**EUROPEAN
UNION
AGENCY
FOR RAILWAYS**

Making the railway system

work better for society.

RECOMMENDATION N. ERA-REC-128

OF THE EUROPEAN UNION AGENCY FOR RAILWAYS

ON

The amendment of Commission Regulation (EU) No 1300/2014 concerning the technical specification for interoperability relating to accessibility of the Union's rail system for persons with disabilities and persons with reduced mobility

THE EXECUTIVE DIRECTOR

HAVING REGARD TO Regulation (EU) 2016/796 of the European Parliament and of the Council of 11 May 2016 on the European Union Agency for Railways and repealing Regulation (EC) No 881/2004[1], hereafter referred to as the 'Agency Regulation', in particular Articles 4 and 19 thereof,

HAVING REGARD TO Directive (EU) 2016/797 of the European Parliament and of the Council of 11 May 2016 on the interoperability of the rail system within the European Union[2], in particular Article 5 thereof,

HAVING REGARD TO Commission Regulation (EU) No 1300/2014 of 18 November 2014 concerning a technical specification for interoperability relating to accessibility of the Union's rail system for persons with disabilities and persons with reduced mobility[3], hereafter referred to as the 'TSI PRM', in particular Article 7 thereof,

Whereas

(1) Article 7 of TSI PRM requires the chapter 7 of the Annex to be amended for specifying the characteristics of the Inventory of Assets, including on content, data format, functional and technical architecture, operating mode, rules for data input and consultation, and rules for self-assessment and designation of the entities responsible for data provision.

(2) In accordance with Article 5 of the Agency Regulation and with Article 7 of the TSI PRM, a working party has been established for making a proposal for a recommendation as regards the minimum structure and content of data to be collected for the inventory of assets. This working party has completed this work in May 2017, and as a result, the Agency has finalised the corresponding proposals for amending the TSI PRM.

(3) The working party considered that there was a need to specify a new tool only for the characteristics of accessibility of passenger railway stations; for rolling stock, existing tools developed or under development, such as the register of rolling stock, will be able to fulfil the needs.

(4) In order to avoid a long and expensive process, third party assessments should not be required to collect the data relative to the accessibility of stations. Consequently, the state of conformity to the TSI PRM should not be verified during the initial data collection. As a counterpart, feedback from passengers should be encouraged and processes should be in place to ensure this feedback is considered.

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[1] OJ L 138, 26.5.2016, p.1.

[2] OJ L 138, 26.5.2016, p.44.

[3] OJ L 356, 12.12.2014, p. 110.

(5) When a station (or elements thereof) undergoes an upgrade, renewal or any work foreseen by a National Implementation Plan of the TSI PRM, the information relative to the state of conformity to the TSI PRM of the said station (or elements thereof) should be collected.

(6) To support the development of multimodal travel information, the data relative to the accessibility of stations should be interoperable, i.e. formatted and exchanged according to standard protocols. The boundaries of the data collection should be clear in particular in stations where a change to another mode of transport is possible.

(7) Ticket vendors and railway undertakings should provide the information relative to the accessibility of stations for which they propose timetable information or offer ticketing. These information should be made available to the public together with the timetable or pricing information.

(8) The proposed amendments have no direct impact on the social environment or working conditions of workers in the industry, nor on the rail freight customers. Therefore, no consultation of the social partners and rail freight customers, as provided for in Articles 6 and 7 of the Agency Regulation, correspondingly, is necessary.

(9) Passengers associations, including representatives of persons with disabilities and persons with reduced mobility, had the opportunity to provide their comments as members of the working party and via a public consultation carried out from February to May 2017 on the Agency website.

