

Figure 2 – Easy and quick information: On the Internet with the first page normally opened by passengers (see “Seniors/Disabled”): example of Washington Metropolitan Area Transit Authority (WMTA)

**Metro to operate on Sunday schedule on Memorial Day**  
 On Memorial Day, Monday, May 26, Metrorail will operate on a Sunday schedule (8 a.m. to midnight). Parking at all Metro-operated lots will be free. Reduced fares will be in effect all day. Bicyclists will be allowed to transport their bicycles on Metrorail. Metrobus will operate on a Sunday schedule with supplemental service on some routes. MetroAccess will operate a weekday schedule (5:30 a.m. - midnight) and there will be no SmartMover service. See [press release](#) for details and other transit companies' Memorial Day service.

**Holiday weekend events to cause Metrobus detours**  
 Street closings for Memorial Day weekend events will cause Metrobus detours downtown. See [weekend detours](#).

**Heightened security alert level announced; Metro increases security**  
 With the [announcement](#) of the Homeland Security level raised to orange for "high," Metro is taking additional security precautions to keep customers safe while riding Metro. Metro Transit Police have deployed special response teams to conduct sweeps of Metrorail stations. This increased police presence is not a reaction to any specific, impending danger but to reassure customers and add another level of prevention. See Metro's [safety update](#) brochure and [emergency preparedness page](#) on how you can prepare for and help prevent emergencies.

**Metro announces winners in its Annual Student Poster Contest**  
 Metro has announced the winners of its 2003 Annual Student Poster Contest with the theme, "Metro 2020: Where do you want to go?"

**System map**  
**Service status**  
 Metrobus  
 Metrorail  
 Elevators  
 Escalators

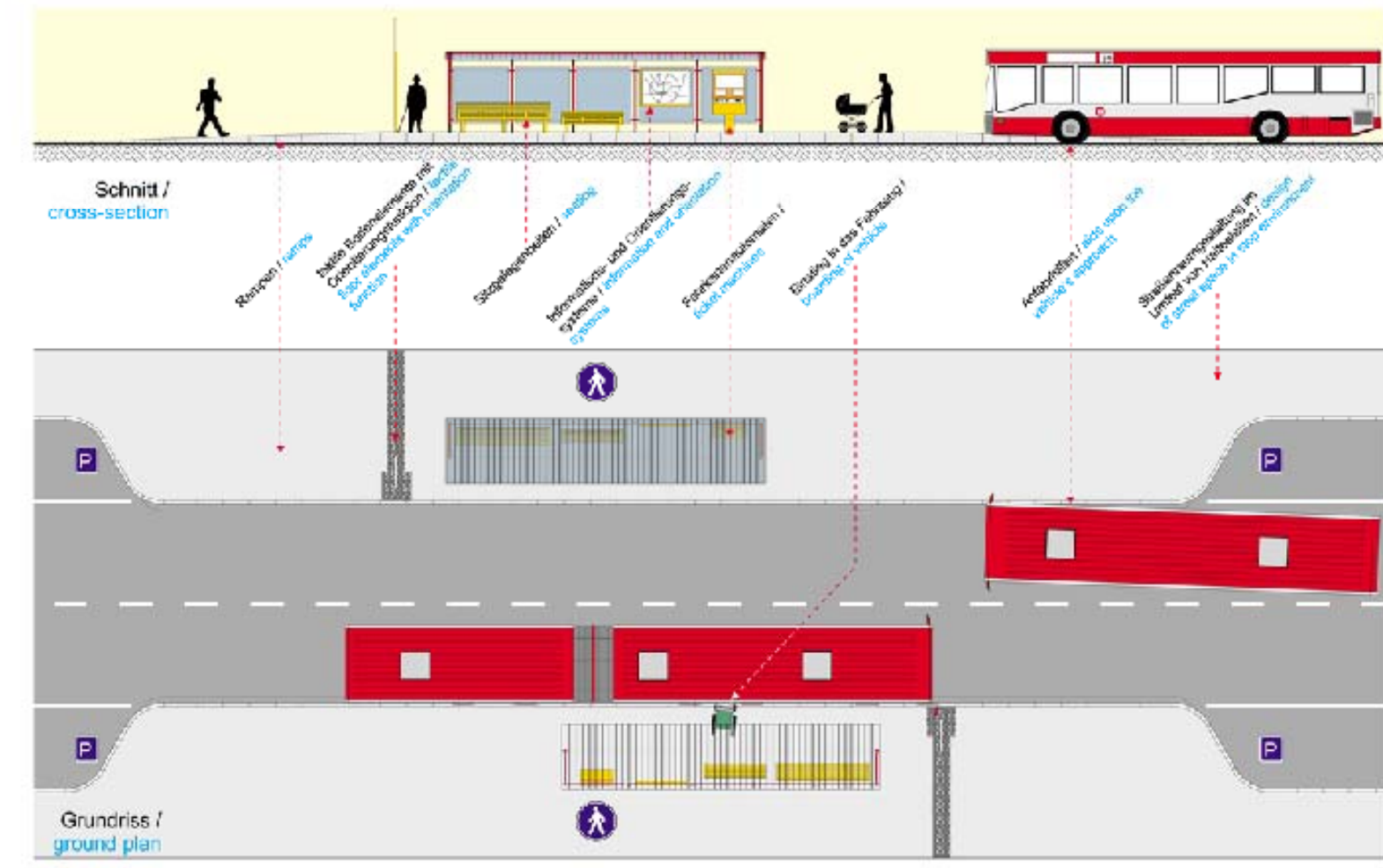
**Timetables**  
**Lost & Found**  
**Metrorail eAlerts**

