8.6.5. Staff assistance and help line

Staff assistance shall be available. There is no substitute for staff presence to assist passengers in need of help or to intervene in crisis situations.

8.6.6. Voice guidance systems

Voice guidance systems should be available in stations.

8.7. During the trip - In vehicle information

Information in visual and audio formats is required for on-board stop announcements, direction of travel, the destination and emergency instructions in vehicles

8.7.1. Next stop announcements

1. Call buttons in high contrast colours and location shall be provided in all vehicles.

2. Next stop announcements shall be provided in audio.

3. Text format in Arabic and English language should be used.

4. Visual information shall be left on the screen for at least twice the normal reading rate. A display time of 10 to 20 seconds shall be used.

   - Navigation of electronic information shall be clear and consistent.
   - Icons: Icons shall be recognizable by all expected users. International symbols shall be used where possible.

5. Display Time/Scroll Rate on Electronic Media: Text shall be displayed in a fixed manner if possible. If scrolling is used, information shall be left on the screen for at least twice the normal reading time. Since a fixed time of about 10 seconds is likely to avoid confusion, a display time of 10 to 20 seconds shall be used.

6. Flicker Rate Pages shall be designed to avoid screen flickering of a frequency greater than 2 Hz and lower than 55 Hz. Page elements that flicker at a rate of 2 to 55 cycles per second shall not be used in order to minimize the risk of optically induced seizures.

7. Audible messages should be adjusted to 15 dB(A) above surrounding noise level.

   - Peak noise criteria shall be no more than 40 PNC.
   - Signal to noise ratio shall be a minimum of +10 dB (S/N).