



WAITING AT EASE

A design exploration of the waiting
experience in a bus stop

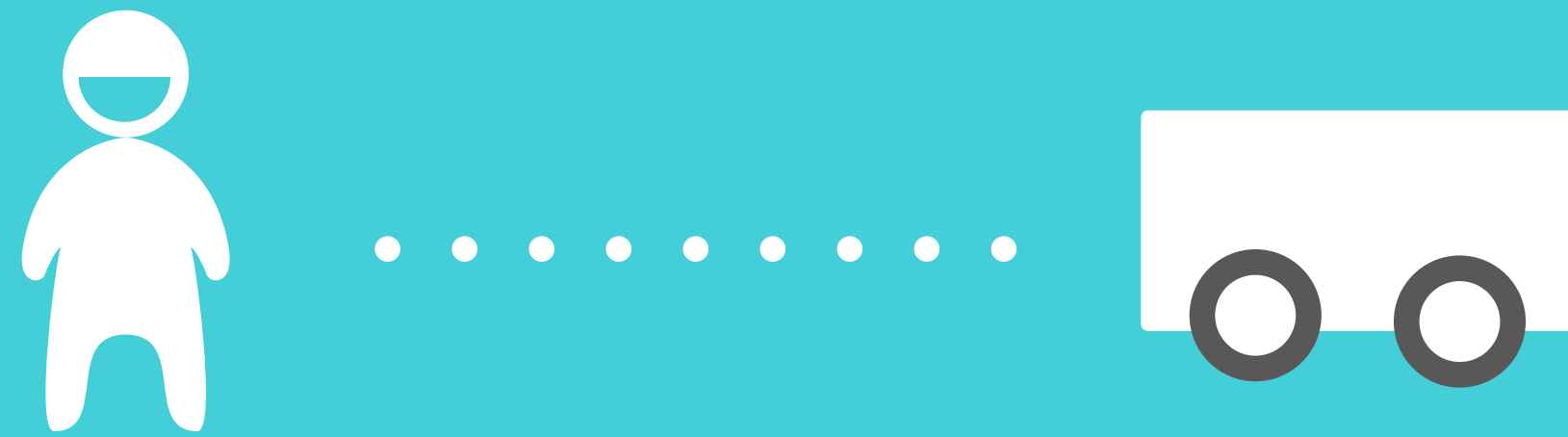


**LIMITED
&
DISAPPOINTED**



**UNCERTAIN
&
STRESS**

Design goal



I want to connect people waiting in a bus stop and bus they are waiting for in a way that make waiting people feel at ease



Standing on higher ground, feel everything are in control.

open

Standing on higher ground can get boarder eyesight, feel mind and eyesight open.

confident

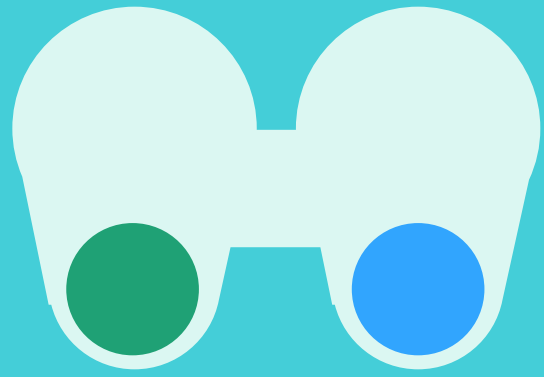
“I m the king of the world!”

Everything are in my control

fresh

Feel fresh to see the world in a new perspective.

What kinds of information can make people **feel at ease**?



