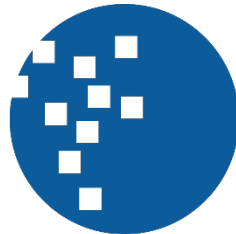


**DESIGNING ACCESSIBLE SIGNAGE OF KRL  
COMMUTERLINE FOR PEOPLE WITH DISABILITIES**



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NUSANTARA

**FINAL PROJECT REPORT**

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**VISUAL COMMUNICATION DESIGN STUDY PROGRAM  
ART AND DESIGN FACULTY  
UNIVERSITAS MULTIMEDIA NUSANTARA  
TANGERANG  
2024**

**DESIGNING ACCESSIBLE SIGNAGE OF KRL  
COMMUTERLINE FOR PEOPLE WITH DISABILITIES**



**FINAL PROJECT REPORT**

Submitted as One of the Requirements for Obtaining a  
Bachelor's Degree in Design (S.Ds.)

**Benedicta Sari Vita Suwanto**  
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**VISUAL COMMUNICATION DESIGN STUDY PROGRAM**

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## ACKNOWLEDGEMENTS

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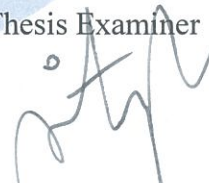
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## FOREWORD

Praise and gratitude the author pray for the presence of Almighty God, for all the graces and blessings that provided so that the author is given the convenience of completing the Final Project titled **DESIGNING ACCESIBLE SIGNAGE OF KRL COMMUTERLINE FOR PEOPLE WITH DISABILITIES**.

The primary objective of this final project is to create a comprehensive and inclusive identity guide for signage and wayfinding on the Commuterline KRL, specifically created to assist individuals with disabilities. This initiative also aims to set a benchmark for all existing Commuterline Stations, encouraging them to prioritize the needs of passengers with physical, mental, and intellectual disabilities.

Furthermore, the design presented in this Final Assignment aspires to help students and readers studying inclusive design, particularly accessible signage and its practical application. This influence stems from the author's knowledge gained during her undergraduate studies at Multimedia Nusantara University.

The author also extends gratitude to those who have contributed to the completion of this final assignment and wishes to acknowledge their support:

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While not flawless, the author hopes this final project report on accessible signage and inclusive design proves valuable to readers and future enthusiasts exploring this subject.

Tangerang, 4<sup>th</sup> January 2024



(Benedicta Sari Vita Suwanto)

# PERANCANGAN *ACCESSIBLE SIGNAGE* KRL COMMUTERLINE BAGI

## PENYANDANG DISABILITAS

(Benedicta Sari Vita Suwanto)

### **ABSTRAK**

*Transportasi umum dalam bentuk kereta merupakan bentuk transportasi umum yang menjadi salah satu pilihan utama masyarakat di Jabodetabek untuk berpergian. Faktor-faktor yang mendorong banyaknya pengguna transportasi ini karena harga tarif yang terjangkau, cepat, dan cukup tepat waktu. Pengguna dari moda transportasi kereta listrik ini atau yang kerap disebut KRL Commuterline diproyeksi akan semakin meningkat setiap tahunnya pada awal 2024 menjadi 345 juta. Peningkatan jumlah penumpang ini perlu diimbangi dengan peningkatan kualitas fasilitas yang layak bagi para pengguna KRL Commuterline khususnya penyandang disabilitas. Diketahui bahwa pada tahun 2019 sendiri jumlah masyarakat dengan disabilitas di Jakarta sendiri mencapai 14.459 individu. Walaupun dengan hadirnya Pusat Layanan Disabilitas KRL, aksesibilitas terhadap penyandang disabilitas masih belum memadai khususnya dalam signage, dan belum mewujudkan dari isi Undang-Undang No. 8 tahun 2016 tentang Penyandang Disabilitas. Hal ini ditandai dengan penyandang disabilitas khususnya pengguna kursi roda beserta dengan wali/pendampingnya sulit dalam menavigasi diri mereka selama di dalam stasiun dan di dalam kereta dikarenakan sign system yang tidak komunikatif, informatif, dan membingungkan. Metode penelitian yang digunakan adalah kualitatif dengan dan kuantitatif. Pengumpulan datanya melalui observasi, wawancara, FGD, serta melakukan survey.*

**Kata kunci:** *Aksesibilitas, Penyandang Disabilitas, Signage, Accessible Signage, Wayfinding, KRL Commuterline*

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# DESIGNING ACCESSIBLE SIGNAGE OF KRL COMMUTERLINE FOR PEOPLE WITH DISABILITIES

(Benedicta Sari Vita Suwanto)

## ABSTRACT (English)

Trains as a mode of public transportation stand out as a primary choice for Jabodetabek residents due to their affordability, speed, and reliability. The KRL Commuterline, an electric train service, is expected to witness a rise in users, potentially reaching 345 million by early 2024. With this surge, there's a pressing need to enhance facilities, especially for passengers with disabilities. In 2019, Jakarta alone recorded approximately 14,459 individuals with disabilities. Despite the establishment of the KRL Disability Service Center, the current signage accessibility remains insufficient, not aligning fully with the stipulations of the 2016 Law on Persons with Disabilities. This shortfall is evident as individuals, notably those in wheelchairs and their companions, find the existing sign system unclear and perplexing. The study adopts both qualitative and quantitative approaches, gathering insights through observations, interviews, focus group discussions, and surveys.

