FACILITATING TRAVEL
FOR EACH PERSON
FACILITATING TRAVEL FOR EVERYONE
Throughout the year 2014, SNCF's new momentum and commitment, aiming to make travelling accessible to each person, grew ever stronger. Thus, accessibility concerns us all and our daily exchanges with the national associations for disabled persons and persons with reduced mobility enable us to move forwards and innovate while best meeting each of our customer's expectations and needs.

In 2014, following the law dated from 4 August pertaining to the railway reform and the creation of the public railway group, the inclusion of accessibility in the scope of the Secretariat General of the "head" EPIC SNCF, confirms the importance given to this subject at the highest level.

Concretely, this position illustrates the fact that SNCF clearly integrates accessibility into each of its areas of action. This is illustrated in this annual report as it sets out the progress made as regards access to stations, platforms, trains, information and services.
Thus the accessibility improvement works carried out in the stations of Toulouse, Agen, and Bourg-en-Bresse are set out herein, as well as the increasing number of renovated and new rolling stock entering into service, such as Régios and Regio 2N, both 100% accessible trains. Accessibility therefore remains at the heart of SNCF’s commitments and the involvement of personnel members, alongside their training, is reflected by the development of dedicated services. This report also sets out our efforts as regards passenger information and the emergence of innovative solutions combining the use of new technologies and SNCF’s expertise.

2014 was also a decisive year for accessibility, marked especially by changes in the legislative context. The ordinance dated from 26 September 2014, pertaining to public access buildings as well as the entire transport chain, proposes the drafting of Programmed Accessibility Agendas (PAA). Since the second half of the year, we have worked on drawing up this agenda at national level in order to pursue and complete our accessibility improvement works.

However, our momentum remains unchanged as we gather our energies in order to offer overall access to each person, whatever their disability, as soon as possible. I therefore invite you to discover this detailed report for the year 2014, an update on our ambitious accessibility policy which is part of our responsibility as a public company.
48 stations* underwent accessibility works within the passenger buildings in 2014, for a total of 144 stations*. 7,815 SNCF personnel members were trained to welcome disabled people in 2014 for a total of 7,815 stations. For a total of 144 stations, the passenger buildings in 2014 underwent accessibility works within 48 stations. 377 fully accessible trains – Régiolis and Regio 2N – ordered in 2014. (2014 DATA)

ACCESSIBILITY KEY FIGURES

Services

Access Plus 424,000 services performed, including assistance: 800,000 services

Access Plus 424,000

Access Plus 800,000
TRAVELLING FOR EACH PERSON

SNCF pursues its policy aiming to make its stations and trains accessible for all and renews its commitments in favour of accessibility with the Regions and the Ile-de-France Transport Syndicate. This accessibility policy is supervised by the Accessibility and Disabled Passengers Commission in charge of implementing the solutions developed thanks to the work carried out with the national associations representing disabled people.

Since 2011, SNCF has issued a yearly report setting out the actions undertaken.

This 2014 report is especially marked by a major change in the accessibility legislation: ordinance n° 2014-1090, dated from 26 September, pertaining to the accessibility of Public Access Buildings (PAB) and the transport chain, provides for the possibility of setting up Programmed Accessibility Agendas (PAA).

From the second half of 2014, SNCF started drawing up a national PAA, by order of the State, with the aim to complete accessibility works, which are sometimes consequential due to the complexity of the assets and the extent of the different rolling stock fleets, while observing the initial work, renovation and accessibility schedules.
All of the points set out in this report – making stations accessible, rolling stock renewal or renovation, assistance services, training, research and innovation – take into account the new regulatory context and are in line with the future submission of the national PAA scheduled for autumn of 2015.

Each day, SNCF improves the accessibility of its services and to this end, pursues its consultation and joint reflection approach with the eight associations and federations for disabled persons and persons with reduced mobility upstream of every project.
INTRODUCTION OF THE 8 REPRESENTATIVE ASSOCIATIONS

FRENCH ASSOCIATION FOR THE PARALYSED (ASSOCIATION DES PARALYSÉS DE FRANCE – APF)

FRENCH CONFEDERATION FOR THE SOCIAL PROMOTION OF BLIND AND VISUALLY IMPAIRED PERSONS (CONFÉDÉRATION FRANÇAISE POUR LA PROMOTION SOCIALE DES AVEUGLES ET AMBLYOPEES – CFPSAA)

FRENCH ASSOCIATION AGAINST MUSCULAR DYSTROPHY (ASSOCIATION FRANÇAISE CONTRE LES MYOPATHIES) – AFM)

FRENCH DISABLED SPORTS FEDERATION (FÉDÉRATION FRANÇAISE HANDISPORT – FFH)

ASSOCIATION FOR PEOPLE OF SMALL STATURE (ASSOCIATION DES PERSONNES DE PETITE TAILLE – APPT)

NATIONAL COMMITTEE FOR PENSIONERS AND THE ELDERLY (COMITÉ NATIONAL DES RETRAITÉS ET PERSONNES ÂGÉES – CNRPA)

NATIONAL UNION OF ASSOCIATIONS OF PARENTS, OF MENTALLY IMPAIRED PERSONS, AND THEIR FRIENDS (UNION NATIONALE DES ASSOCIATIONS DE PARENTS, DE PERSONNES HANDICAPÉES MENTALES ET DE LEURS AMIS – UNAPEI)

NATIONAL UNION FOR THE SOCIAL INTEGRATION OF HEARING IMPAIRED PERSONS (UNION NATIONALE POUR L’INSERTION SOCIALE DES DÉFICIENTS AUDITIFS – UNISDA)
This year, two advisory committees and one extraordinary committee enabled Claude Solard, then General Manager for rolling stock in charge of the accessibility policy within SNCF, along with the representatives of the different Group business lines and activities, to report on the progress made with the national associations for disabled people as regards the projects pertaining to the setting up of equipment and services as well as future projects.

During the committee held on 6 March 2014, Claude Solard introduced Patrick Toulmet, the newly appointed SNCF Accessibility Ambassador. Moreover, as part of their coming together on 1\textsuperscript{st} January 2015, RFF (Réseau Ferré de France) and SNCF highlighted their common action in favour of accessibility.

Several specific subjects were also discussed: accommodating guide dogs on-board TGVs, the accessibility of ticket-selling machines, the development of the Gares 360 website, staff training and the position of the group as regards PAAs.

An extraordinary advisory committee was held on 20 June to touch on the new regional rolling stock, Régiolis and Regio 2N, the
first trains offering maximum accessibility. The scheduled adaptation of infrastructures and, more generally, the modernisation of the railway network in order for the accessible rolling stock to enter into service, were also specified.

The advisory committee held on 16 September 2014 was an opportunity to elaborate on the subject of PAAs, as the associations wished to express their concerns as regards this project. Pending the issue of all the corresponding regulatory texts, SNCF and RFF indicated they started considering the drafting of a national PAA and the help they shall provide to the regional committees willing to enter into this approach. Claude Solard also showed a marked interest for the suggestion made by the associations to inform more specifically local associations and to present the different services offered by SNCF to disabled people within the regions.

These three committees highlighted SNCF’s will to
reaffirm its commitment towards disabled persons and persons with reduced mobility. Similarly, they confirmed the company’s wish to inform broadly on accessibility improvements by providing sustained thorough and accessible information for all. In addition, upon the initiative of the Accessibility and Disabled Passengers Commission, work commissions were held each month in order to elaborate on more technical subjects, enabling all parties to move forwards together on the projects and actions initiated.
MEETINGS HELD WITH THE NATIONAL ASSOCIATIONS FOR DISABLED PEOPLE
YEAR 2014

8 January 2014
All associations

• Presentation of the new messages and pictograms displayed on TGV SIVEs*
• Feedback on the Transilien mobile site test runs

30 January 2014
All associations

• Testing of the new TER websites

6 March 2014
All associations

• Advisory committee for disabled persons and persons with reduced mobility chaired by Claude Solard

25 March 2014
All associations

• Comparative table between the PRM TSI** dating from 2008 and the revised version applicable as of 1 January 2015

* Système d’Information Voyageur Embarqué (onboard passenger information system)
** Technical Specification for Interoperability pertaining to persons with reduced mobility
• Exchanges on the improved accessibility of Transilien ticket machines following the testing of the prototype carried out in December 2013

• Presentation of the new light display version (screens installed on platforms in small stations and train stops)

• Presentation of the first tables pertaining to the accessibility of several rolling stock units