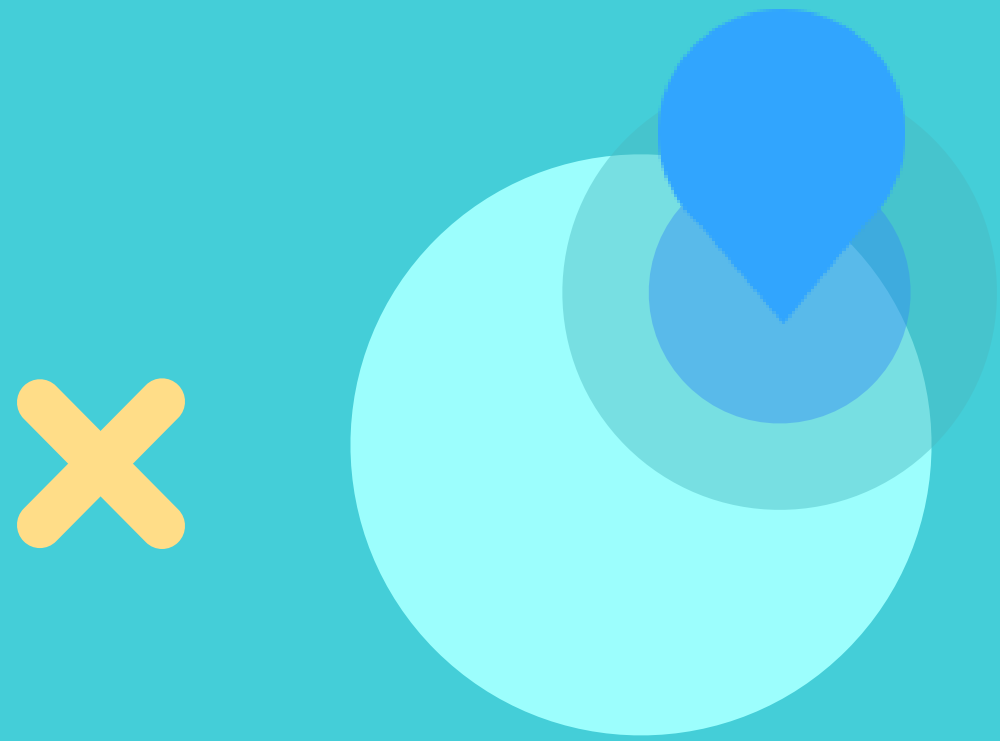
Show people bus information in driver's view

Detail information



 De

BUS 60 IS COMING
Delft Keelpolderweg



What if Driver's view in a random city?

★ BACK TO MY DESIGN GOAL

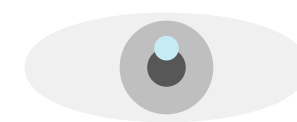
What kinds of information can make people **feel at ease**?