**Keywords:** Accessibility, People with Disabilities, Signage, Accessible Signage, Wayfinding, KRL Commuterline



## TABLE OF CONTENT

STATEMENT OF ORIGINALITY OF FINAL PROJECT.....	ii
ACKNOWLEDGEMENTS.....	iii
APPROVAL PAGE FOR PUBLICATION.....	iv
FOREWORD.....	v
<i>ABSTRAK</i> .....	vii
ABSTRACT (English) .....	viii
TABLE OF CONTENT.....	ix
LIST OF FIGURES .....	xii
LIST OF APPENDICES .....	xv
CHAPTER I INTRODUCTION.....	1
1.1 Research Background .....	1
1.2 Research Question .....	3
1.3 Research Scope .....	4
1.4 Research Objective.....	5
1.5 Research Contribution.....	5
CHAPTER II LITERATURE REVIEW.....	6
2.1 Graphic Design .....	6
2.1.1 Design Principles.....	6
2.1.2 Design Elements.....	10
2.1.3 Typography .....	12
2.1.4 Layout.....	13
2.1.5 Grid.....	16
2.2 Signage and Wayfinding.....	18
2.2.1 Categories of Signs.....	20
2.2.2 Design Process.....	22
2.2.3 Sign Pyramid of Component .....	23
2.2.4 Information Content System .....	24
2.2.5 The Graphic System.....	26
2.2.6 Shapes .....	31
2.2.7 Material Signage.....	32

2.3	Anthropometry .....	35
2.3.1	Chairbound People .....	38
2.3.2	Ambulant Disable People .....	38
2.4	Accessibility .....	39
2.4.1	Accessible Signage .....	39
2.5	People with Disabilities .....	39
2.5.1	Types of Disabilities .....	39
2.5.2	Requirements for Various Types of Disabilities .....	40
<b>CHAPTER III RESEARCH AND DESIGN METHOD .....</b>		<b>43</b>
3.1	Research Method .....	43
3.1.1	Qualitative Method .....	43
3.1.2	Quantitative Method .....	56
3.2	Design Method .....	66
<b>CHAPTER IV DESIGN STRATEGY AND ANALYSIS .....</b>		<b>68</b>
4.1	Design Strategy .....	68
4.1.1	Research and Analysis .....	68
4.1.1.1	Target Audience .....	68
4.1.2	Strategy .....	70
4.1.3	Programming .....	74
4.1.4	Schematic Design .....	78
4.1.5	Design Development .....	83
4.1.6	Construction Documentation .....	95
4.2	Design Analysis .....	102
4.3	Budgeting .....	111
<b>CHAPTER V CLOSING .....</b>		<b>116</b>
5.1	Conclusion .....	116
5.2	Recommendation .....	117
<b>BIBLIOGRAPHY .....</b>		<b>118</b>
<b>APPENDICES .....</b>		<b>120</b>

## LIST OF TABLES

Table 3.1 SWOT Analysis on Accessible Signage .....	50
Table 3.2 Attributes of Survey Respondents .....	53
Table 3.3 Research on Group of People With Disability.....	54
Table 3.4 Research on Group of Regular People Without Disability.....	58
Table 4.1 Target Audience.....	70
Table 4.2 Creative Brief.....	72
Table 4.3 Budgeting.....	112



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## LIST OF FIGURES

Figure 2.1 Format.....	7
Figure 2.2 Text Hierarchy .....	7
Gambar 2.3 Illustration and Diagram.....	8
Figure 2.5 Color Wheel.....	11
Figure 2.6 Typography types .....	13
Figure 2.7 Cap height on flat letters compared to rounded letters .....	14
Figure 2.8 Side by Side Positioning .....	14
Figure 2.9 Stacked Positioning .....	14
Figure 2.10 Line Length.....	14
Figure 2.11 Letter Tracking .....	15
Figure 2.12 Letter Leading.....	15
Figure 2.13 Signage Grid .....	16
Figure 2.14 Identification Signage.....	18
Figure 2.15 Directory Signage .....	18
Figure 2.16 Orientation Signage .....	19
Figure 2.17 Regulatory Signage.....	19
Figure 2.18 Sign Pyramid Component.....	21
Figure 2.19 Comparison lengthy destination names abbreviated and not abbreviated.....	23
Figure 2.20 Signage example for people with visual impairment .....	24
Figure 2.21 Choosing Typeface .....	25
Figure 2.22 Font with Versatile Type Family.....	25
Figure 2.23 Font Legibility .....	26
Figure 2.24 ADA Font Regulations .....	27
Figure 2.25 AIGA Symbols .....	27
Figure 2.26 Arrow Direction.....	27
Figure 2.27 Different Format Icon.....	28
Figure 2.28 Typography and Icon Layout .....	29
Figure 2.29 Sign Form Variation .....	30
Figure 2.30 Vertical and Horizontal Visibility Plane.....	33
Figure 2.31 Height and Angle of Display .....	35
Figure 2.32 Anthropometry of Chairbound People .....	36
Figure 2.33 Anthropometry of Ambulant Disable People .....	36
Figure 3.1 Interview Documentation with Yanuar .....	42
Figure 3.2 Interview Documentation with Qurrata Ayuna .....	43
Figure 3.3 Documentation of Visits from SLB Ulaka Penca.....	45
Figure 3.4 Directory Signage in Tanah Abang Station.....	46

