

Detailed presentation of some door-to-door services: Paris

Until 2002, specific door-to-door transport services for people with reduced mobility in the Paris Ile-de-France Region (11 million inhabitants, including 2.1 million in Paris city, on a 12,000km² territory) were operated by 13 associations working on a not-for-profit basis.

There was no overall framework for the quantity or the quality of services to be provided, neither for the category of passengers entitled to use the services, nor for the fare policy or the booking conditions. As a consequence, the number of trips remained relatively low (around 600,000 trips per year with 200 vehicles) for such a large region.

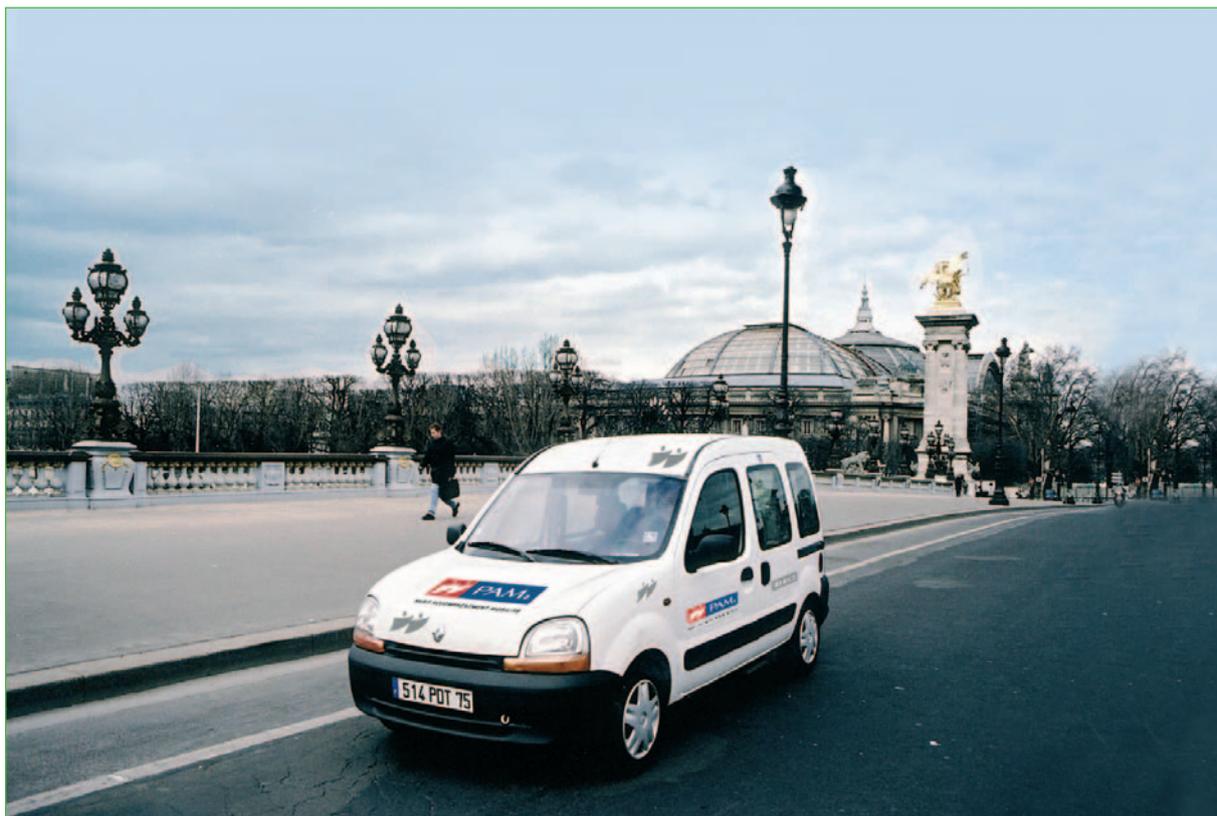
Public authorities used to bring financial support to the associations by helping them purchase new vehicles and granting them subsidies for the cost of their operations. €7 million were awarded to the associations in 2002.

