

Fly on the Wall Observations

The first person I saw using the pay station was a younger man, somewhere in his 30's. He seemed to be able to use the pay station pretty well. I saw that he did have to walk back towards his car to relook at the parking meter number. He looked a little confused for a moment before he walked towards his car (my guess is to try and remember without having to walk back).

The second people to use the pay station was an older couple. He tried the machine first as she was standing there watching. He also had to walk back to their car and see the number again. He tried to enter his credit card but it didn't seem to work the first time. He looked frustrated. He handed it off to her and she tried. They talked for a moment and she tried the card again. It seemed to work this time but they looked somewhat frustrated.

The third observation was a group of 3 older ladies. They definitely looked like they couldn't figure it out. They were huddled around the pay station all trying to look and point at something on the machine. Eventually (I think) they got it and were on their way but they looked confused still.

By the time they were done, there was a line of two people behind them waiting for the pay station.

The next person to use the machine was a younger girl and her friend. They didn't look upset or anything about waiting and seemed to use the machine well.

After the girls, there was a mom with a stroller. Her husband and other child were already walking away from the pay station (I assume on to their destination). She began to try and use the machine, she kept getting distracted by her child in the stroller and her husband and other child. Her husband seemed to be impatient (or just kept wondering what was taking her so long). By far, this interaction took the longest of the observations I saw. She looked frazzled and not enthused by the machine.

The last person I observed came up to the machine somewhat later. It was a group of four. Looked like two older couples. They were dressed fancier as this was a little later in the day and there is a fancier restaurant on the street they were parked on. I assumed they were heading to that restaurant. They were talking and stopped at the pay station. One of the men in the group began to use the machine. He had to look at the parking meter number again and looked like he had some trouble using the machine. The other man came up and tried to help him and looked at the machine with him. Eventually all four of them were looking at the machine trying to figure it out. After about 5 minutes, they seemed to figure it out. I wouldn't say they looked mad but more laughing about how they couldn't figure it out/how long it took.