

Mobility support for children in Artis a product-service proposal

This research aimed to redefine the mobility support service for the oldest zoo in the Netherlands, Artis. Artis offers mobility support by means of freely available carts to ease the visit of young children and their caregivers. The goal was to design a product-service combination that solves the capacity problems, takes up less space and meets the needs of both the visitors and Artis staff.

The proposed service provides readily available and predictable mobility support that fits children and their caregivers with different age-dependent needs. A large number of inviting and safe, one person pull-carts is offered which can be picked up and left at any of the ten compact stations throughout the park, thus stimulating intermittent use. It is a non-supervised self-service using tokens. The cart is made of simply bent powder-coated steel tubes and weather-resistant wood, making the cart durable, relatively easy to produce and maintain. The carts nest in stations allowing for minimal use of space, they are unobtrusive and can be scaled up easily



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Accessible last mile mobility support for children in Artis

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Integrated Product Design

Committee

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Artis


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