

LUAS

Accessibility newsletter

September 2006

Keeping in
touch with the
whole community

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RPA Introduction

The Railway Procurement Agency's Luas Accessibility newsletter.

Keeping in touch with the whole community.

Luas is a state-of-the-art Light Rail Transit System that provides an accessible, attractive and unique mode of public transport in Dublin. Compliant with current accessibility and environmental standards for transport systems, it offers accessibility for all. This philosophy has been a cornerstone of the design development of the system from the initial phases of the project.

Whilst focused on people with mobility and sensory impairments the fact is that the approach of "access for all" works for everyone as the name implies. Full Wheelchair access ensures no steps so pushchairs and buggies and people with luggage also feel the benefit of the universality of the design. Well thought out surfacing, furniture, stop facilities, large visible signage, audio announcements and destination displays all serve to make the system easier to navigate. The RPA and Luas operating company, Veolia have been proactive in establishing procedures and implementing staff training & awareness initiatives, which further enhance the accessibility of the system.

As a new system some users will be unfamiliar with all the features which have been incorporated into the design to assist with accessibility. This issue of the Luas Newsletter is a one stop guide to the facilities on the system for those with impaired mobility.

Travel on Luas is free for those with a Department of Social & Family Affairs (DSFA) pass and pensioners and there's no restriction on when you can travel.

Luas Passenger Charter :

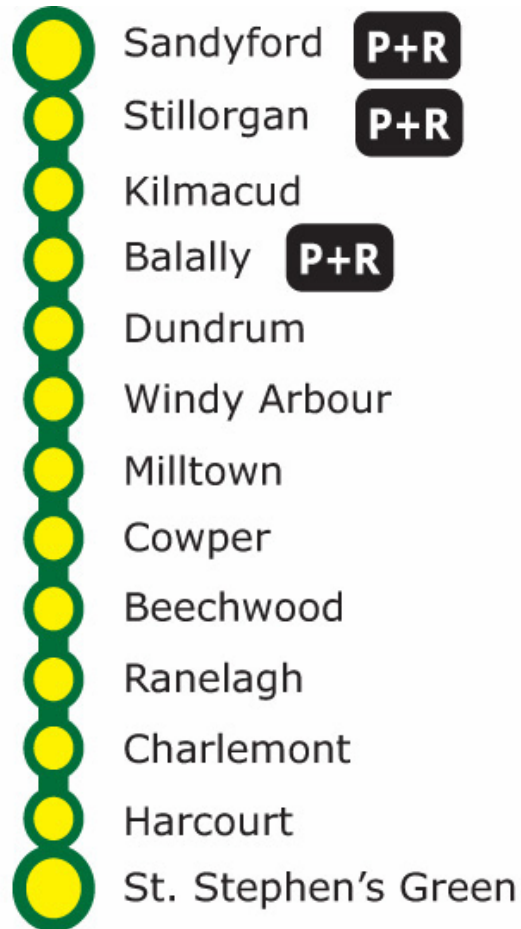
Time	Comfort
<p>Luas should provide you with a punctual journey, minimising your waiting, connection and transport time.</p> <ul style="list-style-type: none"> ■ We will do our most to ensure that trams run on-time. ■ We will publish details of our performance every 12 weeks. 	<p>Luas should make your journey as comfortable and as pleasant as possible.</p> <ul style="list-style-type: none"> ■ Trams will be cleaned inside and out regularly, and litter will be collected and disposed of in the most environmentally friendly possible. ■ All trams are non-smoking and offer the best possible comfort.
Safety	Access
<p>Luas should provide you with the utmost levels of safety and security.</p> <ul style="list-style-type: none"> ■ All stops and all trams are equipped with CCTV cameras. ■ Customer Service Officers will be present throughout the day and until the last tram. 	<p>Luas should be practical and easy to use.</p> <ul style="list-style-type: none"> ■ Low floor trams and ramps ensure that the network is accessible to everyone. ■ Customer Service and Disability Awareness is part of the training of all our staff.
Information	Listening
<p>Luas should keep you well informed and explain what is happening in case of problems.</p> <ul style="list-style-type: none"> ■ Announcements and real-time information displays will provide you with the latest information concerning possible traffic disruptions or any emergency. ■ Customer Service staff will also keep you informed. 	<p>Luas should have a respectful relationship with you.</p> <ul style="list-style-type: none"> ■ Our customer Care phone service and internet site will be available to assist you, to listen to you and to respond to your needs. ■ We will answer all written comments within one week.

