



# CONTACT US

.....

## > BY TELEPHONE

☎ 070 23 2000 (€0.30/min)

Monday to Friday from 7am to 7pm  
and Saturday from 8am to 4pm

## > BY EMAIL

[www.stib-mivb.be](http://www.stib-mivb.be)

## > ON SOCIAL MEDIA



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## > BY POST

STIB - Customer Care  
Rue Royale 76 - B-1000 Brussels

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STIB makes it possible to get around Brussels by bus, tram or metro. It is important for people with reduced mobility to plan their journey. It will be easier if you use this guide. It allows us to help each person in accordance with the difficulties they have.

Before travelling independently, it is sensible to do a reconnaissance journey with a guide.

The solutions of SCNB, De Lijn and TEC are not set out in this guide.

# 2 TRAVELLING WITH A FREE GUIDE



## 1 WHAT IS THIS?

Persons with a visual impairment travel free of charge on the STIB network. The ticket is loaded onto a MOBIB card.

If I have an SNCB "free guide" card, I can be accompanied by a person of my choice. They travel for free to help me.

### **REQUIRED DOCUMENTS**

- The valid "free guide" card, issued by SNCB. To get one: <https://www.belgiantrain.be>
- My personal MOBIB card. I can ask for one in a BOOTIK if I don't have one.

## 2 GETTING THE TICKET



I have to go to a BOOTIK with my MOBIB card and the "free guide" card.

The agent will include the data but the card is not adapted right away.

Five days later I have to present my card at a ticket machine or a validator in the metro.

Afterwards, I can travel with my guide. I don't forget to validate whenever I get into a vehicle.

### 3 HOW TO VALIDATE THE JOURNEY

I only need to validate once for me and my free guide.

In the station, my guide and I always have to go through the SAS gate together.

What if my guide is a guide dog?  
No problem, they travel free!



# 3 IN-STATION ASSISTANCE



## 1 WHAT IS THIS?

There's a gap and a step between the platforms and the metro trains. This makes it difficult for wheelchair users to get on and off safely.

STIB agents help wheelchair users to get on and off the metro.

Help is given from the platform to get onto the metro, and stops on the platform after the vehicle has got off.

## 2 FOR WHOM?

For people in wheelchairs who have difficulty crossing the gap between the platform and the metro.

## 3 WHEN?

Assistance is available every day from 7am to 10pm.

## 4 HOW DO I BOOK?

By phone at +32 (0)2 515 23 65 or via the online form on the website :

[www.stib.brussels](http://www.stib.brussels)

### **I HAVE A CHOICE :**

- I advise of my arrival at least one hour in advance. An agent is waiting for me at the meeting time;
- On my arrival at the station: the team will arrive as soon as possible. No later than one hour after my call.

# 4 TAXIBUS



## 1 WHAT IS THIS?

TaxiBus is a door-to-door transport service. It is reserved for people with disabilities.

It must be booked in advance.

TaxiBus adapts its routes so it can pick up or drop off several people at the same time.

The service does not include travel assistance, medical assistance and supervision of children or persons with disabilities.

Transport is provided in the Brussels Region, from the departure address to the destination address (outside the buildings).

## 2 WHEN?

The service is available every day, even on Sundays and public holidays.

TaxiBus can pick me up from 5am.  
TaxiBus runs until 1am.

## 3 FOR WHOM?

For people with disabilities.

If I have a disability, I must have a certificate.

The certificate is issued by the Federal Public Service Social Security.

I can use this certificate if I satisfy at least one of the cases below:

- a reduction in autonomy of at least 12 points;
- a permanent disability of at least 80%;
- a permanent disability of the lower limbs causing a disability rate of at least 50%;
- a complete paralysis or amputation of the upper limbs;
- a visual impairment with a disability rate of at least 90%;

### **REQUIRED DOCUMENTS**

- The TaxiBus application form can be downloaded from [www.stib.brussels](http://www.stib.brussels).
- A copy of the disability recognition certificate issued by the Federal Public Service Social Security ([www.handicap.fgov.be](http://www.handicap.fgov.be)).



## **4 RATES AND PAYMENT**

When my application has been accepted, I receive the information I need to pay. I pay for my journeys in advance, by bank transfer.

The price of a journey is € 1.70 per person. This is the price valid at the time the brochure was written.

## **5 RESERVATION**

I have to make a reservation no later than the day before the journey.

