

Module C Theory

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Waiting and invisible barriers

How can we make waiting easier? For us, waiting always comes with an invisible barrier. You see this at a stoplight for example. You hear the ticking noise, see the red light. Because of these clues, you don't walk out onto the road. You could. But you don't. But sometimes, like in stations, waiting isn't indicated by sounds or lights. It's indicated by time. Time you must keep an eye on yourself. Does the time go by fast? Does it go by slow?

There are few types of people's behaviour when they are waiting in the public transportation. Some are standing still, using their cell phone such as calling, texting, or surfing on the Internet. Others are taking conversation with others or checking the time waiting for the transportation. But how are you going to know the train is coming if you have difficulty in see or hear? Is it comfortable for you to in waiting train without sight or hearing?

What if waiting in stations targeted your senses? Like with stoplights, there's a noise and a light. Both important. The noise is handy for the vision-impaired people. And the light is handy for the hearing-impaired people. But in stations there's a sign up in the air and time to keep track of yourself. Not accessible for everyone. What if you never learned how a clock works? Or have trouble calculating the time?

To make this all easier, we came up with the following idea:

Tiles that light up in stations, indicating the time. An orange light, to indicate you still must wait. Then, the light turns yellow. This means that your train will be here within the next 5 minutes. Finally, your tile will turn green. This means your train will be here within 1 minute!

Accompanying the lit-up tiles, we want to add a voice. Once the tile changes to a different colour, there will be an announcement, so vision-impaired people can also benefit from this new system.

Orange: it is now 12:05pm. The train to *insert destination* will be here at 12:15pm.

Yellow: your train will be here within 5 minutes.

Green: your train will be here within 60 seconds.

The new way

What am I?

I am a waiting system that targets your senses.

For what purpose am I designed?

I am designed to make waiting a visual and auditory experience. More clear, fun and stimulating.

In what place am I designed for?

I am designed for stations. Either train, tram or metro, or any other station.

How am I activated?

I am activated by time. I work with a clock and with the information provided to me. I always on stand-by and am activated by travel information.

The old way

What am I?

I'm the invisible barrier within waiting. I make you stand still, hesitate, have fomo. I make you nervous. I make you feel like you are wasting time. But I also keep you safe. Keep you from harm.

For what purpose am I designed for?

I'm a means to an end.

In what place am I designed for?

I am designed for various places. The street. The station. I can be in a public place. I can be in a restaurant. I can be in a waiting room. Or I can simply be in your head.

How am I activated?

I am activated the second you decide to take public transport. Activated the moment you make an appointment. Or simply... in every situation you must wait.

Performance: game

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.
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.
Some groups will have their eyes closed.

Conclusion

Our observation and research given the different perspective of human behaviour in public transportation. Also, we can think about 'waiting' situation in public transportation. Is it really comfortable for all? How can we make waiting easier? To conclude we made waiting targeted our senses. For who is hearing-impaired or impaired vision could have difficulty in waiting. That's why we made tiles that light up by time and the announcement. We plan to make 'waiting' better in our public transportation.