Interviews

What they say	Why is this relevant	How is this going to impact my design
I don't like driving	Because they don't like the driving experience	It would impact it by being driver less
My car is the vehicle that is most easily accessible and doesn't takes any exercise	Because the user doesn't like to use a lot of energy	Making an exercise less experience
I Avoid public transportation at night, homeless people sleep there	Because it means that they are not using this transportation method at night	Make people feel safe at night
Buses are not very punctual	Because the user wants to be on time	Maybe i can create a way of informing to the users the vehicle location so they have a better track of time.
I would like them to be cleaner	Because the user likes clean spaces	Think about cleaning solutions that could be automatized
Really like the biometrics to avoid line in the airport	Because the user liked that the line could be avoided	Make the experience convenient
I enjoy light in every vehicle, leg room is a must in vehicles like planes and I like the cleanliness of any vehicle	Because the user is describing what are the basics to be comfortable	Understand what are the minimum requirements of a comfortable transportation method
I would never use it in a lonely area or at night	It means that there is a feeling of insecurity	Finding a way to make this experience to be safe with or without crowd
I like to eat in my car and I would to have an inbuilt trash can in my car	Because the user stated that there is something missing in the vehicle	Creating an effective garbage system that support cleanliness
I listen to podcasts and check social media while I commute	Because it shows us what the users enjoys to do while commuting	Incorporating this type of entertainment methods
I just love when I can fall asleep	Because it means that falling a sleep is important to make the experience memorable.	Provide a satisfactory sleeping experience

What they say	Why is this relevant	How is this going to impact my design
When I commute I tend to take a lot of phone calls to clients or family members	It means that the users is doing more than one task at a time.	It is going to impact my design as it shows the importance of taking phone calls during this time.
I tend to hide my belongings to avoid being stolen	It means that not showing their belongings makes them feel safer	Storage provides a sense of safety.
I do not use public transportation because I would be scared of taking out my phone, I don't talk with confidentiality and it tends to be really full	It means that they feel vulnerable in public transportation	This makes me think about a way of creating public transportation that has some privacy and the user doesn't feels exposed
I eat a lot of times but is really uncomfortable because the spaces for the driver are just a cup holder but no space to actually put my food.	Because the user shows discomfort with the current space available	Thinking about the ideal experience for car eaters

Users interviewed

Highlights

Ashton
I don't like driving
It is convenient for me to use my own vehicle
My car is the vehicle that is most easily accessible and doesn't takes any exercise
Approximately 30 min daily
I like scooters be cause as they don't go as fast as motor cycles they are not dangerous meanwhile motorcycles are
Ideal for commuting would be a self-driving car where you just put the GPS and listen to music without worrying about anything else.
Likes scooters because how open they are and let you see the landscape easy
I have tried public transportation and it wasn't bad
I would prefer my car than public transportation in NY but not here.
In open vehicles like motorcycles I can't have my hair done because it will get ruined, the high exposure to weather limits my appearance
Avoid public transportation at night

Lily
It is comfortable to use Martha some times
It is very cost effective
40 approx
Easy way to move around the city
They are not very punctual
Right now I depend on their timing and distances so I would prefer to have more option to transport myself
Stopped using uber and scooters because of the cost
I didn't take my golf clubs to the airport because I didn't want to risk it
A lot of homeless people sleep there so I don't want to use it at night
Check the routes in google maps
I have tried public bicycles but they have limited distances
Ideally I would like to commute with public transportation that has more time options, more stops and that is cleaner.
I would like them to be cleaner
Avoids it at night

Rodrigo
Bicycle because is fun
If the weather is good I would go on my bike, but if weather is not an issue I would choose car or bike based on fun.
Enjoys commuting is his car even though if he has the option of his motorcycle he would use it because of the fun
Really like the biometrics to avoid line in the airport
I enjoy light in every vehicle, leg room is a must in vehicles like planes and I like the cleanliness of any vehicle
Can't stand when things are dirty
I like to be fast, quick, agile, fun
Really like public transportation in NY, VERY CONVENIENT
I didn't mind the subway
A couple of dirty places but is good bc you are there for hours
I always felt safe in the subway
Enjoys sighting
Not concerned at all about safety in terms of accidents because the system already knows if there Is something wrong, the accidentality rate is very low.
I have fallen a sleep the, that is how comfy they are
"I would make my commuting routine longer because I enjoy driving"
Using my car is more convenient because it doesn't limit me like public transportation would, even though I would like to have more parking availability.

