



# Practical guide 'TRANSPORT' Accessibility PWD

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## Overview:

During the Olympic and Paralympic Games Paris 2024, the city will be welcoming a diverse public. Paris has introduced measures to facilitate access for people with disabilities.

## **1- How can people with disabilities travel by public transport during the Games?**

### By bus:

The 63 bus lines are fully accessible: a ramp unfolds at the request of the passenger. Please note, the stops on line 40 and Roissybus are not all accessible.

### By shuttle:

Paris 2024 is putting in place a transfer service of 150 shuttles for spectators who are wheelchair users; it will connect the competition venues to each of the Parisian train stations (and to the RER station Rosa Parks).

More information on the website [Île-de-France Mobilités](#)

### By metro:

Only line 14 is today fully accessible to all.

### By Tramway:

The 8 Parisian lines are fully accessible. All the trams on T1, T2, T3, T5, T6, T7 and T8 have flat, level floors.

### RER and Transiliens:

The RER A and B lines are fully accessible. On Transilien services, accessibility may vary slightly according to the different stations.

All this information is available on the [Paris je t'aime](#) website.

## **2- Is it possible to circulate on the roads? Are there any changes?**

Disabled people may use vehicles in the red and blue zones. To do so, they must have a disability card and be able to prove that they need to enter the zone (competition tickets, accommodation bookings, home address, etc.).

The Olympic lanes will be accessible to vehicles transporting people with disabilities.

### **3- Will taxis be able to transport people with disability users?**

Taxi and private hire vehicle companies such as G7 access and Caocao mobility have trained their drivers to transport people with disabilities. Approximately 1,000 taxis adapted for people with reduced mobility should be in circulation in Paris by the start of the Games.

The G7 fleet will comprise between 500 and 700 wheelchair-accessible vehicles. The Caocao fleet also includes 100 vehicles equipped with an access ramp and a step for wheelchair users, as well as vehicles adapted for people with hearing and visual impairments.

### **4- After 2024, accessibility will be further improved: the Grand Paris Express**

Please note, the 200 kilometres of new lines (=doubling the current metro network) and extension of existing lines that will be built in the context of the Grand Paris Express will be fully accessible to people with disabilities (PWD).

**The 4 new metro lines (lines 15, 16, 17 and 18) of the Grand Paris Express will be delivered between 2025 and 2030.**

### **5- What resources are available for obtaining information adapted to users with disabilities?**

The WebApp [My Paris je t'aime handicap](#) geolocates users and suggests activities and transport options to suit their disability.

Paris je t'aime has set up a hotline with tourist information for people with disabilities.  
**Disability hotline: 01 49 52 53 00 or [handicap@parisjetaim.com](mailto:handicap@parisjetaim.com)**

In addition, you can find information sections on transport for people with reduced mobility on [the website Paris je t'aime](#)

#### **Resources to keep you up to date:**



The website [Planning ahead for the Games \(in French\)](#), information and advice to anticipate travel during the period of the Games.



**Ville de Paris:**  
[FAQ](#) (in French) and newsletter [Paris info Games 2024](#) (in French) to sign up for and receive personalized information before and during the Games.



### **Paris je t'aime - Tourist Office:**

Information on the Games for tourist trade professionals:  
[Olympic and Paralympic Games resources centre](#) (in French)  
To guide your customers: [My.parisjetaime.com.handicap](http://My.parisjetaime.com.handicap), (in English) a map with geolocation to guide users via itineraries, identify points of interest around them, etc.



### **Paris 2024:**

The article [Accessibility Practical Information](#) with specific information for enjoying the Games and being informed about accessibility conditions.



### **RATP:**

*You can also consult the file, which helps you prepare for your trip based on your disability*