

## COMPANY'S DATA

Name or Corporate name

Address

Town

Province

Telephone number

Fax number

E-mail

Web site

## CUSTOMER INFORMATION SERVICE

Is there a service that can give information to disabled customers?

- yes
- no

Typology

- an information service for all customers without distinctions
- an information service specific for disabled people

Addresses

- Telephone number \_\_\_\_\_
- Fax number number \_\_\_\_\_
- E-mail \_\_\_\_\_
- Internet \_\_\_\_\_

Specific information for disabled travellers can be found in

- Paper leaflets
- Web site \_\_\_\_\_
- Other \_\_\_\_\_

## AN ASSISTANCE SERVICE FOR DISABLED CUSTOMERS

Does it exist?

- Yes
- No

Addresses

- Telephone number \_\_\_\_\_
- Fax number \_\_\_\_\_
- E-mail \_\_\_\_\_
- Internet \_\_\_\_\_

How long before should the request be presented?

- 1h
- 12 h
- 24 h
- 48 h
- one week
- when leaving/arriving

To reach the assistance service, there are:

- Direction signs
- Tactile guides on the floor
- Tactile maps
- Other \_\_\_\_\_

How does a disabled customer meets the staff

- The disabled traveller must reach the assistance centre by himself
- The disabled traveller gets to the ticket office/check-in that will inform the staff
- By the car parks reserved for disabled people there are telephones to call the assistance service
- Inside the building there are telephones to call the assistance service

Kind of service provided to the disabled person:(multiple answer

- General information on how to orientate oneself inside the building
- Welcome of the customer when entering the building
- Luggage transport service

- ❑ Preference-check-in for disabled travellers at the assistance centre
- ❑ Accompanying the disabled traveller:
  - During boarding/landing operations from an airplane
  - During boarding/landing operations from a train
  - At a bar/ restaurant/ shops
  - At the toilet
  - When taking a taxi, at a car park or at bus stops
- ❑ Moving to a service wheelchair :
  - optional
  - compulsory
  - no service wheelchair is provided
- ❑ wheelchair sitting space      cm\_\_\_\_\_

If a disabled passenger gets on a train specially equipped for disabled persons, but at the departure/arrival railway station there is no assistance service, how can he get on/off?

- ❑ Getting on/off operations can be organized by making a reservation in advance
- ❑ The disabled person must be helped by his/her own helper
- ❑ Getting on/of operations are not allowed for security reasons

## TRANSPORT LINES EQUIPPED FOR DISABLED PASSENGERS

How many lines are there in total? \_\_\_\_\_

Are there lines whose vehicles are all equipped for disabled people?

- Yes
- No

If Yes:

- Which \_\_\_\_\_
- How many \_\_\_\_\_
- % on total amount \_\_\_\_\_

Are there lines whose vehicles are partially equipped for disabled persons?

- Yes
- no

If Yes:

- Which \_\_\_\_\_
- How many \_\_\_\_\_
- % on total amount \_\_\_\_\_

Are there lines with no equipped vehicles?

- Yes
- no

If Yes:

- Which \_\_\_\_\_
- How many \_\_\_\_\_
- % on total amount \_\_\_\_\_

Is there an official schedule concerning the exact time at which equipped vehicles for disabled people stop?

- Yes, it can be consulted on web site \_\_\_\_\_
- Yes, it can be consulted at ticket offices
- Yes, it can be consulted at bus stops
- No
- Other \_\_\_\_\_

Is it possible to know in advance the distribution of equipped vehicles during the day?

- Yes, by consulting the call centre of the company
- Yes, by consulting a service number
- No

Is it possible to require the presence of an equipped vehicle for disabled people on a certain line for a fixed day and time?

- Yes
- Yes, but only if he/she is a regular customer
- no

How is it possible to send the request for the presence of an equipped vehicle for disabled people

- By calling the company's call centre
  - 12 h before
  - 24 h before
  - 48 h before
  - one week before
- by sending a fax /mail
  - 12 h before
  - 24 h before
  - 48 h before
  - one week before
- Other \_\_\_\_\_

**VEHICLES/COACHES/ BOATS  
EQUIPPED FOR DISABLED PASSENGERS**

Does the company have equipped vehicles for disabled passengers?

