

# Office of Rail Transport

<https://utk.gov.pl/en/new/16167,UTK-strives-after-railways-available-to-anyone.html>  
2020-10-29, 08:47

## UTK strives after railways available to anyone

07.09.2020

---

The Office of Rail Transport (Pol. Urząd Transportu Kolejowego, UTK) has prepared a guide on "Good Practices on Assisting Persons with Disabilities in the Railway System". The publication has been prepared by experts representing NGOs that deal on daily basis with problems of persons with disabilities. The guide will be in the first place presented to railway employees, which every day assist such passengers.

The guide on "Good Practices on Assisting Persons with Disabilities in the Railway System" is a collection of clear rules on how to directly assist all such passengers, independently from the place - whether at stations or on board of a train. Due to differences between specific groups of passengers with disabilities the guide's first chapter has been dedicated to detailed description of needs and impediments, which await persons with given disabilities. In further chapters the readers will find advice on how to react when in contact with persons with the disabilities of: sight, hearing, movement or intellectual, as well as seniors and parents with young children. The publication, ordered by UTK, will allow for improvement of standards of assisting of passengers with disabilities, but also should act as a helping tool in everyday work for thousands of railway employees.

*- I am glad that we have been able - jointly with experts representing the "Poland Without Barriers" Foundation - to publish a material which will allow for ensuring positive experience to the whole spectrum of passengers. As UTK we strive after not allowing for anyone to be excluded or forced to resign from travel plans - sums up Mr. Ignacy Góra, Ph.D., the President of UTK. - Being a railway employee means being in service and one of its aspects is to assist persons who have to face many barriers in everyday life - adds Mr. Góra.*

Over 80 million persons living in the European Union maintain a certain degree of disability. According to data from the European Health Interview Survey of 2014 (another such survey was conducted in 2019 and the result will be published possibly this year) in Poland there live almost 8 million persons with a biological disability, ie. ones who have declared a limited ability to perform activities. This means that almost 15% of Poles are persons who may come across certain barriers and difficulties when travelling. This percentage will rise once we realise that a

reduced mobility group may be enlarged by the elderly, passengers travelling with young children or excessive luggage.

[Here](#) you will find the the guide on "Good Practices on Assisting Persons with Disabilities in the Railway System" (Polish version only).