20 May 2014
All associations

• Further exchanges on the new version of the light display screen

• Presentation of the changes made to the Accès Plus form available on the website voyages-sncf.com

• Presentation of the changes made to the new TER websites

• Ongoing brainstorming on the analysis criteria to be used in drafting a progress report on the accessibility of railway rolling stock

16 April 2014
All associations

• Presentation of the "Accessibility Challenge" aimed at Transilien personnel

• Presentation of the SNCF smartphone application project

• Presentation of the door locating assistance system for Régiolis trains

• Brainstorming on station accessibility information to be communicated to passengers
20 June 2014
All associations

• Extraordinary advisory committee for disabled persons and persons with reduced mobility chaired by Claude Solard

3 July 2014
AFM, APF

• Testing of the accessible WC prototype for TGV Lacroix trains at the Hellemmes Technicentre

8 July 2014
All associations

• Presentation of the new graphic charter for TGV SIVEs*
• Further brainstorming on the station

4 September 2014
CFPSAA

• Testing of the connected watch in the Paris-Est station to guide visually impaired people

9 September 2014
All associations

• Visit of the new Boutique Voyages at Charles De Gaulle 2 TGV

* Système d’Information Voyageur Embarqué (onboard passenger information system)
16 September 2014
All associations

• Advisory committee for disabled persons and persons with reduced mobility chaired by Claude Solard

9 October 2014
All associations

• Presentation of the experimental digital library tested in the Lorraine region
• Presentation of the future Gares & Connexions website
• Presentation of the new accessibility emergency line
• Issue of detecting the new interactive terminals with a white cane for visually impaired people

18 December 2014

• Update on the TER Accès services and the different regions having developed these services
• Presentation of the Accès TER Bretagne test
• Presentation of the "traffic weather displays" and "multimodal information displays"
• Feedback on the HackcessAngel tests carried out in the stations
STATIONS ACCESSIBLE TO ALL

Accessibility is a critical issue for stations. SNCF undertakes to turn these spaces into places of diversity, fully and freely used by all. Stations must thus meet and reflect the needs of each individual.
STATION ACCESSIBILITY

IMPROVING STATION ACCESSIBILITY

Throughout the national territory, stations are gradually being equipped with accessibility amenities and offer passengers increasingly accessible spaces. In application of the law dated from 11 February 2005, SNCF has implemented for several years its National Accessibility Master Plan. The latter was approved by the State in June 2008 and set the schedule for making accessible 414 stations and the national trains serving them. To this date, 144 stations underwent accessibility works within the passenger buildings.

National interest stations fall under SNCF’s responsibility, and the company supports the Organising Authorities in making regional stations accessible.
CHANGES IN THE LEGISLATIVE CONTEXT

Stations are also subject to the change in the February 2015 deadline mentioned previously.

THE ORDINANCE DATED FROM 26 SEPTEMBER

Following the publication of ordinance n° 2014-1090 dated from 26 September 2014 and pertaining to the accessibility of Public Access Buildings (PAB) and the transport chain, the drafting of Programmed Accessibility Agendas (PAA) may be considered if accessibility works were not carried out before 1 January 2015 for PABs and 13 February 2015 for public transports.

CONTINUED EFFORTS

During the year 2014, in parallel to the changes in the legislative context and as part of its initial schedules, SNCF continued to improve the accessibility of its stations as renovation works were carried out and when building new stations. When renovating stations, which are complex and historic assets for which accessibility works are often substantial, PAAs will enable SNCF to pursue and complete the installation of the planned amenities.
PAA

From the decrees and orders published in November and December 2014, SNCF started drawing up the national PAA while taking into account the different legislative texts. All PAAs (national and regional) will need to be submitted before 27 September 2015.

CRITERIA TO BE TAKEN INTO ACCOUNT

In order to draw up the list of railway stops to be made accessible in priority, SNCF – for the national network – and the Transport Organising Authorities – for regional stations – are working on the application of the different criteria set out in decree n° 2014-1323: the passenger traffic through the station, the proximity (within a 200-metre radius) of a home for elderly or disabled persons, as well as a network criterion specifying that no railway stop may be further than 50 km from an accessible stop on the same line.

Moreover, as regards customer information, ordinance n° 2014-1090 responds to a strong request from associations as it requires information about public transport services to be made accessible to all, whatever their disability.

ADVANCEMENT OF ACCESSIBILITY WORKS STATION BY STATION

As regards stations, SNCF had already initiated this task by proposing a first inventory indicating the progression of accessibility works in its 2013 Accessibility report.
However, the latter only partly incorporated the parameters set out in the SNCF Accessibility Framework and only concerned the passenger building premises.

MORE DETAILED INFORMATION ON THE LEVEL OF ACCESSIBILITY

In order to be exhaustive and better meet passengers’ expectations, SNCF is currently drawing up a more detailed report also including the platforms and their accesses which were initially part of RFF’s scope.

Indeed, following the railway reform adopted on 4 August 2014 and the creation of the public railway group, SNCF and RFF came together on 1 January 2015, to form a common structure. Beyond the different entities, accessibility benefits from a global policy. All the information pertaining to this subject is now pooled and the SNCF Group works towards this.

As a consequence, this new inventory includes criteria and levels other than those set out in the previous report. Thus no update can be provided. However, it will provide more specific information as regards the presence of in-station accessibility amenities.

A NEW WEBSITE FOR MORE INFORMATION

In 2014, a new website dedicated to SNCF stations was thus created: gares-sncf.com

On each station’s homepage, the “Portail des gares” tab will include a link towards the accessibility services offered: internet users will
thus have access to an overview sheet indicating the presence or absence of the main accessibility amenities, assistance services offered and the presence of personnel.

**GENERAL INFORMATION MADE AVAILABLE ON GARES-SNCF.COM**

- Presence of personnel
- Assistance offered to access platforms and climb on-board/off the train
- Wheelchair available
- Tactile warning surface indicator on platforms
- Visual information system in stations and/or on platforms
- Spoken information system in stations and/or on platforms
- Toilets
- Toilets adapted to wheelchair users

Regarding the accessibility of Information desks and ticket windows:

- Accessible by lift or ramp, or located on the same level as the entrance
- Guidance system for visually impaired people from the entrance, with mention of tactile guide paths and/or audio beacons
- Induction loop system
A more detailed sheet per type of disability will be available in the future. More accessibility amenities will be listed with the indication of their presence or absence.

**EASY ACCESS TO INFORMATION**

This new website aims to be simpler and easier to use. Developments are currently ongoing. Gares-sncf.com will integrate and gather all the information currently available on several sites and applications (Gares-en-Mouvement, Gares en Direct, Gares 360).

This website will be "responsive", one contribution will thus make it possible to standardise the information available on any device: computer, tablet, smartphone, etc.; it will also integrate the digital accessibility criteria set out in the General Administrations Accessibility Framework (Référentiel Général d’Accessibilité des Administrations – RGAA).

SNCF is working to simplify the access to information. To this end, technical adjustments were made (keyboard navigation, website testing with NVDA, etc.) and data will be made available on the OpenData SNCF platform, for potential use by third parties or the provision of ad hoc digital services.
STATION ACCESSIBILITY

IN STATIONS AND ON PLATFORMS, ACCESSIBILITY AMENITIES HELP IMPROVE THE MOBILITY OF DISABLED PEOPLE
SAFETY DECALS

Window marking system installed on all glazed walls in order to avoid collisions with the transparent surface.

THE ACHEMINE FONT

This is the most visible and adapted font developed by SNCF with the participation of visually impaired people. All signage elements are gradually being replaced with this font as station and train accessibility works are carried out.

JADE

Virtual character appearing on information displays in order to translate into French Sign Language certain audio announcements broadcast in the stations.

SIGNAGE

Adapted to all due to its explicit symbols and contrasting colours, the new signage is gradually being implemented in the stations.

INDUCTION LOOPS

Hearing improvement system installed at ticket windows, in sales offices and certain passenger waiting areas. It filters out background "parasite" noise for persons wearing a hearing aid.

TICKET WINDOWS AND INFORMATION DESKS

These are fitted with induction loop systems and low counters.

FLAT SCREENS

Flat screens are contrasted and the text is displayed in large Achemine font.
The background colours are designed to provide an indication on the nature of the information. The screens are fitted with an anti-reflexive plate and, if necessary, a hood to avoid light surplus. In regional stations, screens include voice synthesis in order to broadcast the written information.