**Search Metro**  
 [search >>](#)

**The RideGuide**  
 intersection or landmark.  
 Do not include city, state or zip code in addresses.  
**Starting point: (Examples)**

**Figure 3**

**Centrally located information and orientation on a kerbside stop** – Source: Bundesministerium für Verkehr, Bürgerfreundliche Gestaltung von Haltestellen des öffentlichen Personennahverkehrs, direkt 51, Bonn 1997



**Figure 4**  
Most common symbol leading to information for people with reduced mobility: example of Metropolitan Transportation Authority (MTA), New York



Figure 5  
Clear structure and consistency of passenger information: example of MUNI (San Francisco)



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## Muni Access Guide



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Figure 6


Brochure of Toronto Transit Commission available as a pdf file on the Internet

The screenshot shows the Toronto Transit Commission website. At the top left is the TTC logo. To the right are navigation links: HOME, CONTACT US, HOW DO I...?, and a search box with a GO button. Below these are four colored navigation buttons: LIVING IN TORONTO (dark blue), DOING BUSINESS (purple), VISITING TORONTO (yellow), and ACCESSING CITY HALL (green). A red banner below these buttons reads "Toronto Transit Commission". On the left side, there is a sidebar with the TTC logo and two sections: "SERVICE" with links to Routes, maps and schedules; Service changes; Accessible service; Airport routes; Construction; and Wheel-Trans; and "FARES" with links to Fares and rates and Day pass. The main content area features a red-bordered box for the "Easier Access" brochure, which includes a photo of a person in a wheelchair on a train platform and a "NEW" badge. To the right of this box is the text: "TTC - Easier Access Information", "NEW - 'Includes Sheppard Subway'", "[Easier Access Brochure November 2002](#)", and "PDF document (5.1M)".

Figure 7

Note from Los Angeles County Metropolitan Transportation Authority about alternative formats for people with visual impairments

mta.net Los Angeles County Metropolitan Transportation Authority



ENGLISH | [SPANISH](#)

## The Most Frequently Asked Questions About Metro's Accessible Service

The following list of most-asked questions is a part of Metro's efforts to provide full accessible transportation to persons with disabilities. For further information or comments about accessible service, please write [Metro Customer Relations](#), One Gateway Plaza, Los Angeles, CA 90012-2952

**Q. How can additional information be obtained and how can problems be reported?**

A. Passengers with disabilities who have a travel emergency related to Metro accessible transportation may call the Metro Disability Emergency Hotline at 1-800-621-7828. Passengers with visual impairments may obtain this brochure or additional information about Metro service in alternative formats upon request. Information and customer service are available to persons with hearing or speech disabilities through Metro's text telephone/TDD phone number: 1-800-252-9040. General Metro Bus and Metro Rail information is available by calling 1-800-COMMUTE (1-800-266-6883) or on this website. Complaints and compliments can be forwarded by phone, through the [website](#), or by writing to [Metro Customer Relations](#), One Gateway Plaza, Los Angeles, CA 90012-2952. [RETURN TO TOP](#)

[Click here to return to MTA.net Home](#)

Figure 8

Alternative format as text only version of Transport for London Journey Planner for people with visual impairments

**TfL Journey Planner**

**Travel Time:**  
I need to  on  .  .  at  :

**From:**  
Area:   
Location Type:   
Location Name:

**To:**  
Area:   
Location Type:   
Location Name:

**Via:**  
Area:   
Location Type:   
Location Name:

**More Options:**

**Route type:**

**Means of transport:**

- Rail Services
- Docklands Light Railway
- London Underground
- Croydon Tram Link
- London Buses

- National Express
- London River Services

**Walking Details:**

- use proximity interchanges

Walking speed:

Max. walking time:  minutes

**Mobility impaired access:**

- cannot use Stairs
- cannot use Escalators
- cannot use Lifts
- need Wheelchair accessible Vehicles

Close Options

Reset

Submit



**Figure 9**  
**Information from BVG (Berlin) about media accessible during the journey**

Information en route

**If you're already on your way...**

You will find information at every underground and urban rail (S-Bahn) station as well as at tram and bus stops. Located at entrance areas and on platforms, "BVG Service" information panels contain the following elements:

- Berlin city map with street index,
- Complete route map for Berlin,
- Network diagram for the underground (U-Bahn) and urban rail (S-Bahn) with a station index,
- List of all stations with details of fare zones,
- BVG nighttime service network,
- Timetables,
- [Map of area around the underground station.](#)


**Special information**

Subjects such as current timetable changes and other special information are posted on the "BVG Service" information panels. Special display cases at the entrances to underground stations contain specific information on temporary changes.

Travel information in person

Our service staff at the customer information office in the Turmstrasse underground station will print out your personal timetable. Just tell us where you wish to go.

