At Keolis, we believe accessibility is more than just a right: it’s an opportunity to innovate, to enhance the comfort of our networks for all passengers and to attract new users and boost customer loyalty. Our expert teams work alongside Public Transport Authorities (PTAs) to establish public transport as a key driver of mobility and social inclusion.

At Keolis, all passengers are equal: we focus on people, not disabilities (whether they are permanent or temporary, visible or invisible). We believe mobility drives social cohesion and strive to ensure everyone feels at home on our networks.

Our employees are committed to providing passengers with the highest standards of service and support at every step of their journey, regardless of individual mobility issues.

We provide passenger information to suit all individual needs, particularly during service disruption.

We combine human and digital solutions to support and assist vulnerable passengers and implement new services to simplify accessibility.

We boost passengers’ autonomy by facilitating digital accessibility throughout the entire customer journey (websites, applications, etc.).

We provide PTAs with efficient and objective advice and guidance on network accessibility issues, such as the choice of infrastructures or equipment.

Keoscopie, our in-house mobility observatory, helps us stay abreast of the latest mobility trends and provides us with key insights on individual passengers’ needs.

Belonging to a Group allows our subsidiaries to share ideas and best practices. Universal accessibility is a key component of our corporate commitments and all our networks are dedicated to ensuring everyone can take full advantage of our transport offers.
THE ESSENTIALS

RELATED RESOURCES
> Cap’Handéo Mobility Services certification (FR)
The reassurance of a specially-adapted, end-to-end mobility solution
> Keolis Web Passenger
Adaptable website, responsive design, compatible with WCAG standards (Web Content Accessibility Guidelines)
> Accessibility factsheet

CASE STUDIES
> Accessibility week
Keolis Yarra Trams – accessibility awareness-raising activities for Keolis employees
> Network Ambassadors
Keolis Docklands Light Railway – in London, a network of specially-trained employee ambassadors helps mobility-impaired passengers get around more easily
> Accessibility Guide
Keolis Wales and Border – web-based guide outlining services available for vulnerable passengers at every step of their journey
> Certification
Keolis Montargis – Cap’Handéo Mobility Services approved until June 2020 (FR)
> Employee training and awareness
  • Keolis Rennes – Training 1,000 employees in two years
  • Keolis Docklands Light Railway – “Back on track”: helping customers regain their independence after a long period of absence on the network

PARTNERS AND PROVIDERS
> Wheeliz (FR)
The first peer-to-peer wheelchair adapted car rental website
> Elioz (FR)
Elioz helps the deaf and hearing-impaired to access customer support services on Keolis’ PAM 75, Bordeaux and Caen networks

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TRAINING
Addressing Disability (FR)
Developing knowledge of different disabilities

ASSOCIATED FACTSHEETS
9 - Designing multichannel customer information
13 - Managing customer service in the field

Unless marked (FR), all resources are available in French and English. Please contact the Group contacts if necessary for translations not already on KeoSphere.