

Accessibility Training for Railway Staff

Background

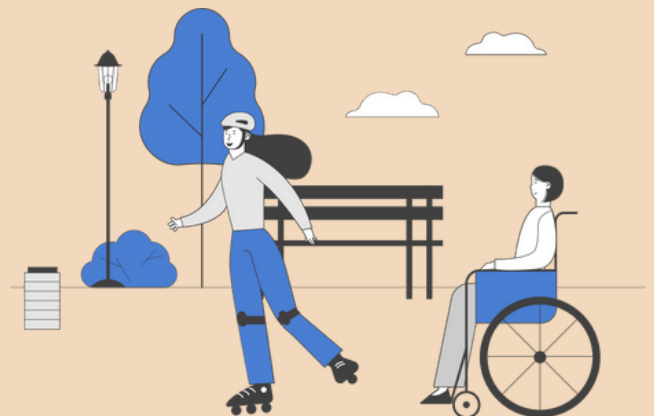
- In Luxembourg, the national railway company CFL (Société Nationale des Chemins de Fer Luxembourgeois) has implemented specialised training programmes to enhance the accessibility of rail services for passengers with disabilities and reduced mobility.
- The goal is to improve ridership of persons with disabilities by ensuring that frontline railway staff, including train attendants and station managers, are equipped with the knowledge, sensitivity, and skills to assist passengers with various types of disabilities.
- Trainings are overseen by Info-Handicap, the national disability council.

Key Activities

- One-day training sessions focusing on mobility, cognitive, hearing, and visual impairments, including:
 - Theoretical information.
 - Practical exercises.
- Involvement of persons with disabilities as trainers.

Impact

- Increased passenger satisfaction among users with disabilities.
- Increased satisfaction of train drivers and staff.
- Increased numbers of persons with disabilities travelling by train.
- Reduced complaints.
- Unexpected positive impact on older travellers and foreign visitors who may need non-verbal assistance.



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Challenges & Solutions

Variability in pre-existing staff knowledge can be addressed by standardising the nationwide curriculum.

Tips for Similar Projects

- Include persons with disabilities and organisations of persons with disabilities as co-trainers or supervisors.

Identified Limitations/Weaknesses

- The impact depends on regular reinforcement, risk of knowledge attrition over time.
- Evaluation mechanisms need to be stronger for tracking long-term behavioural changes.

Resources/Links

- **EU Publication: Transport and tourism for persons with disabilities and persons with reduced mobility.**
- **Article** about the training programme.



Partners

