

HANDBOOK FOR DISABLED TRAVELLERS

This traveller's handbook contains tips and suggestions for disabled passengers who decide to use the public transport network in the Lombardy Region.

The main difficulties found by people with disabilities when using public transport mostly concern the route to the desired destination that most times is interrupted by obstacles.

Furthermore, information on accessibility is not spread correctly: the lack of realistic information causes a lack of confidence in people with disabilities who then prefer, when possible, to avoid using public transport in their daily transfers.

The suggestions contained in this Handbook have the purpose to help disabled passengers to know effective ways on how to use public transport without many difficulties.

Suggestions have been divided according to the form of transport.

<p>Suggestions according to the form of transport and the relative infrastructure</p>
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URBAN, INTERURBAN AND SUBURBAN TRANSPORT

LAKE NAVIGATION

RAILWAY TRANSPORT

AIRPORTS

URBAN, INTERURBAN AND SUBURBAN TRANSPORT

Factors contributing to make the urban, interurban and suburban transport on wheels accessible to disabled people can be summarized as follows:

1. Presence of equipped vehicles for disabled people
2. Bus stop accessibility
3. Information on the exact arrival time of equipped vehicles

Now, let's analyse each one of these factors:

1. Presence of equipped vehicles for disabled people

The vehicles considered in this section are: bus, trolley-bus and tramways. When equipped for disabled passengers, they have the following characteristics:

- Step-free entrance (low floor buses)
- Extractable platform to fill the gap between the entrance and the platform
- specially allocated wheelchair spaces
- Acoustic and visual signals to announce stops

2. Bus stop accessibility

The most frequent problems encountered at bus and tramway stops are the following:

- Platform accessibility in order to get on and off the vehicle (often the platform is a "traffic-island" where you need to go up one step)
- The gap between the platform and the entrance of the vehicle
- Presence of cars in "no parking area" preventing a bus from approaching the platform where the stop is.

3. Information on the exact arrival time of equipped vehicles for disabled people

Most transport operators do not have official schedules of the arrival time of equipped vehicles for disabled people at the different stops. This is due to the fact that every day equipped vehicles are not always used on the same line but they are regularly moved on different lines.

By calling transport operators the day you want to use public transport, it is possible to know how many equipped vehicles are on that line that very day. Only several transport operators can tell you the exact arrival time of equipped vehicles at certain bus stops.

We suggest to contact transport operators in advance because sometimes they can arrange to have an equipped vehicle on a certain line, a certain day and time (this application should be made at least 48 hours in advance)

Generally, vehicles lie within the competence of operators while platforms lie within the competence of the City Council or of the Province; it depends on the line you are using, if urban or suburban.

Transport operators can't often give information on the accessibility of stops because stops don't lie within their competence.

When speaking about ATM, the company operating public transport in Milan, it is possible to consult its website www.atm-mi.it/ATM/Muoversi/Servizi in order to know which lines are totally or partially provided with equipped vehicles.

Unluckily, they don't mention any arrival time of equipped vehicles along the day.

We suggest contacting the call centre in order to have detailed information because data displayed on the internet are not always updated and correct.

As far as reductions are concerned, all operators allow using the "Tessera di libera circolazione" (Free circulation card) in the Lombardy Region.

LAKE NAVIGATION

Vehicles used in lake navigation are generally called “boats” and can be of different types: hydroplane, boat, catamaran, motor ship, motorboat and ferryboat.

Generally, a disabled passenger should consider the following aspects:

- 1 Presence of boats accessible to people with disabilities
- 2 Accessibility of wharfs
- 3 Information on arrival/departure time of accessible boats
- 4 Ticket office accessibility

Now, let's analyse these aspects in detail:

1. Presence of accessible boats

The study hasn't pointed out the presence of boats specifically equipped for disabled people.

Boat accessibility is generally granted by the following characteristics:

- Gangways to get on/off the boat
- Lift (only for boats with several levels)
- Absence of passages with reduced width (< 75 cm)
- Disabled toilet (only on bigger boats)

2. Wharfs accessibility

The main problem that we've found in order to get on/off a boat is the gap between the boat and the wharf. Such gap can be eliminated thanks to gangways.