More convincing bus information



REAL TIME INFORMATION





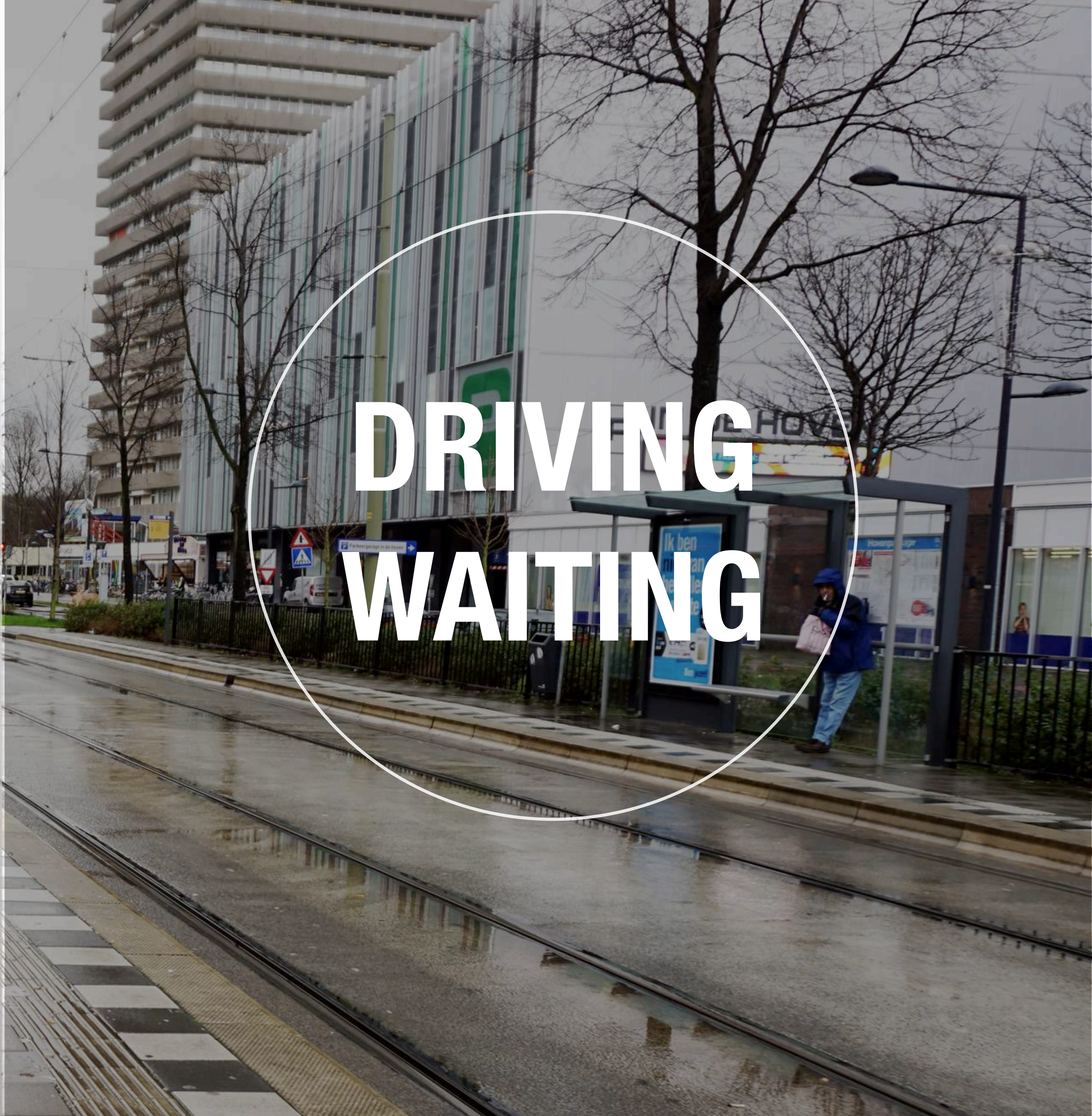
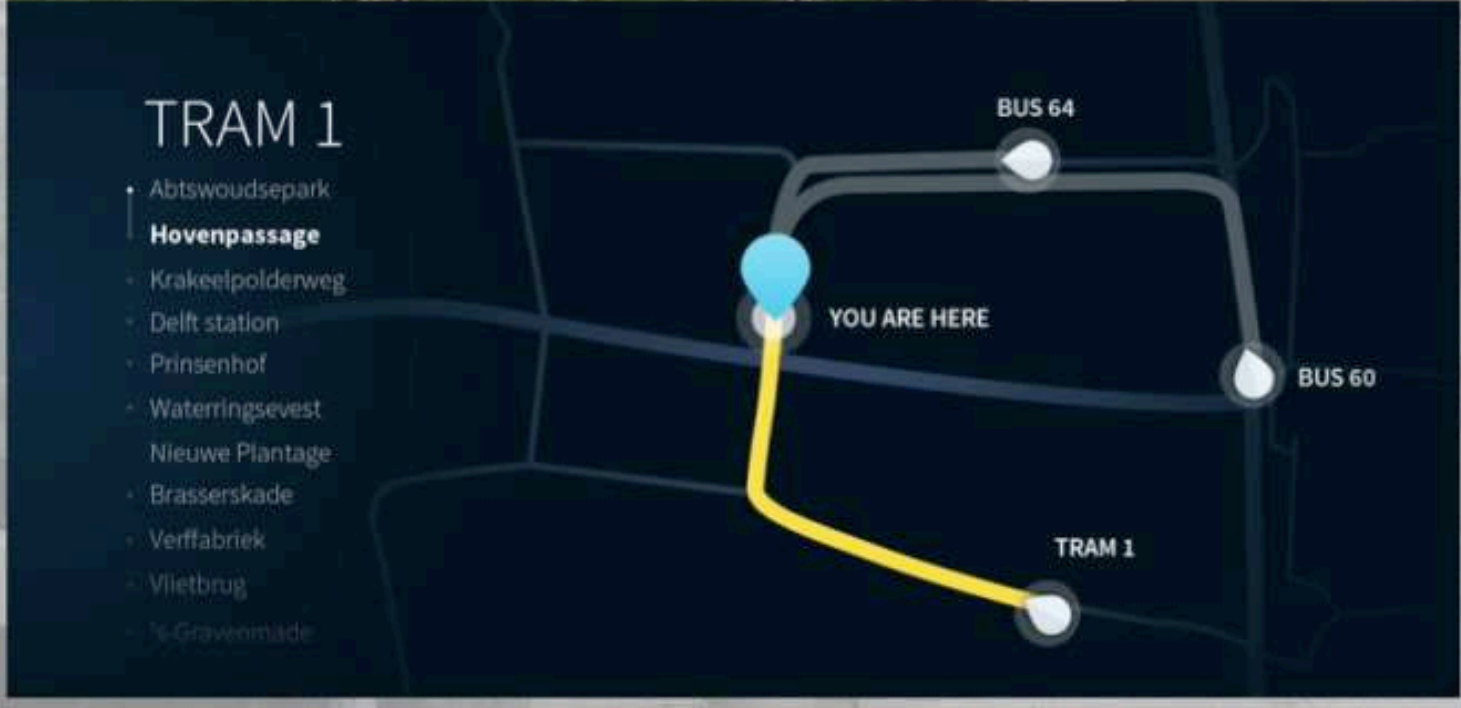
Route / Keep approaching