Luas Route Maps

Red Line



Green Line



P+R Park and Ride site

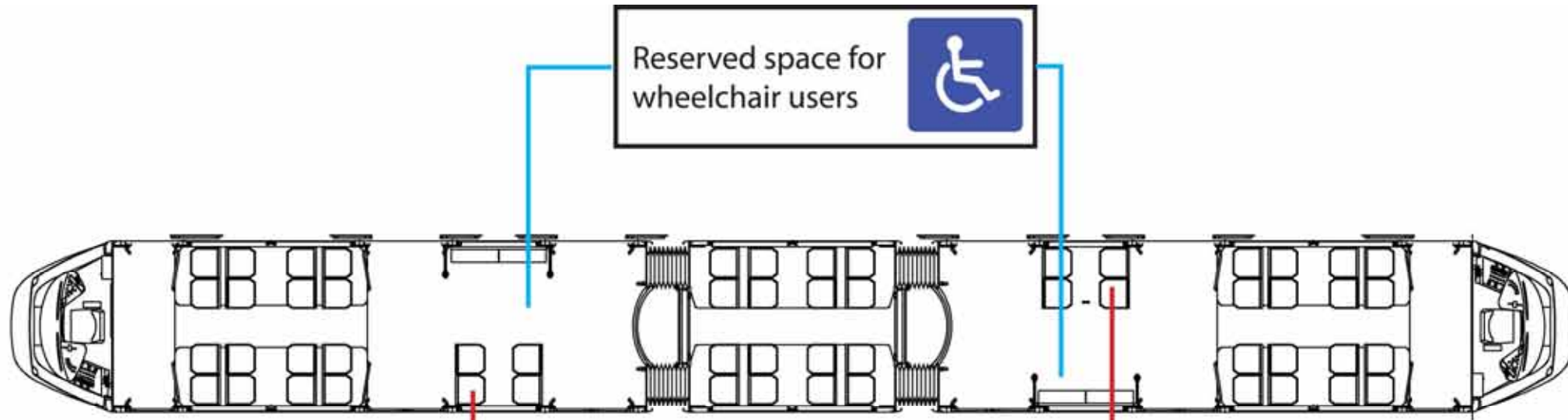
Trams

The vehicles continue the theme of accessibility for all, providing a smooth, comfortable journey for everyone. The system was designed in consultation with disability groups and has the following features.

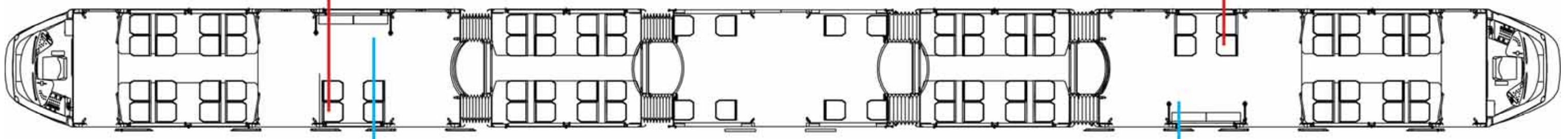
- The floor of the tram is low level over 85% of the vehicle and changes in level are highlighted with a yellow strip. The floors are treated with an anti slip coating but take care as they can become slippery when wet.
- There are many wide doors along the side of the tram which can be activated by pressing the flashing illuminated button on the door. There is also a buzzer which sounds as the doors are about to close. The door threshold is highlighted with a high grip/high contrast yellow strip. The doors will not open until the tram is positioned correctly at the platform and may be operated automatically by the driver or manually by the passenger.
- Line route maps with stop names are provided near the doors, and on the Ticket Vending Machines (TVM's) and the Notice boards.
- The numerous handrails are bright yellow for optimum visibility against the darker tram interior finish.
- There are two designated areas for wheelchairs users, directly adjacent to (either side of) the 4 central sets of double tram doors. These areas are identified by the double sided wheelchair stickers on the glass above the bum rest seat.
- Wheelchair users should apply their brake, securing themselves against the side grabrails and face rearwards for maximum safety during a sudden stop.