It is important that gangways:

- Are large enough to let a wheelchair pass (at least 70 cm)
- Are not too sloping (maximum gradient: 8%)

- Are made of anti-sliding material
- Have side handles

Wharf accessibility can be prevented by:

- Presence of steps and other barriers to reach it
- Crazy paving or surfaces made with materials that are not suitable for wheelchair passage or for people with physical impairments (gravel, sand, etc.)

3 Arrival/departure time of accessible boats

Transport operators do not have schedules concerning arrival/departure time of accessible boats

We suggest contacting the company in order to:

- Ask information on the arrival/departure time of accessible boats during the day (this is valid for Navigazione Laghi Maggiore, Garda and Como)
- Require a boat equipped for disabled people on a line on a certain day and time (this is valid for Navigazione Lago d'Iseo)

4 Ticket office accessibility

The main ticket offices of companies operating lake navigation are the infrastructures where you can buy tickets or to get information on prices, boats and schedules.

We suggest contacting the relative companies in order to ask for information on accessibility of ticket offices and wharfs.

RAILWAY TRANSPORT

We suggest disabled passengers to check the presence of:

- 1 Trains with carriages equipped for disabled passengers
- 2 Accessible railway stations
- 3 Official schedules with departure/arrival time of equipped trains
- 4 Assistance service at the arrival/departure station

Let's analyse these aspects in detail:

- 1 Trains with carriages equipped for disabled passengers

Full accessibility of a carriage is granted by the following characteristics:

- step-free access to get on the carriage
- specially allocated wheelchair spaces
- Acoustic signals for blind people
- Visual signals for deaf people
- Disabled toilet

Several trains have all the above mentioned characteristics but train's doors are not level with the platform. In this case, access to the carriage is granted by a lifting truck operated by the railway station's staff (only where this service is provided).

- 2 Railway stations accessible to people with disabilities

A railway station is considered as "fully accessible" when it allows a disabled passenger to go by himself from the car park to the entrance and from the entrance to the main areas of the infrastructure: ticket office, waiting rooms, toilets and platforms.

Generally speaking, to reach the platforms, passengers have to use subways and they are not authorized to cross rail tracks.

Disabled passengers can use subways when there are lifts. Otherwise, they can get across the tracks by using a footbridge but, in this case, they need to be accompanied by the railway station staff.

3 Official schedules with departure/arrival time of equipped trains

The companies operating rail transport in Lombardy are: Trenitalia and Ferrovie Nord Milano.

Trenitalia has an official timetable where equipped trains are marked with the pictogram of the wheelchair. Disabled passengers using a wheelchair can travel only on these trains upon reservation of the assistance service.

The official timetable of Ferrovie Nord Milano does not show equipped trains for disabled people: disabled passengers have to book ahead the assistance service then Ferrovie Nord Milano will check if the desired train is equipped for disabled people and the relative departure/arrival time.

4 Assistance service

By giving Trenitalia and Ferrovie Nord Milano advance notice, arrangements can usually be made for staff to meet you at your departure station.

This service must always be booked by passengers using wheelchair: it allows to use allocated spaces for disabled people and a lifting truck for getting on and off the carriage.

The staff can help the disabled passenger to move inside the station and when getting on and off the train thanks to a lifting truck.

Now let's analyze in detail the characteristics of the service offered to passengers with disabilities by the two companies.

TRENITALIA

In Italy there are more than 200 railway stations where a disabled passenger can be helped in getting on and off a train. This service should be booked at least 12 hours before departure time or by calling 199303060 or by visiting the Centri di Assistenza Disabili (CAD) (assistance service for disabled people) in all stations where this service is active. In the Lombardy Region there are 23 CADs in 23 different railway stations.

