Team 71

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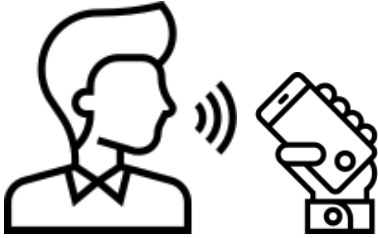
HMW improve access to transportation for people with disabilities?

How did we select the following ideas?

- Technological feasibility

- Via's resources

- Extensibility to larger group of users

#1 Via Voice Commands

Use Via using voice commands

Touchscreens are hard to use for people with vision and physical disabilities.

Voice to text libraries easily available. Use Vis's APIs for backend

#2 Hot or Cold Concept

A way of identifying how far a cab is, based on the frequency of vibrations.
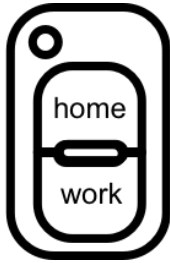
Hands-free way to check the ETA of the cab.

Combination of GPS and vibrations.

#3 Via Key Fob - Simple Way To Order Your Ride

Simple key fob that takes you to your most frequent places.

Designed specially to people who need simple interface.

Driver arrives to the current location and takes you to your destination

Thank you!

Passengers who are
visually impaired

Passengers in need
of mobility assitance

Passengers who
are hard of hearing

Identifying transport when it
arrives, explaining to the driver
the exact location and
landmarks

Access to transportation with
wheelchairs, travelling with
service animals, assistance
getting in and out of the car
with wheelchairs

Keeping track of general
information and changes in
schedule/boarding location
provided via signs.

PASSENGERS

Company's services affect
customers

Transportation
(Public & Private)

COMPANY

(profits, seamless
service)

DEPARTMENT OF LABOUR

At all service
touchpoints, how can
we be more inclusive?

ADA compliant

Company is compliant with ADA

Customer
touchpoints

Drivers
Communication, Parking,
locating passengers

How can we locate
passengers with ease?

Customer Support
Communication, booking
tickets, pre- and post
journey assitance

How can we help
customers with ticket
booking, boarding, etc?

Digital Interface
Seamless and easy
interactions with the
digital interface

How can we design a
more inclusive digital
experience?

Internal
Operations

Infrastructure
Accessible for mobility

General design
considerations for
accessibility?

Logistics
Fleet Management

How can we manage
our fleet that support
wheelchairs?

Operations & Training
Education drivers and
customer support about
appropriate conduct and
assitance

How can we help drivers
be more empathetic to
people who need
assistance?

KEY

topics that are
related

concerns of
stakeholders