PRODUCT INFORMATION

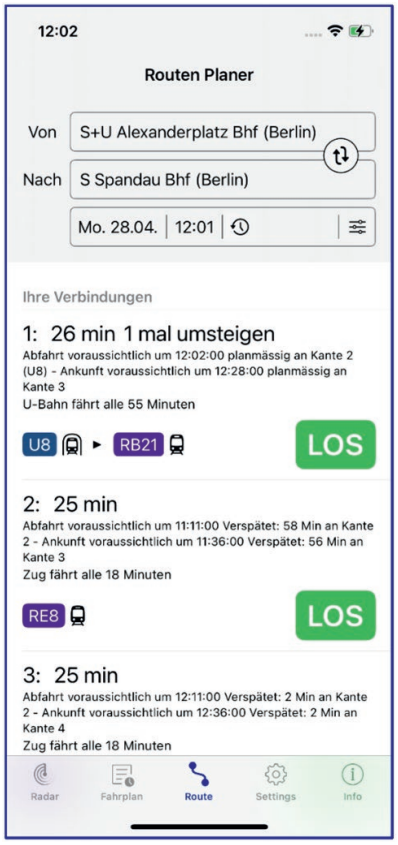
The digital travel companion for independent mobility

ebblo Assist App “INTROS ÖV-Radar”

The “INTROS ÖV-Radar” app was conceived and developed by the Swiss Federation of the Blind and Visually Impaired (sbv) under the guiding principle “by those affected, for those affected”. It closes a critical gap in the travel chain for blind and visually impaired people: the step from digital timetable information to physical interaction with the vehicle.

While conventional apps often stop at the platform, INTROS ÖV-Radar reliably accompanies users beyond that point, offering true door-to-door support. The app addresses the key challenges of everyday public transport use: identifying the correct vehicle at stops, locating the correct boarding door, and maintaining safe orientation during the journey.

As an integral component of the ebblo Assist mobility assistance system, the app connects two worlds. It combines classic real-time timetable data with direct vehicle communication. Via the ebblo Assist Bluetooth Access Point (BAP), the smartphone enters into dialogue with the bus or tram – enabling mobility that is not only barrier-free, but genuinely self-determined.



Key Functions

Intuitive onboarding & region selection – one app for everywhere

- Easy start: A guided onboarding process automatically checks required permissions (Bluetooth, location, internet) and supports initial setup.
- Multi-tenant capability: Users select their region (e.g. “Berlin BVG”). The app automatically configures itself for the respective transport operator, including backend registration and operator-specific parameters.

Timetable and route planning – enables hands-free travel

- Accessible information: Full-featured route planning based on the transport operator’s journey planner (e.g. HAFAS).
- Individual preferences: Filters for accessible routes, minimum transfer times and reduced walking speeds.
- Real-time data: Display of delays, platform changes and disruption messages directly within the connection overview.

ÖV-Radar (Public Transport Radar) – local scan for spontaneous journeys

- Vehicle detection: Lists all vehicles within Bluetooth range, including route number and destination.
- Exterior announcement: Triggers route and destination announcements at the vehicle, either manually or automatically when a favourite has been preselected.
- Boarding or alighting request: Signals to operating staff that assistance may be required when boarding or alighting.

- Journey assistance: Displays upcoming stops during the journey and allows timely triggering of alighting requests.

Travelling with an active route – once the journey is activated, the smartphone stays in the pocket

- Walking route to the stop: Navigation from the front door to the departure stop via MyWay Pro or other navigation apps.
- Waiting and automatic boarding: As soon as the correct vehicle arrives, this is signalled via vibration/ announcement. The app sends a boarding request in the background, activates the exterior announcement for acoustic orientation and notifies the driver of the need for assistance.
- Safe travel and alighting: The app continuously monitors journey progress and sends the alighting request to the vehicle at the appropriate time. At the same time, the user is reminded of the upcoming alighting via notification.
- Seamless travel chain: If a transfer is required, this process is automatically repeated at the next stage, ensuring reliable and stress-free support throughout the entire journey.