A disabled person can contact these centres to:

- Ask information on the accessibility of carriages, stations and railway lines;
- Make reservations
- Ask for a service wheelchair
- Ask for assistance at his/her arrival at a station and to be accompanied to the desired train
- Ask for assistance to reach the exit of the station
- Get on/off a train by using a lifting truck
- Get information

Passengers in a wheelchair, upon reservation of the assistance service, can travel only on trains marked with the icon of the wheelchair. Although travelling on an equipped train, getting on and off operations can only be made in stations where assistance service is granted.

Trenitalia allows disabled passenger the following reductions:

- Tessera regionale di libera circolazione (Card for free circulation in the Lombardy Region): it is valid within the region's boundaries and on regional and interregional trains.
- Carta Blu (Blue Card) by Trenitalia: it can be required at CADs by disabled people living in Italy, who have an "indennità di accompagnamento" (attendance allowance) or an "indennità di

comunicazione per sordomuti” (specific allowance for deaf-mute people). Carta Blu allows the holder to buy two tickets, one for the disabled passenger and the other for his/her helper, at the cost of one ticket.

- Concessione Speciale III (Special allowance III): can be required to CADs by blind people. It allows the holder to buy two tickets at the cost of one.
- Concessione Speciale VIII (Special allowance VIII): can be required to CADs by disabled servicemen.

For more information, please consult the website www.trenitalia.it at “Servizi per” or the paper leaflet “I servizi per la clientela disabile” (Services for disabled customers), that can be found at ticket offices.

FERROVIE NORD MILANO

The “Customer Care service” is a customer service providing information to all passengers, disabled and not. The telephone number is: 02 20222. The fax number is: 02 85114672.

By these numbers it is also possible to book the assistance service for disabled people. The application should be made:

- 3 working days before departure
- 1 hour before departure if in the official timetable there is a note confirming that the desired train has an equipped carriage (the timetable can be downloaded at the web address www.ferrovienord.it/tamtam/index.htm)
- at least 5 days in advance in case of groups where there are more people with disabilities

The application can also be handed over to the “Customer Care” counter at Stazione di Milano Cadorna.

The application should contain:

- Name and address of the passenger together with his/her telephone number
- Date and time of departure/arrival
- Station of departure and of arrival
- Characteristics of the wheelchair (dimensions, if fixed or folding, weight and if powered)
- Personal needs

Once the application is made, you need to receive a confirmation by the company.

The line Brescia – Iseo – Edolo doesn't have an assistance service for disabled passengers.

As far as reductions are concerned, the “Tessera di Libera Circolazione su tutte le linee” is valid on all lines, except on the Malpensa Express, on which no reduction is allowed.

AIRPORTS

When reserving an air ticket, a disabled passenger has to communicate his/her disability to the travel agency or to the air company in order to allow the desired airport to alert its assistance service.

Here are some useful information for the disabled passenger in order to reach the airport and carry out all the necessary boarding and landing operations

Some of these suggestions are specific for the following airports of Lombardy:

- Milano Linate
- Milano Malpensa Terminal 1 and Terminal 2

- Orio al Serio (BG)
- Montichiari (BS)

HOW TO REACH THE AIRPORT

By car

Car parks have reserved car parks for disabled people. Such car parks are generally located close to the entrance, are free for those cars holding a disabled badge.

By minibus equipped for disabled people and with driver

Some companies offer a transport service by equipped minibus with driver from the passenger's house to Malpensa and/or Linate and vice versa. Prices must be agreed and reservation should be made 48 hours in advance.