Also have a look at [Timetables for the underground, tram and bus](#)



**Figure 10**

**Talking Kiosk: Example for communication and information possibilities during the journey – MTA (New York)**



*A distinctive "chirping" sound helps users locate the Talking Kiosk in Penn Station.*

Figure 11

Textphone for passengers with hearing difficulties and speech impediments: example of MTA (New York)

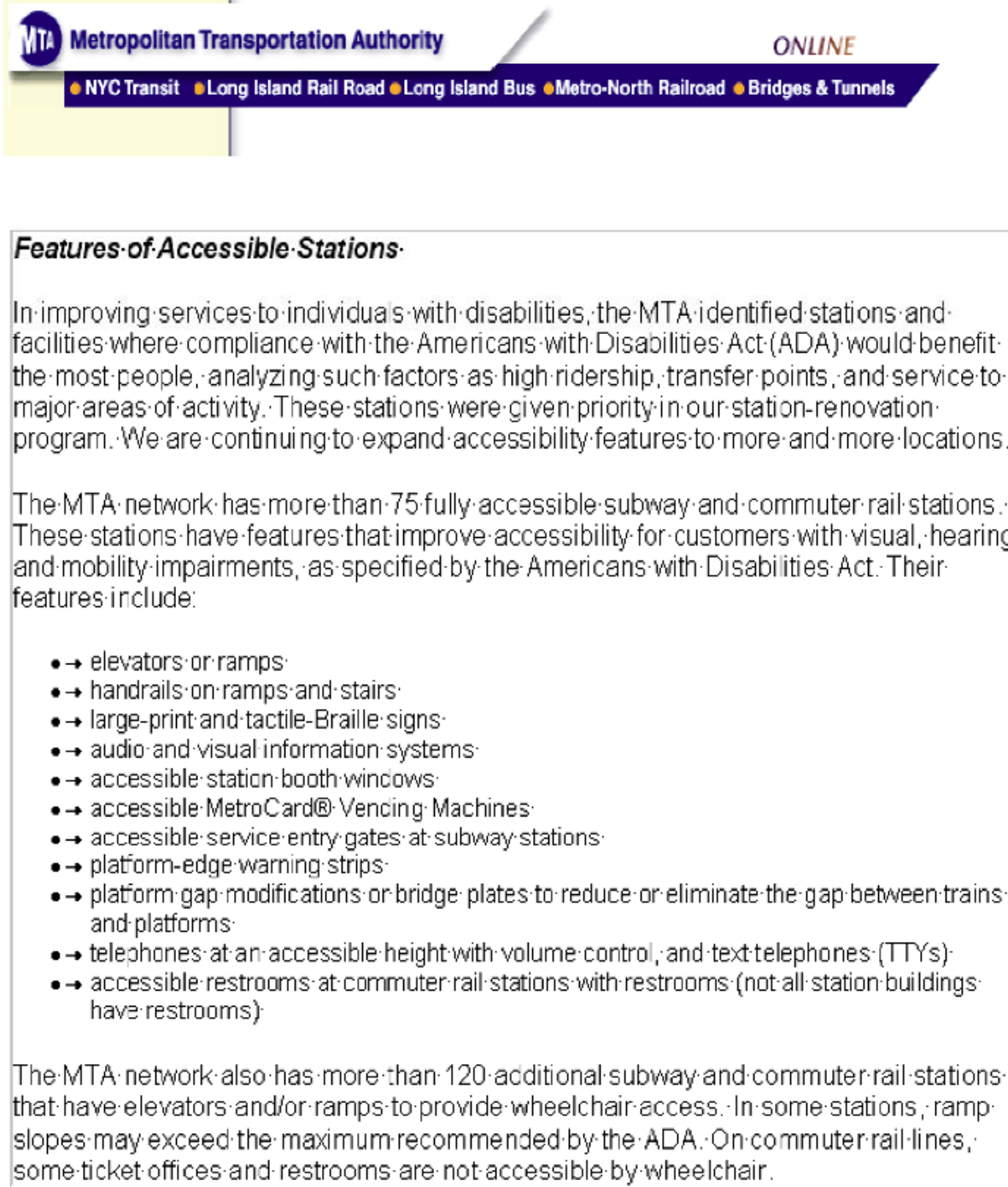


*Fully accessible stations have text telephones.*

**Figure 12**  
**Standard pictograms for accessible/inaccessible and usable/non-usable details of a station: example of Rhein-Main-Verkehrsverbund (RMV)**



**Figure 13 and 13 a**  
**Detailed listing of information about fully accessible stations and buses: example of MTA (New York)**



The image shows a screenshot of the Metropolitan Transportation Authority (MTA) website. At the top, there is a navigation bar with the MTA logo and the text "Metropolitan Transportation Authority" on the left, and "ONLINE" on the right. Below this, a dark blue bar contains several menu items: "NYC Transit", "Long Island Rail Road", "Long Island Bus", "Metro-North Railroad", and "Bridges & Tunnels".

The main content area is titled "Features of Accessible Stations". It contains two paragraphs of text and a bulleted list of features.

**Features of Accessible Stations**

In improving services to individuals with disabilities, the MTA identified stations and facilities where compliance with the Americans with Disabilities Act (ADA) would benefit the most people, analyzing such factors as high ridership, transfer points, and service to major areas of activity. These stations were given priority in our station renovation program. We are continuing to expand accessibility features to more and more locations.

The MTA network has more than 75 fully accessible subway and commuter rail stations. These stations have features that improve accessibility for customers with visual, hearing and mobility impairments, as specified by the Americans with Disabilities Act. Their features include:

- elevators or ramps
- handrails on ramps and stairs
- large-print and tactile-Braille signs
- audio and visual information systems
- accessible station booth windows
- accessible MetroCard® Vending Machines
- accessible service entry gates at subway stations
- platform-edge warning strips
- platform-gap modifications or bridge plates to reduce or eliminate the gap between trains and platforms
- telephones at an accessible height with volume control, and text telephones (TTYs)
- accessible restrooms at commuter rail stations with restrooms (not all station buildings have restrooms)

The MTA network also has more than 120 additional subway and commuter rail stations that have elevators and/or ramps to provide wheelchair access. In some stations, ramp slopes may exceed the maximum recommended by the ADA. On commuter rail lines, some ticket offices and restrooms are not accessible by wheelchair.



