



Accessible ticketing machines

Vasco Carriço

Self Service Marketing Manager



AIRLINE INDUSTRY AND IATA

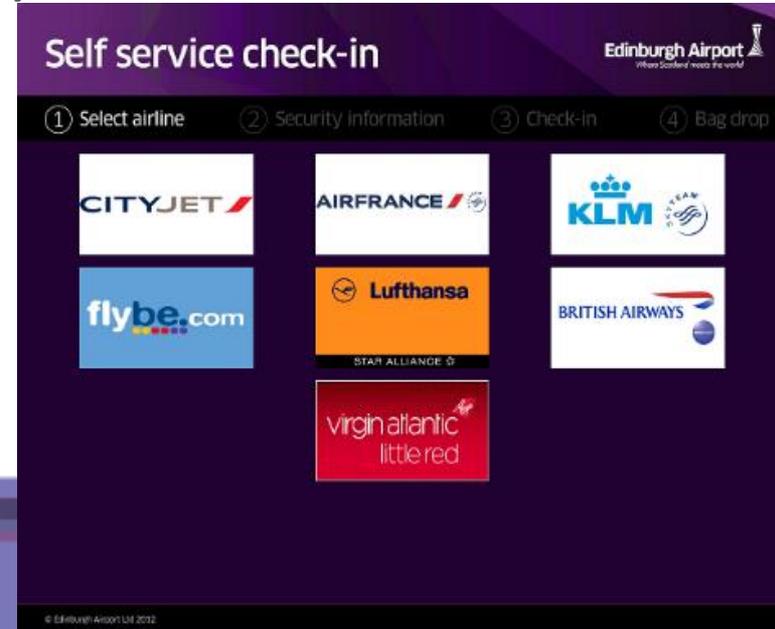
IATA : International Air Transportation Association



Definition of Regulations and Recommended Practices

RP 1706c : Common Use Self Service (CUSS)

Goal : any CUSS Airline Application
can work on any CUSS Kiosk



CUSS KIOSK



977(2000- 2003)

2 versions :
Standalone or desktop



978C(2003-2007)

Standalone in 2 dimensions :
std and UK regulation



918C/F (2007-2014)

Standalone in 2 dimensions :
ADA and PMR regulation



919C/E (2013 -)

Standalone in 2 dimensions
ADA and PMR regulation

CUSS 1.4 : Accessibility version

US DOT Rules : Started since December 2016

Canadian Transportation Agency (CTA) – since January 2017

Main Kiosk components :

- ✓ Keyboard with embossed and colored keys
- ✓ Headphone jack & volume control
- ✓ Text to Speech Technology
- ✓ Braille labels

Airline software :

- ✓ Application responsibility to use these components

⇒ **THERE IS NO MAJOR IMPACT ON THE KIOSK PRICE WITH THIS STANDARD !**

⇒ **HARMONIZED STANDARDS WILL GENERATE COSTS REDUCTION.**



Accessibility keyboards



RETROFIT OF EXISTING KIOSKS ?

Not an easy task !

Mechanical/structure impact

Hardware impact (PC, connectors, cabling,....)

Software impact

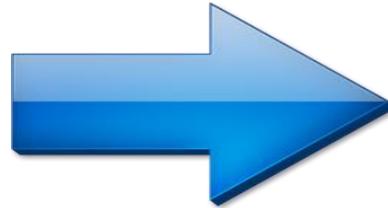
In some cases it is not even possible without impacting considerably the self service device and it may be less expensive to buy new kiosks

RETROFIT OF EXISTING KIOSKS ?

Despite having a « belt » specially designed to have several configurations, we had :

- To remove the barcode reader **1**
- To replace the passport reader **2** by a new one reading barcodes
- To replace the « belt » structure and change some cabling.