- **By telephone:** +32 (0)2 515 23 65 - Monday to Friday from 7am to 7pm and Saturday from 8am to 4pm
- **By Internet:** 24 hours a day via my account at [www.taxibus.be](http://www.taxibus.be)



## 6 HOW WILL I TRAVEL?

Pick-up and drop-off are from outside, in front of the address indicated.

If I cannot travel independently, I will be accompanied by a guide. This person pays the same fare as I do.

Guide dogs are allowed on board and travel free of charge.

## 7 MORE INFORMATION?

I download the rules from the STIB website [www.stib.brussels](http://www.stib.brussels)

# AND SPECIFICALLY FOR ME?

.....

**IN THIS SECTION, I CAN FIND THE SPECIFIC ADAPTATIONS STIB HAS MADE TO ITS NETWORK FOR EACH TYPE OF DISABILITY. I CAN ALSO FIND THE ADVICE THAT STIB GIVES TO PASSENGERS WITH DISABILITIES TO MAKE THEIR JOURNEY AS SMOOTH AS POSSIBLE.**

# 5 MENTAL DISABILITY

I consult the STIB traveller guide. It provides further practical information on how to use the STIB network. The guide is available at points of sale, by calling Customer Care ☎ 070 23 2000 (€0.30/min) and on the website [www.stib.brussels](http://www.stib.brussels).

## 1 I PLAN MY JOURNEY

Before I leave, I note:

- Which vehicle I need to take:  
bus, tram or metro;
- The number or colour of the line;
- The direction to take.  
This is also the name of the terminus;
- The name of the stop where  
I want to get off.

- If I have to change:
  - The stop where I have to get off;
  - The same information for  
the rest of my journey.

## 2 I'M BUYING MY TICKET

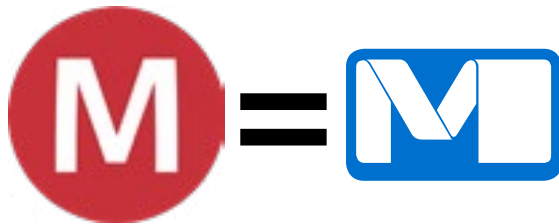
I choose my purchase method according to my preferences.

There are various possibilities. They are explained at [www.stib.brussels](http://www.stib.brussels)

## 3 I'M AT A STOP OR IN A STATION

I use the signage and other panels to help me find my way around. All the signage, panels and other items are explained in the traveller guide.

The entrances to metro and pre-metro stations are identified by a large white M on a blue background, and the signage also uses a white M, but on a red background.



### **1. AT THE BUS OR TRAMSTOP**

At many stops, there is a waiting time display. It is used to find out when the next vehicle is due to arrive.

I can find the same information on the STIB-MIVB mobile app.

### **2. ON THE PLATFORM IN A STATION**

The sign allows me to check that I'm on the right platform. It also says how soon the next metro will arrive.



In metro stations, the red luminous dots indicate the position of the metro trains.

## **4 I AM GETTING INTO OR OUT OF THE VEHICLE**

### **1. THE CLOSING OF THE DOORS**

The doors close automatically:

- In all vehicles, there is a sound before the doors close. There is often also a light signal above the doors.
- The driver looks to see if anyone is trapped in the doors before starting the vehicle. Then they start it.

### **2. ASKING FOR THE VEHICLE TO STOP**

The metro and tram stop at all stops when underground.

On the surface, for the tram or bus, you have to request a stop.

When I'm on the platform, I have to signal to the driver. They stop to let me on.

When I'm in the vehicle, I have to push the button. When I have pressed the button, the light above the door comes on.

The light shows that I asked the driver to stop. It also shows which side I have to get off.

## 5 I AM ON BOARD THE VEHICLE

### 1. I'M SITTING DOWN

In the bus and tram, it's best to sit close to the driver. If I can't find a seat, I hold tightly onto a bar so I don't fall.

I can tell the driver where I want to get off when I get in the vehicle. They will try to listen to me.

### 2. I PAY ATTENTION ON MY JOURNEY

In most vehicles, a voice tells me the name of the next stop.

## 6 HEARING IMPAIRMENT

### 1 I PLAN MY JOURNEY

I can plan my trip on [www.stib.brussels](http://www.stib.brussels). If it's easier for me, I can ask for a network map in a KIOSK or BOOTIK or call Customer Care ☎ 070 23 2000 (€0.30/min) to have it sent to me.

### 2 I'M BUYING MY TICKET

I choose my purchase method according to my preferences. There are various possibilities.

They are explained in the STIB passenger guide.