Have an overview





HOVENPASSAGE

TRAM 1 8mins	BUS 60 15mins	BUS 64 9mins
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**DRIVING
WAITING**

TRAM 1 8mins	BUS 60 15mins	BUS 64 9mins
		
<p>TRAM 1</p> <ul style="list-style-type: none">AbtswoudseparkHovenpassageKrakeelpolderwegDelft stationPrinsenhofWateringsevestNieuwe PlantageBrasserskadeVerffabriekVlietbrugGravenkade 		

Driver's view & Real time map



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Domino

Hovenpassage

VATANI FIRINI

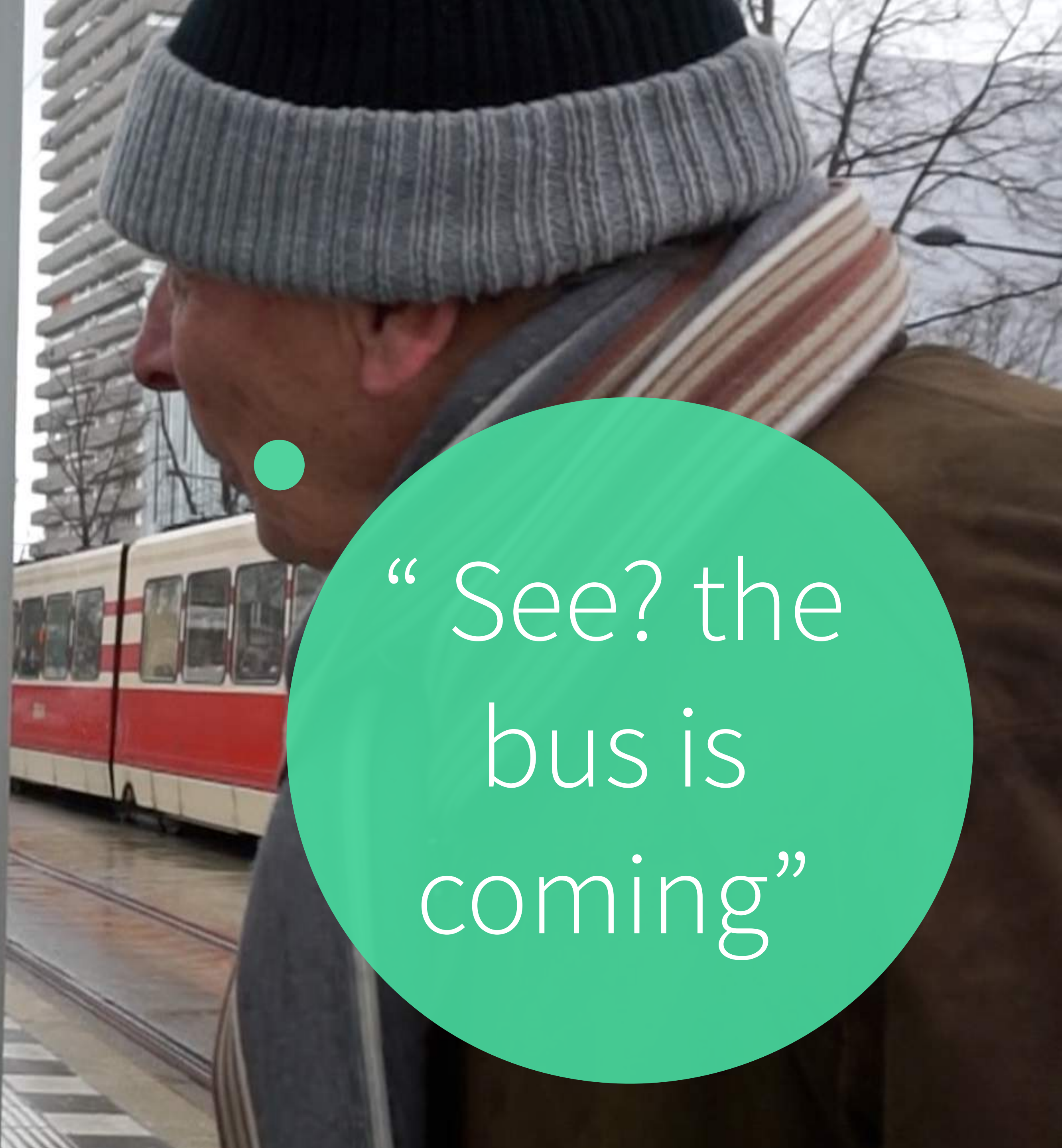
Bakker Willem bakt ze ieder uur vers

BELEGDE BROOD

Bakker Willem bakt



“ See? the bus is coming”





“A cool idea, when I can see this in bus stop?”



“Feel great to the
see my bus in
advance”



“We are surprise to see this!”

“Feel really excited about it”

Evaluation

Do you think the driver's view and real-time map is a more convincing bus information compare with count down?

Not convincing 0 1 2 3 4 5 6 7 Convincing

Do you think the driver's view and real-time map can make you feel at ease or not?

view	Pressure	0	1	2	3	4	5	6	7	At ease
map	Pressure	0	1	2	3	4	5	6	7	At ease

Compare to the count down, do you think this design is a more interesting/Fresh way to show bus information? How do you feel?

