

# Waiting

and how we plan on making it better.





# Your train is coming in 3 minutes.

We will play you a 4 minute audio. When you think the 3 minutes have passed, raise your hand. The person who raises their hand closest to the 3 minute mark, wins. Sounds easy enough, right?

One group will be waiting standing up. One group will be waiting sitting down. One group will be facing away from us. One group will have their headphones on. And some groups will have their eyes closed.



# Waiting Behaviour in Public Transportation



1. Standing still
2. Cellphone
3. Talking with others
4. Check the time

Is it comfortable?

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# Improved waiting.

We want to improve waiting by targeting the senses.

- stoplights
- announcements

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# How will we do this?

By light, colour and sound.

- tiles that light up
- a voice over that plays

This will make waiting also more accessible for those who are visual- or hearing-impaired.

## Some examples of tiles.



Your train isn't close.



Your train will be here within 5 minutes.



Your train will be here within 1 minute.



## What will the voice over say?



It's now *\*time\**. The train to *\*destination\** will arrive at *\*time\**.

That's in *\*minutes\**.



The train to *\*destination\** will be arriving within 5 minutes.



The train to *\*destination\** will be arriving within 1 minute.

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**And that concludes our idea.**

**Thanks for your attention!**



**Are there any questions?**

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