- There are four priority seats for those with special mobility requirements, in the same designated seating area.
- Adequate space is provided for guide dogs underneath the designated seats.
- There is an emergency passenger communication device on board the tram, which is located on a doorpost to the right hand side of every pair of doors; this enables a passenger to speak directly with the driver.
- There is an emergency brake lever located at every door which will cause the tram to stop in the event of an emergency. False activation of the emergency brake may result in a fine. If the tram is close to a stop it may proceed there before stopping.
- Adequate space is provided for luggage and shopping bags between the seat backs on the raised area of the tram.
- There are on board digital displays in upper and lower case high contrast text which display the name of the stops and other information.
- External displays show the terminal destination of the tram on the front, back and sides of the vehicle.
- There are automatic audio announcements on board giving the names of the station and other pre-recorded messages.
- Trams are fitted with a bell which is rung when approaching and leaving stops and at road junctions. There is also a horn which can be used if required.

Diagram of Tram :



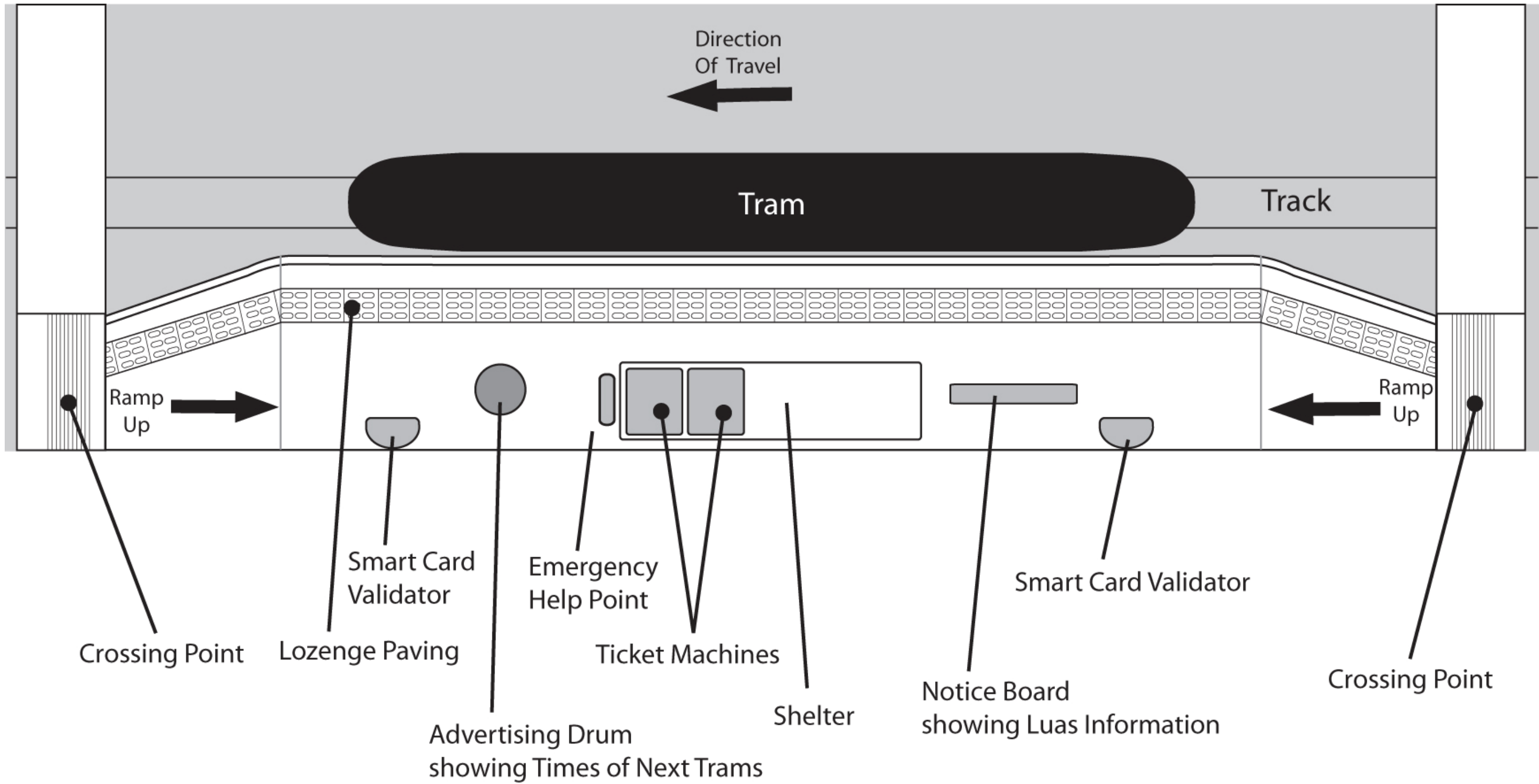
Reserved space for users with special mobility needs



