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# Inclusive Mobility: A Core Strategy to Reduce Transport Poverty

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Ile-de-France mobilités





# 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

Eline HENRY, Ile-de-France Mobilités

Maximiliano TEKE, Ile-de-France Mobilités

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# Public transports in Ile-de-France



## An exceptional network

- **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.



## A complex organization

- **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



## Undergoing major transformation

- **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



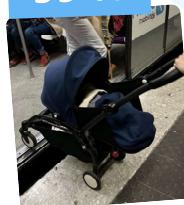
12 respondents including families with different disabilities and varying levels of independence. In addition, 4 associations were approached.

- 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**

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

7.6/10



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

62 %

of respondents use digital services to plan their journey

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

46 %

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

"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

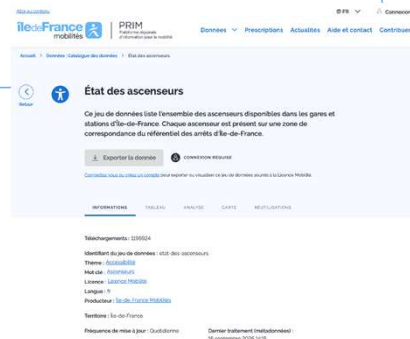
Short-term

#### 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

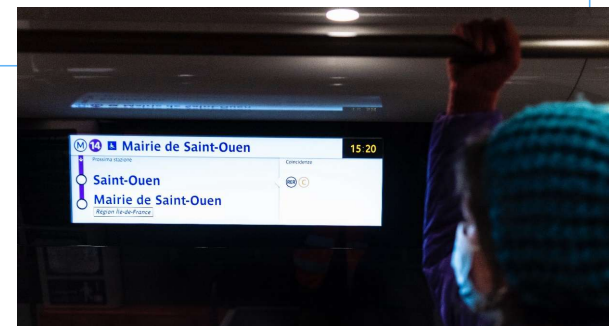
Mid-term

#### 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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