

SBB Inclusive — Participatory Design of a Real-Time Accessible Travel App for Blind and Visually Impaired Rail Passengers

Digital Inclusion · Good practice · Switzerland

Quality score: 96/100

Evidence strength: Descriptive / self-reported

Summary

Swiss Federal Railways and the University of Basel co-designed 'SBB Inclusive', a Bluetooth-beacon and GPS app closing the real-time information gap for blind and visually impaired train travellers, via a five-stage participatory process with 60+ participants.

Key dimensions

Dimension	Score
Innovation level	4/5
Sustainability (ongoing)	1/1
Evaluation evidence	1/1
Demonstrated reach	1/1
Documented learning	1/1

Evaluated by C-NAPSE

Data sources

[C-NAPSE web research](#) — accessed 2026-08-28

[Swiss Federal Railways \(SBB\) & University of Basel](#) — accessed 2026-08-28

[PMC – My Train Talks to Me: Participatory Design of a Mobile App for Travellers with Visual Impairments](#) — accessed 2026-08-28

[Springer – Computers Helping People with Special Needs \(ICCHP 2020\), DOI 10.1007/978-3-030-58796-3_2](#) — accessed 2026-08-28

[Florian Brühlmann – Publication page](#) — accessed 2026-08-28

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