Urban public transportation APP redesign

Physical (and mental) disabilities/impairments range often so or different person in our lives. They affect us in different ways and may require additional accommodations to allow us to function independently. Some impairments are brief, some are lifelong. Various impairments can significantly affect our ability to use public transportation services.

The transportation systems may aspire to provide service to all users. Still, their ability to deliver on this is limited by resources (time, money, people, etc.) and by the nature of the environment they are operating in.

Many people move through the stations every day and virtually all of them carry mobile devices connected to the Internet. What if we could utilize crowd-sourced information to provide almost real-time updates to transportation system infrastructure status so that users with impairments could identify forewarn impairments to their journey?

Role
Research, Ideation, visuals, Prototyping

Timeline
1 Month Project

Tools Used
Adobe CC, Figma

Problem Research - New York City's subway system

Accessibility

Less than 25 percent of the subway system is accessible to people with physical disabilities: no people juggling strollers or suitcases, for that matter. New York City's public system, which is the nation's largest, has been criticized for being far behind other major cities in providing accessible service. Only 64 of the city's 468 stations. They have promised to add the fourth and last one in 2020. Promising progress with the elevators can only really be realized the few stations with elevators are actually in service. Elevators are prone to breakdowns, and when they do, there is no alternative way for people who need them to get from the street to the station platform or out of service. They're then forced to get back on the train and for another stop, call the fire department to carry them out, or Gordie-style, drain cover up the stairs. Faced with substantial services, a partner that is already trying to manoeuver the critic who was in a similar, down the subway steps.

Some of the stations that are not accessible are in the most inaccessible neighborhoods. Some of the stations that are accessible are in the most accessible neighborhoods. Some of the stations that are not accessible are in the most accessible neighborhoods. Some of the stations that are accessible are in the most inaccessible neighborhoods. Accessibility is the key. We appreciate the commitment to make the system accessible to people with disabilities, including people who use wheelchairs, people who have difficulty climbing stairs, people who have difficulty in the dark, and people who have difficulty in the "no-little, low-lever." The center will continue its "lawsuit in pursuit of a "binding resolution" that would give a court the right to hold the MTA accountable.

Special users

Of course, not everybody wants to listen in on your phone call. The MTA could consider adapting Japan's controversial women-only cars into something better: Quiet Cars for people who want to sleep. Quiet cars, which people aren't allowed to talk in, could be cheap and easy to implement and would make passengers of all stripes more comfortable.

Autopay

The MTA began rolling out autopay systems on buses and subways in May. Riders can now tap-to-pay through the OMNY system, which accepts a variety of digital payment options (including mobile apps like Apple Pay) wherever you see the contactless symbol. The system is supposed to be easy and intuitive. Accessibility advocates have pointed out that it's not quite there yet. Some people with disabilities can't use the system because it requires a smartphone, which not everyone has. Others can't use it because the system requires a bank account, which not everyone has. Others can't use it because the system requires a bank account, which not everyone has. Others can't use it because the system requires a bank account