Figure 14

**Detailed listing of information from Berliner Verkehrsbetriebe (BVG) for people with different mobility impairments**

## Mobility assistance for the disabled

The BVG is concerned to meet the demands of all passengers on the public transport system. The following outline shows the latest developments (last updated: 06/2002):

- [Ramps and elevators at underground stations](#)
- [Escalators in the Berlin underground](#)
- [Orientation aids for blind and partially sighted passengers](#)
- [Emergency call and information columns](#)
- [Orientation aids for hearing - impaired passengers](#)
- [Tram lines with wheelchair access](#)
- [Bus lines with wheelchair access](#)
- [Bus lines with wheelchair - friendly facilities](#)
- [Bus stop on demand](#)
- [Ferry lines](#)
- [We call a taxi for your onward journey](#)

[Information on mobility assistance at the Berlin S-Bahn urban rail](#)



Figure 15

Plan of a bus with important accessibility and usability features – Small town bus from ÜSTRA Hannoversche Verkehrsbetriebe



**Figure 16**  
**Plan of a light rail vehicle with important accessibility and usability features –**  
**Light rail coach from ÜSTRA Hannoversche Verkehrsbetriebe**

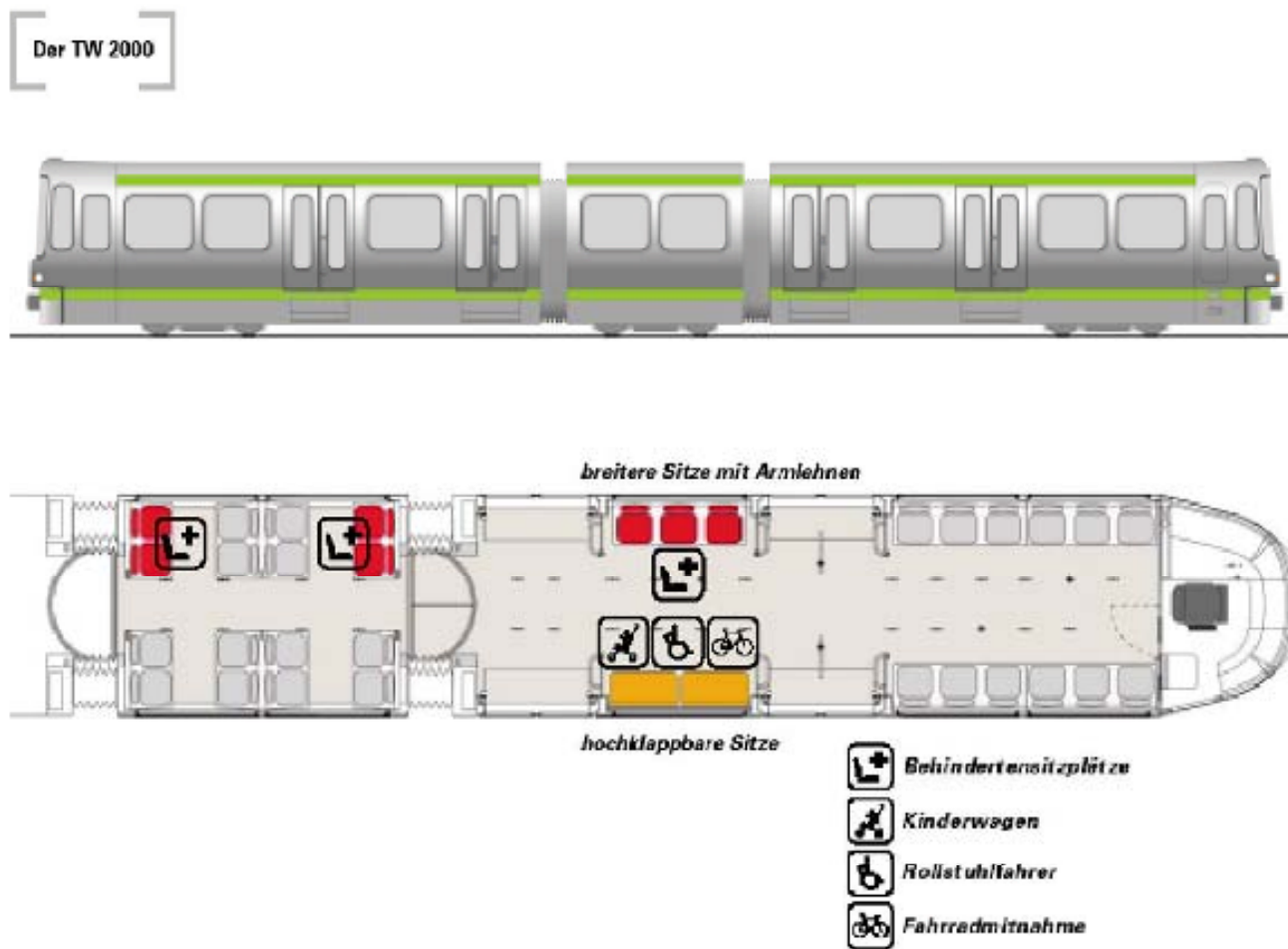

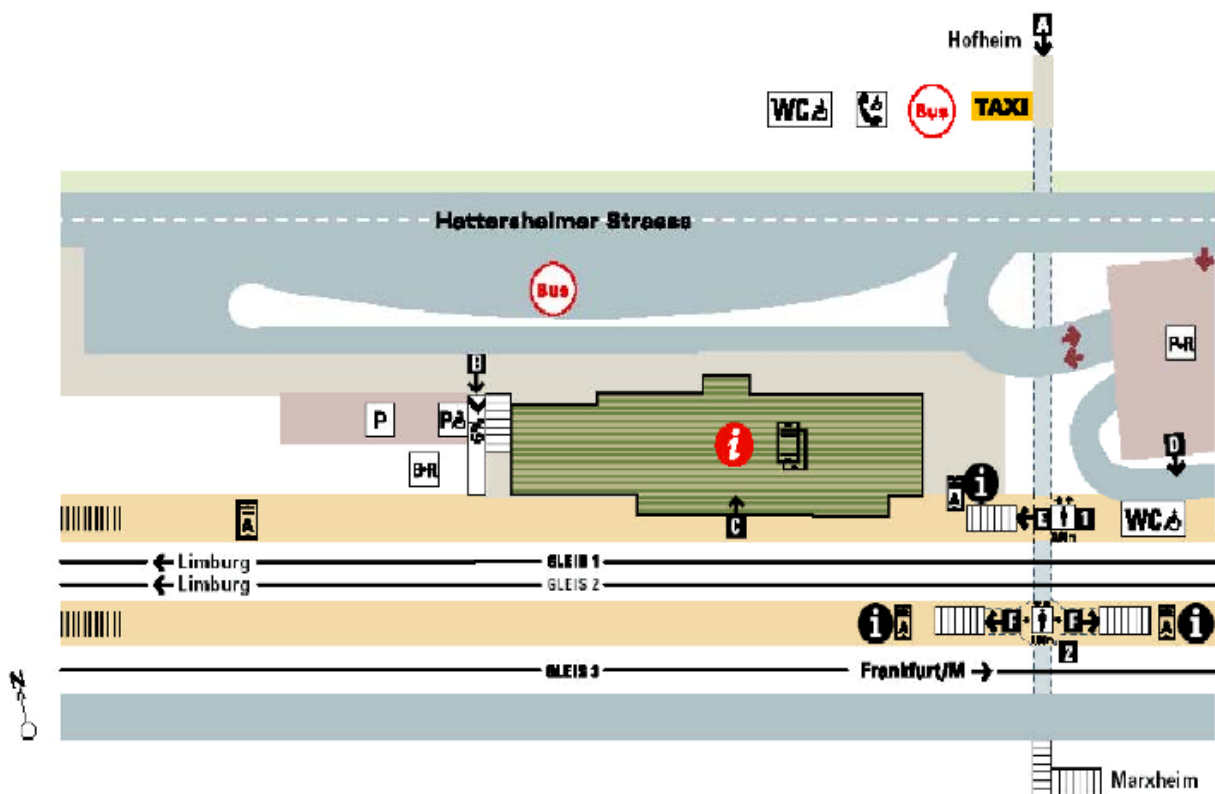


Figure 17

Detailed plan of the station “Hofheim” with standard pictograms: example of Rhein-Main-Verkehrsverbund

 <b>Hofheim (Taunus)</b>		
Zugänge Bahnsteige	Züge	Besonderheiten
<p><b>A</b> → Vom zentralen Busbahnhof über Wag zur Unterführung zu <b>Gleis 1, Gleis 2 und Gleis 3</b></p> <p><b>B</b> → Vom Bahnhofplatz über eine Rampe (ca. 3% Steigung) zu <b>Gleis 1</b></p> <p><b>C</b> → Vom Bahnsteig an <b>Gleis 1</b> ebenerdig ins Bahnhofsgebäude</p> <p><b>D</b> → Vom Oberdeck des Parkhauses (P4R) ebenerdig