HAS ADOPTED the following recommendation:

1. The TSI PRM should be amended as set out in the Annex.

2. The following considerations should be taken into account and included in the Regulation to be adopted for the amendment of the TSI PRM:

   • The following milestones for the development of the system should be specified:

      a. Nomination by Member States of the entities in charge of collecting, maintaining and exchanging the data : within 9 months of entry into force of the new provisions. Member States which identify difficulties in meeting this objective may notify an extension to the Commission. This extension shall be justified and limited in time.

      b. Finalization of the technical developments (central database and public website) by the Agency : within 9 months of entry into force of the new provisions.

      c. Central database populated with existing stations:

  i. not later than 15 months after the nomination of the entities in charge of collecting, maintaining and exchanging the data or 24 months after entry into force of the new provisions, whichever is latest: minimum 75% of stations with partial data or 25% of stations with complete data per Member State;

  ii. not later than 27 months after the nomination of the entities in charge of collecting, maintaining and exchanging the data or 36 months after entry into force of the new provisions, whichever is latest : all stations with complete data.

- The progress of data provision should be monitored by the Agency via appropriate indicators reflecting for each Member State the percentage of stations in the system and the percentage of data completeness per station;

- The progress made in the development of the Inventory of Assets should be evaluated by the Agency 30 months after entry into force of the new provisions. The evaluation should cover all aspects of the system, from the data collection to the feedback by users. A report of the evaluation should be issued.

3. When developing the public website, the Agency should define the terms and conditions for use, in particular with regards to the ownership of data, the conditions for re-use of the data and the limits of liability.

4. The following considerations should be taken into account by the working party in charge of revising Commission Regulation (EU) No 454/2011 [4] (TSI TAP):

- The data collected for the inventory of assets should be considered for the fulfilment of the requirement in point 4.2.6.1 of the TSI TAP relative to the "conditions of access to the station building and platforms, including whether the station is classified as accessible for PRMs and whether is staffed for PRM support",

- The entities exchanging those data should be required to take part in the TAP architecture and to make those data available for transfer,

- The technical documents listed in the Appendix P of the Annex should be referenced in the next revision of the TSI TAP and, from then, form an integral part of the corpus of technical documents of the TSI TAP.

This recommendation is addressed to the European Commission.

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[4] Commission Regulation (EU) No 454/2011 of 5 May 2011 on the technical specification for interoperability relating to the subsystem 'telematics applications for passenger services' of the trans-European rail system - OJ L 123, 12.5.2011, p. 11–67

Valenciennes, 31.05.2017

Josef DOPPELBAUER

Executive Director

Annex: Recommendation for the revision of the Annex of TSI PRM

ANNEX

The annex to Regulation (EU) No 1300/2014 should be amended as follows:

(1)   In point 2.3 Other Definitions, a new definition should be inserted:

Accessibility Data

Accessibility data constitute the information relative to the accessibility of passenger railway stations that need to be collected, maintained and exchanged; they consist of a description of the characteristics and equipment of the passenger railway stations; where relevant, this description is complemented with the state of conformity to this TSI. Accessibility data are listed in Appendix O.

(2)   In point 7.2.1 *Steps of the gradual transition to the target system*, a new point 7.2.1.1 Inventory of Assets - Infrastructure should be inserted:

7.2.1.1   Inventory of Assets – Infrastructure

7.2.1.1.1 Functional and technical architecture

The functions of the Inventory of Assets consist of:

1.   Identifying the existing obstacles and barriers to accessibility,
2.   Providing practical information to users,
3.   Monitoring and evaluating progress on accessibility.

The architecture for the exchange of accessibility data is described in Regulation (EU) No 454/2011[5] (TSI TAP).

The following standards shall be applied for the formatting and exchange of accessibility data:

- CEN/TS 16614-1:2014 Public transport - Network and Timetable Exchange (NeTEx) - Part 1: Public transport network topology exchange format 2014-05-14
- EN 28701:2012 Intelligent transport systems - Public transport - Identification of Fixed Objects in Public Transport (IFOPT).

For the particular usage that is intended, a harmonized specific model of IFOPT has been defined, which is described in the technical documents referenced in Appendix P, index 1.

7.2.1.1.2 Collection, maintenance and exchange of the accessibility data

Each Member State shall decide which entity/entities is/are in charge of collecting, maintaining and exchanging the accessibility data.