**STAIRWAY IMPROVEMENTS**

Stairs are fitted with a tactile warning strip at the top of staircases. Stair nosing and the risers of the first and last steps are contrasted. Handrails are installed at two different heights on each side of staircases to make stairs easier to use for people of small stature and children. Handrails extend beyond the top and bottom of each staircase to enable people to regain their balance.

**LIFTS AND MOBILE RAMPS**

This equipment enables wheelchair users to board trains by filling any vertical and horizontal gaps between the train and platform.
STATION ACCESSIBILITY

“AUDIO ARROWS”

Deployed in-station since 2010, visually impaired people activate this innovative system with the universal remote they use to activate pedestrian-light audio systems. Brief audio announcements set a few meters apart enable them to chart an audio path.

FOOTBRIDGES

Make it possible to move safely from one platform to another.

RAISED PLATFORMS

The platforms are raised to 55 cm and tactile warning surface indicators are installed.
FOCUS ON THE STATIONS

Accessibility works are carried out in stations and on platforms as renovation operations are completed as part of specific programmes. In 2014, the stations of Agen, Toulouse-Matabiau, Brive-la-Gaillarde and Bourg-en-Bresse benefited from the installation of accessibility amenities improving travel for all passengers. Moreover, alongside works carried out in national stations, many regional stations now offer similar access improvements: programmes pertaining to groups of stations were completed in the Alsace and Auvergne regions.

AGEN

The station of Agen underwent accessibility works in 2014. Induction loop systems were installed at the reception desk as well as in the passenger waiting area, offering better comfort for people wearing a hearing aid. The reception desk was also fitted with a low counter. Safety decals were installed on shelter 1 of platform 1 and shelter 2 of platform 2, as well as on the waiting area door. Courtesy signs were installed in the latter space as well as on the reception desk window, thus contributing to the station’s accessibility.
TOULOUSE-MATABIAU

In 2014, major works were completed in the station of Toulouse-Matabiau in order to facilitate the mobility of all passengers.

Contrasted relief guide paths lead blind and visually impaired people from the arrival and departure halls to platform 1, and from the departure hall to the access staircase for the south underground.

The access stairs to the north and south underground include tactile warning surface indicators and braille sleeves on the upper handrails.

The gallery linking the arrival and departure halls was fitted with access-improving amenities: tactile guide paths now link both halls and guide visually impaired passengers to an adapted ticket window.

A courtesy sign was installed above this counter as well as in the central hall of the sales office in order to give priority to disabled persons and persons with reduced mobility.

In the reception area of the departure hall, new adapted reception desks fitted with induction loop systems were installed. A courtesy sign was also installed at the entrance of the reception area.
Several improvements were carried out in the two passenger courts. In the arrivals court, pedestrian crossings make it possible to cross the taxi lane, and tactile warning surface indicators were positioned at each road crossing.

A courtesy sign and safety decals were installed on the glazed walls of the taxi shelter. In the departure court, an access ramp extending from disabled people parking spaces was created. The works carried out on the pedestrian crossing and lowered pavement, located in front of the entrance of the building, make it easier to access the station.

As regards the platforms, the signage for platforms 1A, 1B and 1C was updated in order to be accessible and adapted to all.

Tactile warning surface indicators and braille handrail sleeves were installed in the staircases of the station's forecourt and underground galleries leading to the underground station, enabling blind and visually impaired passengers to find their way around the station and ensure their safety. Similarly, the contrasted risers of their first and last steps of staircases constitute a reassuring visual aid.
BRIVE-LA-GAILLARDE

In 2014, accessibility amenities were implanted in the station of Brive-la-Gaillarde.

Audio beacons were installed in the hall, information desk were fitted with low counters and the seating facilities of the passenger waiting area and platform shelters were modified in order to include a space for wheelchair users. The station’s accessibility was further improved through the selection of a new signage set up in the station’s different areas as well as through safety decals installed in the hall and platform shelters. The main door to the sales office was replaced for better access and tactile guide paths were installed. With the same objective, platform and underground access stairways were secured with the following systems: tactile warning strip at the top of the stairs, contrasted stair risers, double handrail fitted with braille sleeves. Finally, lifts were fitted to enable all passengers to access the platforms.
Similarly, in the station of Bourg-en Bresse, accessibility was improved with the installation of tactile guide paths in the passenger building and tactile warning surface indicators near the different staircases and on the platforms.

Improvement works also included signage which was optimised for visually and mentally impaired people, and safety decals were also installed. Additionally, the "Jade" system was installed on the dynamic screens of the passenger building.

Lifts were installed on the platforms to ensure the link between the passenger building and the underground network, further improving the station's accessibility.

Platforms 2 and 3 were raised. Double handrails were installed as well as contrasted risers in the staircases.

Work was also undertaken outside the station: installation of a lift, disabled parking spaces as close as possible to the building and on the EFFIA car park, stepless forecourt with a very gentle slope.
A vast accessibility improvement programme was carried out in 2014 in several stations of the Alsace region.

The improvement works carried out in the Saverne station included the setting up of leaning-rails in the waiting area of the passenger building and on the platforms, as well as the installation of safety decals on the glazed walls of the sales office, in compliance with the regulation.

In the Mulhouse station, some benches on the platform and linking gallery were replaced with leaning rails, and tactile guide paths were also installed. Up-to-standard safety decals were installed on the glazed walls of the sales office, and courtesy signs were installed in passenger waiting areas.

Works were also undertaken in other stations of the region in order to improve their accessibility.

In the station of Diemeringen, the works consisted more specifically in setting up a new pathway for wheelchair users enabling them to access the
platforms by circumventing the passenger building. The outside pathway starts from disabled people parking areas and is materialised by ground markings and specific signage. The access door to the passenger building from the platform was replaced with a new door in order to comply with the manoeuvrability standards for disabled persons and persons with reduced mobility. Accessible toilets were also built in the passenger building. Finally, the forecourt stairs were modified and now include a tactile warning strip, contrasted risers and an extended landing.

Similar works were undertaken in the station of Bischwiller, as for example the installation of safety decals on the doors. Tactile guide paths and leaning rails were also installed. In the Obermodern station, the creation of accessible toilets and an exterior pathway for wheelchair users were also completed in 2014.

In the stations of Erstein, Soultz-sous-Forêts and Wissembourg, the access doors to the passenger buildings were replaced in order to comply with applicable standards. Several other access improvement works were carried out within these stations: bench-seats, leaning-rails and safety decals.

The Munster station is now equipped with accessible toilets, indicated by new fixed signage.
In Auvergne, a substantial accessibility programme was carried out in 2014 for the regional stations. In the stations of Bas-Monistrol, Arvant, Brioude, Langeac, Commentry, Gannat, Saint-Germain-des-Fossés, Le Mont-Dore, Riom-Châtel-Guyon, Thiers, Neussargues, Saint-Flour – Chaudes-Aigues and Le Lioran, several improvements were completed in 2014, and in particular the installation of audio beacons on hall access doors, ticket windows and sales offices, as well as in passenger waiting areas.

The station of Le Lioran, built in 1868 and located at an altitude of over 1,150 metres, required specific works to respect its historical architecture.

Served by TER trains, this station is particularly prized for winter tourism and thus benefited from changes adapted to its specificities.

Works were undertaken in the passenger building and around the station: access ramp, reinforced signage and lighting, disabled parking spaces created, adapted manual doors, audio beacons, induction loop system, low ticket window counters and adapted toilets.
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<td>Saint-Flour - Chaudes-Aigues</td>
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ILE-DE-FRANCE STATIONS

The Ile-de-France Transport Syndicate (STIF) adopted in February 2008 and July 2009 an Accessibility Master Plan following a study led in partnership with all the stakeholders of the Greater Paris area transports. This Accessibility Master Plan for Ile-de-France is the basis for the Programmed Accessibility Agenda, which will comply with the new decrees published in November 2014.

IMPROVING THE ACCESSIBILITY OF ILE-DE-FRANCE STATIONS

In 2014, accessibility works were undertaken in several Ile-de-France stations, such as Grigny Centre, on the D line of the RER. SNCF has also undertaken works in the stations of La Garenne-Colombes and Enghien-les-Bains, respectively located on the L and H lines of the Transilien.

FOCUS ON THE STATION OF ÉVRY-COURCOURONNES

After six months of renovation works, the station of Évry-Courcouronnes (RER D) was inaugurated on 6 December 2014 in the presence of Manuel Valls, the French Prime Minister, Ségolène Neuville, the Minister of State for Disabled People and the Fight against Exclusion, and Jean-Paul Huchon, president of the Ile-de-France Regional Council and chairman of the STIF Board of Directors.
After the station of Créteil-Pompadour in 2013, this is the second station of line D to be made accessible.

