Barrier-free emergency call system

Making help accessible to all

Vienna's Wiener Linien is one of the first public transport companies worldwide to upgrade their emergency call system and SOS points to conform to multi-sensory standards for added inclusivity and safety. In addition to the standard calling option via intercom, emergency calls can now be made via touchscreen, while all existing controls have been fitted with braille and pyramid lettering, as well as haptic symbols – making it easier than ever to call for help when needed, regardless of mental and physical ability.

Quick Facts

- Solution area: **Technological innovation**
- Administrative level: **Municipality, District, State**
- Solution process: **Integration, inclusion, diversity, Mobility and transportation, Regional development and infrastructure**
- Technology: **Information technology**

How it works

Wiener Linien have made it their mission to make calling for help easy, intuitive and accessible for all: Starting with underground stations Jägerstrasse, Friedensbrücke, Spittelau and Rossauer Lände, all emergency calling points across the stations, including in elevators, have been upgraded for barrier-free access. Thanks to multisensory technology featuring touchscreen calling, as well as raised print and braille lettering on all controls, people with disabilities can now call for help quickly and easily, and save lives – whether they are hard of hearing, visually impaired or suffer from speech impediments or limited learning abilities. By 2026, 550 more emergency calling points across metro stations in Vienna will be updated for fully barrier-free access. So how does it improve the overall logistics of making an emergency call?

When an emergency call is connected to an operator via intercom, the new touchscreens will guide those who are hard of hearing – or unable to verbally communicate – through the process by providing easy-to-read pictograms, as well as simple language in both German and English to explain the emergency. At the same time, the operator will be able to determine the exact location of the caller, set the required chain of action in motion, and call the relevant rescue services if necessary.

The Big Picture

Navigating day-to-day life with disabilities can be daunting and challenging. By adding vital upgrades to the existing emergency call system across underground stations, everyone can quickly and easily call for help when needed, regardless of their mental or physical abilities – making city transport not only a more inclusive, but overall safer experience for all.

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