FastMap

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Overview

- User Needs
- Interface Requirements
- Prototype
- Tested Interface/User Test/Test Results
- Redesign/Final Design
- Further Research
User Needs

• Focusing on novice users
• Quick & clear
• Explain route & transfers
Interface Requirements

- Kiosk
- Touch screen
- Interactive metro map for novice users
- Button interface for experienced users
Prototype

Select a destination and Select Station

Continue with the Metro Trip Planner

or

Skip this step and add value directly

You Are Here (College Park)
Prototype

Destination: New York Avenue
(Green Line towards Branch Avenue)
Cost: $1.35
Transfers: 1 transfer at Fort Totten,
board red line south towards Shady Grove
Next train: 5 minutes

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Prototype

Select a Destination:

Apple St.
Bravo Ave
Braddock Rd.
City Hall

See more...
Prototype

Add value to ticket

+ $1.00  $0.00 - $1.00
+ $0.10 - $0.10
+ $0.05 - $0.05

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Tested Interface
Tested Interface
Tested Interface
User Test

- Had users complete two tasks
  - Find a stop using the map
  - Find a stop using the button interface
Test Results

- Generally easy to use
- Map was too small
- Transfer information wasn’t accurate
- No written instructions to begin transaction
- No completion feedback at end of process
Final Design

- Added multi-lingual support
- Added a title
- Made transfer information accurate
- Beginning/confirmation text
Final Design
Final Design
Final Design
Final Design
Further Research

- Tourists and points of interest
- More languages
- Embed in Kiosk for more widespread testing
Thank you!