

User Interactions with a Train System

Human Factors Aspects



Users

Foreign, stressed, hurried, carrying luggage, carrying children, elderly, disabled, poor sighted, apprehensive, tired, angry, upset, sleeping, tall, short, average, male, female, hard of hearing etc.



1	Find station		
2	Find way around station Timetables, tickets, luggage trolleys, platforms, help, information, shops, waiting room, toilets, telephones etc	<ul style="list-style-type: none"> Station design Building design Fixture design Symbols Information systems Self service systems 	<ul style="list-style-type: none"> Ticket design Timetable design Verbal communication Workplace design Environment Seating
3	Board train Luggage storage, ensure correct train	<ul style="list-style-type: none"> Entrance Train layout Platform information 	
4	Find seat Access to seat, adjustment, comfort, can't find seat, no seat - stand	<ul style="list-style-type: none"> Seat design Comfort evaluation Train environment 	
5	Find way around train Toilet, food bar, guard	<ul style="list-style-type: none"> Toilet cubicle design Food bar design Design of other facilities 	
6	Recognise desired destination station Timetable, on-board information display, platform sign, verbal affirmation	<ul style="list-style-type: none"> Displays Verbal communication Ticket and timetable design 	
7	Leave train Remove luggage, exit train, find way out	<ul style="list-style-type: none"> Exit, steps, handholds Train layout Platform information 	
8	Find way around station Timetables, tickets, luggage trolleys, platforms, help, information, shops, waiting room, toilets, telephones, taxi, bus, find friends, find hotel, find a particular street etc.	<ul style="list-style-type: none"> Station design Building design Fixture design Symbols Information systems Self service systems 	<ul style="list-style-type: none"> Ticket design Timetable design Verbal communication Workplace design Environment Seating