Recommendations for more inclusive hubs

Task 1.4: Location selection - Hub Inclusivity Test

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Service Level

Recommendations for more inclusive hubs.

Service Level

Provide a sheltered bench at each mobility hub, except at micro mobility hubs.

Sheltered bench at a bus stop, Marum (NL)

© Reis via Hub

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Service Level

Provide a sheltered waiting area at larger hubs (such as train and metro stations, P+R, or interchange hubs), as well as at rural hubs with a low public transport frequency.

Sheltered waiting area at a bus station, Pforzheim (DE)

© dezeen

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Service Level

Have staff available at larger hubs (train and metro stations, P+R, or interchange hubs) to provide information and assistance as well as to increase social control.

Service point at a mobility hub, Hamburg (DE)

© hvv switch

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Service Level

Provide alternatives to app-based payments because this is a barrier for persons with limited digital skills to make use of public transport or shared mobility.

Buying an 'offline' ticket, Venice (IT)

© Ruben Ramos, Alamy Stock Photo

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Service Level

Install CCTV-cameras at larger hubs or hubs with limited social control to increase the (perceived) security.

Surveillance camera at a metro stop, Düsseldorf (DE)

© Jochen Tack / Alamy Stock Photo

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Service Level

Provide public toilets at larger and interchange hubs. Make sure that they are accessible for people with disabilities. Ideally, toilets can be used free of charge.

Wheelchair accessible toilet, Tomaszow Mazowiecki (PL)

© Wikipedia

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Service Level

Provide sufficient parking spots for cars at larger or interchange hubs in rural areas.

Car parking facilities at a rural interchange hub, Gieten (NL)

© Reis via Hub

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Service Level

At hubs with bike parking facilities, sufficient space for larger bikes (cargo bikes, tricycles) should be foreseen.

Dedicated e-cargo bike parking at a hub, Dreux (FR)

© Interreg NW-Europe eHUBS-project

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Physical Accessibility

Recommendations for more inclusive hubs.

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Physical Accessibility

Provide a broad, flat and paved circulation area around the information kiosk to ensure accessibility for people in a wheelchair or travelling with luggage or prams.

Flat circulation area around kiosk, Linz (AU)

© CoMoUK

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Physical Accessibility

Integrate aids for people with a visual or auditory impairment: 'bubble' pavements at stairs and crosswalks or around information pillars, guiding lines towards information pillar or modes, short poles to separate bikes and motorized traffic from pedestrians, or sounds at a crosswalks.

Bubble pavements and guiding lines, Flanders (BE)

© Agentschap Wegen & Verkeer

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Physical Accessibility

Make sure that crosswalks are sufficiently visible for motorised traffic, for instance by transforming car parking into small bike parkings.

Increase visibility by removing parking spot and adding plants and bike rack, Brussels (BE)

© Jelten Baguet

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Physical Accessibility

Integrate buttons at traffic lights to ensure a safe crossing for pedestrians. Place these buttons low enough so that they are accessible to wheelchair users.

Button to assist the visually impaired, Flanders (BE)

© Agentschap Wegen en Verkeer

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Physical Accessibility

Make walking paths broad enough and not too curvy so that they can be easily used by persons in a wheelchair or the visually impaired.

Neatly separated walking path, P+R Borger (NL)

© Reisviahub.nl

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Physical Accessibility

Use non-slippery materials for walking paths to avoid falls when raining or freezing.

Slip-resistant floor at metro stop, London (UK)

© External Works / Magma

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Physical Accessibility

Avoid steps and stairs as much as possible. When used, provide alternatives such as slopes or wheelchair accessible elevators.

Wheelchair accessible elevator, Paris (FR)

© Associated Press

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Physical Accessibility

Make sure that platforms are at the same height as the door opening of the public transport mode.

Wheelchair accessible tram stop, Ghent (BE)

© De Lijn

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Physical Accessibility

Make the hub as barrier free as possible: avoid that travelers would have to cross the street when switching between modes, and aspire a physical integration of the different mobility services present at the hub.

