

## 2. Designated seats and wheelchair space

All designated seats shall be clearly marked for its purpose.

The wheelchair space shall be clearly marked with the international symbol of access.

## **10.2.8. Onboard travel information**

### 1. Multi-media information

All information shall be provided at least in audio and visual formats, tactile or haptic as appropriate. Information shall be given about the route number, station number, destination, next stop and, if applicable, transfer connections. Automatic information shall be turned on all the time. Travel information shall not be combined with commercial ads or announcements.

### 2. Route and destinations signs

On each vehicle, the route and destination shall be clearly displayed in the front and back and on both sides of the car.

### 3. Route map

There shall be a map showing the route of a vehicle. The map shall be posted on the wall or on the wall close to the ceiling inside the vehicle, the map should be clear enough and color contrasted with its surroundings. An additional route map can be presented on the digital display. It is recommended that, if possible according to the vehicle's layout, the map could be tactile and with raised text or icons.

### 4. Audio announcement system

Audio information shall be given for emergency messages and travel information, e.g. next and coming stops, transfer connections to other modes of transport, delays, cancellations, etc.

Where provided, oral/audio information shall be consistent with essential visual information being displayed.

Oral/audio information can be given in synthetic or by a human voice – recorded or in real time.

All spoken information shall be easy to understand, clear and without echo.