In addition, there is always the risk to not have it at the best ergonomic place

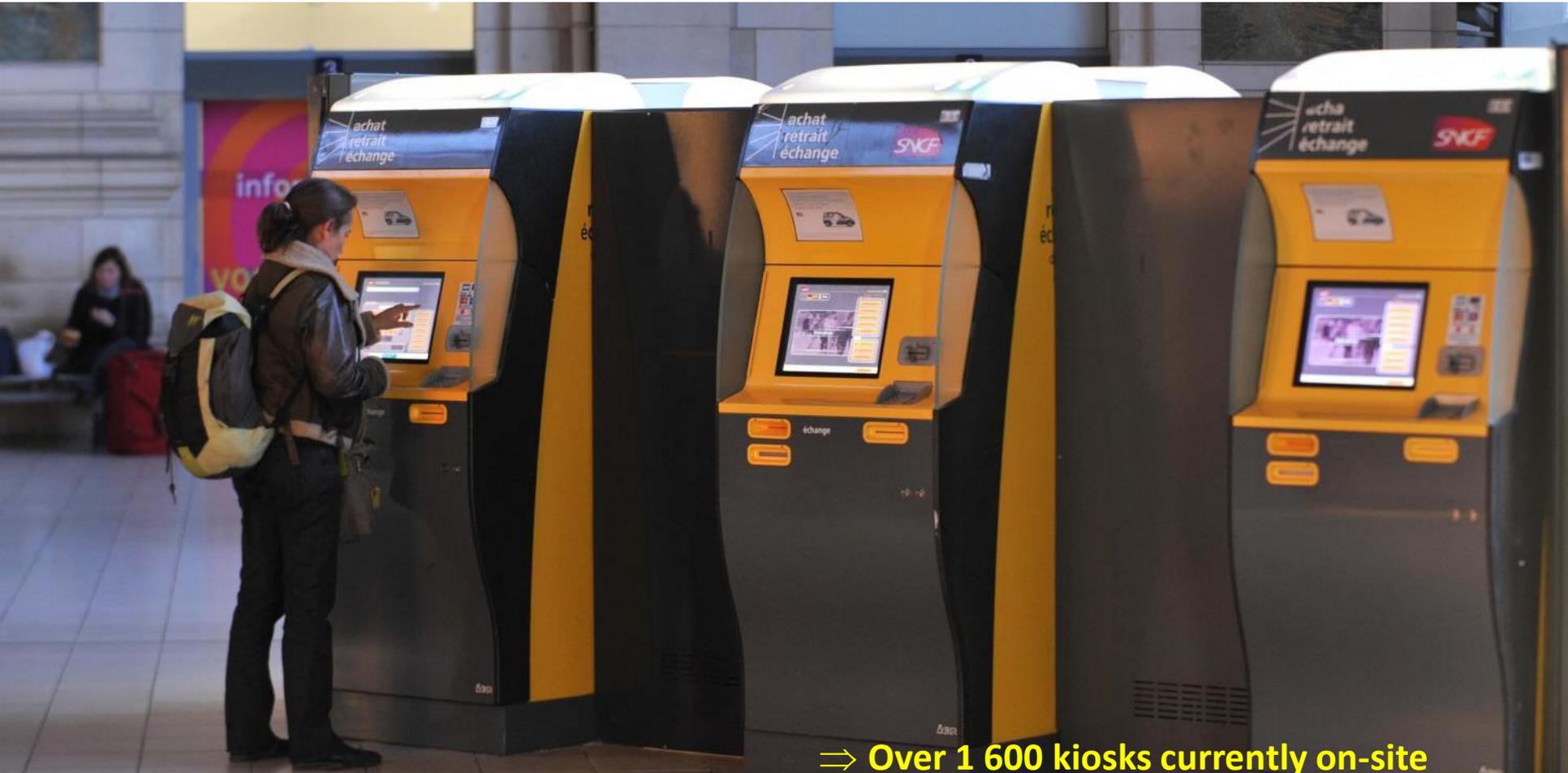


Already a reality !

Kiosks already deployed in various US Airports like San Jose, San Francisco, Los Angeles,..