Barrier-free multimodal hub, Hamburg (DE)

© HVV Switch

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Physical Accessibility

Separate pedestrians, cycle paths and motorized traffic as much as possible to avoid conflicts between modes.

Separated cycle path at a mobility hub, Bremen (DE)

© MOBI-MIX

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Physical Accessibility

Avoid 'clutter' on the walking and cycling paths, such as publicity panes, non-ordered scooters, and etc. Implementing (geo-fenced) drop-zones is considered useful in this respect.

Micromobility drop-off zone S+U Lichtenberg, Berlin (DE)

© Berliner Verkehrsbetriebe BVG

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Physical Accessibility

Provide sufficient space at the public transport stop so that wheelchair users and people traveling with a pram or luggage can make use of public transport in a comfortable fashion.

Taking the Tube with a pram, London (UK)

© Transport for London

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Physical Accessibility

At larger parking facilities, there should be dedicated parking spots for people with disabilities and/or families traveling with children. These parking spots should provide sufficient space for (dis)embarking.

Parking for travelers with a disability, Krakow district (PL)

© Krzysztof Nahlik / Alamy Stock Photo

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Communication and Information Provision

Recommendations for more inclusive hubs.

Interreg North Sea

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Communication and Information Provision

Use a standardised hub branding that is easily recognisable across an entire region or country.

The Dutch national hub-branding, Amsterdam (NL)

© Bureau Mijksenaar

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Communication and Information Provision

Prioritize standardized pictograms over text on your information carriers (signposting, information pillars,...).

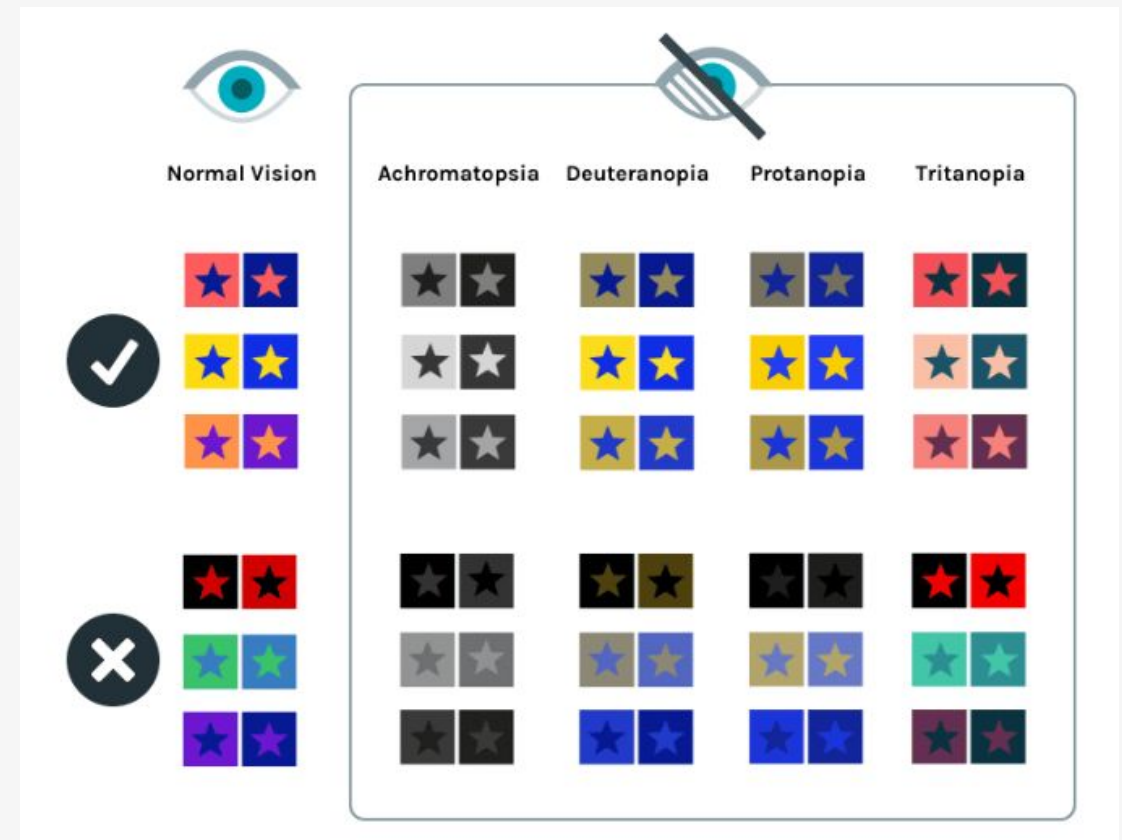**Standardized shared mobility icons developed by the Interreg NSR SHARE-North project**

