

Universal Accessibility

Public-Private Innovation Opens Doors for People with Disabilities

31-July-2018

Our Solution

<https://globalnews.ca/video/rd/1144191555874/>

Options considered

Option 1 - Attendants at all stations (~30 MM annual OpEx)



Option 2 - Separate gates
(~\$25 MM CapEx)



Option 3 - Use existing fare gates
(~ \$9 MM CapEx)

Timeline

- 1985 - SkyTrain service launch
- 2016 - Fare gate installation complete
- April / May 2016 - Fare gates closed
- Feb 2017 - RFID Test lab PoC
- Dec 2017 – 40% stations universally accessible
- Jul 2017 – 80% stations universally accessible
- Dec 2018 – 100% stations universally accessible

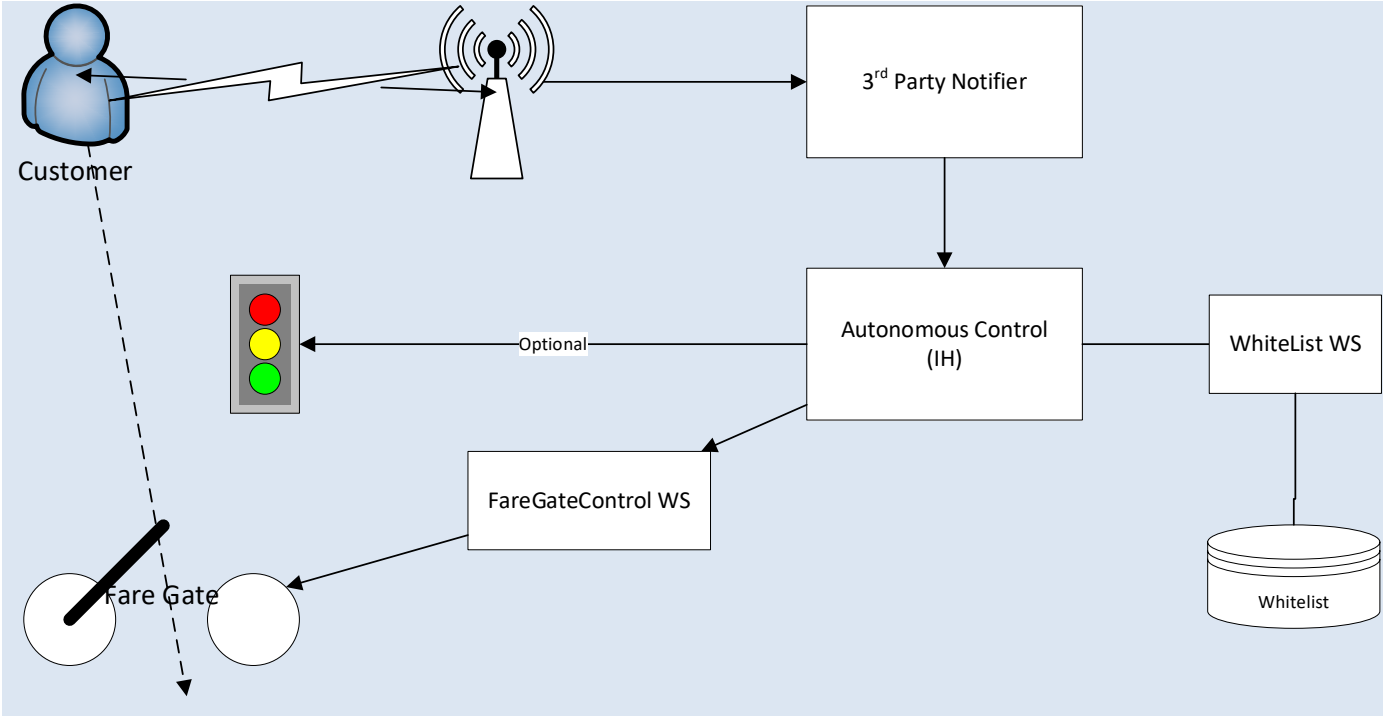
It just needs to work



Test Lab PoC – User Experience



High Level System Architecture



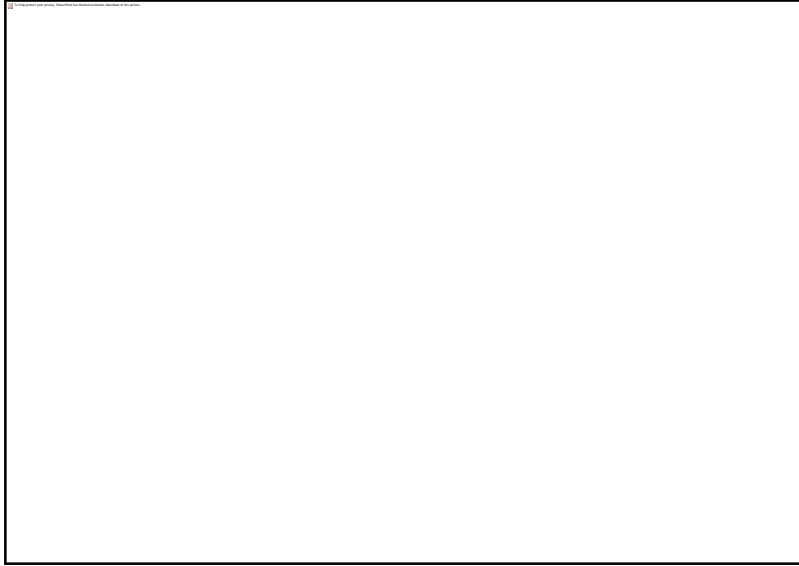
Solution for Users developed by Users



*Brad Z. - User Experience Specialist,
Hyperlight Systems*

- Problem solving by listening
- Understanding the usability challenge
- Simplifying and intuitive design
- Providing flexibility
- Tolerance for error

“It’s like magic”



“Their extraordinary innovation helped me to be able to use public transportation with more confidence. Now, I am no longer worried about traveling around the city on my own. Going through the fare gates has become simpler than even tapping. All I have to do is just drive to the gate and the gate will open literally like “magic”.

Omar Al-Azawi, 25, Student User

Value Case for Accessibility

Users Perspective

- Independence
- Improved Quality of Life
- Inclusion
- Participation in workforce

Transit Authority perspective

- Improved customer experience
- Promoting equality of services
- Meeting accessibility goals
- Adoption of conventional transit over more expensive special transit service

“...most significant social value of being able to access transit is independence, supported by having more lifestyle choices and having equal access to transit.”