STIF, the public transport authority of the region of Paris Ile-de-France, decided in 2002 to upgrade the provision of transport services for people with reduced mobility. A new organisational and financial framework was adopted, based on the following scheme:

- setting up of a **regional information centre** on the accessibility of public transport systems for people with reduced mobility. This service, called Infomobi, collects all the necessary information about the real-time accessibility of transport systems operated by RATP (state-owned companies operating bus, tramway, metro and heavy rail in Paris and nearby

suburbs), SNCF (suburban rail services) and OPTILE (federation of 80 private companies operating bus services in outer suburbs). If no mainstream transport service is accessible for a specific request, then the customer is recommended to call the door-to-door transport reservation centre (see below). The service is available by telephone, from 7am to 8pm, 7 days a week and on the internet (www.infomobi.com).

- definition of a **regional framework for the provision of door-to-door services and of reservation centres in each county**. STIF is responsible for setting the targets of number of trips, defining the category of entitled people, and co-ordinating their provision, which is organised on a local basis. Each of the 8 “departements” (= counties) making up the region, is responsible for selecting the operator of the services on its territory through a tendering procedure. The aim is to carry 1.5 million passengers per year once the service has been fully developed (including 450,000 in Paris city alone, vs 80,000 before). The cost of services has been estimated at €24 per trip, and it has been agreed that passengers shall contribute €6 per a normal trip of less than 10km, the rest being shared in three thirds between STIF, the Regional council, and the County.



STIF has defined the terms of reference of the reservation centres that the 8 counties will progressively set up, so that they can be compatible with each other and provide integrated information and services for passengers wishing to travel in the whole region. A contract will be signed between STIF, the regional council, and the county for each centre.

Paris has been the first county (Paris is a both a municipality and a county on a legal basis) to set up a reservation centre in November 2003, and two other counties (Val de Marne, in South-Eastern suburb) will inaugurate its services in 2005.

The new service in Paris, called “Paris Accompagnement Mobilité (PAM)” has been launched in a 3 months period of time taking in charge the activity previously done by four different associations. PAM has been devised to serve the needs of all kinds of disabled passengers (people in wheelchair, people suffering from hearing, visual or mental impairment). Passengers entitled to use the service must have the Card proving that they have a minimum of 80% handicap, awarded by a county welfare commission for professional integration of disabled people. To access the service, they need to be registered. They are granted a personal “PAM PASS”, which they use to book their trips, and a “Mobility Account” is opened under their name. Passengers can credit money on their personal account, which is used to pay for their trips.

Trips can be booked by telephone, post-mail, fax or internet. Service is available 7 days a week, from 6am to midnight. The call centre can be reached everyday from 7am to 8pm to advise passengers, help them plan and book their trips.

The price of a single trip is €6 inside Paris, €9 between Paris and the first ring of suburbs, and €15 for trips between Paris and outer suburbs. An accompanying person, and a blind-dog, can travel for free with the disabled person.

The transport operator Keolis has been entrusted by the city of Paris for a 6 year period. through a tendering procedure. PAM has a fleet of 100 vehicles (Renault Kangoo, that can carry one wheelchair and up to 3 passengers, and Renault Master suitable for 8 people and able to carry 3 to 5 wheelchairs).

The service employs over a hundred staff members. Some of the drivers were recruited from the associations that used to provide the door-to-door transport services in Paris before the setting up of PAM, the others are trained during a 6 weeks special programme before being hired.

Booking and planning of the services are processed through the software TITUS, specially designed for PAM by the French company BEST.

Six months after its inauguration, PAM already had 1,500 registered users, 60% of them using the service for home to work trips. 20% of passengers make up 80% of trips. The foreseen number of trips in 2004 is 115,000 (compared to 85,000 in the previous years).

www.pam.paris.fr
www.infomobi.com
www.stif-idf.fr



PARIS ACCOMPAGNEMENT MOBILITÉ