© SHARE-North

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Communication and Information Provision

Test the color contrast with visually impaired people so that text and symbols are as easily readable as possible them.

Colour contrasts that do (not) work for different visual impairment

© Vengage

Communication and Information Provision

Place the signposting high enough to increase the visibility of your hub. This can be achieved by means of (digital) information kiosks that attract the user's attention.

Information pillar in the Flemish 'Hoppin' branding, Leuven (BE)
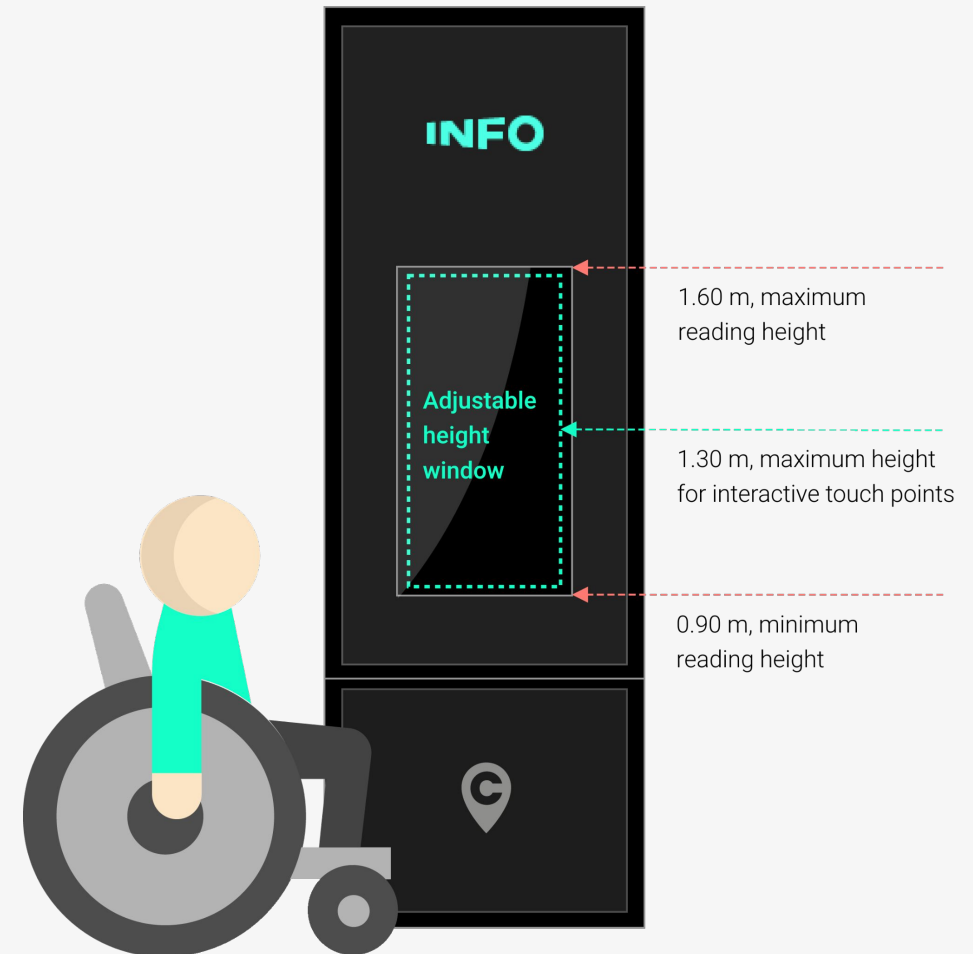
© Mobipunt vzw

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Communication and Information Provision

When using information pillars, make sure that the information is placed at eye level and that it is readable for all user groups, also for people in wheelchairs.