The guide is available at points of sale, by calling Customer Care ☎ 070 23 2000 (€0.30/min) and on the website

[www.stib.brussels](http://www.stib.brussels).

## 3 I'M AT A STOP/ IN A STATION

### 1. AT THE BUS OR TRAMSTOP

At many stops, there is a waiting time display.

It is used to find out when the next vehicle is due to arrive.

I can find the same information on the STIB-MIVB mobile app.

### 2. ON THE PLATFORM IN A STATION

The sign allows me to check that I'm on the right platform.

It also says how soon the next metro will arrive.



In metro stations, the red luminous dots indicate the position of the metro trains.

## 4 I AM GETTING INTO OR OUT OF THE VEHICLE

### 1. THE CLOSING OF THE DOORS

A light announces the closing of the doors.

### 2. ASKING FOR A STOP

The metro stops at every stop.

On the surface, for the tram or bus, you have to request a stop.

When I'm on the platform, I have to signal to the driver.

They stop to let me on.

When I'm in the vehicle, I have to push the button. When I have pressed the button, the light above the door comes on.

## 5 I AM ON BOARD THE VEHICLE

### 1. BEING IN THE RIGHT PLACE

In buses and trams, I prefer to sit in the first seats behind the driver's cabin. I can inform the driver of my destination stop.

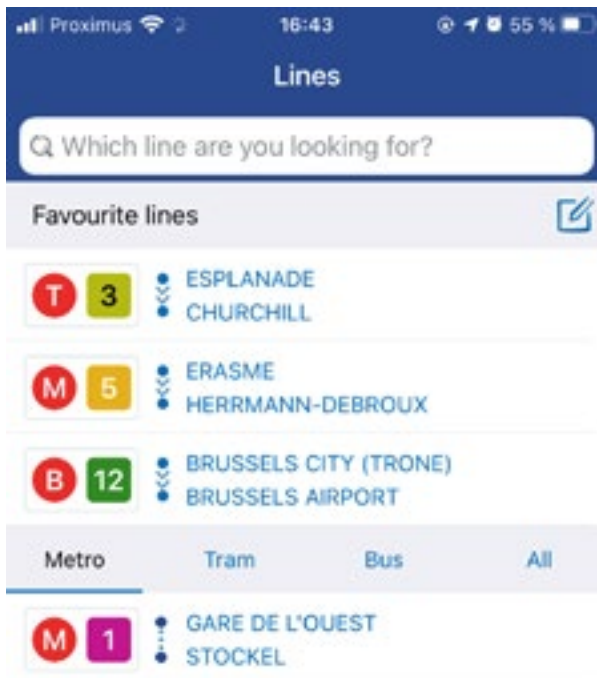
## 2. FOLLOW THE ROUTE

Most vehicles have a screen that allows me to follow the stops.



## 3. THE STIB-MIVB MOBILE APP

also allows me to follow the route I am taking, stop by stop.



# 7 VISUAL IMPAIRMENT

## 1 I PLAN MY JOURNEY

I can plan my trip on [www.stib.brussels](http://www.stib.brussels). If it's easier for me, I can ask for a network map in a KIOSK or BOOTIK or call Customer Care ☎ 070 23 2000 (€0.30/min) to have it sent to me.

## 2 I'M BUYING MY TICKET

Persons with a visual impairment with a permanent disability of at least 90% travel free of charge on the STIB network. However, it is necessary to have a MOBIB card onto which STIB loads a free contract. Guide dogs also travel free of charge.

## 3 GETTING MY MOBIB CARD

### I HAVE A CHOICE:

- I order and reload my MOBIB card in a few clicks on [www.stib.brussels](http://www.stib.brussels) or via the STIB-MIVB mobile app by registering my MOBIB card number;
- I call Customer Care ☎ 070 23 2000 (€0.30/min) to have the forms sent to me. On receiving them, STIB will send me the charged, activated MOBIB card;
- At the station, in a BOOTIK. A list of these points of sale is available at [www.stib.brussels](http://www.stib.brussels).

### 1. REQUIRED DOCUMENTS AND PAYMENT

- A colour passport photo;
- A copy of the valid national public transport discount card (blue card) issued by the Federal Public Social Security;
- €5 for the MOBIB card.

**ATTENTION:** if I want to combine this ticket with a free ticket for my personal guide, it is better to apply at the same time (see "travel with a personal guide").

## **2. CHECKING WHAT IS LOADED ON THE MOBIB CARD**

I go to one of the sales areas in the station, but I can also consult the information from home via the [STIB](#) website or the STIB-MIVB mobile app.

