

CHAPTER V

CLOSING

5.1 Conclusion

The Jabodetabek area, encompassing Jakarta, Bogor, Depok, Tangerang, and Bekasi, faces increasing demands for public transit due to its economic significance. Efficient public transit, like the KRL Commuterline operated by PT Kereta Commuter Indonesia, supports traffic flow, city growth, and citizen accessibility. This line serves over 950,000 passengers daily, with predictions of rising usage. However, challenges arise for passengers with disabilities. Notably, Qurrata Ayuna, a wheelchair user, and others highlight difficulties with signage and accessibility within KRL Commuterline stations and trains. Interviews with parents of children with disabilities further underscore the inadequacies in signage height, clarity, and support systems. Current signage fails to adequately serve individuals with disabilities, emphasizing the need for improved accessibility. As a Visual Communication Design student, the author identifies an opportunity to address these challenges by creating more accessible signage for all users, especially those with disabilities.

The urgent call for standardizing signage within the KRL Commuterline is crucial, especially as the population of individuals with disabilities appears to be increasing, with more visible in public spaces and transportation. The existing signage situation often impedes their ability to travel smoothly. Consequently, by enhancing the signage, we indirectly facilitate easier travel for individuals with disabilities using the KRL Commuterline.

5.2 Recommendation

Author's foremost recommendation for designing accessible signage for the KRL Commuterline emphasizes consistently considering individuals with disabilities, particularly those using wheelchairs. This approach aims to create inclusive designs that cater to a broad spectrum of disabilities. The adage "Nothing About Us Without Us" underscores the importance of involving individuals with disabilities directly in the design process. Their firsthand experiences and insights are invaluable, as they possess a deep understanding of accessibility challenges. By actively listening to their perspectives, the author was guided in crafting signage that truly meets the needs of all users on the KRL Commuterline.

From a design perspective, it's crucial to have a deeper understanding of hierarchy and grasp the typical habits of KRL Commuterline users in Jabodetabek, especially during peak hours. By understanding these habits and gradually introducing new systems, it's essential to find a balanced approach that meets the needs of both users and the new changes. The aim is not just to implement change for the sake of novelty but to ensure that these alterations resonate with users' actual needs and behaviours. Striking this balance ensures that the design modifications are both relevant and beneficial, catering to the evolving requirements of both type group users while also aligning with the overarching objectives of the system.

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