Accessibility for people with disabilities in the Stockholm public transportation system
Attractive public transport within a sustainable transport system

- Renewable fuels
- Environmental sustainability
- Economic sustainability
- Sustainable development
- Social sustainability
- Efficiency
- Accessibility
SL’s objectives 2011-2021

"SL's public transportation should be seen as the most attractive option for travelers with disabilities"
Demographics

- In 2015, 21% of the Swedish population was aged 65 years or older. In 2040 the number will increase to 25%.
- 750,000 persons will be aged 80 or more at 2020.
- Special mobility services for all elderly people will become increasingly difficult to sustain in the future.
Cooperation

- There is a close cooperation between the Stockholm Public Transport Administration (PTA) and organizations for people with functional disabilities as well as organizations for senior citizens. The organisations are responsible for circulation of PTA information to their members.
  - Coordination group for strategic dialogues and information. Politicians on the regional level participate at least twice a year.
  - Working group to discuss commuter issues like design and arrangement details.
Appreciated accessible adjustments

- Low entrance to buses, trams and other vehicles
- Positioning of priority seats and space for aids like walking frame
- Handrails (contrasting)
- Armrests
- Wheelchair space without tip-up seats
- Audible och readable information
- Standardised designs
Mandatory education

- The goal is that everybody that works within the traffic and at the headquarters achieve knowledge about the difficulties that disabled travellers experience when they travel, both at the station and in the vehicle.
Digital sign with speakers

Tactile selection point

Low entrance

Tactile and visual warning indications

Escalator

Armrest

Elevator
The new subway train with wheelchair space
Tram A35-A36

Low entrance
Digital signs with speakers
Wheelchair place
Priority seats with space for walker frame
Electronic signs

Stop notification

 Signs indicating the arrival time of the next bus

Ramp

Tactile markings, tactile patterns on the ground

Button for stop information

Low step
Signboard that show bus stop

Digital information

Digital collection of information

Automatic doors

Prator - spoken information

Armrest

Informationsign with relief (tactile) text

Tactile guidance routes

Tactile selection point
Accessible commuter boat
Accessible ticket machine to activate, change and validate tickets

- Touch screen with good contrast
- Tactile buttons with embossed printing
- Spoken information
- Addept height
- Swedish and english
Other milestones

- Accessibility Guideline (steering document)
- Special contact number/sms/mail for disabled people
  - Open 24 hours every day.
  - Attendant
    - for everyone who needs it
    - attendant coordination for the whole trip
  - Travel guarantee for disabled people travelling in the ordinary public transport system