The platforms of the station of Évry-Courcouronnes were raised in order for all passengers to benefit from a comfortable and easier access to the trains. Guide paths and audio beacons were also installed in order to help visually impaired people move around the station. The ticket windows were renovated to enable persons with reduced mobility to access them and are now equipped with induction loop systems. Lifts and stairways were also brought up to current standards.

Overall, twenty amenities were installed in order to make the station accessible to disabled passengers and those with reduced mobility.
INCREASINGLY ACCESSIBLE INFORMATION

FOR VISUALLY IMPAIRED PEOPLE

The improvement of audio information helps blind and visually impaired people.

In general, most of the visual information in Ile-de-France stops are doubled with audio announcements (except for the exhaustive lists of stations served), in particular to attract the attention of passengers on safety aspects (non-stopping trains, bifurcations, terminuses and origins). SNCF personnel also broadcast announcements to indicate the general state of the traffic on the line and inform passengers in the case of any disruptions. All stations’ sound systems are remotely operated: announcements are thus broadcast by information specialists.

80% of loudspeakers were replaced in Transilien stations by the end of 2014, thus improving the acoustic quality of announcements.

Applications were developed in parallel. These are more specifically accessible to blind and visually impaired people through external smartphone text-to-speech software (SNCF Direct and for Transilien, the mobile site: Transilien.mobi).
FOR HEARING IMPAIRED PEOPLE

Since 2008, STIF, SNCF Transilien and SNCF Gares & Connexions have been working on the quality of the visual information available in-station.

The display screens installed in the different Ile-de-France stopping points are gradually being replaced with screens that comply with the accessibility standards set out in the PRM TSI*, and more specifically as regards the size of the typeface and colour contrasts.

These screens display train stopping times and departure platforms, list the different stations served for displays located on the platforms, and announce any network disruption.

** Technical Specification for Interoperability pertaining to persons with reduced mobility
SNCF is strongly committed to gradually making all of its trains accessible to all. The Group commits to offer new 100% accessible trains and to integrate accessibility amenities when renovating old trains, to a higher level than that required by the standards provided for in French and European regulations.
REPORT ON THE ROLLING STOCK

In the second half of 2014, SNCF worked on a detailed inventory of the railway rolling stock and its level of accessibility, as part of the drafting of the Programmed Accessibility Agendas (PAA), in the context of the changes in accessibility standards, and after ten years of railway accessibility solutions deployment. Jacques Damas had announced in 2013 that this inventory and detailed analysis work was going to be carried out for the accessibility amenities available on-board each type of rolling stock. The analysis is based on the standards set out in the technical interoperability specification pertaining to persons with reduced mobility (PRM TSI), but remains above all a use analysis, based on specific criteria established in collaboration with the associations for disabled persons. Intended for internal use and the Transport Organising Authorities, this inventory is vital in order to continue improving accessibility within the transport chain and constitutes a database including some information that may eventually be communicated to the customers.

Hereinafter, the different rolling stock presentations indicate the changes carried out in 2014, i.e. new or renovated trains put into service.

Note: all accessibility equipment offered onboard each of the trains are described.
TER AND INTERCITÉS TRAINS

The Regions, supported by SNCF, continue to implement their accessibility policy including through making available new or renovated rolling stock accessible to disabled people.

NEW GENERATION REGIONAL TRAINS


<table>
<thead>
<tr>
<th>Train</th>
<th>Manufacturer</th>
<th>Regions Ordered</th>
<th>Trains</th>
</tr>
</thead>
<tbody>
<tr>
<td>Régiolis</td>
<td>by Alstom</td>
<td>12</td>
<td>184</td>
</tr>
<tr>
<td>Regio 2N</td>
<td>by Bombardier</td>
<td>9</td>
<td>159</td>
</tr>
</tbody>
</table>

These trains started to enter into commercial service in the spring of 2014 for Régiolis and in November 2014 for Regio 2N. These two new generation trains, the first a one-deck train and the other a double-deck, are accessible and in line with the ambitious TER
fleet renewal policy. These innovative trains offer a wide range of services as well as great flexibility as regards transport capacity in order to respond to the different rail travel issues.

A SUCCESSFUL LAUNCH FOR RÉGIOLIS

The accessibility improvements offered by Régionalis enable each person to travel in conditions the best suited to their level of independence. Indeed, the features offered by Régionalis include bridging plates to climb on-board, dedicated spaces for wheelchair users, universal toilets with tactile locks and call buttons, low integral flooring making it easier to move through the train, redesigned information screens to improve visual and audio quality.

Also to be noted: the seats were designed to allow enough space for guide and assistance dogs underneath.

Reminder: Régionalis is the first train certified 100% compatible with the PRM TSI as regards accessibility. This certification is the culmination of a major project highlighting the ambitions of the Regions, the State and SNCF for the regional and inter-regional mobility of all passengers.
Since the first trains entered into commercial service in April 2014, passenger feedback has been highly positive: travellers were satisfied and appreciated the added comfort offered by this new TER train, and in particular the luminosity, the acoustic comfort, the design and the seat spacing. The wheelchair spaces are also highly appreciated. The national associations for disabled people also approved of this train, regarded as a step forwards in making independent travelling accessible to all.

REGIO 2N, FIRST POSITIVE FEEDBACK FROM PASSENGERS

Although the first Regio 2N trains were only put into commercial service in November 2014, the first comments received from passengers have been especially positive and describe well-lit trains, high acoustic comfort, a feeling of safety due to the "boa" train design (no doors between cars) as well as the also generous seat spacing for a highly-appreciated overall comfort and ease of movement through the train.
Reminder: the main improvement boasted by this double-deck train is the ease with which wheelchair users can access alone the dedicated spaces in the coaches, without any slopes or lifts. This new feature is an innovation within SNCF for a double-deck train. Passengers using wheelchairs can also transfer onto a standard seat as the position of the latter was specially designed for that purpose and the "table +" is equipped with a grab-bar.

Similarly to Régiolis, Regio 2N trains comply with the latest accessibility standards (PRM TSI).

They also include bridging plates and universal toilets with tactile signage and locks.
INTERCITÉS TRAINS

These were renewed in order to increase comfort and accessibility.


It aims to offer passengers more space, services, stability and a quieter environment: more comfortable and ergonomic seats, tables making it easier to access the seats, better LED lighting, power outlets throughout the train, as well as a larger and modernised space for wheelchair users.

NEW ROLLING STOCK

Intercités ordered 34 Régiolis trains to be put into service in 2017, including special amenities for medium and long-distance journeys: comfortable seats with relax system, tables making it easier to access the seats, power outlets, reading lights, passenger cars closed with motorised doors. Régiolis Intercités trains are also equipped with an innovative door locating system for visually impaired people (audio repeater for passengers using a universal remote).
TRANSILIENCE TRAINS

In Ile-de-France, STIF is improving the accessibility of new and renovated trains. With the support of SNCF, several rolling stock units now offer equipment dedicated to disabled people.

THE FRANCILIEN NETWORK AND DOUBLE-DECK TRAINS

Since 2009, the new Francilien trains, accessible independently in some stations, have been deployed in Ile-de-France.

148 units of this train circulated on the H, P and L lines in 2014.

This "boa" train – without any partitions between cars – includes a wide range of accessibility amenities and functionalities making it the first train accessible independently in stations of the Transilien network where platforms were raised.

The renovation of double-deck trains was also pursued. By the end of 2014, 237 Z2N trains were renovated offering more contrasted handles and grab-bars, and 168 trains were equipped with an audio and visual on-board passenger information system.

The font size and scrolling speed on display screens comply with the regulation in force.
The deployment of Euroduplex trains continued in 2014.

43 Euroduplex trains are currently in service throughout the French networks and in connexion with the Swiss, German and Spanish networks.

12 trains were put into service during the year.

Euroduplex TGV trains include a space dedicated to wheelchair users fully compliant with the PRM TSI: two wheelchair users can choose the travelling position that better suits them, whether they can transfer onto a standard seat or not. In order to be accessible, all of the controls (SOS call-button, reading light and power outlets) were relocated at the table level, with 2 tables per seat according to the position chosen by wheelchair users.

