



BSI Standards Publication

Railway applications — Design for PRM use — General requirements

Part 2: Information

This is a preview of BS EN 16584-2:2025. [Click here to purchase the full version from the ANSI store.](#)

National foreword

This British Standard is the UK implementation of EN 16584-2:2025. It supersedes BS EN 16584-2:2017, which is withdrawn.

The UK participation in its preparation was entrusted to Technical Committee RAE/1/-/15, Railway Applications - People with Reduced Mobility.

A list of organizations represented on this committee can be obtained on request to its committee manager.

Contractual and legal considerations

This publication has been prepared in good faith, however no representation, warranty, assurance or undertaking (express or implied) is or will be made, and no responsibility or liability is or will be accepted by BSI in relation to the adequacy, accuracy, completeness or reasonableness of this publication. All and any such responsibility and liability is expressly disclaimed to the full extent permitted by the law.

This publication is provided as is, and is to be used at the recipient's own risk.

The recipient is advised to consider seeking professional guidance with respect to its use of this publication.

This publication is not intended to constitute a contract. Users are responsible for its correct application.

© The British Standards Institution 2025
Published by BSI Standards Limited 2025

ISBN 978 0 539 13343 1

ICS 11.180.01; 45.020

Compliance with a British Standard cannot confer immunity from legal obligations.

This British Standard was published under the authority of the Standards Policy and Strategy Committee on 31 October 2025.

Amendments/corrigenda issued since publication

Date	Text affected
------	---------------

This is a preview of BS EN 16584-2:2025. [Click here to purchase the full version from the ANSI store.](#)

EUROPÄISCHE NORM

October 2025

ICS 45.020; 11.180.01

Supersedes EN 16584-2:2017

English Version

Railway applications - Design for PRM use - General requirements - Part 2: Information

Applications ferroviaires - Conception destinée à l'usage par les PMR: Exigences générales - Partie 2: Informations

Bahnanwendungen - Gestaltung für die Nutzung durch PRM - Allgemeine Anforderungen - Teil 2: Informationen

This European Standard was approved by CEN on 30 June 2025.

CEN members are bound to comply with the CEN/CENELEC Internal Regulations which stipulate the conditions for giving this European Standard the status of a national standard without any alteration. Up-to-date lists and bibliographical references concerning such national standards may be obtained on application to the CEN-CENELEC Management Centre or to any CEN member.

This European Standard exists in three official versions (English, French, German). A version in any other language made by translation under the responsibility of a CEN member into its own language and notified to the CEN-CENELEC Management Centre has the same status as the official versions.

CEN members are the national standards bodies of Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Republic of North Macedonia, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Türkiye and United Kingdom.



EUROPEAN COMMITTEE FOR STANDARDIZATION
COMITÉ EUROPÉEN DE NORMALISATION
EUROPÄISCHES KOMITEE FÜR NORMUNG

CEN-CENELEC Management Centre: Rue de la Science 23, B-1040 Brussels

Contents

Page

European foreword	4
Introduction	6
1 Scope.....	7
2 Normative references.....	8
3 Terms and definitions	8
4 Symbols and abbreviations	12
5 Requirements and assessment	13
5.1 General.....	13
5.2 Infrastructure.....	13
5.2.1 Parking facilities for persons with disabilities and persons with reduced mobility	13
5.2.2 Obstacle-free routes.....	13
5.2.3 Doors and entrances.....	16
5.2.4 Ticketing, information desks and customer assistance points.....	16
5.2.5 Visual information: signposting, pictograms, printed or dynamic information.....	18
5.2.6 Spoken information	20
5.2.7 Platform danger area and edges of platforms.....	20
5.2.8 End of platforms	20
5.2.9 Platform - wheelchair boarding aid operational zone.....	21
5.2.10 Level track crossings	21
5.2.11 Displays	22
5.3 Rolling stock	22
5.3.1 Seats - Priority seats.....	22
5.3.2 Wheelchair spaces.....	23
5.3.3 Doors	24
5.3.4 Toilets	27
5.3.5 Customer information.....	29
5.3.6 Internal and external displays	34
5.3.7 Call for aid device.....	35
5.3.8 Wheelchair accessible sleeping accommodation.....	36
6 Methodologies for Internal display scrolling speed and character display duration.....	37
6.1 General.....	37
6.2 Methodology	37
Annex A (normative) PRM Signage	38
A.1 Infrastructure signs	38
A.2 Rolling stock signs	38
A.3 International wheelchair sign.....	39
A.4 Induction loop (for hearing aid systems) sign	39
A.5 Call for aid.....	40
A.6 Priority seating signs.....	40
Annex B (normative) Tactile characteristics	41

This is a preview of BS EN 16584-2:2025. [Click here to purchase the full version from the ANSI store.](#)

B.1	Tactile pictograms and characters	41
B.2	Tactile controls	42
B.3	Tactile feedback or tactile indication	43
	Annex C (normative) Eye point dimensions	44
	Annex D (normative) Visual acuity for displays	45
	Annex E (normative) Specific braille Requirements	52
	Annex F (normative) Characteristics of 'easily readable'	53
	Annex G (normative) Passenger external door audible signals	57
G.1	General	57
G.2	Door opening and closing signals - Characteristics	58
G.3	Door finding signals	58
G.4	Measuring Positions	59
	Annex H (informative) Other specific braille requirements	60
H.1	General requirements for braille	60
H.2	Checking readability of braille	60
H.3	Recommendations for braille carrier material	61
H.4	The braille cell	61
H.5	Marburg medium spacing convention for braille	62
H.6	Braille character sets	62
	Annex I (informative) Pictograms examples and 'Good practice'	64
	Annex J (informative) Examples of toilet control device 'Good practice'	69
J.1	Orientation of equipment and associated labels	69
J.2	Function identification	69
J.3	"Vacant / occupied / out of service" indicator	72
	Annex K (informative) Electronic display assessment guidance	74
K.1	General	74
K.2	Worked through assessment example	75
	Annex L (informative) Examples of sans serif fonts	76
	Annex M (informative) Examples of tactile toilet door locking devices	78
	Annex N (informative) Door Buttons	81
N.1	General	81
N.2	Examples of door buttons	81
N.3	Visual and tactile symbols on or near door buttons	81
	Annex ZA (informative) Relationship between this European Standard and the essential requirements of EU Directive (EU) 2016/797 aimed to be covered	83
	Bibliography	86

