

Sherrie Guan

1. I chose to sit at the bus stop on NE Campus Pkwy in front of the District Market for buses 65, 75, and 372 and focus on bus riders. I wanted to see issues with the bus experience, especially for students. I picked this bus stop because I know from experience that it is busy throughout the day. From my experience, sometimes the buses are over capacitated, and they come in irregular intervals, allowing the crowd of bus riders to grow and crowd the area. In my jottings, I focused on characteristics of the P-cube heuristic and the five elements of practices we discussed in studio, and anything else that stood out. I noted users who looked like they were going through distress over anything related to the bus system.
2. One practice was waiting for the bus. Many people stood around the District Market wall and the bus stop, and some used the bench or wooden boards on poles located near the curb. Many of the younger people were on their phones and replying to text messages or scrolling through their social media, but some were just listening to music and/or enjoying the nice weather. Every user would look up now and then probably either to see if their bus was within view yet. Most users were alone, but some were with friends chatting. Another practice was checking the bus times, which only some users did. Some pulled up the One Bus Away app to look, and almost no users looked at the physical bus schedule sign. The remaining users just looked up at a bus and as it pulled up to the stop, and then would proceed to walk toward the stop or go back to where they were standing to wait. Another practice I observed was boarding the bus. Most people rushed toward their bus as soon as it came near the stop, and had their form of payment out quickly so

that they were ready even before getting onto the bus. Users clumped or formed a line near the curb due to the wooden plank and bus stop location as well as other people waiting for other buses. People shuffled in quickly to save time for themselves, the driver, and others behind them. Almost no one used cash to pay, suggesting the users were regular commuters or UW students.

3. One practice worth further investigating is how people board the bus. Users start going towards the curb as soon as they see their bus down the road, and weave between pedestrians on the sidewalk or other people who are waiting for the bus. In addition, other cars are still passing by near the curb at this time, which is dangerous. Also, people do not always get into a line and a tight clump of people waiting to board form. We should look into a way to design bus stops better so that people are safely waiting to board the bus and do not have to weave between each other. A design that forms a single file line would create organization for those boarding, and the design should discourage people from idly waiting on the edge of the curb. It would be good to further research users in lines/queues to see what design would be best to incorporate into a bus stop. It would also be good to look more into how far people should stand around streets and curbs in order to be safe. For example, existing designs resulting from similar research of this practice, just applied to trains instead, include the yellow borders around tracks users stand behind. We can try to use similar methods to see how far from the curb people should be standing while cars and bikers are passing by.

user research jottings:

- for some buses the entire crowd of people waiting load
- 65, 75, 372 bus stop
4:10 pm, NB Campus Pkwy
- some people take 65 to the INMA (one guy w/ tennis racket)
- people mostly only sit when waiting for a long time
- most people are on their phones or looking around while waiting
- listening to music

-not as many people come
to the stop right as the
bus is scheduled to arrive
as I had thought

-Do ~~they~~ they use
the One Bus Away app?

-Only few people bus 65

-Almost all wearing athletic
clothes

-Lot of people board 75

-Looks like they're students
(UG + grad). Wait for a
long time

-Going home?

-Lot of people take 872

-To UW Bothell / Cascadia
College

-class or home

- People did not wait as long to board as the 75
4:28 - lot of people dressed for exercise came to bus stop

- not many are w/ friends but those who are are chatting

- 372 waited for people even though no one boarded as it first stopped

- Did the driver think I wanted to board maybe?

4:30

- Lot of people rushed into the 65 behind this 372

- Not many people lean against the wooden

Planks on poles things

- just stand around, especially at stop or against DM wall

- Girl used plank to put her bag on

- Lot of people stand against the DM

- way less people use the nearby stop for bus 49/70

- person who looked like he missed the bus took 75 instead

4:37

- Lots of people + their friends or gf/bfs

take the 372

- Going home w/
roommates / housemates?
- one person frantically
waved at driver to stop
and ~~wait~~ wait
- Driver mimicked her
the opened door LOL

4:39



- Lots
of

- bus was super
full

people came for the 65
all of a sudden as it
arrived

- Did not have to wait
- Lots of people holding
groceries from DM

- Lots of people w/ sport equipment
- In general didn't seem like anyone was taking the bus to go to a UN class
- Looked like many people were ending their day
- Most people ~~was~~ were young adults but some random USO yomen
- From experience, the stop by UNV. Kitchen always has full buses
- These buses were pretty full but not overcapacitated
- Maybe b/c not rush hour

- Most people started walking toward bus as soon as they saw it
- would clump or form line if space was tight
- Boarded quickly $\frac{2}{3}$ had cards ready
- Almost no one used cash