For each station, there shall be a unique entity responsible for exchanging the accessibility data.

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[5] Commission Regulation (EU) No 454/2011 of 5 May 2011 on the technical specification for interoperability relating to the subsystem 'telematics applications for passenger services' of the trans-European rail system - OJ L 123, 12.5.2011, p. 11–67

Until the architecture for data exchange described in the TAP TSI section 7.3(c)[6] is completely operational, the data exchange will consist in a transfer to the European Railway Stations Accessibility Database (ERSAD), a database hosted by the European Union Agency for Railways.

7.2.1.1.3 Rules for the input and self-assessment of accessibility data

The rules for the input and self-assessment of accessibility data shall be the following:

1. Entities that collect the accessibility data relative to assets need not be independent from the daily management of those assets;
2. During the initial collection of accessibility data, the state of conformity of stations to this TSI may be inventoried as unassessed;
3. When a station (or elements thereof) undergoes upgrade or renewal works or any type of work foreseen by a National Implementation Plan of this TSI, the corresponding accessibility data shall be updated including the state of conformity to this TSI, where relevant;
4. The state of conformity to this TSI may be updated on the basis of an ISV as described in point 6.2.4 of this TSI;
5. The working order of the equipment need not be inventoried.

A data collection tool whose operating modes are described in technical documents referenced in Appendix P, index 2, is made available by the European Commission.

Alternatively, where structured accessibility data exist that fulfil, even partly, the list given in Appendix Q and that can be converted to the harmonized model, they can be transferred after conversion. The methodology for the conversion of existing accessibility data and the communication protocol are given in the technical documents referenced in Appendix P, index 3.

7.2.1.1.4 Rules for consultation

From the database ERSAD:

- The public will be able to access information from a public website hosted by the European Union Agency for Railways;
- Registered national authorities will be able to retrieve all accessibility data that are relevant to the Member State;
- The European Commission and the European Union Agency for Railways will be able to retrieve all accessibility data.

The database hosted by the European Union Agency for Railways may not be linked to other database(s).

7.2.1.1.5 Rules for the management of user feedback

Feedback from users may take the form of:

- Institutional feedback from users associations: existing structures can be used as long as they include organisations representatives of persons with disabilities and persons with reduced mobility and reflect the situation at an appropriate level (i.e. not necessarily national). It shall be organized so as to permit the participation of these organisations on an equal basis with others[7];
- Individual feedback: website visitors will have the possibility to report incorrect information about accessibility data at a particular station and get an acknowledgement that their comment has been received.

In both cases above, the feedback from users shall be adequately considered by the entity(ies) in charge of collecting, maintaining and exchanging the data.

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[7] The concept of "equal basis with others" is taken from the Council Decision 2010/48/EC of 26 November 2009 concerning the conclusion, by the European Community, of the United Nations Convention on the Rights of Persons with Disabilities, OJ L 23, 27.1.2010, for instance from the Article 9.

Appendix O – Accessibility Data

Note: this appendix is temporary and the final version that will be included in the revision of the TSI proposed for adoption may differ from the current version.

STATION GENERAL CHARACTERISTICS	FORMAT	TSI-COMPLIANCE
Name of station	[CharacterString]	[Yes/Unassessed/ Partly]
Station code	[CharacterString]	
Station Address	[CharacterString]	
City name	[CharacterString]	
GPS coordinates	[CharacterString]	
Station Reference point	Main station entrance/ Alternative station entrance/ Assistance point/ Information desk/ Platform/ Meeting point/ No reference point	

For each platform	FORMAT	TSI-COMPLIANCE
Step-free access from reference point	[Yes/Yes with lift/Yes with ramp/No/To be Completed]	[Yes/Unassessed/ Partly]
Consistent tactile path with Braille or tactile information on handrails and walls from reference point	[Yes/No/ To be Completed/Partially]	[Yes/Unassessed/ Partly]
Contrasted stairs with tactile walking surface indicators from reference point	[Yes/No/Not Applicable/To be Completed/Partially]	[Yes/Unassessed/ Partly]
Highlighting of transparent obstacles from reference point	[Yes/No/Not Applicable/To be Completed/Partially]	[Yes/Unassessed/ Partly]

