Universal design - surveying stations and providing travelers with information about accessibility

3. Kollektivtrafik och järnväg

Poster

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Introduktion

The Greater Oslo region aims to offer travel planning and advice from an accessibility perspective through partnership with Disabled People's Organizations (DPOs). The metro system and most bus stops are surveyed with this is mind. Data is also used to decide future investments.

Metod

In the Greater Oslo region, Norway, the public transport network consists of around 8000 stations, including metro stations, tram stops, bus stops, and ferry terminals, all operated by Ruter (PTA). However, most of these stops/stations do not meet the current Universal Design standards due to their age and condition. To align with the United Nations' Sustainable Development Goals, the city of Oslo aimed to make public transport more accessible to everyone by improving accessibility information and upgrading the physical infrastructure.

Working with DPOs, Oslo learned how individuals need information when planning their trips. As a result, a two-part plan was developed. The first part involved surveying the accessibility of stops/stations and sharing the results with customers. The second part focused on upgrading the physical infrastructure, prioritizing the most pressing issues.

To overcome the problem of static databases with poor user interfaces, RuterStopps was developed, a system that allows for surveys to be done through a web interface, data to be updated and fed into other systems, such as the RuterApp, where customers plan their trips and purchase tickets.

Surveys of stations began 2021 and were conducted by Ramboll. By mid-2022, Ramboll had surveyed 50% of the bus stops in the city and the entire metro system. The survey data is used for two purposes: 1) customer information and travel planning, 2) operation and maintenance management.

Among the surveyed information are obstacles at the bus stop/station and the height of the curb. For the metro stations the survey also contained information about the level of lightning at the station and the gap between the metro and platform.

Resultat

The survey data enables the metro operator to plan for upgrading the accessibility of stations by focusing on the issues identified in the survey data. The data is matched with pictures and geotagging, making it easy for the operator to identify and address the issues at the stations.

The key findings of the survey should be highlighted to engage the audience and discuss the importance of Universal Design in 2023, the information needed for disabled individuals to travel, and innovative approaches to providing information requested by users.

To improve customer information and travel planning, the data is being integrated into systems and fed to the Ruter App. However, there are challenges in terms of flexibility, personal information, and ease of use.

Slutsats

The presentation will focus on highlighting the key findings of the survey in order to engage the audience. The objectives are to educate the audience on the importance of Universal Design in 2023, the information needed for disabled individuals to travel, how to cater to user information needs, and experiences gathered during the project.