

Inclusive Mobility: A Core Strategy to Reduce Transport Poverty

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Inclusive Mobility: A Core Strategy to Reduce Transport Poverty

📅 Wednesday, 26 November 2025

🕒 09:00 - 10:30

SESSION 1C

Île-de-France Mobilités' roadmap for accessibility and inclusive mobility

SPEAKERS

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POLIS25
ANNUAL CONFERENCE

26-27 November 2025

Royal Jaarbeurs | Utrecht, Netherlands

Public transports in Ile-de-France



An exceptional network



A complex organization



Undergoing major transformation

- **9 million daily public-transport trips** with a wide variety of passengers, including tourists
- **The leading region in Europe** in terms of service offer and ridership.
- **A multimodal network:** metro, RER, trains, trams, buses, and shared mobility services.

- **Managed by Île-de-France Mobilités**
- **A multi-contract network** with a wide variety of operators (RATP, SNCF, Keolis, Transdev, etc.)
- **Coordination** required between public and private stakeholder

- **Grand Paris Express:** over 200 km of automated metro lines currently under construction
- **Ecological transition:** a 100% clean bus fleet by 2029
- Ongoing **modernization** to improve service quality

Key data regarding accessibility

Since 2005

10 B€

for the modernization of rolling stock — including more than 700 new or refurbished trains and RER units

2,4 B€

of investments carried out in accordance with the master plans of accessibility

137 m€

In order to bring up to standards bus stops

TRAINS

300

stations made accessible to all types of disabilities

METRO

29

stations accessible in complete autonomy, with 100% of stations adapted to all disability situations (excluding wheelchair users)

BUS

540

accessible bus lines



Diagnostic: exclusion due to lack of accessibility

QUANTITATIVE STUDY



505 respondents living in Île-de-France who have previously used public transportation in the Île-de-France region

- 15% have disabilities or regularly act as caregivers
- Among other respondents, 76% report regular or occasional situations that could lead to temporary reduced mobility



QUALITATIVE STUDY



12 respondents including families with different disabilities and varying levels of independence. In addition, 4 associations were approached.

- Diversity of **transport modes** and **diversity of profiles** (age, gender, socioeconomic status, and place of residence)
- Profiles with accessibility needs **related to their situation** (young parents, large families, travelers with luggage, etc.)



VERBATIMS AND KEY FIGURES

59 %



of respondents with disabilities feel that **the stopping time is insufficient to board or alight at their destination**

7.6/10



"[The subway] goes too fast. I prefer the tram, where I can take my time without feeling like I'm in the way."

This is the average score given by respondents with disabilities regarding **the suitability of digital services for their situation**

46 %

of respondents with disabilities **have already asked another traveler for help**



"I had to adapt and I'm still adapting; there are obstacles that appear every day!"

62 %

of respondents use digital services to plan their journey

"When the bus is crowded, we feel like we're in the way, and people make it clear that we're taking up too much space."



The roadmap for accessibility and inclusive mobility

1.

AMPLIFY AND ACCELERATE THE DYNAMIC

...initiatives already underway or planned by Île-de-France Mobilités in the area of accessibility and inclusive mobility, in line with a stronger and more realistic ambition in terms of accessibility beyond infrastructure issues

2.

COLLABORATE AND ESTABLISH A COMMON GOAL

...to all stakeholders involved—elected officials, IDFM management, operators, associations—with a view to ensuring overall consistency and long-term stakeholder engagement.

3.

HIGHLIGHT THE ACTION

...led by Île-de-France Mobilités in a consistent and harmonized manner to strengthen its understanding and support in order to frame the implementation trajectory.



The roadmap for accessibility and inclusive mobility



AXIS 1

INFRASTRUCTURE AND EQUIPMENT

Provide users with **transportation options, facilities, and tools** that enable better interaction with an accessible environment.

AXIS 2

SERVICES AND DIGITAL TECHNOLOGIES

Better information and improved guidance for travelers at every stage of their journey



AXIS 3

HUMAN INTERACTION

Better support users and facilitate interactions with agents and other users



AXIS 4

ORGANIZATION

Organize, manage, and regulate accessibility policy for transportation in the Paris region



Each axis groups together actions classified according to their time frame:
Short-term (2025-2026),
Mid-term (2027)
Long-term (beyond 2027).