Technical information

Platforms

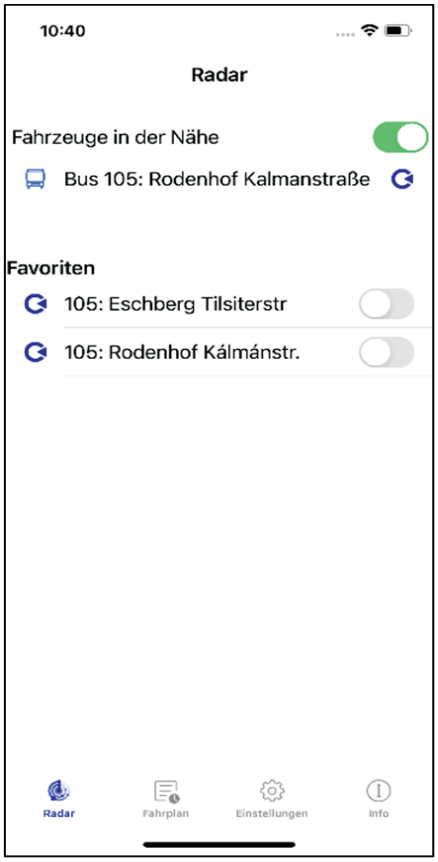
- iOS: Version 18 or later, optimised for VoiceOver
- Android: Version 13 or later, optimised for TalkBack

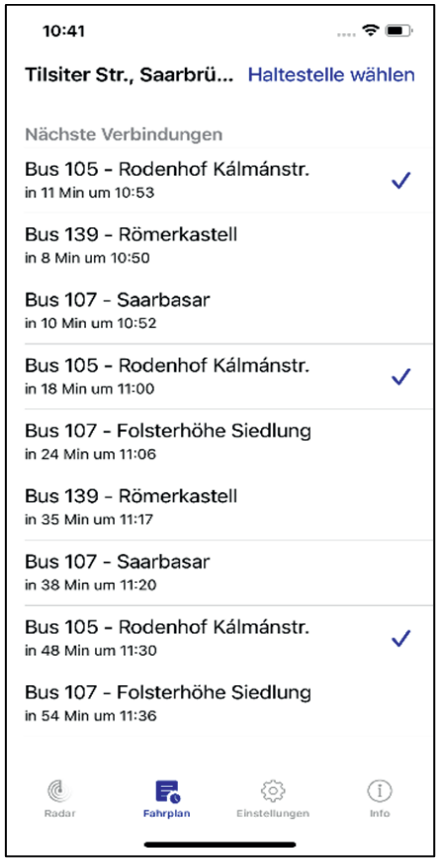
Interfaces and communication

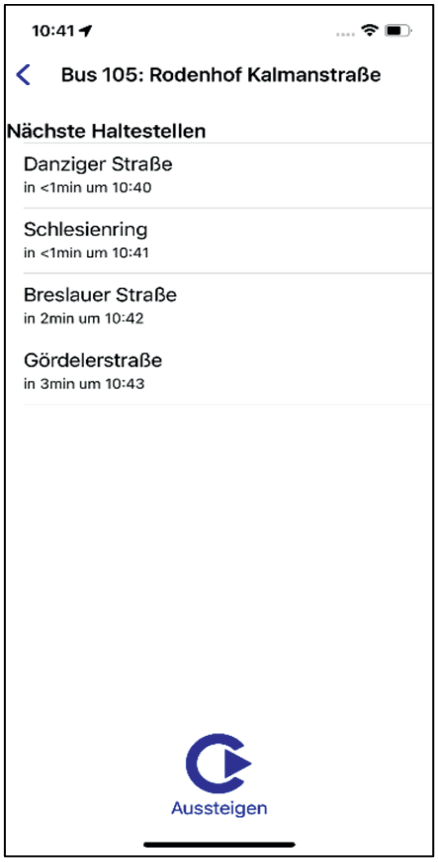
- Timetable information: Integration of HAFAS interfaces for route calculation and real-time data; additional journey planners available on request.
- Backend communication: Connection to the ebblo Assist Backend for user management, configuration and operational notifications.
- Vehicle communication: Direct BLE connection to the ebblo Assist Bluetooth Access Point (BAP) installed in the vehicle.

Accessibility and standards

- Compliance: Developed in accordance with WCAG 2.2 AA guidelines.
- Operation: Supports screen reader gestures and provides haptic and acoustic feedback for status changes.
- Privacy by design: No storage of movement profiles; data is processed strictly for its intended purpose.







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info@ebblo.com
Switzerland | Neuhausen am Rheinfall | +41 58 911 11 11
Germany | Berlin | +49 30 34 06 02 70
ebblo.com