

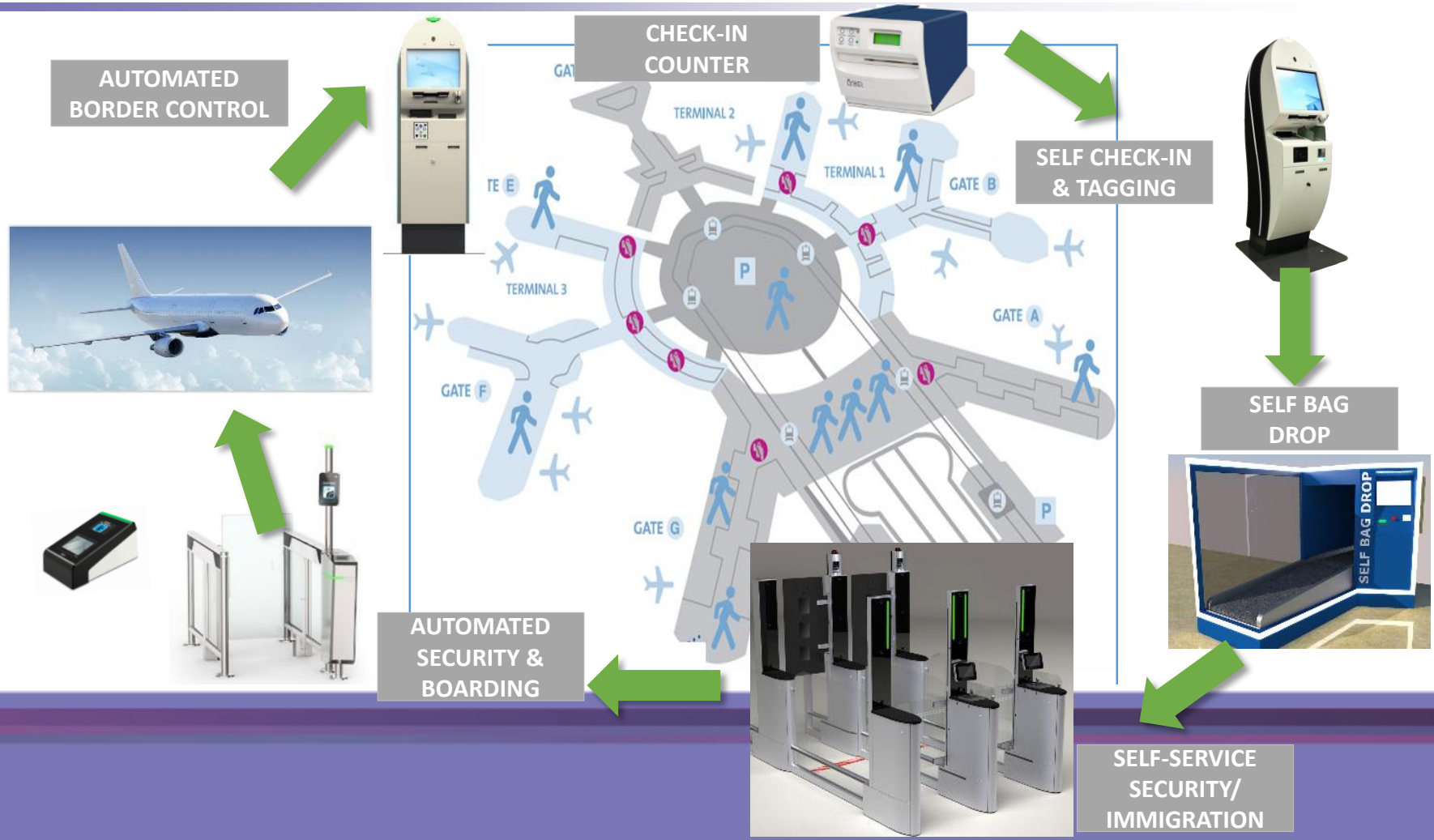


# Accessible ticketing machines

Vasco Carriço

Self Service Marketing Manager

# IER: Self service Solutions to optimise passengers flow



# AIRLINE INDUSTRY AND IATA

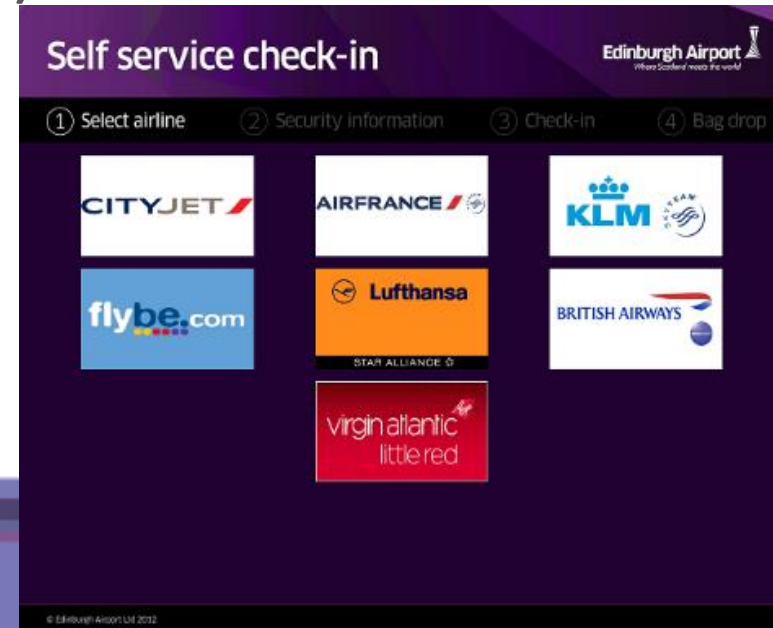
IATA : International Air Transportation Association



Definition of Regulations and Recommended Practices

RP 1706c : Common Use Self Service ( CUSS )