Tactile and contrasting walking surface indicators along the platforms	[Yes/No/To be Completed/Partially]	[Yes/Unassessed/ Partly]
Ticket control barriers to access platforms	[Yes/No/To be Completed/]	
Wheelchair accessible ticket control barriers	[Yes/No/Not Applicable/To be Completed/Partially]	[Yes/Unassessed/ Partly]
Complementary information about accessibility or about the service itself	[CharacterString]	

Access to trains per platform	FORMAT	TSI-COMPLIANCE
Level access for wheelchair users	[Yes/No/To be Completed/Dependent of the train]	
Boarding devices on platform	[No/Not Applicable/To be Completed/Ramps/Lifts]	[Yes/Unassessed/ Partly]
Complementary information about accessibility or about the service itself	[CharacterString]	

PRM assistance	FORMAT	TSI-COMPLIANCE
Assistance offered to access to and from platforms and trains	[Yes/No/Not Applicable/To be Completed/Partially]	
Conditions for assistance	[CharacterString]	
Boarding assistance without prior notification	[Yes/No/Not Applicable/To be Completed/Dependent of the train]	
Possibility to get alternative transport	[Yes/No/Not Applicable/To be Completed/Partially]	
Conditions for alternative transport	[CharacterString]	

Signage	FORMAT	TSI-COMPLIANCE

Visual information at eye level in the station	[Yes/No/To be Completed/Partially]	[Yes/Unassessed/ Partly]
Visual signage		[Yes/Unassessed/ Partly]
Complementary information about accessibility or about the service itself	[CharacterString]	

Dynamic information	FORMAT	TSI-COMPLIANCE
Dynamic visual information system	[Yes/No/To be Completed/Partially]	[Yes/Unassessed/ Partly]
Dynamic spoken information system	[Yes/No/To be Completed/Partially]	[Yes/Unassessed/ Partly]
Remotely controlled audible devices to get information	[Yes/No/To be Completed/Partially]	
Complementary information about accessibility or about the service itself	[CharacterString]	

For each information desk	FORMAT	TSI-COMPLIANCE
Opening hours	[CharacterString]	
Wheelchair accessible counter	[Yes/No/To be Completed]	[Yes/Unassessed/ Partly]
Counter including induction loop system	[Yes/No/To be Completed]	[Yes/Unassessed/ Partly]
Step-free access from reference point	[Yes/Yes with lift/Yes with ramp/No/To be Completed]	[Yes/Unassessed/ Partly]
Consistent tactile path with Braille or tactile information on handrails and walls from reference point	[Yes/No/To be Completed/Partially]	[Yes/Unassessed/ Partly]
Contrasted stairs with tactile walking surface indicators from reference point	[Yes/No/Not Applicable/To be Completed/Partially]	[Yes/Unassessed/ Partly]

Highlighting of transparent obstacles from reference point	[Yes/No/Not Applicable/To be Completed/Partially]	[Yes/Unassessed/ Partly]
Complementary information about accessibility or about the service itself	[CharacterString]	