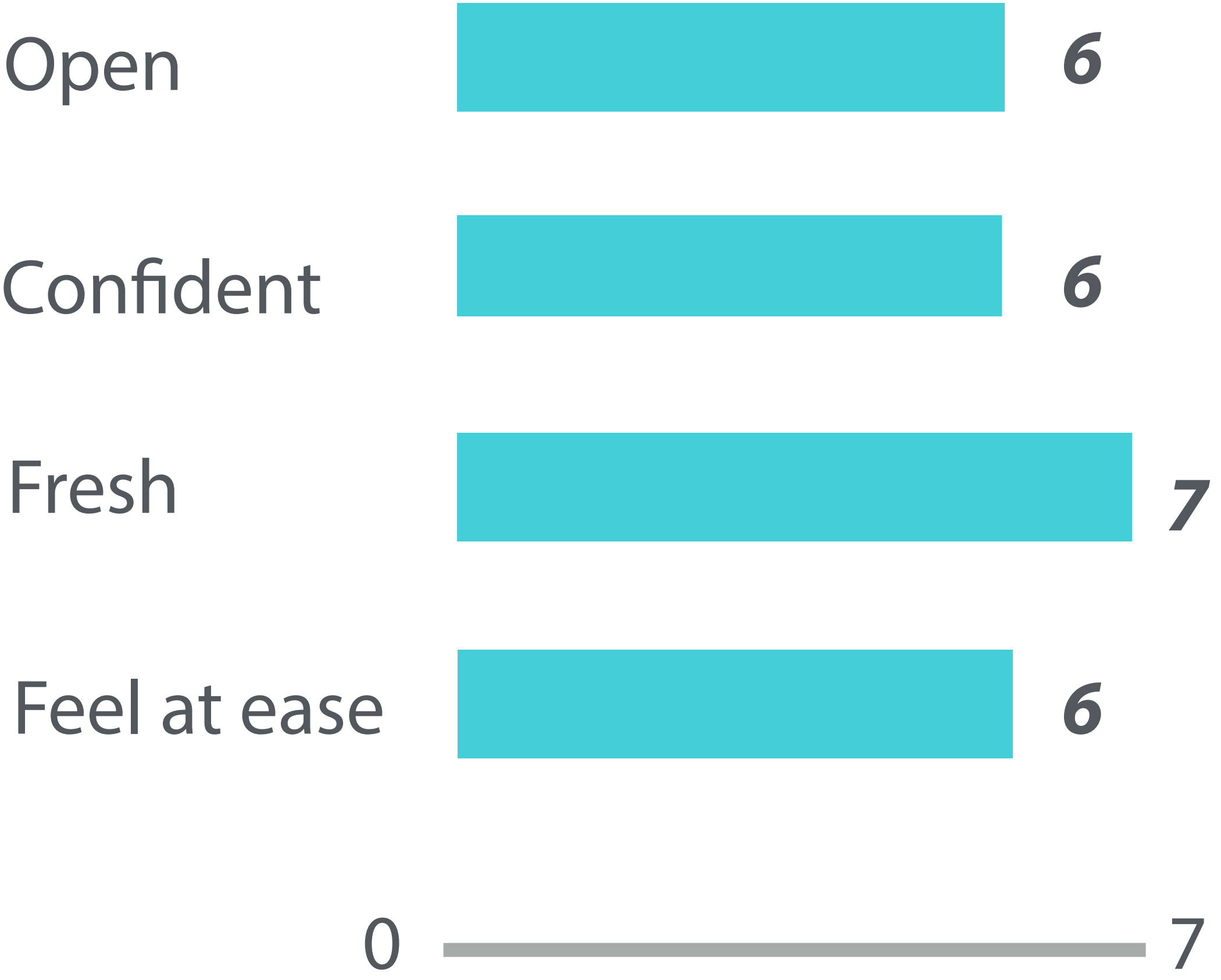
Dull 0 1 2 3 4 5 6 7 Fresh

Do you think the screen in the bus stop makes you feel open or not? if not, why?

