



USER CENTERED DESIGN - G02

83441 Daniel Ramalho

86372 Alexandre Galambas

86416 Francisco Sousa

86430 Guilherme Galambas

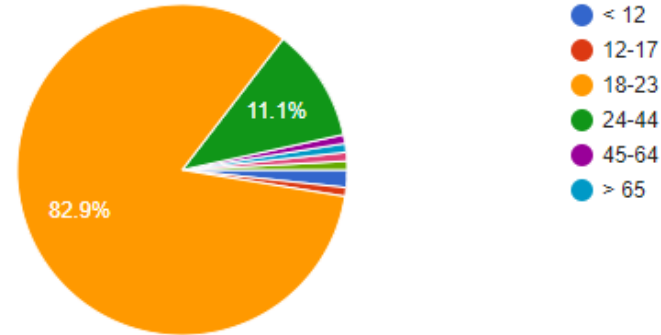
86505 Ricardo Velhinho

Lisbon's Subway

USER RESEARCH

1. How old are you?

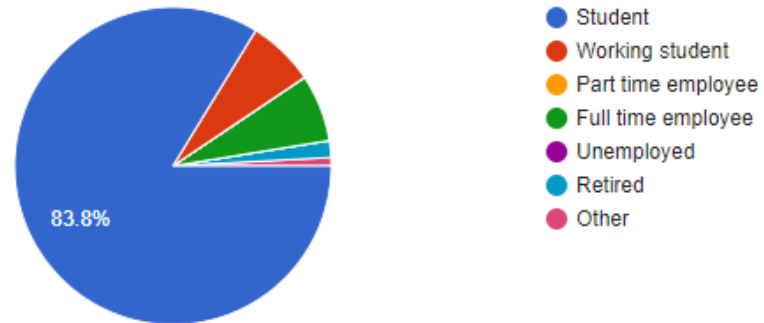
117 responses



Demographic information

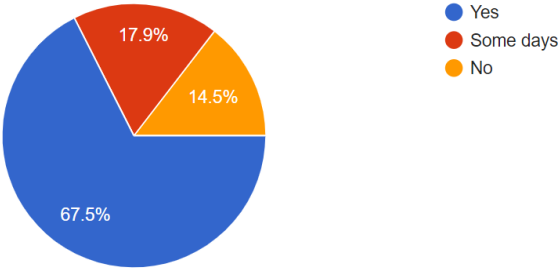
4. What is your professional status?

117 responses



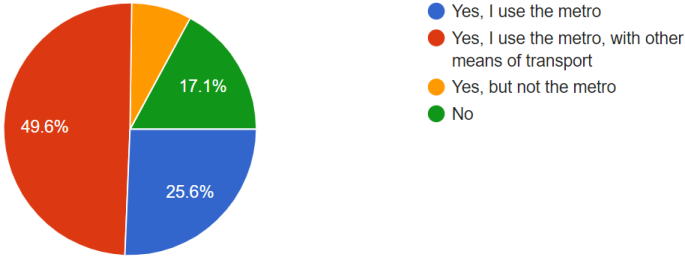
1. Does your occupation require a daily commute?

117 responses



2. Do you use public transportation in your daily commute?

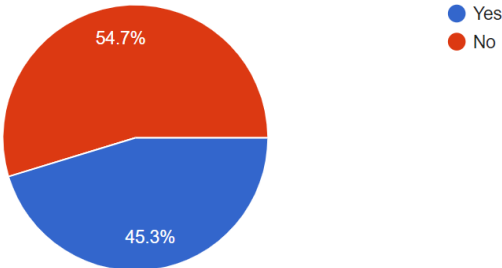
117 responses



Subway Usage

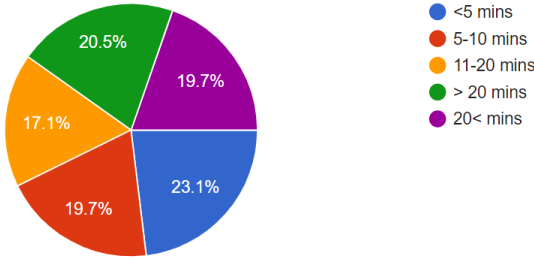
3. Do you have any good alternatives to your main way of transportation?

117 responses



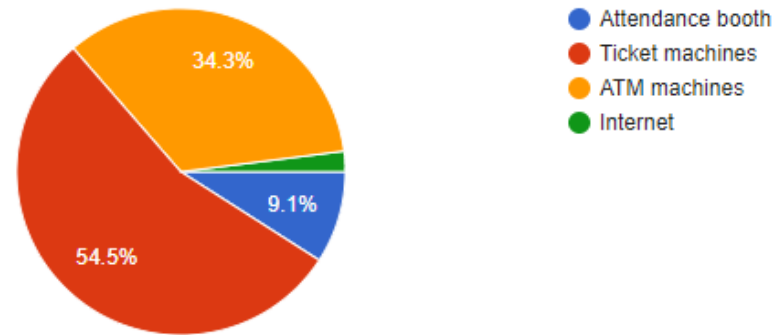
4. How long do you take to get from your place of residence to the closest Lisbon Metro station?

