

Mobility is a social issue of primary importance because it is all about providing access to urban activities, whether economic or leisure-related... This makes it a right for all citizens, including passengers with reduced mobility, which means both the disabled and seniors. A public service company, RATP (Paris Transport Operator) strives to meet the mobility needs of all its passengers.

RATP's commitment to accessibility dates from well before the legislation adopted in France in February 2005. For example, a huge lift installation programme in RER stations which began in 1995, now ensures accessibility across almost the entire RATP RER network. Similarly, the first time a Parisian bus line was made fully accessible was in 1992. The law of 11th February 2005 confirmed the continuation of this programme in keeping with the framework fixed by the SDA (accessibility master plan) defined in 2009 by the public transport authority in Île-de-France (STIF). Passengers with reduced mobility can now use the entire Paris bus network (63 lines), over 70% of the suburban bus network (i.e. 275 lines), 63 RER stations out of the 65 that make up the RATP network and all 7 tramway lines, plus line 14 of the Paris metro.

The drive to make RATP networks accessible is being conducted in liaison with 9 associations grouped together within an Accessibility Consultative Committee (CCA<sup>1</sup>) set up in 2009. These association partners meet regularly to learn about and evaluate projects proposed by RATP : new stations as part of metro line extensions (4-11-12-14), new equipment such as a call terminal which is easily identifiable for the visually impaired thanks to a signal triggered on demand and also usable by those fitted with hearing aids.

Currently, RATP is committed through the "EQUISENS" project to introducing equipment to facilitate accessibility for the sensory impaired (visual, auditory and mental) to its transport spaces. Included in the five-year investment programme signed with the STIF, it covers 383 metro stations and 65 RER stations. The fruit of collaborative thinking between RATP and its partner associations, it provides support in terms of identifying the different services, facilitating movement around stations and access to information.

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<sup>1</sup> The CCA brings together nine major associations representing various disabilities: **AFM** - French Muscular Dystrophy Association • **Allegro Fortissimo** - Fight against discrimination towards plus-sized people in society • **APF** - French Association of the Paralysed • **APPT** - Association for little people • **CORERPA** - Regional conference of the retired and elderly • **CFPSAA** - French confederation for the social promotion of the blind and partially sighted • **UNAFAM** - National union of families and friends of the sick and/or mentally handicapped • **UNAPEI** - National union of associations of parents and friends of people with intellectual disabilities • **UNISDA** - National union for the social integration of the hearing impaired

## Sensory accessibility at the RATP:

LINK to MAG 2

<http://ratp.publispeak.com/accessible-ensemble-02-janvier2017/>

### Highlighting good practices

RATP has developed numerous initiatives in terms of educating people about mobility. A range of products and services helps people to learn how to properly use public transport.

Additional media (reminders, educational kits, animated films, etc.) are aimed at people with disabilities, social sector professionals, people on the path to social integration, senior citizens, etc. There are currently six animated films. Four of them are intended for passengers.

LINKS to animated films :

When Theo met Clara :

[https://youtu.be/Qg\\_orXJ6Y5A](https://youtu.be/Qg_orXJ6Y5A)

Lili in the metro :

<https://youtu.be/Gxm5ml41eKo>

All together now :

<https://youtu.be/GfR-akpubqQ>

Albertine takes the bus :

[https://youtu.be/g\\_VNOPI60Ro](https://youtu.be/g_VNOPI60Ro)

The other two films instruct RATP staff on how to help passengers who need extra assistance.



"The Adventures of Fred" teaches bus drivers about good practices to adopt towards people with reduced mobility: the elderly, passengers on crutches, the visually impaired, pregnant women, etc. The aim is to prevent the kind of falls that can occur on buses. The film features a bus driver who had to travel on the bus with

his leg in plaster. Finding himself on the other side of the fence, he had to deal with situations regularly faced by passengers with reduced mobility: getting on the bus, reaching a seat, talking to other people with limited mobility ... He tells his colleagues all about his experience...

"Staff insight" raises the awareness of station personnel when it comes to assisting people with mental disabilities, through specific training. As in the other videos, the tone is one of positive interaction. With a sign-off message that RATP is keen to share with all of its staff: "It is up to us to ensure harmonious relations among all of our passengers and make the journey a positive experience for one and all".

