

# Accessibility of railway stations

Els de Keijzer, accessibility consultant  
Bart Melis-Dankers PhD, clinical physicist  
Wim van Damme PhD, clinical physicist  
visiozichthtoegankelijkheid@visio.org  
Royal Dutch Visio



**ProRail, the railway infrastructure authority in the Netherlands, is going to improve the accessibility of the rail system for people with (physical, visual or hearing) impairments. This ambition arises from the ratification of the UN Convention and European legislation but also from a national ambition of the railway sector and the government. The Ministry of Infrastructure and Environment is the initiator and financier.**

**The aim is high: all 410 stations in the Netherlands are "independent accessible" in 2030.**

An intermediate step is that 90% of the travelers can travel to / from an accessible station in 2020 (= 70% of the stations).

ProRail cooperates with various partners in the implementation, such as the National Railways, regional carriers and patient organizations. ProRail and the patient organization for visually impaired people (Oogvereniging) have asked Royal Dutch Visio to participate and to share our expertise in order to make the stations accessible.

**The Accessibility Program focuses on three sub-programs:**

1. Accessible entrance (requiring height of platforms of 76 cm)
2. Accessible platforms: lifts, ramps, stairs, blind guiding
3. Small measures: lighting, platform edge marking, braille plates on handrails, obstacle-free route, security marking, the visualization of glass, etc.

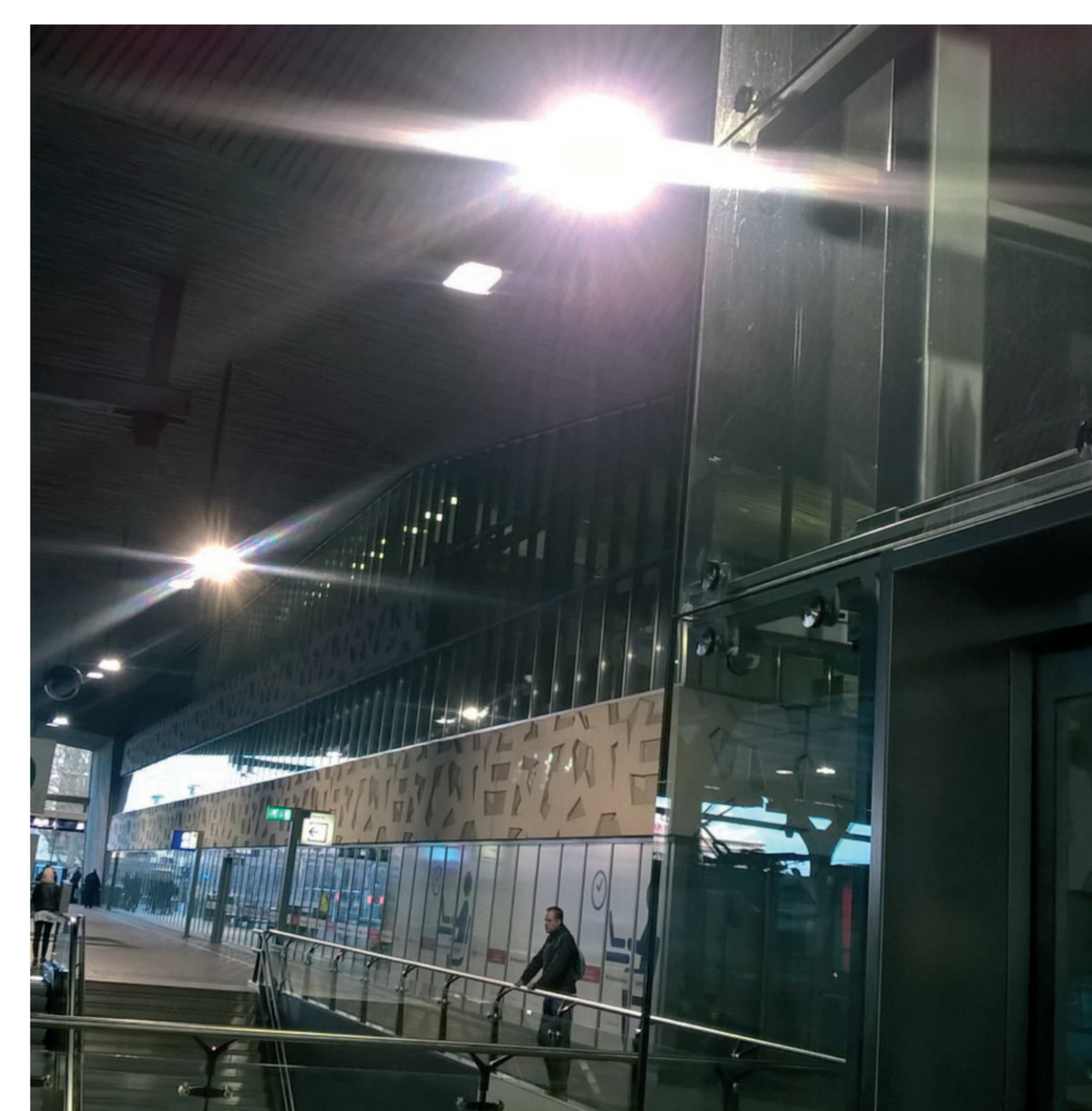
There will also be investigated which innovative accessibility measures can be value-added, for example, way finding with your smartphone and Google Street View in the 23 tallest stations.

**An accessible station should be normative, not the exception.**

The added value of the Project Accessibility of railway stations lies mainly in the fact that all people, regardless of their disability, can use the train and the stations in the Netherlands. Visio is involved before the tender of each individual station, which allows an early stage of intervention and identifying the bottlenecks concerning full accessibility.

**Visio is focusing on:**

- lighting, glare, distribution of light (picture 1)
- location of (mast) fixtures, amount of light
- the protocol for light measurements
- light technical suitability of proposed new fixtures
- stairs / altitude differences
- ticket machine
- waiting areas
- the elevator (picture 2)
- signposting
- routing
- route guidance (picture 3)
- color and contrast usage (picture 4)



Picture 1 - lighting



Picture 2 - elevator



Picture 3 - route guidance



Picture 4 - color and contrast