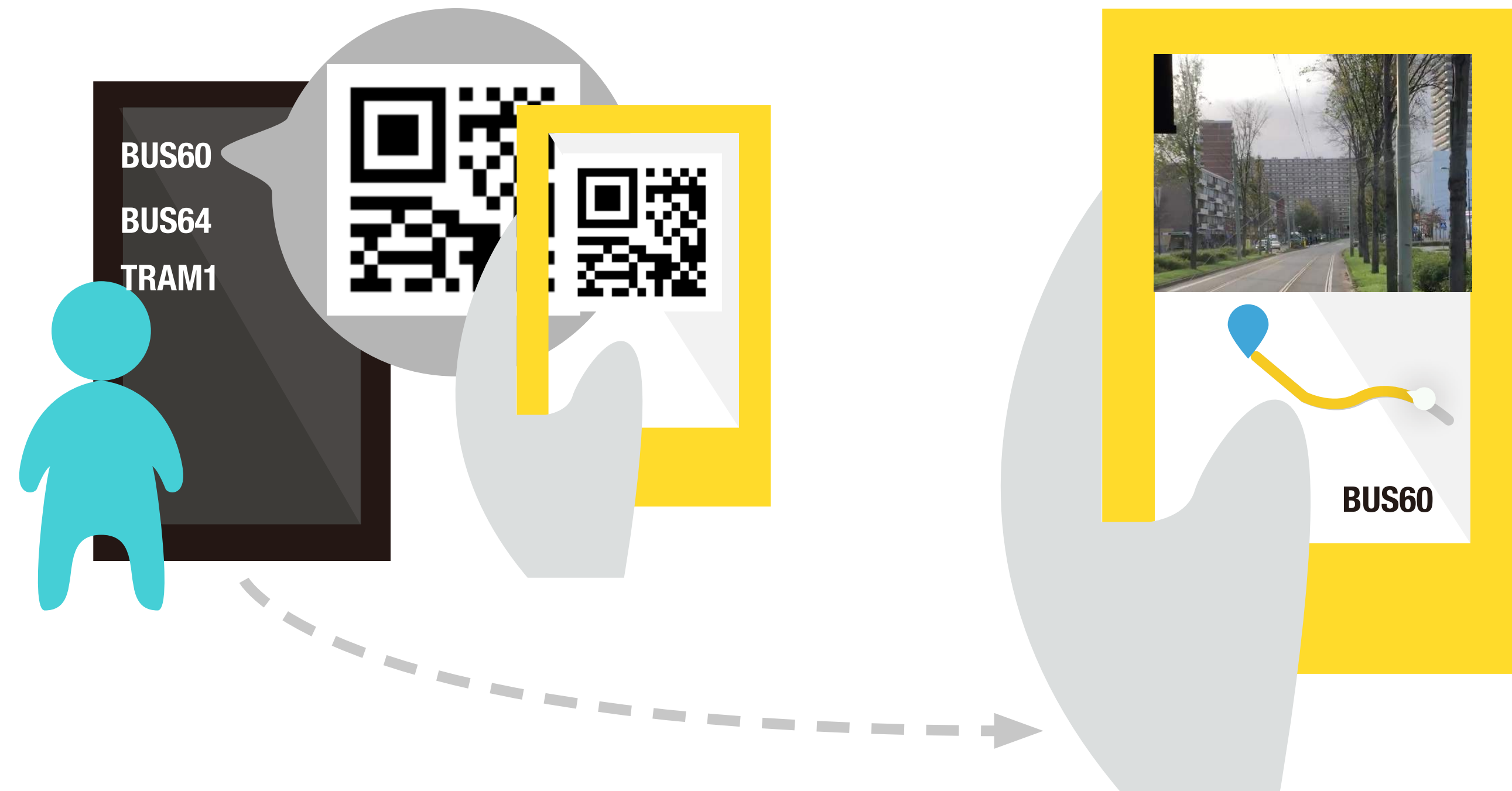
Limited 0 1 2 3 4 5 6 7 open

Will you still keep looking at the bus coming direction with the driver's view?

Will you being attracted by the screen in the bus stop? How will you react?



