

# Innovations in Accessibility: Dispatch Destination elevators, Beacons and other Wayfinding Techniques

## Introduction

Innovations in accessibility are continuously evolving. This discussion paper will present new technologies which provide people impacted by blindness and low vision a more equitable experience in accessing key information.

## Emerging Technologies

### Elevators

As elevator technologies continue to evolve, it's important for designers and specifiers to consider the usability of these technologies by people impacted by blindness. Assessing the accessibility of new technologies should be an integral part of the product evaluation and specification process.

For example, destination dispatch elevators, a recently introduced elevator technology, continue to pose significant barriers for people impacted by blindness.

Destination dispatch elevators should be equipped with an accessible means by which the elevator can be summoned. This could include a telephone style keypad or an electronic touch screen at each floor for users to identify the floor they wish to reach. Once the destination floor is entered, the screen returns visual information to identify which elevator cab to use. When the elevator arrives, the destination floor is pre-selected, and the user simply has to get on the elevator.

Unless appropriate features are provided, people impacted by blindness using this type of system will have difficulty entering their floor destination, identifying which elevator to go to and how to get to it. As such, the following design features should be incorporated into destination dispatch elevator systems:

- A push button to activate audio instructions.
- Audio instructions to guide the user through the process of entering their destination.

- Once a floor destination has been entered, audio instructions to guide the user to the location of the elevator that will take them to their destination.
- A tactile map to provide information on the layout of the elevator lobby and location of the elevators.
- Tactile signs to clearly identify each elevator.

## BlindSquare- Beacon Technology

Beacon technology has become more and more popular with many buildings such as office buildings, airports, and sport stadiums integrating beacon GPS as part of their wayfinding strategy. Beacon technology has also been deployed in outdoor environments such as parks.

Beacons are a helpful tool for visitors who need direction when entering a building or navigating the outdoors. Beacons help to provide additional support to people impacted by blindness by giving audio cues about where important services and amenities are located and giving accurate directions to find one's desired destination.

BlindSquare is one of the most popular and widely recognized GPS apps. BlindSquare is widely used by blind, deafblind and partially sighted individuals. BlindSquare delivers detailed points of interest both indoors and outdoors to provide safe and effective navigation.

BlindSquare is an app available for iPhone users to download. BlindSquare is a self-voicing app that provides information to users about their surroundings. BlindSquare will determine a user's location and look up information about the users' surroundings through apps such as Open Street Map and Foursquare.

For more information about BlindSquare visit the BlindSquare user guide:  
<https://www.blindsquare.com/user-guide/>

## BlindSquare BPS -Indoor Beacons

BlindSquare has developed an indoor navigation system called BlindSquare BPS (Beacon Positioning System). The BPS consists of a set of Beacons. Beacons are small Bluetooth devices that can be attached to any wall of a building. Once a person enters a building that is equipped with a range of Beacons that is part of the BlindSquare BPS system, users who have



Photo of a BlindSqaure Beacon attached to a wall.  
 Source: BlindSquare, 2022.

downloaded the BlindSquare iOS app will receive information about their surroundings. Indoor Beacons help those who are visually impaired locate key features that are often found in buildings such as elevators, meeting rooms, and other amenities.

BlindSquare BPS is being implemented at the Toronto Pearson Airport. A free version of the BlindSquare app named BlindSquare Event is available to download for passengers of Toronto Pearson.

The Toronto Pearson Airport has installed beacons to support the navigation of travelers who are blind or impacted by low vision. With the help of BlindSquare BPS, travelers who are visually impaired can independently navigate throughout the airport as it provides passengers the location of key points of interest such as check-in, security screening, pet relief areas, washrooms and more.

<https://www.torontopearson.com/en/accessibility/blindsquare>

### BlindSquare BPS -Outdoor Beacons

BlindSquare BPS has also been incorporated in many provincial parks to help park users who are visually impaired enjoy the outdoors independently.

Wascana Park, located in Regina, is one of the largest parks in North America. 230 GPS points around the main walking path of Wascana Park have been implemented to provide park goers who are blind or those with low vision navigate the park safely. The GPS points give park users information about path splits, park entrances and exits, landmarks, buildings and other park amenities such as benches, lookouts and monuments.

Parks in Alberta have also included beacon technology. Alberta Parks has partnered with CNIB Frontier Accessibility and Trans Canada Trail to make nature trails accessible for those with vision impairment. Because of BlindSquare, individuals with vision loss can explore Fish Creek Park safely without a guide, giving park-goers opportunities to discover amenities and go on a hike.

### Sunu Band

Sunu Band is an advanced mobility aid that was developed to help people who are blind and those with low vision avoid bumping into protruding objects.



Photo of a man wearing the Sunu Band on his wrist.  
Source: BlindSquare, 2021

While a cane detects objects at ground level, the Suna Band detects protruding objects and objects that are above ground, thus protecting the user's upper body.

Suna Band is a small wearable wristband that resembles a smartwatch. The wristband transmits haptic vibrations to alert the user of objects and obstacles in their path. Sonar and echolocation are used to detect these objects.

Sunu Band has been on the market since 2018, helping users detect obstacles, reducing accidents to the upper body.

Sunu Band is also working with BlindSquare to improve accessible navigation. With every Sunu Band sold, users can download the BlindSquare app at a much discounted price.

For more information about Sunu Band visit: <https://www.blindsquare.com/2021/06/30/sunu-band-x-blindsquare-join-forces-for-enhanced-accessibility/>