Reserved space for wheelchair users



Diagram of Platform :



Access At Stops :

The following stops can be accessed by lift:

- **Kilmacud** has lifts on each platform.
- **Balally** has lifts on each platform.
- **Ranelagh** has one lift only on the outbound platform side.
- **Charlemont** has one lift only on the inbound platform side.
- **Connolly** has one lift and an escalator adjacent to the Luas platforms plus an internal lift inside the main station entrance.

All lifts have an intercom to contact Luas Control in the event of an emergency and are covered by CCTV cameras internally and externally.

Platforms :

What do they look like?

Most stops have two 40m long by 3m wide platforms at each side of the track (generally referred to as lateral type) but there are two stops which feature single platforms between the tracks located at Harcourt on the Green Line and Busaras on the Red Line and one with an additional third platform at Heuston (these are referred to as Island type).

Ramps :

The platforms are raised 280mm above the track and are accessed by short 5m ramps located at one or both ends of the platforms. This allows you to cross the track. Some ramps feature an adjacent handrail where required.

Crossings

:

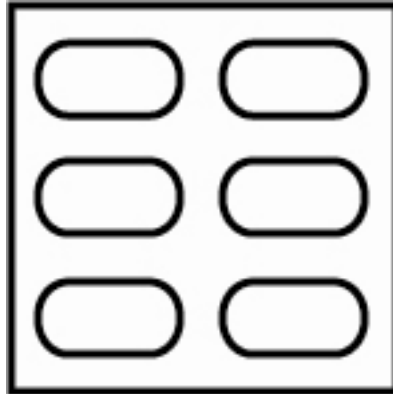
Remember to always use the designated crossing point to cross the track.

The surfacing is smooth & flush eliminating trip hazards and includes colour contrasting tactile paving which warns of particular hazards.

Tactile surfacing types and what they mean:

- **Lozenge** shaped paving, in a charcoal shade for colour contrast, located 400mm from the edge of the platform running parallel to and along the full length of the platform informs passengers they are approaching the platform edge
- **Corduroy** or striped shaped paving, in charcoal for colour contrast is used to highlight the top or bottom of a staircase, landing or lower end of a ramp,
- **Blister** or dot shaped paving, in charcoal or red for colour contrast, located at a crossing point of a road or track crossing area indicates a signalled crossing point
- A 75mm wide **White Line** runs along the edge of the platform to highlight the edge.

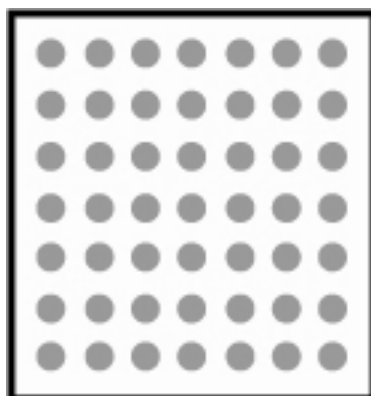
Diagram of Tactile paving :



Lozenge Paving



Corduroy Paving



Blister Paving

Assistance At Stops

- **CCTV system**

All stops, trams and park and ride facilities have CCTV coverage as standard

- **Public Address system (PA)**

All platforms have a full public address system allowing the control room staff to make announcements to some or all stops. Pre-recorded messages are also made from time to time.