Double-handrails were installed in the stairs of these double-deck trains and the steps are contrasted for better visibility.
Handholds were fitted into the backrests of the seats to enable passengers to move through the cars easily. Onboard signage and passenger information systems were also improved. 19-inch LCD screens transcribe the audio announcements. The information displayed includes in particular: the train number, stations served, end destination, safety messages and information on the services available on-board as well as on the journey, such as the time, geolocation or delays. All of the visual and audio messages may be broadcast in five languages according to the destination: French, English, Catalan, Spanish and German. Regarding the outside of the train, displays located near the access doors enable passengers to view easily the car number, train number and its destination.
ACCESSIBLE TOILETS WILL SOON BE AVAILABLE IN TGV LACROIX TRAINS

Following the studies and exchanges that took place in 2013, the final prototype of the accessible WCs for TGV Lacroix trains was presented to the representatives of associations of wheelchair users on 3 July 2014.

On this occasion, Patrick Toulmet, the SNCF Accessibility Ambassador, commended the teams who worked on the project.

The redesigned architecture and volumes of these toilets as well as, for example, the inclusion of a tactile lock enable each passenger to access these spaces.

During the presentation, people using manual and electrical wheelchairs were able to test the new configuration of this space.

10 TGV Lacroix trains will offer these accessible toilets in 2015.
Since 2012, the first renovated TGV Sud-Est trains are being deployed.

18 trains were renovated by the end of 2014
15 circulate on the Sud-Est and Rhin-Rhône lines
3 on the Nord line

17 trains will be renovated in the future in order for the whole fleet to be equipped with accessibility amenities.

Reminder: these trains are highly accessible in particular due to the accessibility equipment developed in collaboration with the associations for disabled people. The aisle width complies with the PRM TSI as these were widened by 100 mm, this was made possible by reducing the width of 2nd class central armrests.

The wheelchair space was redesigned and may now accommodate three or even four passengers if they travel alone and can transfer onto standard seats.

This transfer is made easier with the installation of adapted folding tables.

Wheelchair users can access alone the large and fully equipped universal toilets available onboard the train.

The contrasted and tactile “Serrure +” (lock) was designed for easy grasping and is integrated in both universal and standard toilets.

The overall comfort was improved for all passengers: the signage was improved
and reading lights, folding tables and handholds were installed.

OUIGO, THE HIGH-SPEED SERVICE AT A LOW FARE

OUIGO, SNCF's high-speed, low fare offer is accessible to disabled persons and persons with reduced mobility. Leaving from Marne-la-Vallée, the PINK and BLUE TGVs serve several cities of the South-East of France, such as Lyon, Marseille and Montpellier.

OUIGO ACCESSIBILITY

This is also a 100% SNCF offer that respects Group values as regards safety, service and information. Fully redesigned for this offer, the renovated Duplex trains include regulatory wheelchair spaces that can accommodate two wheelchair users on transferable seats if they wish so and their respective accompanying person.

The contrasts outside and onboard the train were specially designed in order to improve the visibility of passenger support equipment by providing a stronger contrast. Visually impaired people can thus see the different spaces and amenities for increased safety.
The Accès Plus assistance service is provided onboard OUIGO trains. This service is booked in two steps: first on the website ouigo.com (or on SNCF distributor websites), then with the Accès Plus service, at least 48 hours before the departure, in order to book service providing a companion to meet customers and escort them to their seat on the train. Both steps are compulsory in order to book the space dedicated to wheelchair users.

1,032 Accès Plus assistance services were carried out in 2014 by the Customer Relations Centre of Valence for OUIGO trains, compared to 509 services in 2013.
SNCF launched iDBUS in 2012, a high-comfort coach travel offer in Europe, that is accessible to disabled passengers: the seats make it possible to accommodate persons with reduced mobility, and the onboard information system is designed to be accessible to all.

Each coach also offers a space dedicated to wheelchair users, and the boarding help provided by the stewards can be specific and tailored for disabled persons and those with reduced mobility, after booking through the Customer Relations Centre*.

NEW CROSS-BORDER LINES

In 2014, iDBUS added Germany to its network with a Paris - Cologne line, and broadened its offer with a fully international connection between London and Amsterdam (the Marseille - Milan and Lyon - Barcelona connections were opened in 2013).

New lines are currently being created. Toulouse and Marseille are now linked to Barcelona, and it is also possible to travel from Lyon towards Nîmes and Montpellier.

* telephone Customer Relations Centre available through dialling +33 (0)892 68 00 68, Monday to Saturday from 8:00 am to 09:00 pm, 0.34 euro/min inc. tax, excluding any additional fees charged by the service provider.
DEDICATED SERVICES

Welcoming disabled passengers and those with reduced mobility is essential. To meet at best this requirement, SNCF personnel is at the heart of the system set up to offer each person worry-free travel.

As a whole, the SNCF Group pursues the development of dedicated services and innovates in order to offer solutions making travelling easier.
MEETING CUSTOMERS AT THE STATION AND ESCORTING THEM TO THEIR TRAIN

In 2014, over 800,000 persons, whatever their disability, were met at the station and escorted to their train, for journeys carried out on the national territory, excluding Ile-de-France.

BETTER MONITORING TO IMPROVE QUALITY

With the ever-increasing number of requests for in-station assistance, a computerised monitoring system for the service dedicated to disabled passengers and those with reduced mobility was set up in early 2014.

Over 450 stations were thus equipped with a new tool for the operational monitoring of assistance bookings (SOCA – Suivi Opérationnel des Commandes d’Assistance).

It will soon be possible to obtain details on the number of services performed per type of assistance. The deployment of this new tool mainly aims at improving service quality through facilitating the transmission of information between stations as well as monitoring the quality of the services performed at every stage of the passenger’s itinerary.
SUPPORTING OUR CUSTOMERS

SNCF personnel’s mission is to welcome disabled people and make their journey easier. The implementation of assistance services is a response to the specific needs of disabled passengers and those with reduced mobility. By contacting the dedicated assistance services before the journey, passengers are given the information they need and may book the service, thus guaranteeing they will be met at the station and escorted to their train.
ASSISTANCE SERVICES

SNCF is developing its offers and provides a range of assistance services for all types of journeys (TGV, Intercités, TER and Transilien) and tailored to each person’s needs: meeting them at the station, escorting them to the train and onboard, door-to-door service, luggage service.

FOR THE STATIONS AND TRAINS OF THE NATIONAL NETWORK: ACCÈS PLUS

The number of persons met at the station and escorted to their train continued to increase in 2014: over 424,000 Accès Plus services were booked by disabled persons and those with reduced mobility to make their journey easier.

Accès Plus is a free service available in over 360 stations and is accessible to persons holding a disability card, a priority seating card, a disabled parking badge, or those holding a military medical discharge or pensioner’s card, as well as people arriving at the station with their own wheelchair.

Information on the different SNCF assistance services as well as the list of stations offering these services are available at www.accessibilite.sncf.com

a 10% increase in the number of services performed compared to 2013.
Since 2 June 2014, a new station offers the Accès Plus service to its passengers: the station of Sablé-sur-Sarthe, located in the Pays de la Loire region.

PREPARING THE JOURNEY

The Accès Plus service centre enables passengers to prepare their journey by finding out about the level of accessibility of the stations and trains, as well as purchase their train ticket and book their assistance service over the phone, by email or online. As the number of bookings for the Accès Plus service continues to increase, SNCF set up a second Accès Plus booking centre in May 2014 in order to respond as quickly as possible to the requests from disabled customers and those with reduced mobility.

Since 23 October 2014, the accessibility emergency line has a direct non-surcharged number. Until that date, the emergency line was part of the Accès Plus service booking line (Accès Plus number, then press 2). This change avoids Accès Plus customers choosing the wrong option and enables this accessibility emergency line to be more available by being reserved for customers in difficulty.

FURTHER IMPROVING THE SERVICE

In order to further improve the service, Accès Plus led satisfaction surveys throughout the year 2014 with a sample group of customers a few days after their journey.
In 2014, the level of satisfaction remained very high: 98% of customers were satisfied with the customer relation as regards the booking centre and 96% of customers were satisfied with the service provided at the station. Given their positive experience, 99% of customers declared they would travel with Accès Plus again during their next journey.

For most of its users, Accès Plus remains a vital service in order for them to travel: close to 60% of customers declared they could not have travelled without it.