Prototype of an information kiosk that is accessible for all.

© Cartelmatic

INFO

Adjustable height window

1.60 m, maximum reading height

1.30 m, maximum height for interactive touch points

0.90 m, minimum reading height

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Communication and Information Provision

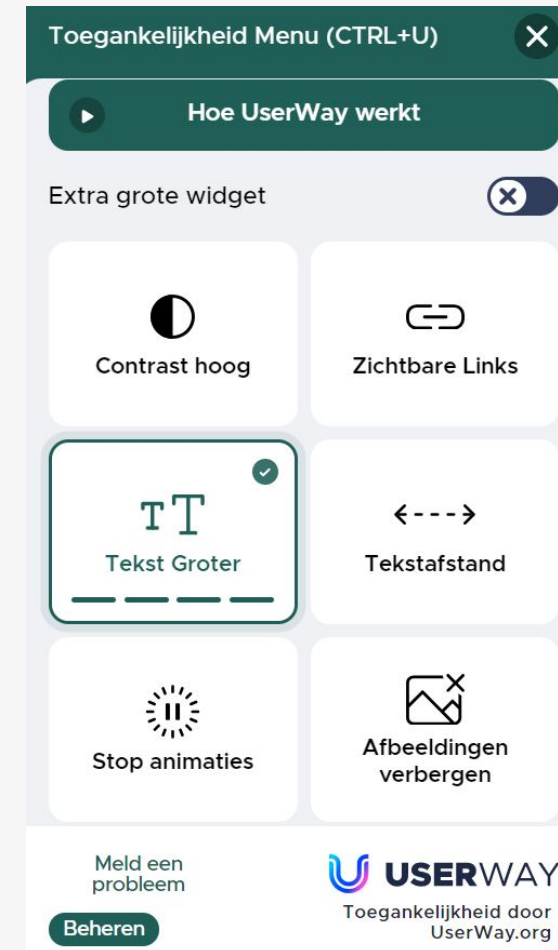Use Braille and high-contrast tactile print at ticket machines, information pillars, toilets, etc.

Tactile map in railway station, Stevenage (UK)

© Govia Thameslink Railway

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Communication and Information Provision

When using screens to provide information, it is advised to include a text magnifier, the option to change background colors and contrasts.

The Mobitwin webpage (by Mpact) allows magnifying text, changing colors, and contrasts
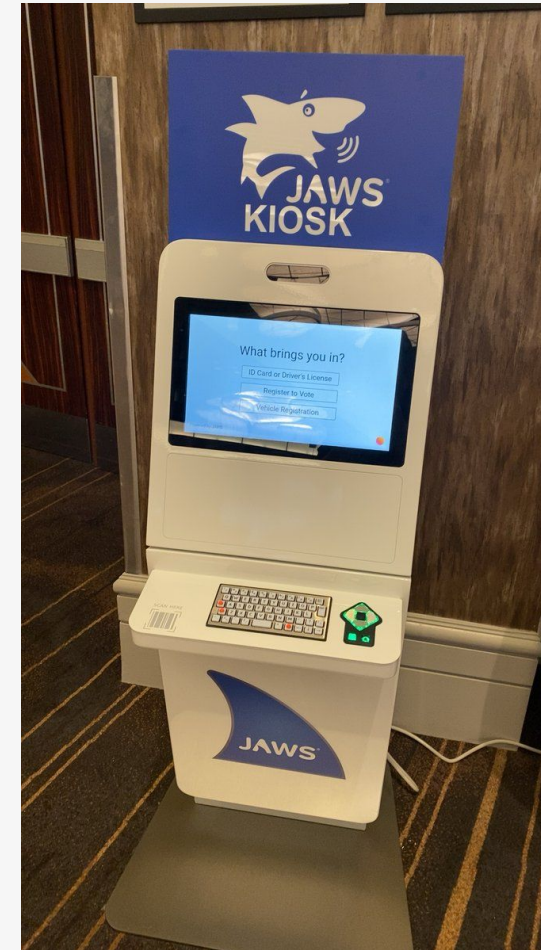
© Mobitwin.be

