

How to combine accessibility and design - do right from the beginning

Presentation abstract

In 2016 the Transport Administration in Stockholm designed an accessible ticket machine to activate, change and validate tickets when the ticket collectors in the tram got other work tasks. The target for the project was that all passengers could “find” the ticket machine on the outside platforms, understand the information and change or validate their ticket. In the contract with the provider an accessibility specialist was a demand as well as functional tests with representatives of the organizations for disabled people throughout the whole process of designing and approving the accessible ticket machine. The Strategist Accessibility on the Transport Administration was part of the project and responsible for the contact with the organizations for disabled people. Representatives from the Aphasia organization helped to get an good structure in the text, words and the “flow” of the different choices that have to be made when a ticket change has to be done. Visually impaired representatives helped with the contrast of the screen and the different colors of the “touch buttons” on the screen. Wheelchair users helped with the height and the angle of the machine (two levels) to ensure usability. Together with the blind representatives we designed a special audio file, (text on touch screen and the spoken information is different, due to the difficulty of understanding the different choices that have to be made) and tactile buttons with embossed printing. The information is both in Swedish and English. The color of the ticket machine makes it easy to find on the platform and tactile guide paths help visually impaired and blind people to find the ticket machine on the platform.

The machines have been on the platforms since June 2016 and we haven’t got any accessibility complains.

Lead speaker : Ditte Kahlström Jansson

Organisation : Transport Administration Stockholm County Council

City (Country) : Stockholm(Sweden)

Biography : Ditte Kahlström Jansson has been working as a Strategist Accessibility at the Transport Administration at Stockholm County Council since 2011. Dittes work is to realize the aim to make the Stockholm Public Transport accessible for all passengers together with the transport contractors for the underground, the local lines, the commuter train, the buss, the commuter and archipelago boats. Ditte has previous been working with mobility services.

2nd speaker :

Organisation :

City (Country) : ()

Biography :