<table>
<thead>
<tr>
<th>SERVICES CARRIED OUT IN 2014</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Services for wheelchair users</td>
<td>37%</td>
</tr>
<tr>
<td>Assistance services including the provision of a wheelchair</td>
<td>20%</td>
</tr>
<tr>
<td>Services offering simple assistance to the train</td>
<td>43%</td>
</tr>
</tbody>
</table>
ACCÈS TER IN THE REGIONS

In 2014, Accès TER, the regional service offering to meet and escort disabled passengers implemented by the Organising Authorities and SNCF, continued its deployment with the addition of a new region, new stations and an ongoing test run:

In July 2014, the Centre-Val de Loire region opened Accès TER in 30 stations and will implement it in 16 more in January 2015.

Since September 2014, the Bourgogne region has offered this service in 15 additional stations for a total of 20 stations throughout the region. Finally, in Rhône-Alpes, an assistance service is currently being tested in the main stations of the West-Lyon area.

Accès TER is a free service available through booking 48 hours before departure; the disabled passenger is then assisted and escorted by a member of SNCF personnel through the departure, correspondence and destination stations. Depending on the situation, an alternative transport service to the closest accessible station may be offered without any additional charge.

ACCÈS TER IS CURRENTLY AVAILABLE IN:

170 stations
and 8 regions
Auvergne, Bourgogne, Bretagne, Centre-Val de Loire, Haute-Normandie, Lorraine, Nord-Pas-de-Calais and Picardie.
IN ILE-DE-FRANCE

70 stations offer the Accès Plus Transilien service since autumn 2014, compared to 68 in 2013.

THE STATIONS HAVING INTEGRATED THE ACCÈS PLUS TRANSILIEN SERVICE IN 2014 ARE:

- Créteil-Pompadour, RER D
- Sevran-Beudottes, RER B

33% increase in assistance services from one station to another between 2013 and 2014.

SIGNIFICANT ACCÈS PLUS TRANSILIEN IMPROVEMENTS

The Accès Plus Transilien service is gradually becoming available in Ile-de-France stations as works are completed as part of the Regional Accessibility Master Plan and the provision of accessible stations.

In 2014, 6,502 assistance services were performed from one station to another compared to 4,884 in 2013 and 2,176 in 2012, over the same period.

The number of persons assisted increased dramatically on the L line and RER A. The arrival of accessible Francilien rolling stock on the L line accelerated the provision of these services. Many stations on the RER A line are accessible, thus supporting the increase in the number
of services performed. This increase is also linked to the improved coordination between SNCF and RATP teams. Indeed, the Accès Plus Transilien platform is informed even when the passenger's destination is an RATP station, and likewise when leaving from an RATP station and arriving at an SNCF Transilien station.
TWO YEARS SINCE THE SPECIALISED ROAD TRANSPORT WAS LAUNCHED

At the end of 2012, STIF launched a specialised road transport service (Transport Routier Spécialisé) dedicated to wheelchair users. This service makes it possible to travel from a non-accessible station of the SNCF Île-de-France network to an accessible public transport network stop.

This service is available on booking, at the latest the day before the journey before 8:00 pm, for everyday journeys, from the first train to the last. The organisation and management of this service are entrusted to SNCF, who relies on its Accès Plus Transilien booking centre.

In 2014, 453 requests were redirected towards the public transport network and 763 led to end-to-end transport with the specialised road transport service.

Most of the customers accepted the journey suggested to them. On the whole, the passengers concerned reported being very satisfied with this service.

1,585 journeys were carried out thanks to this test service in two years.
A NEW SERVICE FOR GUIDE AND ASSISTANCE DOGS

The experiment led in 2013 to improve the comfort of persons travelling with their guide dog was made permanent. Indeed, the small space under the seats did not always allow guide dogs to lie comfortably underneath, in particular onboard TGVs.

Station and onboard personnel may now offer to move disabled passengers travelling with their guide dog to a larger space and more comfortable seat, such as, depending on availability: seats dedicated to wheelchair users, first class seats or seat in a family section, whenever these seats have not already been reserved. Reminder: guide and assistance dogs travel for free and do not require a ticket onboard any train travelling on the national territory.
TER: NEXT DEPARTURES SERVICE

In 2014, the deployment of the next departures service continued in TER stations. 14 regions now offer this service.

The next departures service makes it possible to know the departure times of the four next trains or SNCF coaches from a TER station or stop as well as all the useful traffic information (such as the duration of a delay).

This service is accessed through calling the Customer Relations Centre of the region concerned then entering the postal code for the town in which the TER station or stop is located.

Thus, whatever the passenger information system available in-station and whenever passengers do not have access to Internet (at home or when travelling), this service provides accurate and up-to-date information.

This service is available 24/7 and enables in particular blind and visually impaired passengers to access information independently.
Regions offering the next departures vocalisation service:

Aquitaine  Limousin
Auvergne    Lorraine
Bourgogne   Midi-Pyrénées
Bretagne    PACA
Centre      Poitou-Charentes
Champagne-Ardenne  Rhône-Alpes
Haute-Normandie
Languedoc-Roussillon

ADDITIONAL SERVICES ARE STILL OFFERED: DOOR-TO-DOOR DELIVERY SERVICE AND DOOR-TO-TRAIN

The Door-To-Door Delivery service picks up customers' luggage at the location and time of their choosing and delivers it to the address they want. Since July 2012, Accès Plus customers benefit from a 25% discount from the second bag registered for this service(1).

The Door-To-Train service is aimed at the elderly, as well as disabled persons and persons with reduced mobility. This paid service offers a companion to escort customers from their home to their seat onboard the train and/or from the train to their home. This service supplements the Accès Plus service available on booking only(2).

(1) terms and conditions for the Door-To-Door Delivery service available in stations, SNCF outlets, and over the phone at+33 (0)890 640 650 (0.12 euro/min inc. tax, excluding any fees charged by the service provider) and at www.sncf.com.
(2) terms and conditions for the Door-To-Train service available by calling +33 (0)8 92 35 35 35 (0.34 euro/min inc. tax, excluding any fees charged by the service provider).
ACCESSIBILITY AND ASSISTANCE

**TRAINED PERSONNEL AT THE SERVICE OF EACH PASSENGER**

SNCF personnel in contact with customers continue to receive training.

450 agents were trained in 2014 as part of initial and continued training programmes: 345 training courses were delivered as part of continued training programmes, and 105 as part of initial training.

Over the past 6 years, 7,815 SNCF agents were thus trained in welcoming disabled people (reception staff, stewards, conductors, staff escorting passengers onboard trains and TER station personnel). These training sessions are essential to raise the personnel’s awareness of disabilities and inform them of the company’s accessibility policy, thus enabling SNCF to better meet the requirements of disabled persons and those with reduced mobility.

The training programmes address different aspects: presentation of the legal framework, reminder of the dedicated services offered by SNCF (such as the Accès Plus assistance service), presentation of the different types of disability and the adapted behaviour and interactions for each of these type.

**CONTENT OF THE TRAINING PROGRAMMES**

SNCF Service University training agents use participatory methods: situation simulations, viewing of videos and brainstorming sessions are all included in the programmes.
In order to improve this training system, SNCF developed an e-learning module that will enable personnel to get acquainted with the subject before the classroom session and maintain their skills afterwards.

Moreover, other SNCF training agents receive accessibility training in order for this subject to be integrated into more general in-field training programmes.

IN ILE-DE-FRANCE

SNCF Transilien offers one-day training sessions dedicated to assisting disabled people, and aimed at station personnel, local managers and public institution training agents.

These training programmes, carried out either as initial or continued training, include the use of the different in-station amenities.

Before carrying out this one-day training session, employees must first validate an e-learning course concerning the legal framework and the different types of disability.

852 Transilien agents were trained in 2014.
BEING ATTENTIVE TO CUSTOMERS’ NEEDS

For any comment or complaint pertaining to the organisation of a journey, its course, or the performance of an assistance service, SNCF urges its customers to contact the Customer Relations service.

For complaints bearing mainly on long-distance journeys, SNCF offers customers the possibility to contact this service through an online form or by post sent to the national address. A specific address for the Ile-de-France region and a regional address set out on the corresponding region’ TER website are also available.
BEING ATTENTIVE TO CUSTOMERS' NEEDS
THE NATIONAL CUSTOMER RELATIONS SERVICE

In order to process responses more efficiently, a Customer Relations Centre, located in Arras, centralises claims on the national level.

**THIS SERVICE MAY BE ACCESSED THROUGH DIFFERENT CONTACT MEANS**

- **Postal address**
  Service Relation Client
  SNCF
  62 973 ARRAS Cedex 9
  FRANCE

- **Online form**
  on sncf.com

- **Complaints registers**
  available in-station

All complaints are codified. A complaints typology for accessibility issues and claims made by disabled passengers and those with reduced mobility was created.