Rachita
Car because regardless of the weather I can be comfortable, I can make detours if I want and can go to a drive through if I get hungry
I like that public transportation because it is convenient and cost effective. Even though Martha is not very accessible
I have never felt uncomfortable on it but I would never use it in a lonely area or at night
The car is more comfortable because you can adjust the seats, the temperature and have it the way you want.
Public transportation in Singapore feel very safe and the system is so well thought out that it made it a very good experience
I like to eat in my car.
I would like to have something that makes me not use my phone.
I would like more space in the console area because when I sit in the front seat there is not enough space for my laptop and my purse because it is so limited.
I would like to have an inbuilt trashcan.
I think that is comfortable when my eyes are not straining all the time because of the

Ramiro

First I define my route then I start the commute.

I listen to music or radio.

I would make better the comfort of my car with no driving and being constantly connected.

I prefer 30 min of being uncomfortable without traffic than 2h of comfort in traffic.

I prefer to use motorcycle even though the weather is not the best because the motorcycle is way faster.

I would like to have a good chair, connectivity and good audio system to use my commuting time to get informed.

Best commuting experience was in a train in Europe that has comfortable chairs, good food and beautiful sight.

Martha

I think the ideal way would be that I can work and I don't have to drive or find parking lot spaces.

When I commute I tend to take a lot of phone calls to clients or family members.

I tend to have a lot of issues with Bluetooth connection as it fails and I end up having to use the cable headphone which I don't like as much.

I also dislike that the space for cups is very restricted and sometimes water bottles o do not fit properly so it can spill.

I do not use public transportation because I would be scared of taking out my phone, I don't talk with confidentiality and it tends to be really full.

I would like that my car is a portable office so can park anywhere and still be connected

I eat a lot of times but is really uncomfortable because the spaces for the driver are just a cup holder but no space to actually put my food.

I tend to hide my belongings to avoid being stolen, having windows that don't allow visibility from the outside to the inside would be great.

Miguel

I don't use public transportation more because it is dangerous.

A comfortable experience would be that I am able to fall asleep.

I listen to podcasts and check social media while I commute.

I don't eat as much as I would like to.

I would like that my commuting is environment friendly.

Sometimes the public transportation is not as clean as I would like it.

Commuting is my me time, is where I can have some reflection time.

I just love when I can fall asleep.

Surveys

How are these questions enhancing my research?
 - This questions would help me understand what commuters think about
this daily task so I can understand if they see it as a positive way or a negative way.

What do you think about commuting**?**

Some of the responses:
"It's a gross necessary part of life"
"If is needed then it should be done"
"Commuting extended lengths (due to affordability or availability of housing) is extreme-
ly annoying. Commuting in general is not very annoying."
"I think there are two sides of one same coin. Commuting can be either a very enjoy-
able experience and an opportunity to clear your mind or a very stressful daily rou-
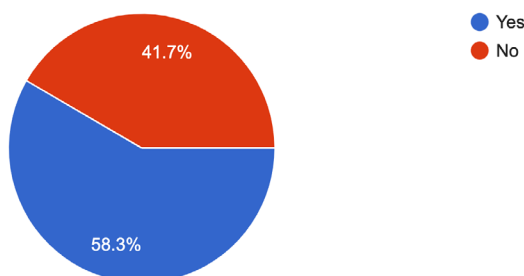tine."
"Its all good till I get into traffic"

Conclusions:
There were a lot of comments about commuting being a necessary thing but not
enjoyable because of traffic. Also there were some responses that went more to a
positive comment as this time could be used for self reflection or establishing the sep-
aration between work and home. such as other answers that say they didn't mind to
commute.

Do you enJoy commuting?
After the interviews I wanted to dig deeper on how joyful is this experience to the user
and how much difference there is between the percentage that enjoy it vs the percent-
age that doesn't.