European foreword

This document (EN 16584-2:2025) has been prepared by Technical Committee CEN/TC 256 “Railway applications”, the secretariat of which is held by DIN.

This European Standard shall be given the status of a national standard, either by publication of an identical text or by endorsement, at the latest by April 2026, and conflicting national standards shall be withdrawn at the latest by April 2026.

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. CEN shall not be held responsible for identifying any or all such patent rights.

This document supersedes EN 16584-2:2017.

In comparison with the previous edition, the following technical modifications have been made:

- the document template has been updated;
- the document has been revised generally for document references and editorial issues with grammar;
- scope modified;
- normative references updated;
- terms and definitions revised;
- 5.1 removed references to annexes covering EC verification and testing requirements;
- 5.2.2.2 (2) Route identification – text updated;
- 5.2.5 (4) Visual Information – text updated;
- 5.2.8 (3) additional requirement;
- 5.3.1 (1) Priority Seats – text updated, and assessment added;
- 5.3.3.2 Exterior Doors - text amended and additional requirements;
- 5.3.5.3 (5) Dynamic Visual Information – text updated;
- 5.3.7 (3 ii) Call for Aid – text changed to align with the TSI;
- 6.2 Methodologies – Internal Displays – text updated;
- Annex A “EC verification – Interoperability constituents” removed;
- Annex B “Summary of testing requirements” removed;
- Subsequent annexes renumbered;
- Clause A.2 updated;

This is a preview of BS EN 16584-2:2025. [Click here to purchase the full version from the ANSI store.](#)

- Clause A.5 Call for Aid text updated;
- Annex G updated in line with Appendix G of the TSI;
- Clause H.5 updated;
- Clause I.5 replacement figure;
- Clause L.2 updated;
- Annex N text updated;
- Annex ZA updated;
- Bibliography updated.

This document has been prepared under a standardization request addressed to CEN by the European Commission. The Standing Committee of the EFTA States subsequently approves these requests for its Member States.

For the relationship with EU Legislation, see informative Annex ZA, which is an integral part of this document.

Any feedback and questions on this document should be directed to the users' national standards body. A complete listing of these bodies can be found on the CEN website.

According to the CEN-CENELEC Internal Regulations, the national standards organisations of the following countries are bound to implement this European Standard: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Republic of North Macedonia, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Türkiye and the United Kingdom.

This is a preview of BS EN 16584-2:2025. [Click here to purchase the full version from the ANSI store.](#)

Introduction

This document is part of a suite of four 'Design for PRM use' standards that have in total nine parts:

- EN 16584 is a standard that covers both infrastructure and rolling stock — Railway applications — Design for PRM use — General requirements:
 - Part 1: Contrast (EN 16584-1);
 - Part 2: Information (EN 16584-2);
 - Part 3: Optical and friction characteristics (EN 16584-3).
- EN 16585 is a standard that covers rolling stock — Railway applications — Design for PRM use — Equipment and components on board rolling stock:
 - Part 1: Toilets (EN 16585-1);
 - Part 2: Elements for sitting, standing and moving (EN 16585-2);
 - Part 3: Clearways and internal doors (EN 16585-3).
- EN 16586 is a standard that covers rolling stock — Railway applications — Design for PRM use — Accessibility of persons with reduced mobility to rolling stock:
 - Part 1: Steps for access and egress (EN 16586-1);
 - Part 2: Boarding aids (EN 16586-2).
- EN 16587 is a standard that covers infrastructure — Railway applications — Design for PRM use — Requirements for obstacle-free routes for infrastructure.

These standards aim to clarify the requirements (with clear and consistent terms and definitions) and to define the associated criteria and, where appropriate, methodologies to allow a clear pass/fail assessment.

This is a preview of BS EN 16584-2:2025. [Click here to purchase the full version from the ANSI store.](#)

1 Scope

This document describes the specific 'Design for PRM use' requirements applying to both infrastructure and rolling stock and the assessment of those requirements. The following applies to this document:

- The definitions and requirements describe specific aspects of 'Design for PRM use' required by persons with disabilities and persons with reduced mobility as defined in the PRM TSI.
- This document defines elements that are universally valid for obstacle-free travelling relating to tactile feedback, transmission of visual and acoustic information. The definitions and requirements of this document cover the infrastructure and rolling stock applications.
- This document only refers to aspects of accessibility for PRM passengers; it does not define non-PRM related requirements and definitions.
- This document assumes that the infrastructure or rolling stock is in its defined operating condition.
- Where minimum or maximum dimensions are quoted these are absolute NOT nominal requirements.

The 'General requirements' standard is written in three parts:

- Part 1 contains:
 - contrast.
- This document is Part 2 and contains:
 - spoken information;
 - written information;
 - tactile information;
 - pictograms;
 - audible signals.
- Part 3 contains:
 - lighting;
 - low reflective properties;
 - transparent obstacles;
 - slip resistance.