# **4 I'M AT A STOP/IN A STATION**

## **1. AT THE BUS OR TRAM STOP**

There are several possibilities for the layout of the stops. Most often, they are on the curb or on a platform designed specifically for public transport vehicles. Exceptionally, the stop is on the road, for example at the Parc stop for tram lines 92 and 93 and often when a bus line is diverted.

I get on at the front of the vehicle. This allows me to enjoy the attention of the driver, who controls the opening and closing of the doors and can adapt to the situation.

More and more stops now have tactile guide lines to make it easier to wait level with the front door of the tram or the front of the bus. Around one third of the stops have these.

I don't hesitate to make my cane clearly visible if I have one. Tram drivers will be even more vigilant and bus drivers will bring their vehicles as close as possible to the edge of the platform.

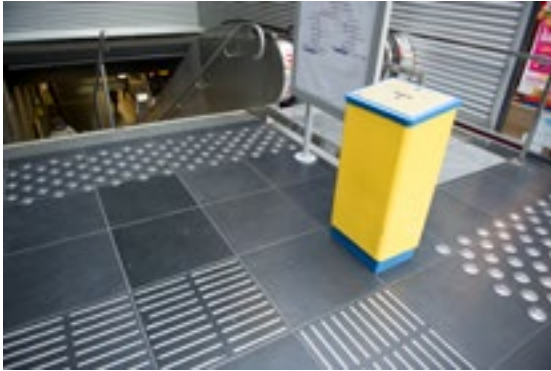
## **2. AT THE STATION**

The routes for the visually impaired are marked with tactile lines. Directions are indicated in Braille on yellow posts.

In practice, there are shortcomings due to the various works. So be vigilant!



The guide lines indicate a direction. They are in addition to the "natural" markers, such as walls and edges.



The tactile studs indicate danger or the end of danger.

To access the platforms, it is recommended that I use the validation gates as they allow me to pass through with a guide.

These are easily accessible thanks to the guide lines.



To get down to the platforms safely, it is advisable to take the stairs. These are fixed and so there is less risk of me losing my balance. All the staircases have a handrail to hold on to. The guide lines also lead to the stairs.



### **3. ON THE PLATFORM**

It is dangerous to stand too close to the edge. A white or yellow safety line on the ground marks the area I must stay behind. It is located a short distance from the edge of the platform or pavement.

In the stations, a strip of tactile dots on the ground indicates the danger zone at the edge of the platform.

From the outer edge of this tactile strip, there is still about one step to the edge of the platform.

## **5 I AM GETTING INTO OR OUT OF THE VEHICLE**

### **1. THE OPENING OF THE DOORS**

If I stand at the front of the vehicle, the driver will see me and open the doors.

On the metro, I have to find the button to open the doors. The different systems are explained in the STIB Traveller's Guide.

### **2. THE CLOSING OF THE DOORS**

In all vehicles, a sound signal indicates that the doors are closing.

### **3. REQUESTING A STOP**

In the tram or bus, I have to ask for it to stop by pressing the button. When the stop has been requested, a signal sounds and an light comes on above the doors. This indicates that the request has been noted. I can also inform the driver of my destination stop.

The metro stops at every stop, so there is no need to ask for it to stop.

### **4. THE GAP**

In the metro, there is always a gap between the edge of the platform and the train.

It may be wider at some stations (10 to 30cm). Particular attention is recommended to avoid accidents.

In the newer, low-floor trams, the tram is at ground level, so you just have to take a big step to get on.

In the old trams, there are a few steps to climb to get on.

On the bus, there is a step to get on.

## **6 I AM ON BOARD THE VEHICLE**

### **1. WHERE TO SIT**

In buses and trams, I prefer to sit in the first seats behind the driver's cabin. I can inform the driver of my destination stop.

### **2. VALIDATION**

I do not have to validate my MOBIB card in trams and buses if I am travelling without a guide.

### **3. FOLLOWING THE ROUTE**

A voice announcement is made each time, with the name of the next station or stop.

Some older trams are not yet fitted with an announcement system.

# 8 MOTOR DISABILITY

## 1 I PLAN MY JOURNEY

A map of the metro and tram network with information for wheelchair users, as well as a map of the entire network are available in BOOTIKs, KIOSKs and at [www.stib.brussels](http://www.stib.brussels).