AXIS 1

INFRASTRUCTURE AND EQUIPMENT

METRO FOR ALL

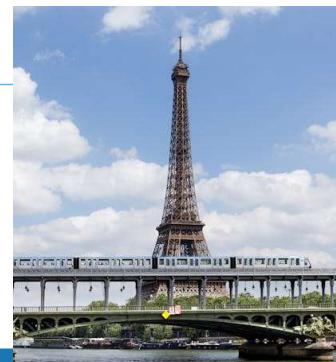
Long-term

Description

Formalization of a study program to define scenarios for making the historic metro accessible, based on structured and collaborative specifications.

Main Goals

Identify priority stations and necessary improvements, and articulate technical, legal, and mobility issues to guide Île-de-France Mobilités' strategic decisions.



IMPROVEMENT OF PAM SERVICE

Description

Improving the quality of PAM service. Transportation on demand dedicated to people with disabilities and reduced mobility.

Main Goals

Ensuring a better user experience: portal accessibility, clear pricing, punctuality, reliability of confirmed rides, and support in finding suitable alternatives based on the user's level of independence.

Short-term



AXIS 2

SERVICES AND DIGITAL TECHNOLOGIES

THE OPERATING STATUS OF ELEVATORS

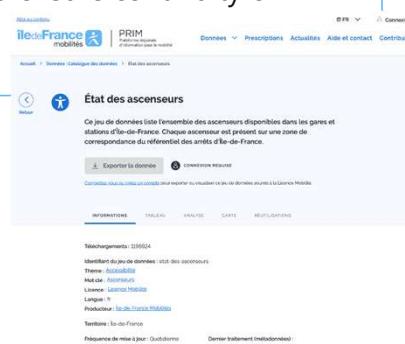
Short-term

Description

Real-time monitoring of accessibility equipment (elevators, escalators) using connected sensors, a centralized platform, and better integration with passenger information tools.

Main Goals

Make information more reliable for users, improve the responsiveness of field teams, and ensure continuity of service.



ACCESSIBLE TRAVELER INFORMATION

Mid-term

Description

Development of clearer, more inclusive, and accessible passenger information through visual, audio, and digital media, designed in consultation with user associations.

Main Goals

Harmonize content across all modes of transport, enhance signage and announcements, and integrate innovations such as augmented reality and collaborative data to facilitate travel, particularly for people with disabilities.



AXIS 3

HUMAN INTERACTION



MULTI-OPERATOR SUPPORT

Mid-term

Description

Action plan developed jointly with associations and operators on multi-operator and multimodal hubs in workshops held on April 29, 2025, October 8, 2025, and November 7, 2025.

- Coming soon: Tests at a few pilot stations

Main Goals

Create seamless and consistent support across networks through experimentation, feedback, and enhanced coordination between operators and user associations.



AWARENESS CAMPAIGN

Short-term

Description

Launch of an awareness campaign on accessibility in the transport network, developed in collaboration with associations, to encourage listening, respect, and mutual assistance among users.

Main Goals

Changing perceptions around disability, disseminating accessible and immersive content, and promoting best practices for more inclusive and supportive mobility.



AXIS 4 ORGANIZATION

REGIONAL CONSULTATION BODY

Short-term

Description

Establishment of a consultative body bringing together Île-de-France Mobilités, transport operators, and representative associations to steer and coordinate accessibility policy across the entire Île-de-France region.

Main Goals

Strengthen dialogue with associations, monitor progress on the roadmap, identify priorities, and work together to develop concrete solutions for more inclusive mobility.



ACCESSIBILITY BAROMETER

Short-term

Description

Development of a reference tool to measure the accessibility of the Île-de-France network, combining quantitative and qualitative data from operators and users.

Main Goals

Assessing accessibility developments and helping to manage accessibility within Île-de-France Mobilités.



The roadmap for accessibility and inclusive mobility

We want to ensure **reliable, simple, inclusive, and sustainable mobility** for all residents of the Paris region.

Two features highlighted in the roadmap :



01

Inclusive and universal. The roadmap is aimed at people with disabilities, people with reduced mobility, and **more broadly at any traveler who may have specific needs (families, seniors, tourists, etc.).**

02

Transversal. The roadmap covers **all aspects of travel (infrastructure, equipment, human support, digital services, etc.).**





**Thank you for
your attention!**

For more information:

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