

4. A person should be able to purchase all fare products using distance based media (e.g. web services).

8.6. During the trip – in station

In station information is important for all travellers in order to be able to navigate in a seamless trip chain. The information required includes wayfinding, counter services, the time of day, the identification of vehicles, the arrival and departure times at stops, the location of washrooms, food services and the ticketing systems.

8.6.1. Signage

Signage shall follow the provisions for wayfinding, Section D of this Code.

8.6.2. Ticketing & fare structure information

1. Automatic ticketing machines shall be accessible for persons using wheelchairs and mobility scooters, with all operating controls at a maximum height of 1200 mm from the floor. Instructions shall be in audio (several languages), text, symbol and pictogram display with tactile information for the location and identification of controls. The ticket itself shall be printed in large print.
2. At least one staffed ticketing counters shall be at a height of 780 mm from the floor.
3. At least one counter should be equipped with an induction loop.
4. Fare structure information shall be displayed in large fonts, minimum 14 point sans serif on printed material, indicating the two for one policy, discounts for visitors with disabilities, their attendants, and obese travellers.

8.6.3. Seating

Waiting seating shall be provided according to the provisions of Section B of this Code.

8.6.4. Emergencies and evacuations

Emergency and evacuation alarms shall be available for persons who are blind in audio format; and for persons who are deaf or hard of hearing in visual formats, e.g. strobe lights and electronic text. Information on evacuation procedures should be posted in large print. Additionally, information provided on evacuation procedures should be posted.