



# Attention and Information Service for People with Reduced Mobility

As of 31 October 2014 Metro Madrid has placed an **Attention and Information Service at the disposal of people with Reduced Mobility**.

When users want **to find out the operational status of the lifts** at the stations that they are going to use, as well as the Metro route best suited to their situation, they will have the option of:

- **Making a telephone call to the Interactive Passenger Assistance Centre** (CIAC) at **91 779 63 99** ( 7 a.m. to 11 p.m.) to find out that information prior to making their journey, or in the course of it
- **Contacting the station staff.**
- **Check** facilities conditions in the **web** and in the Lines and Stations section of the Metro Madrid **official App**.

## Special Assistance Service for passengers in wheelchairs

- The Special Assistance Service consists of the use of **human and technical means** in the stations where help is required for exiting to the exterior by persons confined to a wheelchair or in any one of the circumstances described below.
- When a passenger is not able to alight from the train due to a **fault in his or her electric wheelchair**, the Special Assistance Service will proceed to transfer him or her to the exterior at that station which is deemed appropriate depending on the distance from the destination station and the service response time.
- In the event of a failure occurring in a train and of it **not being able to deploy the fold-out ramp**, if the space between car and platform is too wide for the wheelchair.
- When an **event** occurs **in the train service** for a lengthy period of time at a **station** either with **no lift** or with the **lift out of order**.
- If the **passenger** should find himself or herself **unexpectedly in a lift that is not working**.

In such cases, the passenger may contact the station staff directly or via the interphones. The Special Assistance Service will be provided throughout all Metro Madrid operating hours (6 a.m. to 1:30 a.m.). Nonetheless, to avoid situations of unnecessarily long waits or problems with the lifts, at Metro Madrid **we recommend you always to plan your journey in advance** by way of the Interactive Passenger Assistance Centre (CIAC), enquiring about the situation of the lifts on your route in real time.

In addition, as an alternative to the Special Assistance Service, in case of events affecting the service, Metro Madrid station staff will offer the passenger other possible **accessible routes** that will enable him or her to reach his or her destination in the shortest time possible.



[www.metromadrid.es](http://www.metromadrid.es)