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



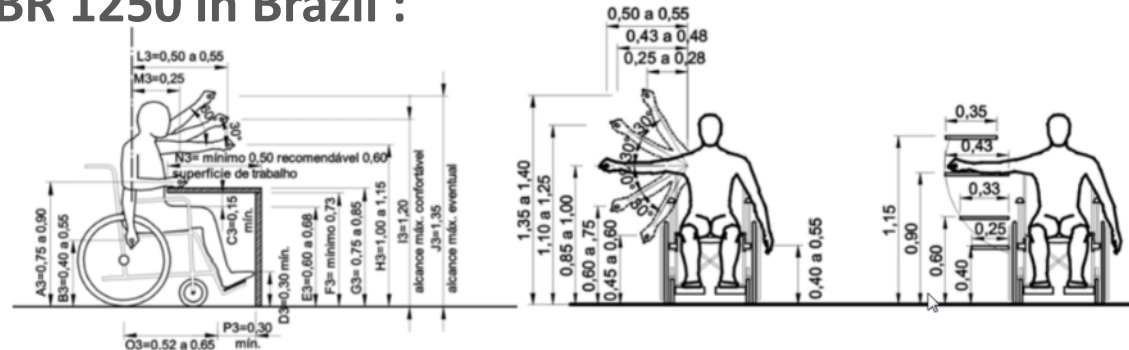
# ADA /PMR (France)/Brazil /...

ADA : Americans with Disabilities Act => requested in  
of Requests for Proposals worldwide.

PMR ( France) : Height should be between 0,90 m and 1,30 m

ABNT NBR 1250 in Brazil :

Dimensões em metros



=> IN ORDER TO REDUCE THE COSTS, IT WOULD BE PREFERABLE TO HAVE  
HARMONIZED RULES/STANDARDS...