zu <b>Gleis 1</b></p> <p><b>E</b> → Von der Unterführung über eine Treppe beziehungsweise Aufzug (Durchlade), Türbreite 0,30 cm zu <b>Gleis 1</b></p> <p><b>F</b> → Von der Unterführung über eine Treppe beziehungsweise Aufzug (Durchlade), Türbreite 0,30 cm zu <b>Gleis 2 und Gleis 3</b></p>	<p><b>RE-/RB</b> (hält nicht überall) - Züge mit Doppelstock-Steuernwagen (ausfahrbare Rampe), beziehungsweise mit Steuernwagen (Hublift)</p> <p>Alle Züge der Linie 20 Richtung Frankfurt/M fahren auf <b>Gleis 3</b>.</p> <p>Richtung Limburg fahren die Doppelstock-Steuernwagen beziehungsweise Steuernwagen (mit Hublift) in der Regel an der Zugspitze. Richtung Frankfurt/M fahren die Doppelstock-Steuernwagen beziehungsweise Steuernwagen (mit Hublift) in der Regel am Zugende.</p>	<p>Auf der Ostseite des Bahnhofs Parkhaus mit Zugang zum Bahnsteig am <b>Gleis 1</b> über Zugang D</p> <p>2 Behinderten-Stellplätze vor dem Bahnhofsgebäude neben dem Zugang B</p> <p>Bahnsteige mit taktilen Leiststreifen im mittleren Bereich der beiden Bahnsteige</p> <p>Behinderten-WC gegenüber dem Aufzug auf dem Bahnsteig 1 und am Busbahnhof</p> <p>Bushaltestelle vor dem Bahnhofsgebäude (nur zum Ausstieg)</p> <p>Zentraler Busbahnhof am Zugang A zur Unterführung</p> <p>Mobilitätskontrolle, Info, Beratung, Buchung, Minimarkt, Bistro und Fahrradgeschäft im Bahnhofsgebäude</p> <p>S-Bahn mit 1 Stufe zugänglich</p> <p><b>1</b> Aufzug (Durchlade) von Unterführung zu <b>Gleis 1</b></p> <p><b>2</b> Aufzug (Durchlade) von Unterführung zu <b>Gleis 2 + 3</b></p>
<p><b>Bahnmanagement Frankfurt (M.) Flughafen</b>    Telefon: 069 / 26 53 58 20</p> <p><b>Besetzungszeit</b>    Fahrkartenausgabe: <b>Mo</b> - <b>Fr</b> 6.30 - 19.00 Uhr, <b>Sa</b> 7.30 - 13.00 Uhr, <b>So</b> und <b>Feiertage</b> geschlossen, Telefon: 06192/22074</p>		





