



SMART STATIONS IN SMART CITIES

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Dialoga: talante de accesibilidad Dialoga: an accessibility attitude

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3b Accessibility in the Information Age

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Dialoga: talante de accesibilidad

Dialoga: an accessibility attitude

Starting point

- ❖ Provide, favour and guarantee train trips firstly means provide, favour and guarantee the access to passengers to the information and communication at the own railway stations, taking into account all the functional diversity of each one.

Why?

- ❖ Carry out accessibility improvements in railway stations for deaf people in the current information age taking into account specific proposals is not only a need, but is mainly a right of deaf people.
- ❖ ADIF has been pioneer in taking care of this matter by the Dialoga service: an accessibility attitude at its railways stations.

Why?

**1.064.000 deaf people or hearing-impaired in Spain
(INE 2008)**

70 millions of deaf people in the world
(http://www.wfdeaf.org/pdf/policy_adult_ed.pdf)

- ❖ Communication features of deaf people places the visual channel as the main one for reception of information.
- ❖ The excellence resource for deaf people to access to information is the sign language interpreter.

How?

«Nothing for us without us»

(Mrs. Cristina Rodríguez-Porrero, Ex Director CEAPAT)

«Nothing for deaf people, without deaf people»



A VIS which arises from deaf people for deaf people

How?

Adif + Fundación CNSE offer
as part of Dialoga service



- ❖ Since 2010, located at 21 high-speed railway stations in Spain
- ❖ Guarantees accesibility for deaf passangers: 7am to 11pm
- ❖ SVIsual: two supplementary aspects
 - Technological platform (video/audio call center)
 - Qualified interpreter service

What?

- ❖ Dialoga service: besides the VIS SVUsual, offers:
 - Text information in station's screens
 - Incident, emergency and other information in sign language in station's screens
 - Information and communication via text message by mobiles



How?



Conclusions

1. Smart stations in smart cities must provide, favour and guarantee the access to passengers to the information and communication, including deaf passengers.
2. Dialoga service, in particular SVIsual, becomes the most suitable way for providing, favouring and guaranteeing the access to information for deaf passengers.

Conclusions

3. ***Alone we can go faster, but together we will go further.***

Alliances with deaf community/representative organizations is the key («***Nothing for us without us***»)



THANK YOU
GRACIAS

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