- **Emergency Help Point's (EHP's)**

On every platform there are emergency help points which are placed at the ends of the shelters next to the Ticket Vending Machines. At some stops they are free standing and in the same location. They can be identified by the large red button housed in a blue coloured plate and have the words "SOS Emergency Help Point" in yellow text written on them. Pressing the button activates a call to the Central Control Room (CCR) and also operates the CCTV which immediately focuses on the activated help point. The help point contains an induction loop for the assistance of those with suitable hearing aids. A green light shows a call is in progress. Communication is two way and the CCR staff will provide any assistance required. Customer services officers, Gardai or emergency services can be contacted if required.

Emergency Help Point instructions:



Press the large red button once

This will connect you with the Central Control Room staff

The CCTV system at the stop means the staff can see who has pressed the button

The staff member and the passenger who requires assistance can now speak to each other

Furniture At Stops

Other furniture on the platforms includes a circular advertising drum which incorporates a passenger information display unit. This displays a three line text message informing passengers of the anticipated arrival times and destinations of the next three trams from that platform. The PID can also be used to provide information about service disruptions or other information. Some locations do not have a drum and so have a free standing PID instead

Check the passenger information displays regularly for the latest information.

Large signs display the name of each stop prominently. The signs also have a coloured “flag” which identifies the particular line they are on.

Smart card Validators are located on all platforms and allow users of the LUAS smart card to “tag on and tag off” without the need to buy individual tickets for their journeys.

Steel and glass shelters are located on all stops with a few exceptions, these house the Ticket Vending Machines and Emergency Help Point as well as providing seating. A rubbish bin is provided on all platforms.

Many stops feature a balustrade to separate them from adjoining areas or adjacent roadways but some are integrated into the surrounding footpath or landscape.

All stops have a Notice Board either mounted on the shelter or free standing. This poster contains a location route map showing key local features and has information regarding fares and ticket sales offices. These notice boards are updated regularly with new information.

Tickets

What types are available and how do I get one?

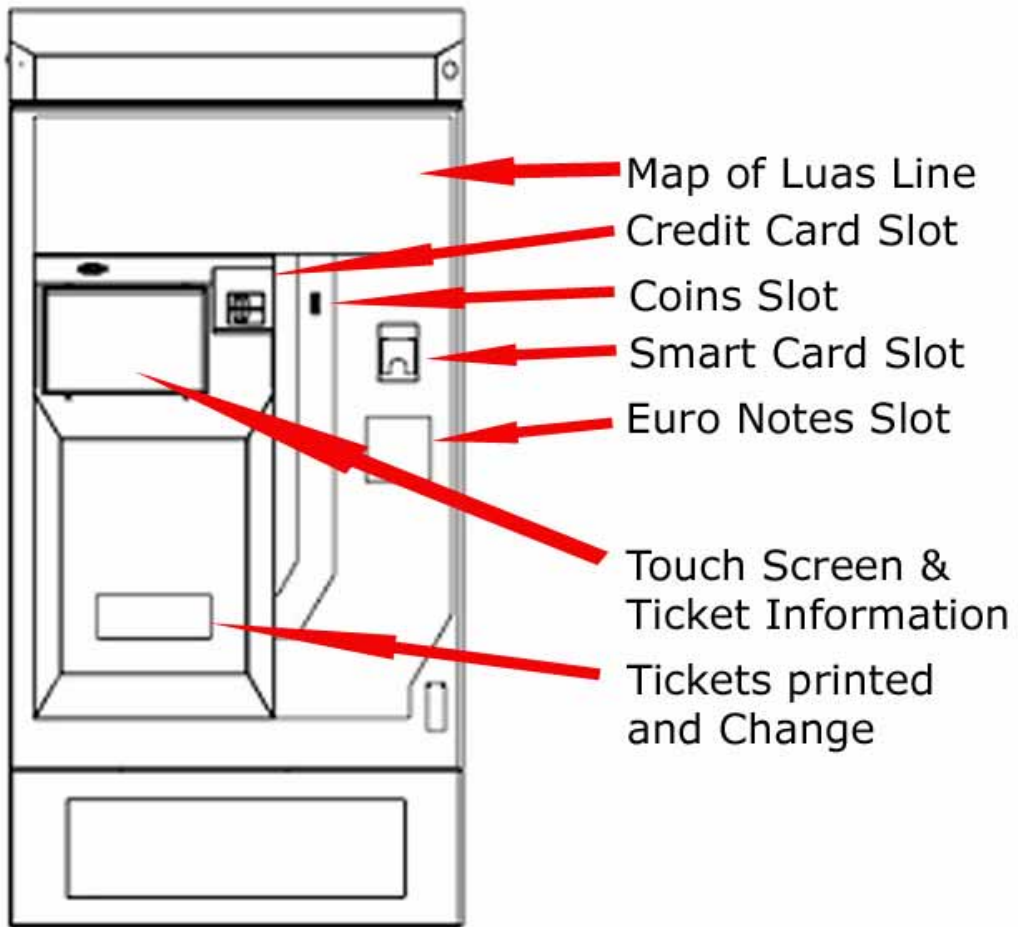
Tickets may be bought on the platform from the Ticket Vending Machines. These machines have a touch screen allowing the selection of different ticket types and will accept cash or credit cards. The machines can also be used to top up a Luas Smart Card. Tickets may also be purchased from a range of retail outlets throughout the city. An audio support function is also available.

