

Title in original language	ATENDO
Title in English	ATENDO - personal assistance for disabled rail passengers
Location	Spain
Year	06/2007
Initiator	RENFE Operadora (rail operator) & ADIF (rail network manager)
Developed by (one pick only)	<ul style="list-style-type: none"> • Administration / Political actor • Operator
Implementation Area	<ul style="list-style-type: none"> • Municipality • City • Urban
Supported accessibility level	<ul style="list-style-type: none"> • Micro accessibility
Elements of the working process - Preconditions	<ul style="list-style-type: none"> • User needs • Legal / Administrative context • Current state
Elements of the working process - Policy	<ul style="list-style-type: none"> • Policy on paper • Leadership
Elements of the working process - Strategy	<ul style="list-style-type: none"> • Partnerships
Elements of the working process - Implementation	<ul style="list-style-type: none"> • Supportive measures
Elements of the working process - Monitoring and Evaluation	<ul style="list-style-type: none"> • User / society results • Stakeholder feedback
Type of PRM Affected	<ul style="list-style-type: none"> • Visual impaired • Motor impaired • Hearing impaired • Cognitive / Learning impaired
Application Field / Target area - Public Transport - Local Train	<ul style="list-style-type: none"> • Vehicle • Stops / stations
Application Field / Target area - Public Transport - Long Distance Train	<ul style="list-style-type: none"> • Service • Vehicle • Stops / stations

Why is it a good practice example?	ATENDO is a service focused on people who may have problems accessing rail services. The target group is PRM in its broader sense, including any disability, including psychological ones, and elderly people.
Background and Objectives / Aims	<p>ATENDO is the customer service to PRM provided jointly by the Spanish rail network manager ADIF and rail operator RENFE Operadora. It is a personalised service that guides, advises and facilitates the traveller's access and transit through stations and helps them boarding and dismounting the trains.</p> <p>ATENDO offers its services to three groups of possible clients: The first group are people with physical, sensory or psychological disabilities. The second group are elderly people with reduced mobility. Finally, the service is provided to any other people with reduced mobility.</p>
Implementation (incl. obstacles, public participation)	ATENDO helps people with disabilities or with reduced mobility to access rail transport by personal assistance. The service covers both accessibility in the train station and onboard the vehicle.
Costs	<ul style="list-style-type: none"> • In Euro [EUR]: 7.600.000
Conclusions (incl. output, analysis of benefits)	<p>RENFE states that during 2009 ATENDO services were used by 235,571 people, covered 2,056 train circulations and had a cost of EUR 7,600,000.</p> <p>The demand for the service doubled from 2008, when it helped 112,614 passengers. The rail service offers covered by ATENDO have increased by 15% from 1,790 services and the cost has risen by almost 40% from 5,5 million Euro. The service initially (in 2007) covered 46 stations and currently (2010) covers 120, around 60% with a permanent service.</p>
Information - documents	ATENDO Guide (10.518 KB)