

10. Metro Trains

10.1. Considerations

Automatic door closings are the biggest issues for children, seniors, and parents with strollers, persons with baggage and persons with mobility impairments, in particular at rush hour with large crowds entering and exiting the cars.

In Dubai, due to social cultural consideration, there is a need to designate sections for family and gender seating within the vehicle or in separate cars.

Next-stop announcements, a dynamic visual route display and announcements in audio and text of the station number would improve information for visitors not familiar with the local environments.

Consideration should be given to avoiding known allergens. Education, sensitization, and training of both operators and passengers on their respective rights and responsibilities will contribute to making the Dubai transport system a universally accessible and socially responsible model.

Access to a Metro shall be universal and apply to the dimensions and maneuvering characteristics of all persons using mobility aids, luggage, prams/ strollers, service animals, persons with vision, hearing and cognitive and other disabilities.

10.2. Boarding and alighting

10.2.1. Gaps of train

There shall not be any significant gaps between the platform and the train to hinder passengers using mobility devices from boarding and disembarking.

The low floor train car shall be level with the platform.

A horizontal gap between the train and the platform not to exceed 50 mm.
Vertical gap not to exceed 15 mm.

10.2.2. Doors

Doors leading into cars with designated seats or designated wheelchair space shall have an obstacle free minimum clearance of 900 mm.