Many people are not aware that buying your ticket from a shop is cheaper than buying them on the platform. Single, return, daily, weekly, monthly and annual tickets are all available. Tickets with combined Bus and Rail services are also available. More details of ticket types can be found on the web site and notice-boards at the stops. Remember you must be in possession of a valid ticket before you board the tram.

Typical Luas Ticket:



Ticket Vending Machine (TVM) :



Press the screen within the button area to make your selection.



Button Area
Description

Language Button

Audio Button

Smart Card Validator :

There are two validators on each platform.

Simply place your Luas Smart Card in front of the yellow sticker area of the front of the validator.

The machine will make a 'ping' sound and the green light will flash.

You may now board the tram.

Don't forget to do this again when you get off the tram!

If there is no 'ping' sound and the red light flashes then you'll need to top-up your smart card using the ticket vending machine on the platform.



Information on the Luas Smart Card is available from www.luassmartcard.ie: Phone: 1800 300 604.

Park and Ride :

There are five Park and Ride car parking sites all of which have conveniently located designated disabled spaces:

Red Line:

Red Cow has 756 parking spaces with 12 designated disabled spaces.

Tallaght due to open 2007 with 425 – 450 parking spaces.

Green Line:

Sandyford has 110 parking spaces with 6 designated disabled spaces.

Stillorgan has 313 parking spaces with 5 designated disabled spaces.

Balally has 428 parking spaces with 28 designated disabled spaces.

Parking for disabled users is free of charge.

Future Improvements

The RPA and Veolia Transport welcome constructive suggestions on how to improve the service provided to people with mobility and sensory impairments and have established a Luas users group to advise on access issues for new projects and improvements to the existing system. If you have any ideas, suggestions concerns or complaints then please pass them on to us and we will do our utmost to address them.

RPA Corporate policy with regard to public transport access:

- One of the key objectives of the Railway Procurement Agency is to provide an integrated public transport system that not only serves all members of the public but also enhances the quality of their lives and the quality of the urban environment in the vicinity of the system.
- Access for all is central to every scheme design and operation undertaken either directly by the RPA or on its behalf by third parties.
- The RPA will use best international practice in disability design, it will encourage innovative and imaginative solutions and it will seek to lead the field in the provision of an accessible public transport system for Dublin.
- The RPA is committed to ensuring that its services, premises and information are fully accessible and that all staff members receive appropriate awareness training.

Contact Us :

System information in accessible formats is available from Veolia Transport and includes a tactile map of a tram, audio tape and Braille. Information about the system such as fares, operating times, customer charter etc is also available online at www.luas.ie.

You can contact us by phone:

Freefone Luas Customer Care: **1800 300 604**
Office Hours are Monday to Friday 7.00am to 17.00pm
and Saturday 10am to 2pm.
The office is closed on Saturday, Sunday and Bank
Holidays.

Or by writing to :

Customer Services
Veolia Transport Ireland
Luas Depot
Red Cow Roundabout
Clondalkin
Dublin 22

You may also e-mail:

luascustomer@veolia-transport.ie

Information on the Luas Smart Card is available from:
www.luassmartcard.ie by phoning: **1800 300 604**, or at the
address above.

Familiarisation visits can be set up by arrangement, Just
post, call or e-mail your request.

General information on Luas and metro projects is
available from www.rpa.ie