701 complaints pertained to this typology in 2014, i.e. 0.18% of all customer claims.

This figure includes complaints concerning Accès Plus, the service offering to meet customers at the station and escort them to their train.

Other items included in this typology are:
- Accessibility
- Lack of assistance
- Attitude of the personnel
- Luggage
- Damaged wheelchair or equipment
- Pricing
The customer service sends specific and personalised answers by post or email within 25 to 30 days.

Customers having booked the Accès Plus service may also contact the booking centre by telephone. The centre will take into account their comments.

Each complaint enables SNCF and its teams to work on specific improvements to be implemented for each of the subjects, as well as improve internally the personnel’s awareness of the adapted gestures and appropriate attitudes when interacting with disabled passengers.
FOR THE
ILE-DE-FRANCE REGION

The Ile-de-France SNCF Customer Relations Centre manages remotely all customer relation aspects for SNCF Transilien and the Accès Plus Transilien service.

In 2014, the Accès Plus Transilien service processed 10,765 information requests and complaints made by telephone, email and post.

Complaints bearing on accessibility represent 0.2% of all claims received by Transilien.

50% decrease in the number of complaints between 2013 and 2014.
According to the grid established by STIF, the main themes of the 82 claims pertaining to the Accessibility typology break down as follows:

<table>
<thead>
<tr>
<th>ACCESSIBILITY COMPLAINTS</th>
<th>YEAR 2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Station &amp; stopping point access</td>
<td>19 23%</td>
</tr>
<tr>
<td>Rolling stock access</td>
<td>7 9%</td>
</tr>
<tr>
<td>Lifts</td>
<td>6 7%</td>
</tr>
<tr>
<td>Escalators</td>
<td>3 4%</td>
</tr>
<tr>
<td>Non-adapted information</td>
<td>3 4%</td>
</tr>
<tr>
<td>Offer for persons with reduced mobility</td>
<td>40 49%</td>
</tr>
<tr>
<td>Personnel</td>
<td>4 5%</td>
</tr>
<tr>
<td><strong>Total Accessibility complaints</strong></td>
<td><strong>82 100%</strong></td>
</tr>
</tbody>
</table>

Special consideration is given to each complaint in order to provide the most suitable response possible.

Recurrent cases are systematically communicated to the head of the Transilien Accessibility project and the Accessibility correspondent for the line concerned in order to implement corrective action plans.
THE OTHER REGIONS

Each of the 20 French regions has its own TER Customer relations Centre which receives and processes complaints.

CONTACT MEANS

There are three ways to contact the Customer Relations Centre:

By post, sent to the corresponding regional postal address or the national address in Arras.

By email, submitted online using the form on the sncf.com website, “Trains et Autocars” tab then “Régions” (“Choisissez votre région” then “Voir”, “Aide et Contacts” tab, then “Nous contacter”)

Through the complaints registers, available in-station

Complaints are codified per theme. Each theme makes it possible to indicate whether the request concerns accessibility for disabled persons and persons with reduced mobility.

0.8% of all complaints received in 2014 concerned disabled passengers and those with reduced mobility.

Complaints pertaining to accessibility and disabled
people are for the most part refund requests for non-used tickets.

Other motives concern onboard regularisation cases, train or station access conditions, as well as travel conditions onboard the trains.

Each TER Customer Relations Centre calls upon the Accessibility correspondent for its region in order to provide specific responses to the customers.

Complaints sent by post are usually answered within 9 days and those sent by email within 2 days.
IMPLEMENTING SNCF’S ACCESSIBILITY POLICY: INFORMATION AND INNOVATIONS

SNCF undertakes to constantly improve accessibility throughout the transport chain. The needs of disabled passengers are at the heart of this drive. In order to address these as accurately as possible, we meet many people during events, in addition to the consultation work led with the associations representing disabled people. These exchanges are also opportunities to introduce the innovations on which SNCF is currently working to improve tomorrow’s travelling.
More generally, SNCF pursues its efforts as regards information accessibility through digital media and by designing new adapted communication tools.
MEETING, EXCHANGING AND MOVING FORWARDS

During the year 2014, SNCF presented its accessibility policy during meetings with the public, professionals and the associations representing disabled people. These events are privileged opportunities enabling SNCF Accessibility representatives to inform their interlocutors on the advancement of station and train accessibility as well as the development of dedicated services.

URBACCESS, A JOINT SNCF AND RFF STAND

SNCF and RFF, partners for the third edition of this European accessibility and universal design trade fair, presented their approach, designs and joint aiming to make travelling easier for disabled people.

On 12 and 13 February 2014, the many visitors – professionals, institutions, associations – were able to exchange with SNCF and RFF Accessibility experts on accessibility improvements, and more specifically the amenities and services set up.
The stand offered different educational tools, including videos and several station and train models, which were highly appreciated by the public.

**AUTONOMIC PARIS 2014**

The Autonomic fair was held on 11, 12 and 13 June at the Parc des Expositions, located at Porte de Versailles. SNCF took part in this thirteenth edition of the fair dedicated to disability, dependency and accessibility. This event gathered 25,000 people.

The teams of the SNCF Accessibility and Disabled Passengers Commission and the Accessibility representatives of each SNCF branch were present to answer disabled visitors' questions.

Visitors were thus able to discover the latest works and improvements carried out in the stations as well as the amenities made available onboard trains. This event was also an opportunity to exchange on the progress in the deployment of services offering to meet passengers at the station and escort them to their train, as well as on accessible information.
A MODEL PROVIDING VISUAL AND TACTILE INFORMATION

During these events, the Accessibility and Disabled Passengers Commission was also able to introduce its tactile station and train model, enabling blind and visually impaired people to get acquainted with all the accessibility amenities developed by SNCF and installed within the stations and onboard trains.

SNCF also partnered with several events promoting approaches in favour of accessibility.

SNCF, PARTNER OF THE EUROPEAN FENCING CHAMPIONSHIPS

The European Fencing Championships were held in Strasbourg from 7 to 14 June 2014. 45 countries participated in this European event and for the first time, both the disabled and able-bodied European Championships took place simultaneously, in the same room.
This competition gathered 150 disabled contestants over 30 individual and team matches.

SNCF, partner of the event, was also supporting the SNCF athletes, including Romain Noble and Marc-André Cratère.
A GUIDE FOR EACH PERSON

The 2014 Reduced Mobility Guide, a vital tool to prepare the journey and travel worry-free, is available in several formats: classical or large print hardcopy, and online as an interactive PDF that vocalises the texts on www.accessibilite.sncf.com. To be noted: an HTML version is also available.

PREPARING THE JOURNEY

Each person must be able to prepare their journey and have access to all the relevant information. To this end, SNCF is working towards improving the accessibility of its information, in particular as regards its digital media. The website www.accessibilite.sncf.com, is entirely dedicated to the SNCF accessibility policy and is changing to offer a navigation space adapted to all. Audio-description is now available when viewing "Cœur de métier" interviews,
videos introducing accessibility professions within the SNCF Group.

A new accessible website dedicated to stations will soon be available, for more information, see page 23, section: “Stations accessible to all”.

Since summer 2014, in order to further improve access to information, SNCF made available online a new version of its 20 regional TER websites. These new websites now enable all TER customers to organise their journeys independently from end-to-end and offer them many online services.

From the beginning of 2014, SNCF’s Accessibility and Disabled Passengers Commission invited representatives of the associations for disabled people to test the first designs of these websites for their future launch. The aim was to gather their comments on the structures and the navigation using screen reading in order to take these into account upstream of the project.

In parallel, the regional webmasters received digital...
accessibility training from the Braillenet association in order to maintain the level of accessibility: text structure, use of images and videos. The new websites offer simple and intuitive navigation: accentuated contrasts and a fixed menu accessible from any page of the website which is fully readable by the text reader.

**SPECIFIC CONTENT**

Web users have access to practical sheets on the 5,000 stations and stopping points served by TER: station opening times, car parks, bicycle spaces, etc. By entering the name of a station in the tab "Search for a station", internet users have access to all accessibility services offered:

- **Accès Plus and Accès TER services**, offering to meet disabled people and those with reduced mobility at the station and escort them to their seat on the train;
- **For some stations**, the detailed list of car parks and adapted services, such as the presence of tactile warning surface indicators for visually impaired people.
THE FRENCH SIGN LANGUAGE TRANSLATION PLATFORM

To facilitate the access to information for deaf and hearing impaired people, TER offers a French Sign Language translation platform, accessible since May 2014 from the "Help & Contact" section of the TER websites.

