

# Accessibility in the Restaurant Discovery Experience

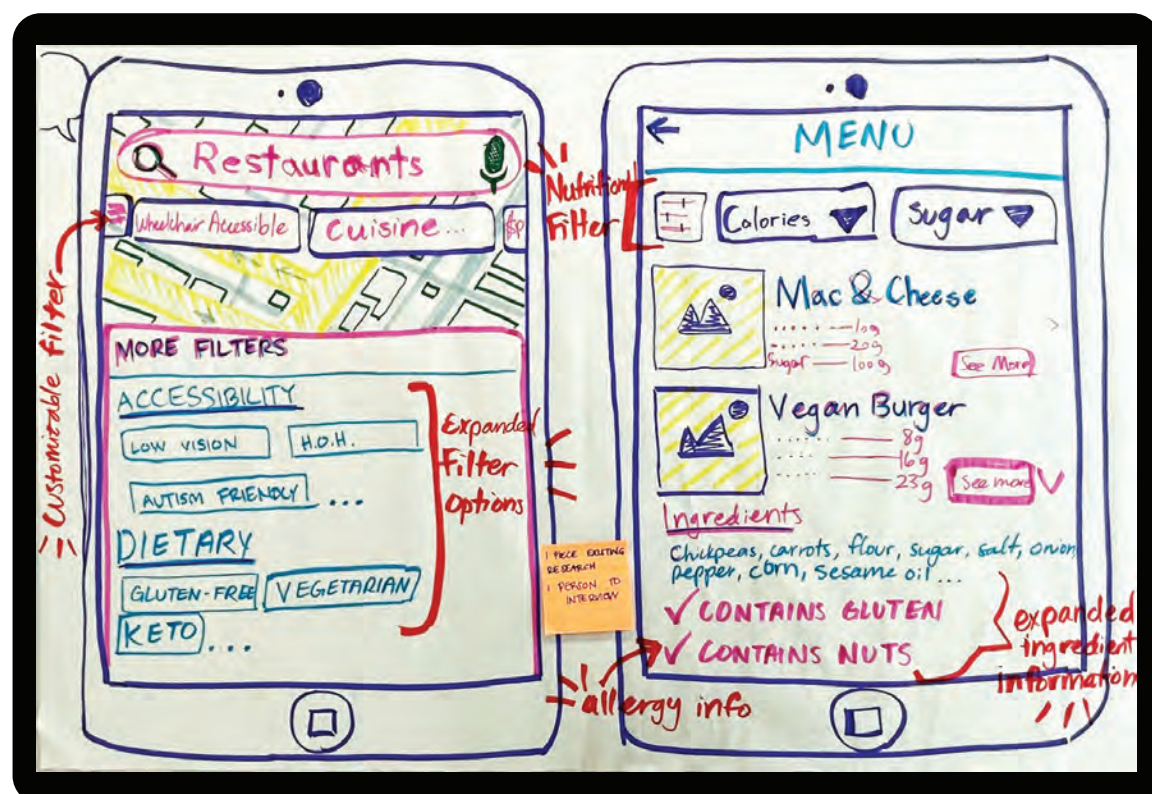
*Redesigning current systems to increase the ease of finding accessible restaurants*

## ARCH 7280 / IPD 5280 - DESIGN OF CONTEMPORARY PRODUCTS: DESIGN FOR EQUITY, INCLUSION AND ACCESSIBILITY

### How might we address the barriers that exist for people with disabilities when dining out?

Over the course of a semester, our team worked with two local members of the disabled community, Simone and Barbara, to identify a problem area, and design a product or service that addressed this issue.

Our two mentors had very different disabilities, but we wanted to find an area where their experiences overlapped. After extensive conversations and research, we determined that both Simone and Barbara had multiple negative experiences when finding new places to eat, particularly in regards to casual dining, and finding restaurants that could accommodate them without significant advance planning.



### Key Areas to Address

- Must increase ease of access for a wide range of disabilities
- Must be easy to learn and use
- Must be financially accessible
- Must not increase the burden on the user
- Must be easily portable (if physical product)
- Must be useable at multiple dining establishments
- Must be practical and realistic

### Final Solution

Our team realized that the best solution wasn't a new product, but instead a revised version of a product that was already being used: Google Maps.

Our research showed that a significant number of both disabled and able-bodied people were using Google Maps, or a comparable app, to find restaurant options, particularly when they were already out and about. The difference was that our disabled users were not able to find out important information for the restaurants around them, like whether they had large format menus, or good options for restrictive diets. By simply adding more filters and changing the hierarchy of information available, our team was able to redesign Google Maps to create an easier and more informative experience for users with a wide range of needs and abilities, with the potential to add more options in the future.

