areas it is moderate. The punctuality of city buses is 95-100%, 90% in regional buses and trams, 5% in the underground. 50% in local trains and 80% in long-distance trains.

According to the representative of the public transport operator the reliability of the accessibility of vehicles and stops/stations is low in City and regional buses, trams and local trains because it relies on non-automatic devices. It is low/moderate in long-distance trains, where stations are improving but not fully adapted yet. Specific services, such as Alfa, operate well equipped vehicles. In the underground the situation is moderate. Stations and vehicles are adapted but there are problems in the rush hours. He assesses the level of punctuality of city buses with about 10% on peak hours and 5% in all other situations. In regional buses it is less than 5%, in trams comparable to City buses in the underground approximately none and in local and long-distance trains less than 5%.

### Customer Service

With regard to the accessibility of customer services in public transport in Portugal the representative of the government authority stated that in general, transport operators are making a considerable effort in order to provide customer services. To make them accessible is a concern in this process. Nevertheless, in some cases, we are still far from a satisfactory level. With regard to an average share of bus, underground and train stations that provide accessible luggage storage facilities for people with all disabilities or accessible counters and information desks the interviewed person found it impossible to estimate the share.

When interviewed about the general accessibility of customer services the interview partner of the disability organisation stated that it is ok. But when it requires the intervention of other staff it sometimes does not work. For people with motor impairments there exists no general service, but it is provided when required. The service is insufficient in bus stations and sufficient in train stations. The situation is the same for people with visual, hearing and learning/cognitive impairments. With regard to the satisfaction of people with motor impairments regarding the provision of accessible counters and info desks in stations there are problems with stairs and the counters are too high. In bus and underground stations it is insufficient: 50% are accessible. In train stations it is sufficient: 90% are accessible. The situation for people with visual impairments is good, all are accessible with human assistance. For people with hearing impairments it is sufficient, all are accessible, though staff cannot communicate by gestures. For people with learning/cognitive impairments it is also sufficient and depends on the level of impairment.

When interviewed about the general perception regarding the accessibility of customer services in Portugal the representative of the public transport operators states that it is sufficient for general passengers. The existing services are usually not adapted for people with disabilities. New technologies may be a way to overcome some problems (e.g: internet/ tv systems on stations may be a proxy for information desks) however they often are not designed for that purpose. The share of bus stations that provide accessible luggage storage for people with motor and visual impairments is less than 5% (usually the driver is the only person available to offer assistance. For people with hearing and learning/cognitive impairments it is not a problem. He is not sure if such a service exists in underground stations and cannot estimate the share. The same is true for train stations in rural and urban areas. With regard to accessible counters and info desks he states that they are usually accessible for people with all impairments and most stations have counters, but not all have formal info desks. The situation is the same for underground stations and train stations in rural and urban areas. He says that usually there is no formal assistance

services, hence the assistance is free and there is no need to pre-book it. There may be formal assistance for special train services (like Alfa or Intercidades). At bus stations the driver usually provides assistance with boarding/alighting, guidance to vehicle and luggage. The interview partner cannot make any comments about the situation in underground stations and train stations in rural and urban areas.

### Staff Training

According to the representative of the Portuguese government, the transport operators are progressively concerned with training requirements. The interviewed is not sure if the issues regarding interaction with people with disabilities are taken into account on the training plans. He has no specific information regarding training plans in various modes of transport.

The representative of the disability organisations states the training of staff (with regard to special needs of people with disabilities, interactions etc) is not part of the general training program. Staff, that are trained for special services, have specific training with respect to the special needs of people with disabilities. There are special training schemes like Carris “Mini-buses” (“Porta-a-Porta service) although this is mainly directed to people with motor impairments. No disabled people are trainers and no labour union is involved.

The representative of the public transport operator states that the issue of staff training with respect to special needs of people with disabilities, interactions with people etc. is tackled but not sufficiently. Staff training involves the simulation of daily situations/incidents. Some of them may include dealing with disabled people needs (most probably motor impairments). Disabled people are not used as trainers and staff members do not simulate that they are disabled during the training. In City buses, regional buses and trams there is the regular training. The labour union has no involvement. The situation is similar in undergrounds, local and long-distance trains.

### 2.3 Alternatives to public transport

**Alternatives to public transport:** There is a special service in Lisbon named Porta-a-Porta. It has to be booked at least 48 hours in advance and is operated from 7 am to 11 pm. Only people with more than 60% of motor impairments are eligible for this scheme. The scheme is not totally satisfactory because it is difficult to book it and it is not valuable because of long delays.

The representative of the government authority states that special services provided by municipalities directly, transport operators ruled by municipalities or state (main bus operators in metropolitan areas) or associations of people with disabilities/other NGOs (private vehicles). The conditions of assessment, financing, need to schedule the service are extremely variable.

According to the representative of the disability organisation in the Metropolitan Regions (at least Lisbon and Oporto) the main bus operators provide door-to-door transport for disabled (Special services). Out of Metropolitan Regions, associations and municipalities provide transport services. Special services, such as Porta-a-Porta in Lisbon are quite congested. It has to be booked with at least 48h in advance. Carris operates Porta-a-Porta from 7am to 11pm. Only people with 60% or over motor disability are entitled to use this service. The disabled community are not totally pleased with the service. 1. It is hard to book (service is often refused, it is working overcapacity). 2. It is not valuable (huge delays to get to the final destination).