



Strategy & actions plan on accessibility

October 2024



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sytral.fr

SYTRAL
MOBILITÉS

Key points ?



15% of the population with disabilities, 30% people with reduced mobility



In 2040, more than a third of the population will be over 65 years old in France



Universal design : what is put in place for people with disabilities is good for everyone



Developing an unbroken mobility chain



All types of impairment must to be taken into account



Accessibility is one of eight general principles outlined in the United Nations Convention for the Rights of Persons with Disabilities (Article 3 et 9).

Accessibility actions plan of SYTRAL Mobilités

1. Ensure universal accessibility on transport networks



2. Ensure universal accessibility on traveler informations



Improve mobility of people with disabilities

3. Set up specialized services



4. Promote concertation with associations of disabled people



1. Ensure universal accessibility on transport networks



Removal of the platform/train gap



Interior layout :
wheelchair user
zone and visual
contrast



Door marker place and alertness
bandon on the station platform

1. Ensure universal accessibility on transport networks

- Experimenting with guide strips and braille sleeves



- Experimenting with new technology : Evelity application and stop bus



1. Ensure universal accessibility on transport networks



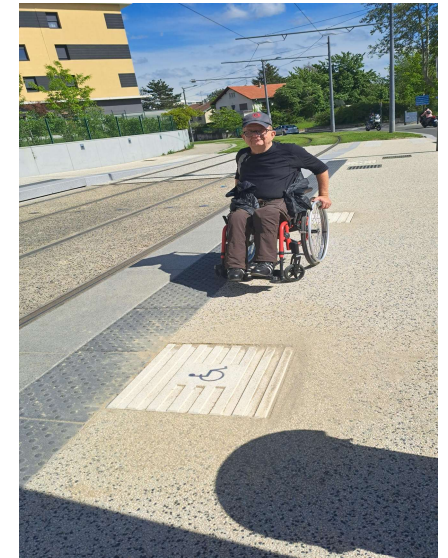
Fully accessible tram trains



Implementation of “sit-stand” supports



New totem 6.5 m high



New door marker

1. Ensure universal accessibility on transport networks



Implementation program accessibility of a hundred stopping points per year by 1.6 M€



100% of the bus fleet accessible

1. Ensuring accessibility to construction sites

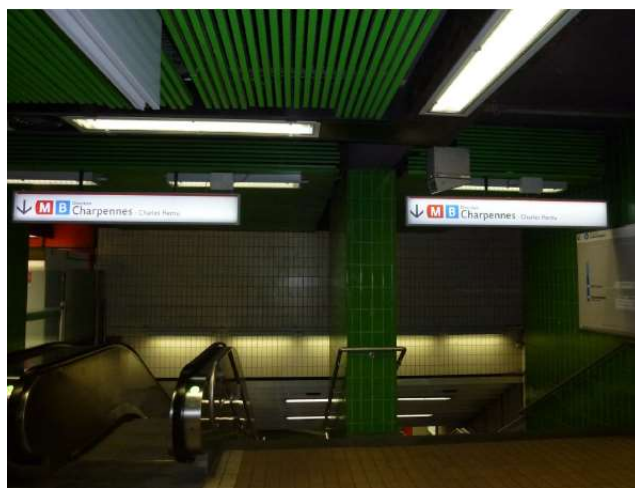
Raising awareness among workers on the sites



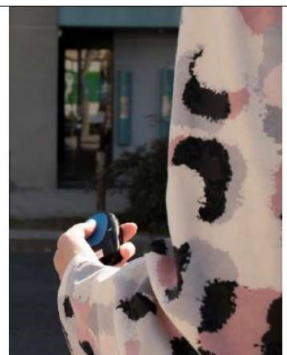
Development of paths & sound beacons



2. Ensure universal accessibility on traveler informations

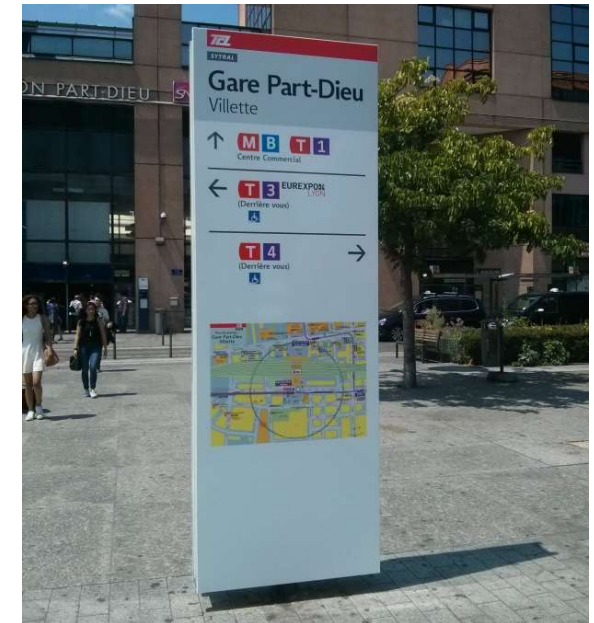


Backlit metro signage



Installation of sound beacons at metro station entrances

Sound system for passenger information terminals at bus stops



Improvement of signage (contrast and font size in particular) during each renewal

2. Ensure universal accessibility on traveler information



Signage elevator



Magnetic induction loop in commercial agencies



Accessibility of the site and mobile app

Déclinaison sur les modes

M	A	B	C	D	BUS	31	32	33	34	35					
F	1	2	BUS	36	37	38	39	40							
NAVI	1	BUS	41	43	45	46	49								
T	1	2	3	4	5	6	7	9	10	BUS	50	50EX	51EX	52	52EX
TB	8	11	BUS	54	55	57	59	60							
C	1	2	5	6	8	9	BUS	61	62	63	64	65			
	10	11	12	13	14	15	BUS	66	67	68	69	70			
	16	17	18	20	20E	21	BUS	71	72	76	77	78			
	22	22EX	23	24	25	26	BUS	79	80	81	84	85			
	200	201	202	204	205	206	BUS	86	87	88	89	89EX			

One color per line in 2026

2. Ensure universal accessibility on traveler information



Audible and visual announcements on trams and buses



Dynamic information in the metro



Awareness-raising & training for all staff in contact with the public

Sound system for passenger information terminals in stations served by 2 lines

2. Ensure universal accessibility on traveler informations

Develop adapted and accessible passenger information : 5 key points

- **Visibility:** contrast, lighting, height



- **Readability:** character size, height, contrast



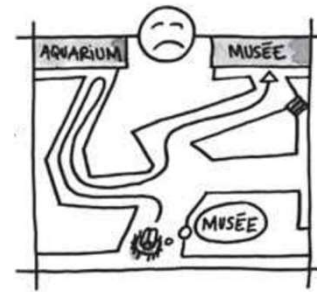
- **Ease of understanding:**
simplicity, hierarchy, pictogram,
color code



- ## ➤ Consistency



- ## ➤ Continuity



3. Establishment of specialized services

➤ **Continuously improve the Optibus service**



➤ **Development of personalized complementary services**

- Optiguide service
- Opti-sûr service



4. Improve concertation with local organizations



Meetings on site for river shuttle project



Meetings on site for choice of floor coverings

❖ Meetings on site or in meeting rooms on the development of future tram stations