

# Passenger benefits



## Accessibility



The entire pod system has been designed to allow for ease of use by all groups of people; disability groups have tested and approved the system and Ultra has been involved in discussion with UK Government mobility groups, including Disabled Persons Transport Advisory Committee, since the start of the design to maximise accessibility to both stations and vehicles.

Ultra pods feature a flat floor which aligns accurately with stations to allow safe and easy access for wheelchairs, push chairs, luggage and people and meets access requirements for both the UK (Disability Discrimination Act, DDA) and the US (Americans with Disabilities Act, ADA).

The vehicle features easy-to-use controls, bright lighting and clear information systems to aid usability.

### Station accessibility

Stations may be located above, at, or below ground, or, due to the system's virtually silent nature, inside buildings. Stations can be enclosed or open-air, will always provide at least a minimal covering above the berth area and are designed to be suitable for 24-hour operations.

## Comfort & convenience



Ultra pods provide comfortable seating for 4 adults, with ample space for shopping, pushchairs and luggage. The vehicles can be fitted with heating or air conditioning to suit various climates.

Typically around 90% of Ultra pod passengers are served within one minute thanks to the system's on-demand service that minimises passenger waiting time. The system travels at speeds of up to 25 mph and a typical 1.6 km journey usually takes around four minutes.

Once the customer's journey has begun, they can sit back and relax as their pod takes them non-stop to their chosen destination via the quickest route.

## Personal safety & security

The Ultra pod system provides added personal security for customers via the following means:

- There is very little waiting at stops; the service is on demand, and there will almost always be vehicles available at stations for immediate use
- Passengers have exclusive use of their vehicles and travel only with chosen companions; once a passenger journey starts the vehicles do not stop to pick up others
- The vehicle is continuously monitored by the control system during use; passengers may contact the system controller, who can see them via onboard CCTV and respond to any concerns
- Passenger surveys during trials on the Ultra system showed that all passengers felt secure or very secure with the driverless Ultra system. Vehicles, stations, and guideway make use of CCTV, information screens, and emergency call buttons to ensure the users feel safe, secure and at-ease. Passengers can be in audio and visual contact with the control center, for enhanced passenger security.

In addition, the Ultra pod system has a high level of operational safety. Pods are controlled autonomously, thus immediately removing the potential issue of driver distractions; an independent automatic vehicle protection system stops the vehicle in an emergency, providing further protection passengers.