SNCF: FRENCH RAILWAYS



⇒ Over 1 600 kiosks currently on-site

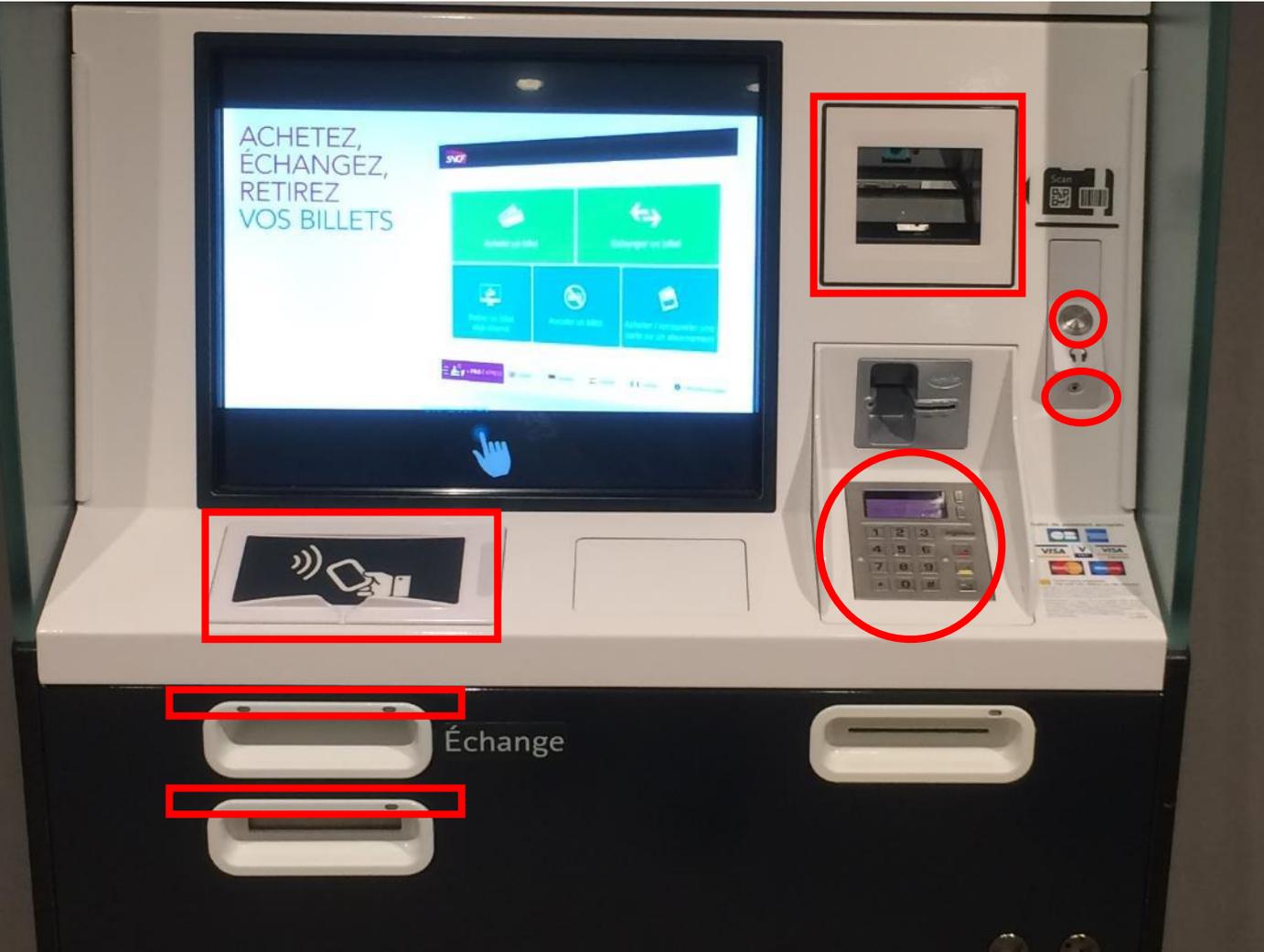
SNCF: FRENCH RAILWAYS



SNCF decided to retrofit most of their existing kiosks.

New retrofided kiosks include Accessibility functions.

SNCF: FRENCH RAILWAYS



Headphone jack

Volume control

Keypad with colours
and embossed
symbols

Black frames and leds

Braille labels

General remarks

All these Hardware components are necessary but they require the appropriate Accessible application.

Accessible components like LED's for visually impaired can be used for elderly or none fluent reading persons

New trend : the voice a possible good and easy way instead or in addition of the keypad