



COMBOIOS DE PORTUGAL

# Accessibility on low density areas

Moving towards a fully accessible train network

March 2024



# Our network

- CP operates a network of suburban, regional, and long distance services
- Suburban and regional services are the ones with more assistance provided
- Clients with Specific Needs have grown by 10% in 2023



- Integrated Mobility Service (PT: SIM) is provided by CP to assist passengers who need equipments or orientation to get onboard our trains
- Available 24 hours all year round
- Booked 6 hours in advance through:
  - CP website
  - Customer support offices at selected train stations
  - CP SIM Customer Care Line

# The way to accessible services

- Advisor for clients with specific needs: Responsible for identifying the accessibility needs on the network and improvements on services
- Advisory board for clients with specific needs: a group of representative organizations of disabled people who support CP by identifying issues on the network and services, bringing clients closer to our work
- Accessibility and inclusion is fully part of the strategic plan and social responsibility

# The way to accessible services

- Discounts for disabled people
  - We support disabled people traveling on our trains by offering discounts, including for personal assistants
- CP is rolling out a new ticket office design
  - Fully new design
  - Multi-level desks

# The way to accessible services

- New automatic ticket selling machines
  - Improved accessibility
  - Improved navigation
- New website
  - Improved communication with clients
  - Improved accessibility, to the newest standards
- New app
  - Improved experience
  - Improved accessibility



# Improving our trains

- When we perform heavy maintenance we take the opportunity to improve accessibility
- We are investing on new onboard lifts and ramps
  - Regional trains are getting new onboard lifts
  - Porto suburban trains are getting new quick-deployment ramps
  - Cascais suburban trains are getting new portable ramps
- New trains are coming
  - 22 new regional trains are being manufactured by Stadler
  - 117 new trains will be ordered soon