Further Suggestion



A QR code for each line
on the public screen

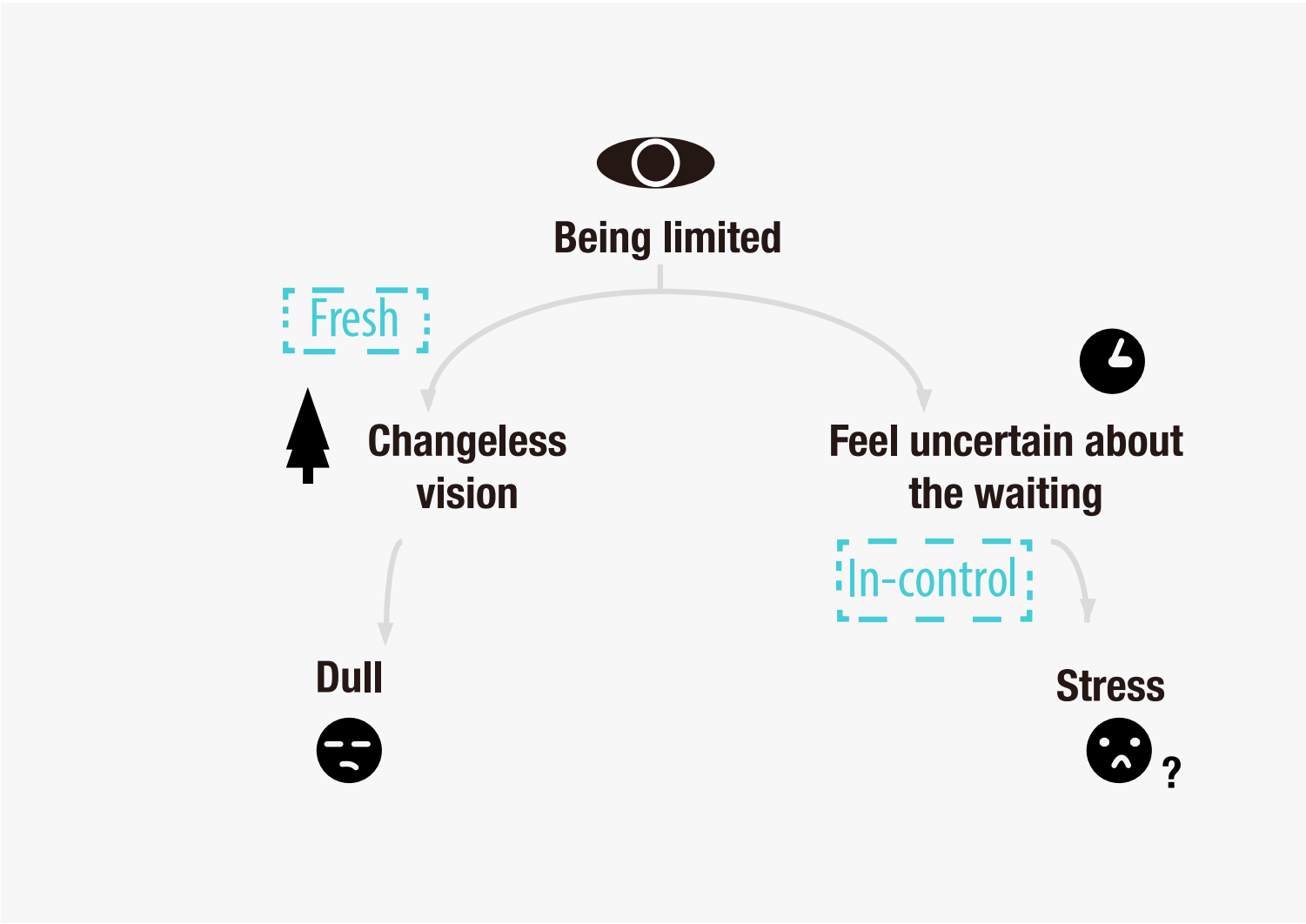
Scan the code

watch the video though
mobile phone