## 2 I'M BUYING MY TICKET

There are different ways to buy my ticket:

- I order and reload my MOBIB card in a few clicks on [www.stib.brussels](http://www.stib.brussels) or via the STIB-MIVB mobile app by registering my MOBIB card number.
- On the network, there are two possibilities. Here are their accessibility features:

1. The ticket machines, at major stops in the network: the functionalities of the ticket machines are at a height of 80 to 130 cm.
2. At the station, in a BOOTIK or KIOSK. The BOOTIK counters allow lateral access in a wheelchair, as their height varies between 80 and 110 cm.

## 3 I'M AT A STOP OR IN A STATION

### 1. AT THE BUS OR TRAM STOP

Generally speaking, it is often difficult for a wheelchair user to get on a tram independently. The horizontal distance between the edge of the platform and the vehicle is about 12 cm. However, improvements and accommodations are underway to facilitate boarding.

Buses, on the other hand, have an access ramp that allows them to adapt to the variety of platforms.

I indicate to the driver to request a stop. The driver will bring the bus as close as

possible to the edge of the platform and will use the ramp if the stop allows it.

Generally speaking, I board via the second door of the tram or bus, about 5 to 6 m from the tactile line on the ground.

## 4 ACCESSIBUS AND ACCESSITRAM

The STIB has developed AccessiBus and AccessiTram, a special signage system to provide information on the degree of accessibility of stops and to assist the driver.

On the lines in question, the level of accessibility of the stops is indicated on the plate at the top of the stop post.

The list of lines equipped with this signage is increasing very quickly. To consult the up-to-date list: [www.stib.brussels](http://www.stib.brussels)

For the other bus and tram lines, some of the stops are easily accessible but the line is not yet marked with the appropriate signs.

It is therefore advisable to make an accompanied reconnaissance trip.



### ACCESSIBLE STOP

These stops can be used independently by people in wheelchairs.

Ground covering: flat, hard and continuous (no holes)

Slope of the bus access ramp:  
max. 10% extended

Platform camber: maximum 2%.

Manoeuvring space on the platform:  
minimum 150 cm



### MANAGEABLE STOP

These stops can be used by people in manual wheelchairs if they are accompanied. They are not large enough to move around independently, even if the chair is motorised.

Ground covering: not loose (flat, hard and continuous but there may be local accidents)

Slope of the bus access ramp:  
max. 30% extended

Manoeuvring space on the platform:  
minimum 120 cm

Narrowest passageway on the platform:  
min 75 cm

## INACCESSIBLE STOP

For these non-accessible stops, the stop plates do not have an accessibility pictogram.

Even highly mobile people in wheelchairs will have difficulty boarding and alighting at these stops.

STIB advises against their use but it is not forbidden.



## 5 I'M IN A STATION

There are generally several levels in a station: the surface - an intermediate level with shops and STIB outlets (the "mezzanine") - a lower level with the platforms.

### **1. GETTING TO THE UNDERGROUND METRO OR TRAM PLATFORM**

Wheelchair users must pass through the validation gate.

I can do this with a guide.



Stations stamped with this logo have lifts or ramps as appropriate. Some have level access.

**ATTENTION:** This logo does not mean that you can get onto the metro independently. STIB advises that I do a reconnaissance first. See also the heading: "[In-station assistance](#)".

The lifts are not necessarily in the same place as the main entrance to the station. They may even be relatively far from it.

I can find [district maps](#) on the STIB website.

They indicate exactly where the lifts are.



The availability status of the lifts is regularly updated on [www.stib.brussels](http://www.stib.brussels) and on the STIB-MIVB mobile app.

## **2. ON THE PLATFORM**

When I take the metro, I get on at the beginning of the platform and board through the first door. The carriage has more free space and the driver's attention is drawn to my presence. When I take the tram, I position myself at the second door of the vehicle. That is where the space is most suitable for me.

However, depending on the platform configuration, this is not always where the vertical and horizontal gap to be crossed is the smallest.

# **6 I AM GETTING INTO OR OUT OF THE VEHICLE**

## **1. THE OPENING OF THE DOORS**

### **a. Metro**

On lines 1 and 5, most metro trains have button-operated doors. This type of system is easy to use, even in a wheelchair.

On lines 2 and 6, most of the vehicles are older. They are fitted with a door opening system with handles. They are difficult to open for an unaccompanied wheelchair user.

### **b. Bus**

From inside, a blue button located at the wheelchair spaces allows passengers to request a stop and the use of the access ramp.

## **2. THE CLOSING OF THE DOORS**

In all vehicles, a sound signal indicates that the doors are closing.

