

Care for the deaf and hearing impaired in ADIF STATIONS: DIALOGA SERVICE

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What is Dialoga Service?

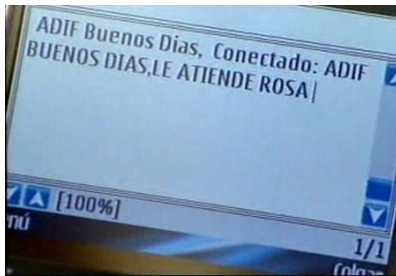
- It is a service designed by Adif to facilitate accessibility to information in railway stations to the deaf and hearing impaired people using the latest technologies under the Accessible Services Plan in the Passenger Stations Department.
- With the collaboration of the National Confederation of Spanish Deaf (CNSE), Spanish Committee of Representatives of the Disabled (CERMI) and the call center ADIF provider (SERTEL).
- **GOALS**
 - a) Facilitate access to information
 - b) Facilitate communication



a) How do we facilitate access to information

1st - Just “chatting” with call center operators

- It's an autonomous access to telephone information service through mobile data connection (Internet).
- It avoids discrimination.
- Available since May 2010 in real time 24 hours a day. Nationwide coverage.



a) How do we facilitate access to information

2ND - Sign language in information monitors

- SCROLLING in the monitors the information given by the loudspeakers.
- Giving the most relevant information about railway traffic IN SIGN LANGUAGE.

18:55	Salidas	DEPARTURES	adif		
Hora TIME	Procedencia COMING FROM	Tren TRAIN	Número NUMBER	Vía PLATFORM	Observaciones OBSERVATIONS
10:27	CALATAYUD	renfe AVM	1069	1	
11:17	MADRID CHAMARTÍN	renfe Talgo 200	11069	1	
11:27	PAMPLONA	renfe Altaria	1069	12	SUPRIMIDO
10:30	MÁLAGA	renfe Alvia	9825	1	
11:27	BARCELONA SANTS	renfe Cercanías		1	ESTIM. 11:55
10:30	ALICANTE	renfe Euromed	21069	11	
12:45	GUADALAJARA YEBES	renfe Arco	1069	1	
10:30	MADRID PTA DE ATOCHA	renfe Alaris	1069		

LAS ROZAS Y PRÍNCIPE PÍO, VÍA 11

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b) And we facilitate communication

1st - With a remote Video Interpreter Service

GOOD MORNING

I want to travel to Barcelona today. Could you tell me the departure times

Thank you!



DEAF



Atención al cliente
CUSTOMER SERVICE



Good morning. One moment please. We will use intermediation

OK. Trains to Barcelona: 11:00, 12:45...

The customer needs the departure times to Barcelona today.

Trains: 11:00, 12:45...

2nd - With training Information

- Training our staff, in Spanish Sign Language.



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