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Communication and Information Provision

When using digital information screens or ticketing machines, include a screen reader to read texts and menu items in order to increase the accessibility of hubs for the visually impaired.

Kiosk with text reader and plug-in for earbuds

© TPGi

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Communication and Information Provision

Provide auditory information at the hub such as announcements regarding the next departures or announcing the arrival of a vehicle.


Multilingual announcements in Auckland (N-Z)

© Auckland Transport

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Communication and Information Provision

Use a simple and intuitive design for apps and other digital applications. Test interfaces beforehand with vulnerable users (having low digital skills, elderly people, people unfamiliar with shared mobility, etc.) and take their recommendations and user experience into account.

Homepage of the award-winning Jelbi app, Berlin (DE)

© Jelbi
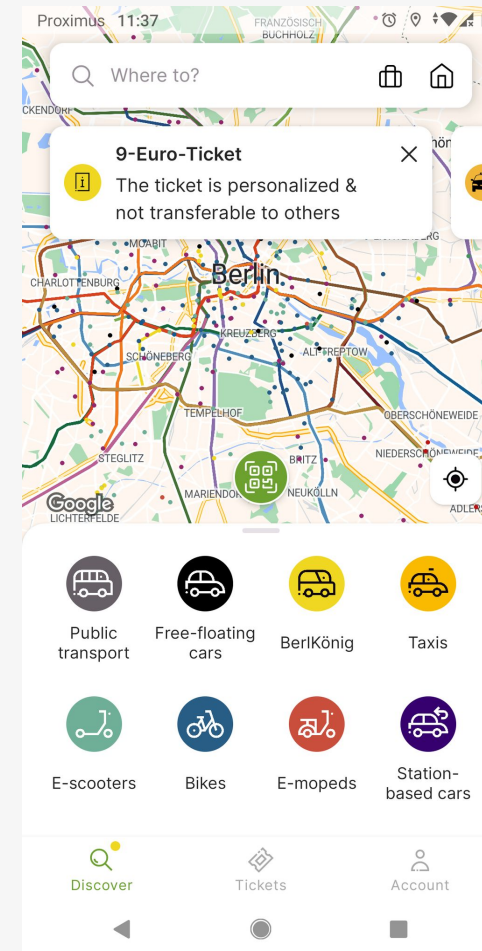
mpact

Communication and Information Provision

When using digital information pillars, make sure to provide essential information such as maps or timetables in an analogue fashion as well in order to cater for people with limited digital skills.

Analogue information and QR-code, Schagen (NL)

© Share-North

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Communication and Information Provision

When using text, provide information in multiple languages, especially at hubs frequented by an international audience (tourists, business people, refugees).

Multilingual Signposting in a railway station, Prague (CZ)

© Stephen Frost / Alamy Stock Photo

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Communication and Information Provision

When no staff members are physically present at the mobility hub, provide auditive support via phone or integrate a chatbox in the digital information pillar.

Support for cambio carsharing users via the Mpact call center, Brussels (BE)

© Mpact

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Communication and Information Provision

Make sure there is enough shadow and contrast when showing information on a screen. Otherwise, the information might not be easily readable.

Simulation of a mobility hub including a digital information screen and trees, Brussels (BE)

© Mobilise-VUB & Frame, developed during SmartHubs project

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Interreg ShareDiMobiHub project

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