## Legende

	Parkplatz		Telefon		2 Rolltreppen – 1 hoch und 1 runter		Über- und Unterführung über- bzw. unter Straße und Schienen		Zwischenebene
	Parkhaus		Telefon barrierefrei		Rolltreppe runter		Schranke		Parkplätze
	Park and Ride		Service-Point		Rolltreppe hoch		zur U-Bahn		Bahnhofsvorplatz und Gehwege bzw. Laufflächen
	Bike and Ride		Fahrplanauskunft und Tarifinformation		Bordsteinabsenkung		zur S-Bahn		Grünflächen
	Behindertenparkplatz		Mobilitätszentrale		Zufahrt zu Parkplätzen		Fahrzeuge		Böschung
	Fahrtausweis-Automat		rollstuhlgerecht (barrierefrei)		Kennzeichnung der Zugänge mit Richtungspfeil		Straßen		Privatgrundstück
	Fahrtkartenausgabe Fahrkartenverkaufsstelle		mit Hilfe rollstuhlgerecht		Taxihaltestelle		Bahnsteig		Gebäude
	Durchläufer, Türbreite: 0,90 m		Treppe		Straßenbahn- haltestelle		Bahnhofgebäude		Watterschutz
	Aufzug, Türbreite: 0,90 m		Rampe, (Pfeilspitze = oben) Steigung wird in Karten eingegeben, wenn Steigung größer als 5%		Bushaltestelle				
	WC		taktile Streifen auf diesem Bahnsteig vorhanden		Nordpfeil				
	WC barrierefrei		Begrenzungstreifen auf diesem Bahnsteig vorhanden						



**Figure 18**  
**Accessible emergency and information column of Hamburg's S-Bahn network –**  
 Source: Hamburger Verkehrsverbund



**Figure 19**

**For wheelchair users: Accessible door operation button on a vehicle of ÜSTRA  
Hannoversche Verkehrsbetriebe**



Figure 20

Network map with indications of travel possibilities for people with reduced mobility  
 Accessible platforms and stations of San Francisco Municipal Railway (MUNI)