## **3. THE GAP**

### **a. Bus**

All STIB buses have low floors. They have wide doors and a space reserved for wheelchair users.

All buses are fitted with an access ramp and kneeling device.

If the ramp is not yet out, I request it by pushing the blue button on the outside of the bus. The driver will take the ramp out, and kneel the vehicle if possible.

It only takes a few seconds to deploy the ramp.

A sound signal is used to signal the deployment of the ramp.

### **b. Tram**

Generally speaking, it is often difficult for a wheelchair user to get on a tram independently.

However, in many places, it is still possible to use the low-floor trams in a wheelchair if you are accompanied. Furthermore, improvements are being made to facilitate independent boarding for wheelchair users.

**Older trams:** it is not possible to board in a wheelchair due to the steps and narrow doors. These trams are used on lines 39, 44, 51, 81 and 97 and partially on line 93.

**Trams 2000:** they are low-floor but there is no specific space for wheelchair users on board.

They are partially used on lines 8, 62 and 93.



**Trams 3000 and 4000:** they are low-floor and their interior layout is easily accessible, especially for wheelchair users. They are used on lines 3, 4, 7, 9, 19, 25, 32, 55, 82 and 92 and partially on lines 8, 62 and 93.



## **7 I AM ON BOARD THE VEHICLE**

### **1. WHERE TO POSITION MYSELF**

In all vehicles, I have my back to the direction of movement. This prevents my wheelchair from being propelled or from becoming unbalanced during the trip if the vehicle brakes.

### **a. Metro**

In the new vehicles, there is a special space for wheelchair users inside the train at the first and last doors.

There is often no specific space in older vehicles. The ideal position is just behind the driver's cabin.

### **b. Bus**

A space is reserved at the entrance of the second door. The blue button to request a stop and the use of the ramp is located there.

### **c. Tram**

A space is reserved at the entrance to the second door on trams 3000 and 4000.

## **2. FOLLOWING THE ROUTE**

During the trip, the overhead information screen indicates the accessibility of the next and subsequent stops.



# 9 NOTHING TO WORRY ABOUT

## 1 DURING THE JOURNEY

Like all STIB passengers, I can get help at any time during the journey.

### 1. I'M TRYING TO FIND MY WAY, BUT I DON'T KNOW WHICH LINE TO TAKE

- I talk to the driver.
- In stations, I use the "CONTACT" terminal: a STIB operator will answer and help me.
- I talk to the STIB agents present in the metro stations:

**In blue:** the driving, sales and reception agents;



**In grey:** the security service agents;

**In red:** the multimodal agents, present in the stations and on the surface, are there to help customers on the network, whether to provide information, guide them or supervise events.

If I ever feel completely lost in a vehicle and don't know where to get off, STIB advises me to stay inside. A STIB employee will ask me to get off, and if I explain my situation, they will find a way to help me or to contact someone close to me.

### 2. I'M HAVING A PROBLEM IN THE VALIDATION GATES.

The yellow button in the validation gates allows contact with a STIB operator. The operator can see me through the camera. They can open the door if there is a problem.

### 3. I AM HAVING A PROBLEM IN A LIFT

They have an emergency call button inside. If I press it for a few seconds, I will be put through to an operator.

## **4. I'M EXPERIENCING A DANGEROUS SITUATION ON THE STATION PLATFORMS**

I use the red SOS terminals found at the front and back of all metro platforms. I just press the button for 3 seconds and I am put through to a STIB operator. The old ones are not very accessible but will soon be replaced by a new model.



- Lastly, the bus, tram or metro driver informs me in the vehicle when there is an unexpected disruption.

## **2 IN THE EVENT OF A DISRUPTION**

### **1. BEFORE LEAVING, I THINK TO CHECK FOR POSSIBLE DISRUPTIONS ON THE STIB NETWORK:**

- On [www.stib.brussels](http://www.stib.brussels).
- On the STIB-MIVB mobile app.

### **2. ON THE NETWORK:**

- Voice announcements are broadcast in vehicles and on platforms to inform travellers of the nature of the disruption.
- Information is also displayed on the panels on platforms.
- This information is also available on posters or panels at the stops.



# NEED AN ADAPTED FORMAT?

This guide is available at [www.stib.brussels/PRM](http://www.stib.brussels/PRM) and can be read using screen reader software.

By phoning  
☎ 070 23 2000 (€0.30/min)  
I can ask for a Braille version  
or a large type version.