

The T-mobilitat Centre offers specialised sign language assistance

- Deaf signers can choose between in-person visits for conducting transactions or video calls for simpler inquiries.
- 30% of the centre's assistance team consists of individuals with disabilities, and this new service is another step towards inclusivity and accessibility.

Barcelona, April 30th.- The T-mobilitat Centre, located at Gran Via de l'Hospitalet 16-20, has started offering this April a specialised sign language assistance service for the signing deaf community, in Catalan, Spanish, and English. This service is provided by a signing deaf person from the Centre for Attention and Information team and has been developed with the support of the Federation of Deaf People of Catalonia (FESOCA), with the aim of being as efficient and useful as possible for this community.

The service allows for arranging a visit with the person providing this assistance for conducting transactions or managing matters related to the T-mobilitat system. Alternatively, if someone has doubts, inquiries, or needs to solve a problem but does not require in-person assistance, the option of scheduling a video call is available.

The service can be requested through any T-mobilitat service channel (Twitter channel: [@T_mobilitat](#), Telegram attention channel: [Telegram Attention](#), or the toll-free phone number 900 928 900), and the interested person only needs to specify that they require sign language assistance. From there, the attention centre will agree on a day and time with the interested party.

An accessible centre with an inclusive team

The inclusion of this service is part of the T-mobilitat project's commitment to including individuals with different abilities in its assistance team. Currently, 30% of the T-mobilitat Centre's attention and information team, managed by Moventia as the service operator, consists of individuals with disabilities.

This is one of the initiatives promoted by the ATM of Barcelona to ensure that the T-mobilitat system's assistance is as accessible and inclusive as possible. The T-mobilitat Centre's attention office was designed following the advice of groups with different abilities: street-level access, spacious and without architectural barriers; tables at different height levels, and magnetic loops to facilitate assistance for individuals with hearing impairments.

The T-mobilitat Centre for attention and information is located at [la Granvia de l'Hospitalet de Llobregat, 16-20](#), near the City of Justice, right next to the exit of the FGC station of Ildefons Cerdà.