## Access on Muni Metro

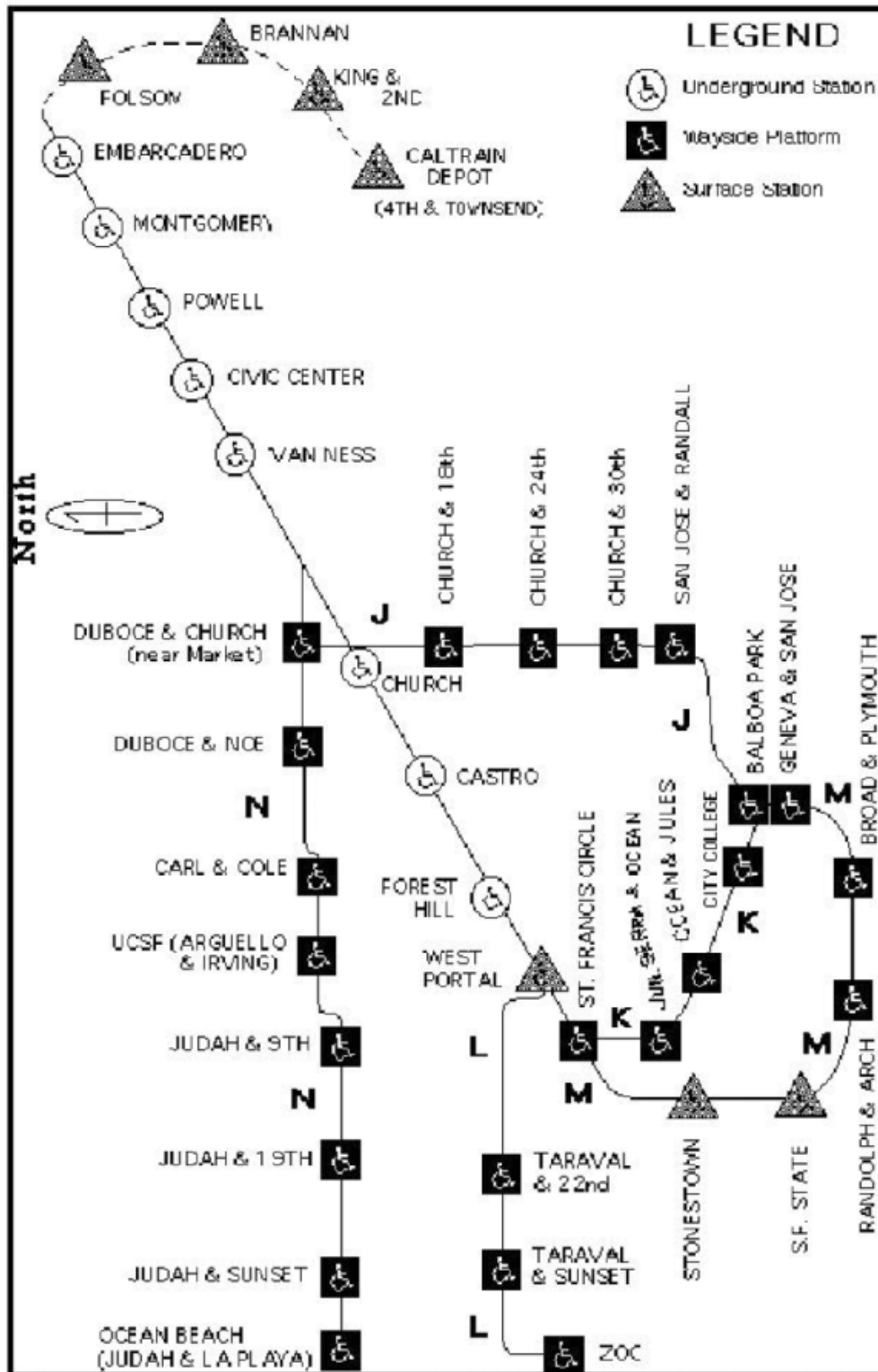


Figure 21  
 Timetable for a single bus line of WMTA (Washington)

**Using this timetable**

- Use the map to find the stops closest to where you will get on and off the bus.
- Select the schedule (weekday, Saturday, Sunday) for when you will travel. Along the top of the schedule, find the stop at or nearest the point where you will get on the bus. Follow that column down to the time you want to leave.
- Use the same method to find the times the bus is scheduled to arrive at the stop where you will get off the bus.
- If the bus stop is not listed, use the time shown for the bus stop before it as the time to wait at the stop.
- The end-of-the-line or last stop is listed in ALL CAPS on the schedule.

<b>Weekday Eastbound</b>					
Route Number	Dulles Airport	Herndon-Monroe Park & Ride Lot	Tysons-Westpark Transit Station	Rosslyn	D & 7th Sts. SW (L'ENFANT PLAZA)
<b>AM Service</b>					
♻️ 5A	6:28	6:37	-	7:06	7:19
♻️ 5A	7:30	7:39	-	8:08	8:21
♻️ 5A	8:30	8:39	-	9:08	9:21
♻️ 5A	9:30	9:39	-	10:08	10:21
♻️ 5A	10:30	10:38	10:53	11:10	11:23
♻️ 5A	11:35	11:43	11:58	12:15	12:28
<b>PM Service</b>					
♻️ 5A	12:35	12:43	12:58	1:15	1:28
♻️ 5A	1:35	1:43	1:58	2:15	2:28
♻️ 5A	2:35	2:43	-	3:11	3:26
♻️ 5A	3:40	3:48	-	4:18	4:33
♻️ 5A	4:40	4:48	-	5:18	5:33
♻️ 5A	5:40	5:48	-	6:18	6:33
♻️ 5A	6:40	6:48	-	7:18	7:33
♻️ 5A	7:40	7:48	8:03	8:20	8:33
♻️ 5A	8:40	8:48	9:03	9:20	9:33
♻️ 5A	9:40	9:47	10:01	10:17	10:27
♻️ 5A	10:40	10:47	11:01	11:17	11:27
♻️ 5A	11:40	11:47	12:01	12:17	12:27

♻️ — Trip operates with wheelchair-accessible or lift-equipped bus.

<b>Weekday Westbound</b>					
Route Number	D & 7th Sts. SW (L'Enfant Plaza)	Rosslyn	Tysons-Westpark Transit Station	Herndon-Monroe Park & Ride Lot	DULLES AIRPORT
<b>AM Service</b>					
♻️ 5A	5:33	5:45	-	6:15	6:23
♻️ 5A	6:33	6:47	-	7:16	7:25
♻️ 5A	7:33	7:47	-	8:16	8:25
♻️ 5A	8:33	8:47	-	9:16	9:25
♻️ 5A	9:33	9:45	-	10:11	10:20
♻️ 5A	10:33	10:47	11:05	11:22	11:30
♻️ 5A	11:33	11:47	12:05	12:22	12:30
<b>PM Service</b>					
♻️ 5A	12:33	12:47	1:05	1:22	1:30
♻️ 5A	1:33	1:47	2:05	2:22	2:30
♻️ 5A	2:35	2:50	-	3:26	3:34
♻️ 5A	3:35	3:50	-	4:26	4:34
♻️ 5A	4:33	4:48	-	5:24	5:32
♻️ 5A	5:33	5:51	-	6:24	6:32
♻️ 5A	6:33	6:51	-	7:24	7:32
♻️ 5A	7:32	7:46	8:05	8:25	8:35
♻️ 5A	8:32	8:46	9:05	9:25	9:35
♻️ 5A	9:39	9:51	10:07	10:25	10:35
♻️ 5A	10:37	10:49	11:05	11:23	11:33

♻️ — Trip operates with wheelchair-accessible or lift-equipped bus.