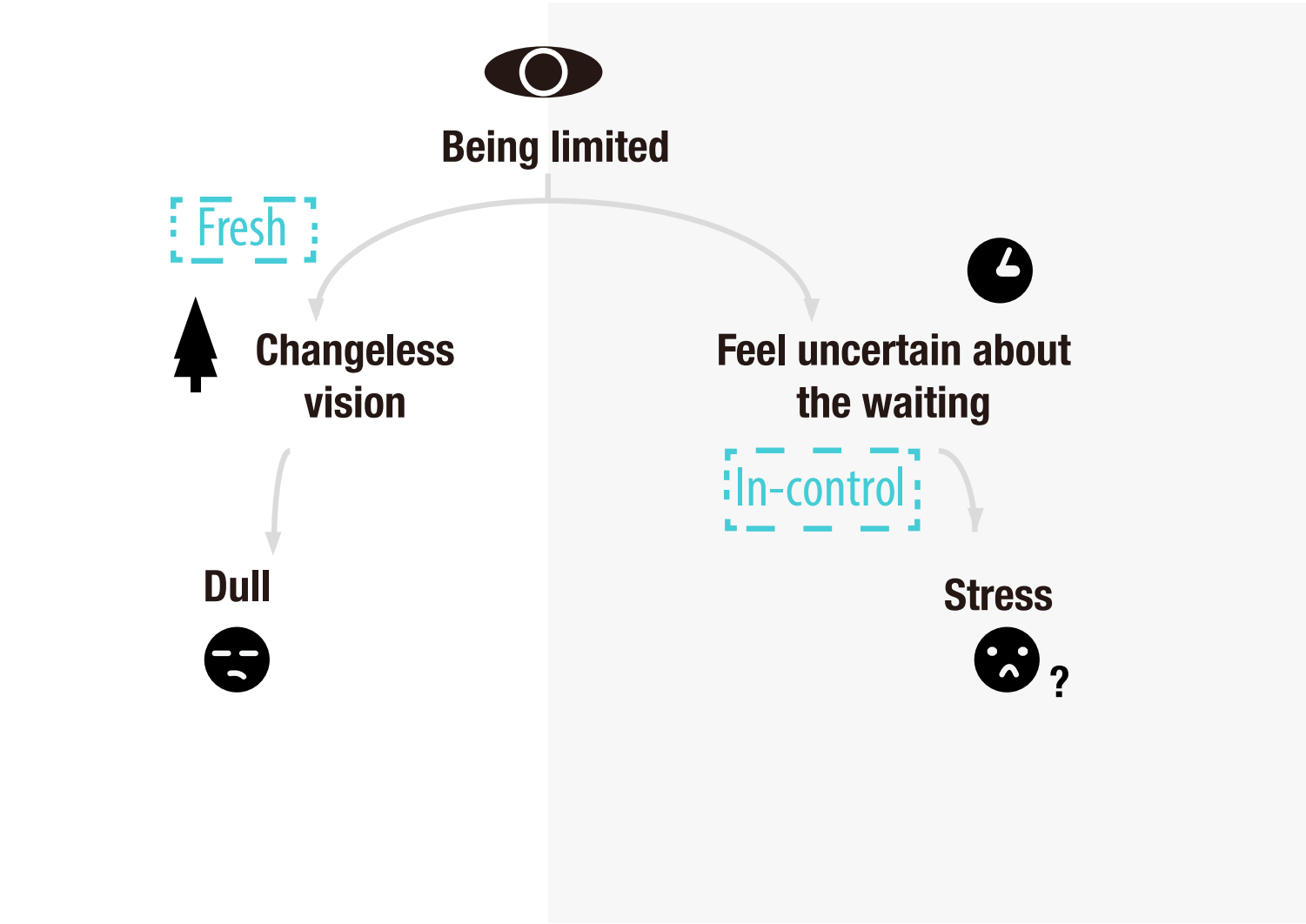
Reflection

Focus on one effect, make it precise

Circle 2



Circle 3



Reflection

Try, try, try



Thanks