Figure 3.5 Directory Signage in Tanah Abang Station.....	46
Figure 3.6 Identification and Direction Signage in Kebayoran Station.....	47
Figure 3.7 Identification Signage in Tanah Abang .....	47
Figure 3.8 Identification Signage in Odawara Station.....	48
Figure 3.9 Digital Signage alternating between Japanese and English.....	48
Figure 3.10 Floor Decal in Tokyo Shinkansen platform.....	48
Figure 3.11 Wall-mounted Identification Signage at Jimbocho Station .....	48
Figure 3.12 Platform sign on Tokyo's Yurikamome line .....	49
Figure 3.11 Wall-mounted Identification Signage at Jimbocho Station .....	48
Figure 4.1 PT KAI Commuter Logo .....	70
Figure 4.2 Mind Map .....	74
Figure 4.3 Moodboard.....	76
Figure 4.4 Persona 1.....	77
Figure 4.3 Persona 2.....	78
Figure 4.4 Initial Sketch.....	78
Figure 4.5 Initial Signage Exploration.....	79
Figure 4.6 Basic Shape Exploration.....	79
Figure 4.7 Basic Shape.....	79
Figure 4.8 Initial Arrow Design.....	80
Figure 4.9 Finalized Arrow Design.....	81
Figure 4.10 Icon Proportion .....	81
Figure 4.11 Various Icons .....	81
Figure 4.12 Route Colors .....	82
Figure 4.13 Atkinson Hyperlegible.....	82
Figure 4.14 Identification Pillar Signage Designs .....	83
Figure 4.15 Pillar Identification Signage .....	84
Figure 4.16 Ceiling Mounted Station Name Signage .....	84
Figure 4.17 Pillar Identification Signage Station.....	85
Figure 4.18 Designs of Pillar Identification Signage Station.....	85
Figure 4.19 Ceiling Mounted Transit Station Names .....	85
Figure 4.20 Designs of LED Screen Orientation Signage .....	86
Figure 4.21 LED Screen Signage.....	86
Figure 4.22 LED Orientation Signage Design.....	86
Figure 4.23 Orientation Signage Map.....	87
Figure 4.24 Design of Orientation Signage Map.....	87
Figure 4.25 Design Directional Signage One Platform .....	88
Figure 4.26 Ceiling Mounted Directional Signage .....	88
Figure 4.27 Design Floor Mounted Signage.....	89
Figure 4.28 Floor Mounted Signage .....	89

Figure 4.29 Decal Floor Sticker Directional Signage .....	89
Figure 4.30 Wall Mounted Regulatory Signage .....	90
Figure 4.31 Wall Mounted Priority Seats Regulatory Signage.....	91
Figure 4.32 Design of Priority Seats Regulatory Signage .....	91
Figure 4.33 Signage Manual Book .....	92
Figure 4.34 Lanyard .....	92
Figure 4.35 Electric Card Money .....	93
Figure 4.36 Posters.....	93
Figure 4.37 Vertical Banner .....	94
Figure 4.38 Instagram Post .....	94
Figure 4.39 Identification Signage Pillar Mockup.....	95
Figure 4.40 Ceiling Mounted Identification Signage Station Name.....	96
Figure 4.41 LED Screen Orientation Signage.....	97
Figure 4.42 Decal Orientation Signage Train Route.....	97
Figure 4.43 Orientation Signage Map Mockup .....	98
Figure 4.44 Ceiling Mounted Directional Signage .....	98
Figure 4.45 Directional Platform Signage .....	99
Figure 4.46 Decal Sticker Directional Signage.....	99
Figure 4.47 Decal Sticker Disability Space Directional Signage .....	100
Figure 4.48 Regulatory Wall Mounted Signage .....	101
Figure 4.49 Decal Sticker Escalator Regulatory Signage .....	100
Figure 4.50 Interview with M Jordy Mozza.....	103
Figure 4.51 Interview with Doni Romdoni and Yusuf .....	104
Figure 4.52 Interview with Qurrata Ayuna.....	105
Figure 4.53 Electric Card Money.....	105
Figure 4.54 Vertical Banner.....	106
Figure 4.55 Instagram Post .....	107
Figure 4.56 Lanyard.....	108
Figure 4.57 Signage Manual Book .....	109
Figure 4.58 Various design of Signages .....	110

## LIST OF APPENDICES

Appendices A First Turnitin Report .....	121
Appendices B Academic Advising Form .....	124
Appendices C Interview Transcripton .....	126
Appendices D Second Turnitin Report .....	139
Appendices E Survey Results .....	144