# 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 ?

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**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

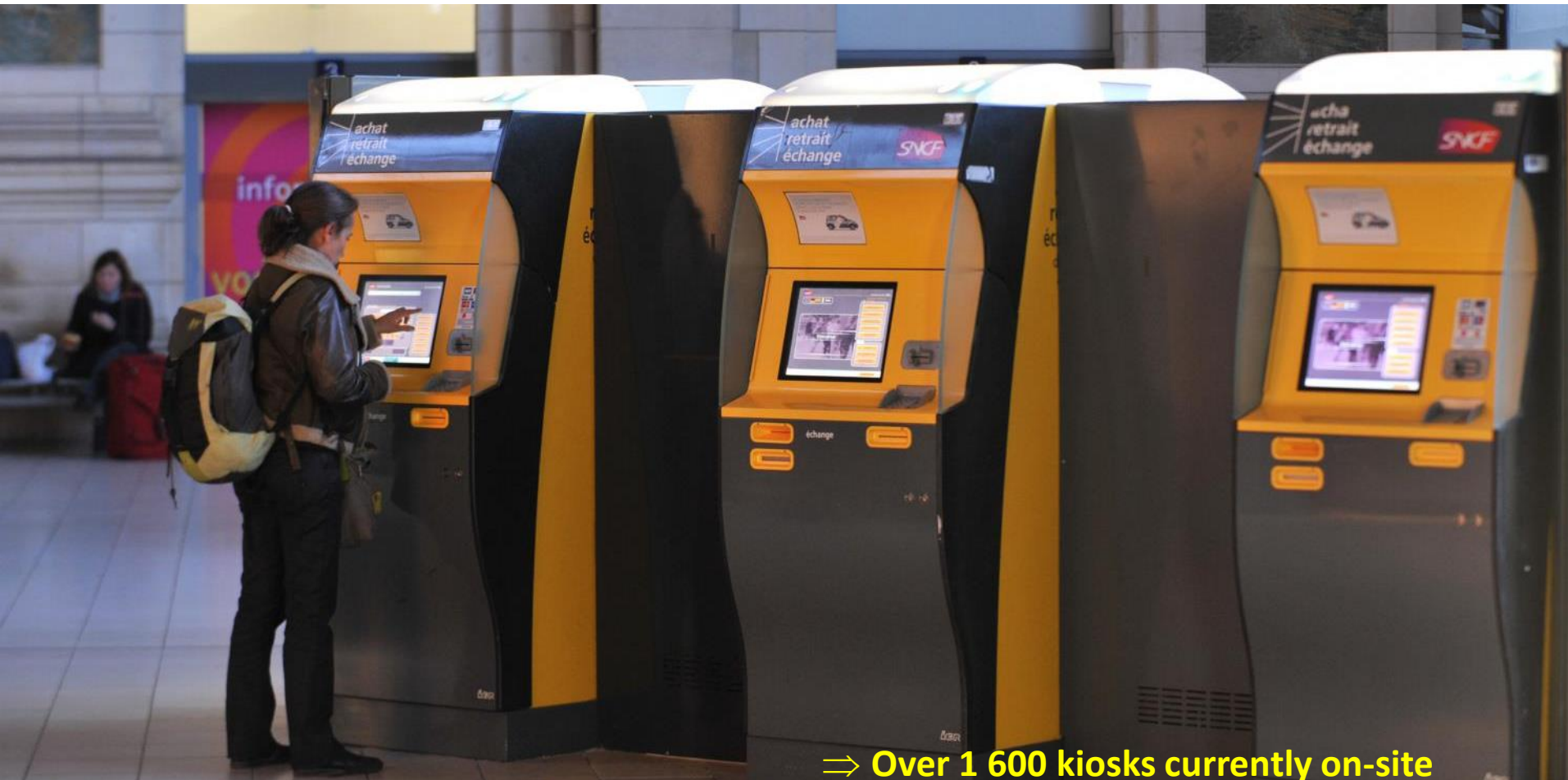


# Already a reality !

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 decided to retrofit most of their existing kiosks.**

**New retrofided kiosks include Accessibility functions.**



Headphone jack

Volume control

Keypad with colours  
and embossed  
symbols

Black frames and leds

Braille labels

# General remarks

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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