This service enables deaf and hearing impaired people to be put through to the tele-advisers of the TER Customer Relations Centres through the intermediary of a professional translator-operator, working either in French Sign Language (LSF) or in Real Time Speech Transcription (TTRP). Elaborated with UNISDA (national union for the social integration of hearing impaired persons) and implemented in all the regions*, this service is accessible from a computer equipped with a webcam and a broadband internet connection. Once connected, internet users can choose their means of communication (LSF or TTRP). They are then put through to a competent interlocutor and may be in visual and audio contact and/or display text depending on the chosen mode of communication.

The national relay centre, accessible since 2011 from the website voyages-sncf.com as a test run, was made permanent. It enables deaf and hearing impaired people to contact an Accès Plus tele-adviser in French Sign Language or through chat. Overall in 2014, 155 calls were registered for 22 hours of communication, mainly in French Sign Language.

* except Bourgogne
RELIEF AND CONTRASTED STATION MAPS

Launched in 2012, this experiment was carried out in consultation with FAF* and CFPSAA** around tactile station maps, in braille and relief for the blind, and contrasted and written in large print for visually impaired persons. It was completed in 2014 by a test run with volunteer customers. The latter were able to contact the Accès Plus and Accès Plus Transilien services to receive at their home address a map of one of the three stations available: Paris Gare de Lyon, Juvisy, or Maisons-Alfort - Alfortville. The volunteers were then re-contacted by telephone later on in order to express their opinion.

These maps, available as transportable A4 booklets, can be consulted at home and aim to help visually impaired people to better prepare their journey. They inform users on the spaces and services offered in-station and thus complement the guide systems implanted in the stations. Written in braille and large print, they enable visually impaired and blind people to exchange with their relatives around a common media.

The experiment reflected the volunteers’ strong interest for the maps of the Paris Gare de Lyon station, as 2 requests out of 3 concerned it. They wished to get reacquainted with the station after modifications.

*B French Federation for the Blind (Fédération des Aveugles de France)
** French Confederation for the Social Promotion of Blind and Visually Impaired people (Confédération Française pour la Promotion Sociale des Aveugles et Amblyopes)
were carried out and were sometimes able to discover new pathways. More generally, our customers appreciated the map’s design, print and relief quality. They confirmed the relevance of the information represented. Their comments will enable us to render the legend more accessible by positioning it strategically and describing it on the audio support.

80% of testers considered the map useful.

Although the map does not always lead to travel, it increases the users’ confidence before the journey and gave a feeling of greater independence to 76% of them.

SNCF is currently considering the pertinence of the deployment of this solution.

THE SNCF INCUBATOR AND JACÇÈDE

By launching its own incubator “Voyageur connecté” (connected passengers), SNCF helps develop positive and promising projects. Seven innovative start-ups were thus selected, with the aim to enter into long-term partnerships.

SNCF is pursuing and amplifying its involvement in the accessibility field by integrating "Jaccède", a company offering a guide to accessible locations, within the first promotion of its incubator.

Through this incubation programme, both entities will be able to imagine together opportunities for collaboration in order to promote the availability of as much information on public spaces accessibility as possible.
SNCF commits to the future and continues to invest in innovation and research projects catering as closely as possible to traveller’s needs.

**CONNECTED DEVICES AND NEW APPLICATIONS**

SNCF’s proposed challenge for the next few years will be to make access routes through the stations easier for all our customers, and improve the access to services and trains. Several reflections led jointly between the Innovation & Research Department, the Accessibility and Disabled Passengers Commission and SNCF’s passenger branches focus on the possibilities offered by new technologies in order to create tomorrow’s services: connected glasses and watches, indoor geolocation, speech recognition and synthesis, etc.

In 2014, SNCF tested in-station geolocation with the use of Bluetooth Low Energy (BLE) beacons, these are small locator beacons that send a signal to smartphones enabling the latter to give a precise location within the station.

SNCF continues to use this technology, in particular with the experimental Android application, "Ma lanterne", using speech, visual or tactile interaction in order to offer personalised assistance to customers in the
stations, while taking into account their preferences and disability, if any. An experiment will be led in the second half of 2015.

In-station information must also be accessible to all. Therefore, since 2014, SNCF is working on the project "Répète-moi l’annonce" (pinpoint that announcement), which consists in creating a smartphone application able to transcribe audio announcements broadcast in-station according to the context (depending on the location of the person in the station), this guarantees deaf and hearing impaired people better access to information, especially during disruptions. The application also makes it possible to listen to an audio announcement again, which is especially useful to visually impaired people that may not have understood the announcement properly. The application "Répète-moi l’annonce" will be tested in 2015 by a panel of users in several stations.

**FACILITATING CONTACTS FOR MORE HELPING HANDS**

SNCF launched "Besoin d’humain" (need for human help) in order to identify at which stages of the journey, in which situations, and through which means (tools, applications, etc.), help from a railway employee or fellow passenger – through a social network for example – remains the most adapted to cater to the needs of disabled passengers as efficiently as possible.
HACKCESS

Mobilising the energies of all stakeholders to invent tomorrow's the connected mobility in Ile-de-France.

A FIRST HIGH-POINT: THE HACKCESS HACKATHON

Since September 2013, SNCF Transilien launched a request to help develop a service facilitating the mobility of each person in Ile-de-France. This led to the Transilien Hackcess Hackathon, which gathered sixty disabled customers, associations and developers to imagine and prototype new services making the transport network more accessible through the use of digital technologies.

Two teams were rewarded, No Way and Hackcess Angel, and are currently working in cooperation with representatives from disabled people's associations and SNCF.

THE COMPLETION OF A PILOT BY THE WINNING TEAMS

No Way, an itinerary calculator that can be set according to customers' mobility restrictions (avoid stairs or use an accessible entrance). This engine uses data concerning the amenities available in Transilien stations collected in partnership with Open Street Map.

Hackcess Angel, an application enabling people with reduced mobility to contact a station employee when an immediate and unforeseen need arises. This application was tested in September 2014 by customers with reduced mobility and employees.
in two pilot stations in order to study all parties' requirements as regards this service. SNCF Transilien must now study the matter further and determine how this experimental service can be implemented.

INVENTORY

After a first inventory carried out on line C during the Hackcess Hackathon, SNCF Transilien inventoried the location of its accessible amenities within its

381 stations in partnership with Open Street Map.

This data is accessible in Open Street Map’s collective and open database, enabling the developer community to use it in order to create new services for people with reduced mobility, help improve them and increase their reliability.
Since September 2014, TER Lorraine launched an experimental digital library onboard its trains. Developed in partnership with the Regional Council of Lorraine, StoryLab Éditions and Parallèles Éditions, this onboard library enables customers equipped with a smartphone or tablet to download digital books. The passengers only need to scan the QR Code of their chosen book among a varied selection of classical, modern and regional authors to launch the download. Whether free or paid, most of the books are available in an accessible PDF format.

A SECOND REGION IN 2015

The experiment shall be extended to Languedoc-Roussillon in February 2015. Following the presentation of this project to an accessibility commission made up of national associations for disabled people and in order to further improve the accessibility of this service to disabled passengers, a "Large Print" category will be made available. The height of the library will be adjusted to each space in order to offer books to both people of tall and small
stature. Thus, books placed at the top of the left-hand shelf will also be placed at the bottom of the right-hand shelf.

All of the books will be available in a fully accessible format (PDF or EPUB). Finally, for the visually impaired, the list of books can also be consulted directly on the accessible website. The use of the QR Code is not required in this case.
SNCF is setting up a new partnership with a start-up incubator, the Social Good Lab, whose objective is to bring together social entrepreneurship and technological innovation in order to respond to social and environmental issues.

This project developed by Paris Incubator and Le Comptoir de l’Innovation, relies on a new approach making it possible to accommodate, finance and help innovative start-ups.

ASSISTING START-UPS

A new start-up recruitment session was launched in December 2014. During this second season, SNCF, through its SNCF Développement subsidiary and its Accessibility and Disabled Passengers Commission, partnered with the Social Good Lab in order to help assist start-ups with accessibility issues, providing them with its expertise and experimentation fields.
This document was issued in Achemine font, created by SNCF thanks to the consultation work with the national associations for disabled people.

It is available in an accessible format on www.accessibilite.sncf.com