

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

Ditte Kahlström Jansson

Strategist Accessibility

Transport Administration Stockholm

# What I will talk about

- Accessible ticket machines
- Validating tickets in other cities
- Our process
- What we have learned?

# Accessible ticket machines

- Activate, change and validate tickets
- Accessible for all passengers



Image of tram stop in Stockholm



Image of tram stop in Stockholm

# Ticket validators from other cities



# Our process

- Study → Contract → Project
- Contract with accessibility expert
- Collaboration → Tests → Evaluation
- Launch → Evaluation → Development

# Two heights

- The validator is available at two different heights
- Designed so that wheelchair users easily can access the validator.





# Tactile paving

- Where needed, tactile paving guides to the validator post



# Functions

- Touch screen
- Tactile buttons
- Simple instructions
- Special designed audio file



# Test runs



# Test runs



# What have we learned? (1)

- Everyone learned a lot about accessibility
- The supplier did not understand the accessibility requirements in the contract
- Written instructions can not just be read out

# What have we learned? (2)

- Collaboration with design manager (graphic profile) is not always easy
- Very positive response

Ditte Kahlström Jansson  
Strategist Accessibility  
Ditte.kahlstrom-jansson@sll.se

**THANKS!**