● Yes
● No

41.7%

58.3%

Conclusions:
There is a very small percentage differ-
ence between people who enjoy com-
muting and people that don't. So i want
to understand what are users enjoying so
there is a continuing on it and what they
don't in order to make it better.

What method of transportation do you use? Why?

Here I wanted to understand what method is most commonly being used as it seems to provide more of a joyful experience than a negative experience.

Some of the responses:

"My car and Marta. My car is best to go out of the perimeter and day to day and I use Marta when I want to go to Downtown Atlanta because I hate parking there and driving there in the roads because they are tiny, have many potholes, and overall gross"

"I prefer public transportation, by car is typical - rather consistent. Public transport in my area is just extremely inconsistent and inconvenient, otherwise would be the priority."

"My car. Because it's the easiest one, I can move whenever I want and wherever I want"

"Car unfortunately"

"Car, because I don't live near the bus or train. Driving is faster too!"

"Metro. Don't need to worry about traffic and always on time"

Conclusions:

Even Though most of the responses said they used car, some of them highlighted how good public transport is but they couldn't use it because of accessibility issues or they did use it but as a support service for your car.

What do you do in your time commuting?

As I asked if people were enjoying commuting or not I wanted to know what they are doing in order to feel that way about the experience.

Some of the responses:

In the car, I love jamming to music or talking to family or friends on the phone.
Nothing, or listen to a podcast
Listening music, thinking about my projects.
Listen to podcasts
Podcast or Jam to some tunes
to musician
I like to listen music or podcasts
Listen to music or call people.
Listen to music. Observe people to then animate them.
Listening to music and singing in the car. In public transport listening to music, chatting, reading, and etc.
Listen to music or podcasts
Listen to podcast or make phone calls
Enjoy music
Checking social media
I listen to the radio or sit in silence and look out the window
Listen to music or podcasts

Listen to music, talk to friends or family, drink or eat, look at emails.
Read book, browse Internet on phone, browse social media, talk to others if I am traveling with family or friends
Listen to music.
Listen to music usually
Listen to podcasts, music and make up scenarios in my head
Listen to music, podcast
Check my phone or do work
Listen to music, podcasts, the radio
Car - listen to music/podcasts, or think in the silence. Public transit - listen to music or read a book.
Listen to music and podcasts to get me through the commute faster
Look at the beautiful city and think.

Conclusions:

A lot of responses were related to doing hearing related activity. So How might we design the space of commuting enhance that listening experience?

Without thinking about traffic or time in general what is your least favorite part of commuting?

As there is also a downside to most of the things we enjoy i wanted to see what would users think about the downsides of commuting without thinking about time as a negative variable.

Some responses:

"If you have a long commute and you need to go to the bathroom it's a real inconvenience if you're driving."

"Trying to get my phone to play audio while trying to drive safely"

"Can't be productive during commuting"

"How my butt hurts from sitting too long, uncomfortable seats/ legroom"

"My least favorite part is that I get nervous every time I drive I could get into an accident"

"Maybe when there's too much people and you're uncomfortable, uncomfy seats too"

"Public transit - other people are weird."

"Insecurity and conglomerations"

"The impact on the environment, the cost and not being able to walk to locations like most big cities"

"Sharing with other people, and the unclean surfaces"

Conclusions:

There are a lot of comments that relate with insecurity and social interactions. But there are also comments about the lack of comfort and how it takes a lot from the joy of the experience.

What do you tend to take with you while commuting?(Ex: Handbags,More than one backpack)

To fully understand the users' needs I wanted to make sure I knew what they were carrying because they would have to adjust to the space in the vehicle with whatever they carry.

Backpack

Backpack

My purse

Purse/backpack

Aux cord

10-15 liter bag

My phone, backpack, phone, water, headphones

Backpack full of school supplies.

Backpack

Handbag, coffee, phone, headphones

Backpack

Always a camera bag, purse, and then if I need anything else.

A duffle bag

Fencing equipment, food, backpacks.

Usually my backpack

Handbags and lunch bags

Conclusions:

Most of the users commute with some kind of luggage. Maybe find an average size in order to design storage options.