For each ticketing facility	FORMAT	TSI-COMPLIANCE
Staffed ticket vending	[Yes/No/To be Completed]	
Opening hours	[CharacterString]	
Wheelchair accessible ticket vending counter	[Yes/No/Not Applicable/To be Completed]	[Yes/Unassessed/ Partly]
Ticket vending counter including induction loop system	[Yes/No/Not Applicable/To be Completed]	[Yes/Unassessed/ Partly]
Ticket vending machine or equivalent (card refilling)	[Yes/No/To be Completed]	
Wheelchair accessible ticket vending machine	[Yes/No/Not Applicable/To be Completed]	
Vending machine with audio and tactile features	[Yes/No/Not Applicable/To be Completed/Partially]	
Step-free access from reference point	[Yes/Yes with lift/Yes with ramp/No/To be Completed]	[Yes/Unassessed/ Partly]
Consistent tactile path with Braille or tactile information on handrails and walls from reference point	[Yes/No/To be Completed/Partially]	[Yes/Unassessed/ Partly]
Contrasted stairs with tactile walking surface indicators from reference point	[Yes/No/Not Applicable/To be Completed/Partially]	[Yes/Unassessed/ Partly]
Highlighting of transparent obstacles from reference point	[Yes/No/Not Applicable/To be Completed/Partially]	[Yes/Unassessed/ Partly]
Complementary information about accessibility or about the service itself	[CharacterString]	

For each toilet facilitie	FORMAT	TSI-COMPLIANCE
Wheelchair accessible toilets	[Yes/No/ To be Completed/Partially]	[Yes/Unassessed/ Partly]
Step-free access from reference point	[Yes/Yes with lift/Yes with ramp/No/To be Completed]	[Yes/Unassessed/ Partly]
Consistent tactile path with Braille or tactile information on handrails and walls from reference point	[Yes/No/To be Completed /Partially]	[Yes/Unassessed/ Partly]
Contrasted stairs with tactile walking surface indicators from reference point	[Yes/No/Not Applicable/To be Completed/Partially]	[Yes/Unassessed/ Partly]
Highlighting of transparent obstacles from reference point	[Yes/No/Not Applicable/To be Completed/Partially]	[Yes/Unassessed/ Partly]
Complementary information about accessibility or about the service itself	[CharacterString]	

For each car park	FORMAT	TSI-COMPLIANCE
Parking places	[Number of parking places]	
PRM parking places	[Yes/No/To be Completed]	[Yes/Unassessed/ Partly]
Number of PRM parking places	[Number of PRM parking places]	
Step-free access from reference point	[Yes/Yes with lift/Yes with ramp/No/To be Completed]	[Yes/Unassessed/ Partly]
Complementary information about accessibility or about the service itself	[CharacterString]	

For each stopping point for other connecting modes of transport	FORMAT	TSI-COMPLIANCE
Step-free access from reference point	[Yes/Yes with lift/Yes with ramp/No/To be Completed]	[Yes/Unassessed/ Partly]

Consistent tactile path with Braille or tactile information on handrails and walls	[Yes/No/To be Completed/Partially]	[Yes/Unassessed/ Partly]
Contrasted stairs with tactile walking surface indicators from reference point	[Yes/No/Not Applicable/To be Completed/Partially]	[Yes/Unassessed/ Partly]
Highlighting of transparent obstacles from reference point	[Yes/No/Not Applicable/To be Completed/Partially]	[Yes/Unassessed/ Partly]
Complementary information about accessibility or about the service itself	[CharacterString]	

Complementary information	FORMAT	TSI-COMPLIANCE
Website where additional information is provided	[url]	

Appendix P – List of Technical Documents

Index N°	Label
1	Specification of the harmonised specific model of IFOPT used for the description of stations, including: • *Harmonised model of stations IFOPT PMR- UML format* • *Harmonised model of stations IFOPT PMR- text format*

2	Data collection tool operating modes, including:
	
	• *Software Architecture Document*
	• *Installation guide including both: the import processes and the Data Collection Tool.*
	• *Data transfer process description (from local instance to central database).*
	• *Data Collection Tool Administration Manual*
	• *Data Collection Tool User Manual*
	• *Functional analysis:*
	   o *Manage station*
	   o *User profile*
	   o *Login*
	   o *Manage new fields*
	   o *Manage backend*
	   o *Print*
	   o *Import from legacy systems*

3	Methodology for the conversion of existing data including description of the external interface and the exchange protocol of the data collection tool, including: • *Software Architecture document* • *Installation guide including both: the import processes and the Data Collection Tool.* • *Description of specific import processes.* • *Data transfer process description (from local instance to central database).*