- Yes
- no

Kind of means of conveyance owned by the company

- Bus
- Trolley-bus
- Tram
- Underground
- Train
- Shuttle service among railway stations (Passante ferroviario)
- Cable-railway
- Boats

Percentage of vehicles/coaches equipped for disabled people on the total amount of the means of transport

\_\_\_\_\_

Daily percentage of trains with an equipped coach for disabled persons in Region Lombardy

\_\_\_\_\_

Is there an adaptation plan of the means of transports equipped for disabled people?

- Yes, according to ways and times defined by the Public Authority in the tender for contract
- Yes, all new means purchased are equipped for disabled people
- No
- Other \_\_\_\_\_

The vehicle equipped for disabled people has the following characteristic:

- Lowered platform (no steps)
- Hydraulic/electric platform
- Hand operated ramp
- Hydraulic arm with platform on the train
- Wheelchair housing
- Locking system for wheelchair (where no specific housing is provided).

- Chain fixed on vertical supports
- Wheel locking system
- Other\_\_\_\_\_
- sound communication systems for blind people
- Tactile guides for blind people
- Tactile maps for blind people
- Visual communication systems for deaf people
- Toilet for disabled people
- Other\_\_\_\_\_

Are checks on the good functioning of such equipments made regularly?

- Yes , once a year
- Yes, every six months
- Yes, every four months
- Yes, monthly
- Yes, weekly
- no

Does each train have at least one coach equipped for disabled people?

- Yes
- no

How many housings for wheelchairs are there on each vehicle/train?

- 1
- 2
- more than 2
- None

Are there other reserved seats for disabled people?

- Yes, 1
- Yes, 2
- Yes, more than 2
- No

How can a disabled person get on and off the means of transport?

- Thanks to the intervention of the generic staff in service on the means of transport or in the railway stations
- There is an assistance service for disabled people
- A disabled person gets on and off by himself/herself
- A disabled person must have his/her helper

What kind of means are used to help in getting on and off?

- Landing-stages/fingers to get on and off airplanes
- Lifting truck to get on/off trains
- Ambulift to get on/off airplanes
- gangways (between the wharf and the boat)
- none

## STOPS

Does the company take in due consideration the problem of accessibility of wharfs to get on/off vehicles?

Yes

- by granting notification to the Public Authority concerned
- by granting the absence of steps or the presence of ramps to get to the stops
- by granting the presence of tactile guides to get to stops
- by granting the vehicle's entrance is on the same level as the wharf
- by granting the presence of seats at stops
- by granting the presence of platform roofing
- by granting the presence of schedules at stops
- by granting the presence of information in real time concerning the arrival of vehicles

No

How many lines have accessible wharfs/ platforms to get on/off the vehicle?

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Which are these lines?

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Percentage of accessible lines on the total amount

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## **TRAINING OF THE STAFF DEDICATED TO THE INFORMATION/ASSISTANCE SERVICE FOR DISABLED PEOPLE**

Is the staff trained on how to relate with disabled travellers?

- Yes, by attending generic courses on how to relate with customers
- Yes, by attending specific courses on how to relate with disabled customers
- Yes, by attending courses organized by specialized organizations
- No, there are no training courses

## **TRAINING OF THE STAFF EMPLOYED ON DRIVING VEHICLES**

Does the staff receive a technical formation concerning the use of devices/ procedures for getting on/off disabled passengers?

- Yes
- No

Does the staff employed on driving vehicles or employed on checks receive information on how to relate with disabled passengers?

- Yes, by attending generic courses on how to relate with customers
- Yes, by attending specific courses on how to relate with disabled customers
- Yes, by attending courses organized by specialized organizations
- No, there are no training courses

## REDUCTIONS

Reductions in prices for disabled passengers:

- Regional card for public transports
- Blue card by Trenitalia (for disabled people with accompanying allowance)
- 3<sup>a</sup> special concession by Trenitalia (for blind people)
- 8<sup>a</sup> special concession by Trenitalia (for disabled servicemen and invalid people)
- Other \_\_\_\_\_
- there are no reductions