Figure 22

### Transport for London: Journey Planner with options for people with reduced mobility – Request

The screenshot displays the Transport for London Journey Planner interface. At the top, there is a navigation bar with tabs for TFL, Buses, River, Streets, Taxi-Private Hire, Coach Station, DLR, Trams, and Tube. A notification banner at the top right reads "agency engineering work at Great Portland Street Station. LUL SERVICE DISRUPTION The Circle and Hammersmith & City" with a link to "more real time news".

The main form is divided into several sections:

- Travel time:** Includes a "need to depart" dropdown, a date selector set to "27 May 2003", and a time selector set to "13:21".
- From:** Includes an "Area" dropdown set to "London" (with a note "i.e. London, Barnet, West End, Soho etc."), a "Location Type" dropdown set to "Place of Interest", and a "Location Name" field containing "Jewel Tower".
- To:** Includes an "Area" dropdown set to "London" (with a note "i.e. London, Barnet, West End, Soho etc."), a "Location Type" dropdown set to "Station or Stop", and a "Location Name" field containing "Royal Aber Hall".
- Via:** Includes an "Area" dropdown, a "Location Type" dropdown set to "Station or Stop", and a "Location Name" field.
- More Options:**
  - Route type:** A dropdown menu set to "Fastest".
  - Means of transport:** A list of transport modes with checkboxes: Rail Services, Docklands Light Railway, London Underground, Croydon Tram Link, London Buses, National Express, and London River Services. All are checked.
  - Walking Details:**
    - optimise walking
    - Walking speed: A dropdown menu set to "Average".
    - Max. walking time: A text input field set to "10" minutes.
  - Cycling Details:**
    - use Cycle and Ride
    - Max. cycling time: A text input field set to "10" minutes.
  - Mobility impaired access:**
    - cannot use Stairs
    - cannot use Escalators
    - cannot use Lifts
    - need Wheelchair accessible Vehicles

At the bottom of the form, there are "Close Options", "Reset", and "Submit" buttons. The footer contains the text "MAYOR OF LONDON Getting London moving © TFL Terms and Conditions & Privacy."



Figure 23

### Transport for London: Journey Planner with options for people with reduced mobility – Result

**Transport for London**

TfL Buses River Streets Taxi-Private Hire Coach Station DLR Trams Tube

on 27.05.03 until further notice. This is due to earlier emergency engineering work at Great Portland Street Station. **LUL** [more real time news](#)

**Journey** ?

**Date:** Tue, 27.05.03 **Departure** 13:21  
**From:** London Jewel Tower, Westminster Abbey  
**To:** Knightsbridge Kensington: Royal Albert Hall  
**Restrictions:** cannot Use Stairs  
cannot Use Escalators  
need Wheelchair accessible Vehicles

**Journey Planner**

**Results** ?

Start - Destination	Date	Time	Max Journey Time	Inter-changes	Price	Details
1. Jewel Tower, Westminster Abbey Kensington: Royal Albert Hall	Tue, 27.05.03	from 13:19 to 14:06	00:47	1 	£ <u>2.00</u>	<input checked="" type="checkbox"/>
2. Jewel Tower, Westminster Abbey Kensington: Royal Albert Hall	Tue, 27.05.03	from 13:28 to 14:11	00:43	1 	£ <u>2.00</u>	<input checked="" type="checkbox"/>
3. Jewel Tower, Westminster Abbey Kensington: Royal Albert Hall	Tue, 27.05.03	from 13:38 to 14:21	00:43	1 	£ <u>2.00</u>	<input type="checkbox"/>
4. Jewel Tower, Westminster Abbey Kensington: Royal Albert Hall	Tue, 27.05.03	from 13:39 to 14:21	00:42	1 	£ <u>2.00</u>	<input type="checkbox"/>

earliest earlier later latest [Print](#) [Show These Route Details](#)

[Return Journey](#) [Onward Journey](#)  
[Change Enquiry](#) [New Enquiry](#)

**MAYOR OF LONDON** Getting London moving © TfL [Terms and Conditions & Privacy](#)

**Figure 24**  
**Transport for London: Journey Planner with options for people with reduced mobility –**  
**First option details**

The screenshot displays the Transport for London Journey Planner interface. At the top, the TFL logo and navigation tabs (TFL, Buses, River, Streets, Taxi/Private Hire, Coach Station, DLR, Trams, Tube) are visible. A notification banner indicates engineering work at Great Portland Street Station. The 'Journey' section shows the date (Tue, 27.05.03), departure time (13:21), and route from London - Jewel Tower, Westminster Abbey to Knightsbridge - Kensington / Royal Albert Hall. Restrictions include 'cannot use Stairs', 'cannot use Escalators', and 'need Wheelchair accessible Vehicles'. The 'Results' section shows 'Option 1' with a vertical timeline of stops: 13:19 START at Jewel Tower, Westminster Abbey; 13:25 Walk to Westminster Station/Bridge St; Westminster Station/Bridge St Stop: P (Bus E211); Victoria Bus Station (Walk to Grosvenor Gardens); Grosvenor Gardens Stop: B (Bus E52); 14:01 END at Kensington / Royal Albert Hall. The timeline includes transfer times and bus frequency information. A footer note states: 'Max. Journey Time: 00:17; Interchanges: 1. All times shown for buses are for off peak travel. Rush hour journeys may take longer. Please confirm these details with TFL Access and Mobility on 0207 941 4400. Please check the fare prices and any special offers with the ticket office before travelling.'