- **GTP Giuntoni**

Via Val di Bondo,8 **Milano**

Tel. 02 66201090

E-mail: [ggiun@tin.it](mailto:gggiun@tin.it)

- **Missione Handicap**

Piazza Napoli, 24 **Milano**

Tel. 02 42290549 Fax 02 48958413

E-mail: coopsocmissionehandicap@virgilio.it

- **Stella Cometa**

Via Lambro Quinto Stampi 21/b **Rozzano (MI)**

Tel. 02 36523396 Fax 02 36523436

E-mail: info@stellacometa.it infostellacometa@fastwebnet.it

Web site www.stellacometa.it

- **Alatha**

Via Savona,37 **Milano**

Tel. 02 422571 Fax 02 42574209

- **C.T.A.**

Via B.Gigli, 10 **Milano**

Tel. 02 3559360 – 02 3574768 Fax 02 33200456

E-mail ctagigli@virgilio.it

- **Rodighiero M&G Viaggi**

Via Val di Bondo,21 **Milano**

Tel/Fax 02 6455451

- **Per Monza 2000**

Via Passerini,13 **Monza (MI)**

Tel. 039 322306 Fax 039 324751

Web site: www.monza2000.com

- **A.T.A.- Ambulanza Taxi Assistenza Snc**

Via XXIV Maggio,12 20080 **Vermezzo (MI)**

Tel. 02 94943887 Fax 02 94943088

E-mail: ata@ambulanzataxi.it

Web site: www.ambulanzataxi.it

- **Cooperativa Amici dei disabili**

Via Alberti Mario, 24 **Brescia**

Tel. 030 3760664

E-mail: info@amicideidisabili.net

Web site: www.amicideidisabili.net

- **Autonoleggio Venturini**

Via Obici, 17 **Orzinuovi (BS)**

Tel. 030 941848

- **Cooperativa CS - Cremona Servizi
Cremona**

Tel. 0372 37979

E-mail: cremonaservizi@yahoo.it

By public transport

Malpensa airport - Terminal 1 is connected to Milano Cadorna by train, the Malpensa Express, which always has an equipped carriage for disabled people.

All airports of the Lombardy Region are connected to their capital of a province by urban or suburban buses. Stops are located close to the airports' entrances.

You can get information on timetables and accessibility of vehicles, by contacting the relative companies directly at the address hereafter mentioned.

Milano Linate e Milano Malpensa T1 e T2

Nome società	collegamento	telefono	Sito web
Fnm	Milano città - Malpensa	0220222	www.ferrovienord.it
Air Pullman	Milano città - Malpensa	0331258411	www.airpullman.it
Atm	Milano città - Linate	800808181	www.atm-mi.it
Caronte	Milano città – Malpensa Milano città - Linate	022407954	
Sgea	Milano città – Malpensa Milano città - Linate	0382 422045	www.sgea.it
Autostradale	Milano città – Malpensa Milano città - Linate	035 318472	www.autostradale.it
Autoservizi Zani Viaggi	Malpensa – Orio al Serio Malpensa – Bergamo città	035 678678	www.shuttlebusexpress.com

Orio al Serio (BG)

Nome società	Collegamento	telefono	Sito web
Autoservizi Zani Viaggi	Malpensa – Orio al Serio Milano città - Orio al Serio	035 678678	www.shuttlebusexpress.com
Autostradale	Milano città - Orio al Serio Brescia città - Orio al Serio	035 318472	www.autostradale.it

AT THE AIRPORT

All airports in the Lombardy Region offer an assistance service for landing and boarding operations of disabled passengers who have made a request when booking the ticket.

The infrastructures are largely accessible: they do not have architectural barriers and have dedicated routes for security checks for disabled passengers.

When boarding:

Disabled passengers booking assistance should follow these check-in procedures:

- For National flights: 1 hour before departure
- For International flights: 1 ½ hour before departure
- For Intercontinental flights: 2 hours before departure

A disabled passenger can go directly to the check-in and ask for assistance service or, by booking the service ahead, he/she'll be received at the entrance of the airport by the staff and be accompanied to the

check-in. The staff take the passenger through security checks till boarding.

Boarding is made by using gangways connecting the gate to the plane or by Ambulift.

For boarding and landing operations, passengers in wheelchair are moved to a service wheelchair (that is generally narrower) in order to pass through the airplane's corridor. Its seat is from 34 to 42 cm wide.

When landing:

The staff assist the disabled passenger during landing operations, and take him/her to passport control, then to the arrival area and outside to the mean of transport chosen to reach his/her final destination.

The staff will not carry any luggage.