Providing accessibility at railway stations

Marina Vasina
Head of Marketing and Communications Department
Directorate of Railway Stations, JSCo "RZD"
Total number of disabled people in Russia is about **12 mn.**

**169** help desks

**200k** move in wheelchairs

**200k** Processed requests p.a.

**Over 16k** low-mobility passengers serviced monthly

**Over 500 people** daily get help and travel assistance services
Active help desks of the Directorate in 2017-2019

48 adapted stations

- Specialized technical facilities renewed
- Lowered ticket desks, lavatories and special recreations equipped in waiting rooms
- Guidelines for servicing disabled and low-mobility people approved

Adapting integrated rail terminals to the needs of those with limited mobility
### Promoting barrier-free environment

<table>
<thead>
<tr>
<th>Accessibility</th>
<th>Safety</th>
<th>Information</th>
<th>Convenience</th>
</tr>
</thead>
<tbody>
<tr>
<td>Availability and accessibility of target places and unhindered traveling inside buildings and rooms</td>
<td>No unacceptable risk of damage to health of people due to potential or real threats</td>
<td>Complete and comprehensive information available to low-mobility people in time to navigate, use special equipment (including for self-service), receive other services, etc.</td>
<td>Adaptation, conditions ensuring that people can easily use whatever they need and satisfy their needs with comfort</td>
</tr>
</tbody>
</table>

**Comprehensive approach to arranging the infrastructure for people with disabilities**

- **Transport to station**
- **Forecourt**
- **Station building (elevator, ramps, etc.)**
- **Platforms**
- **Rolling stock**
Information space for PLM. Accessibility maps of stations in Russia

Accessibility sheets have been formed in the "Accessibility maps of stations in Russia" for all station complexes of the Directorate.

Mobility assistance office:
8 (800) 775-00-00 ext. 1

- Mobility assistance office
- Accessibility maps of stations
Project development outlooks
Mobility assistance office of JSCo "RZD"

Railway complexes adaptation

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of adapted stations</th>
<th>Level of adaptation</th>
</tr>
</thead>
<tbody>
<tr>
<td>2019</td>
<td>48</td>
<td>14%</td>
</tr>
<tr>
<td>2020</td>
<td>68</td>
<td>20%</td>
</tr>
<tr>
<td>2025</td>
<td>137</td>
<td>40%</td>
</tr>
</tbody>
</table>

Development outlook of Directorate's help desks in 2020-2025

MAO requests vs. Situational requests

- MAO requests
- Situational requests

Expected growth from 2014 to 2025
Future developments of technical facilities

The following equipment is planned for station complexes:

- Lifts in overpasses
- Caterpillar wheelchairs
- Elevators
- Railcar entrance lifts for low platforms
Thank you for your kind attention

Directorate of Railway Stations, JSCo "RZD"
Novorogozhskaya St. 29, Moscow
website: dzvr.ru
e-mail: vasinama@dzvr.ru
mobile phone: +7 921 373-40-69