117 responses



7. If you use the metro pass, how do you pay for it?

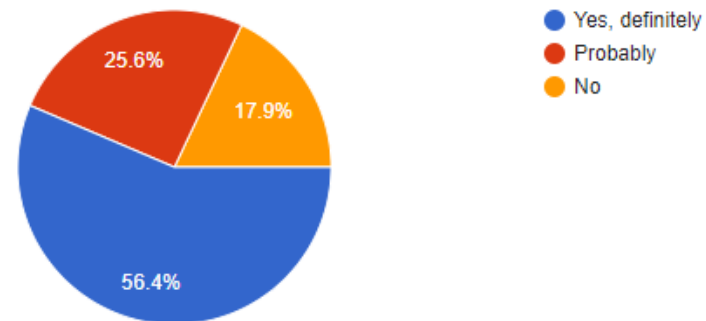
99 responses



Payment Methods

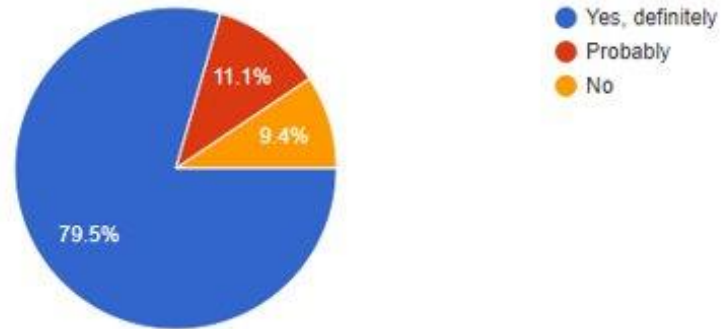
1. If you could, would you use a mobile app to take care of your payments?

117 responses



2. If you could, would you use a mobile app to see the metro's timetables and waiting times?

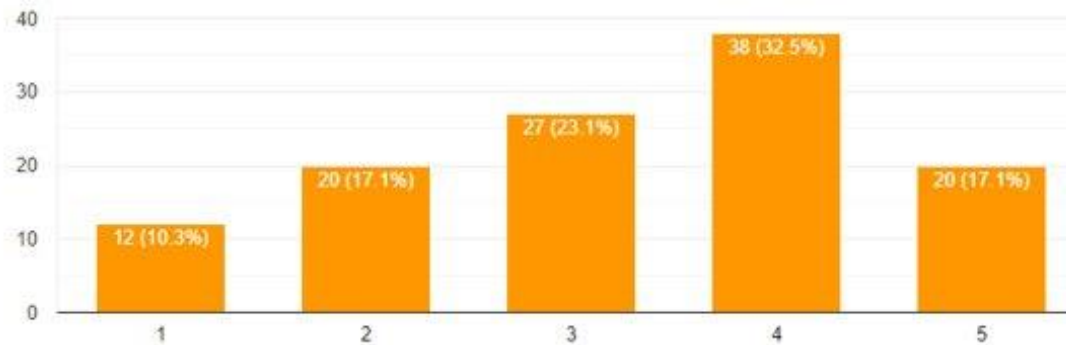
117 responses



Waiting Time

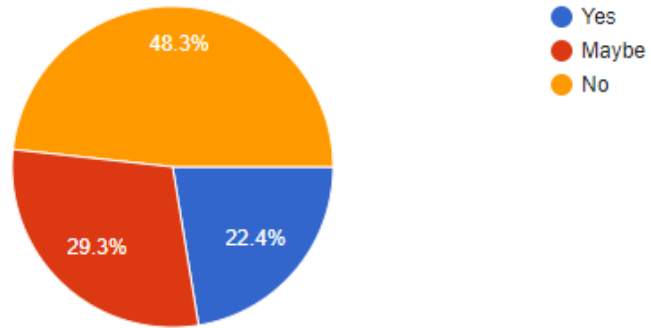
10. How inconvenient do you consider the metro's waiting times?

117 responses



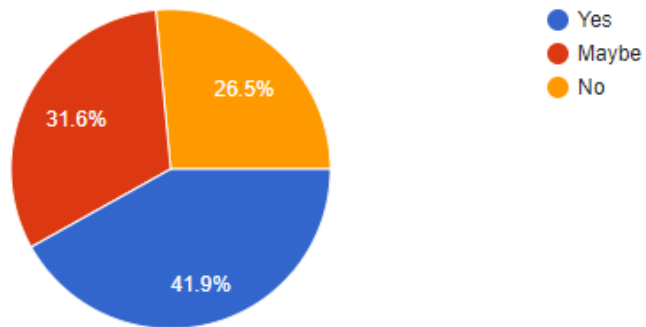
6. Would you consider paying less to travel in the metro in exchange for having restricted access at certain times of day?

116 responses



7. Would you consider paying less to travel in the metro in exchange for having to deal with advertisements?

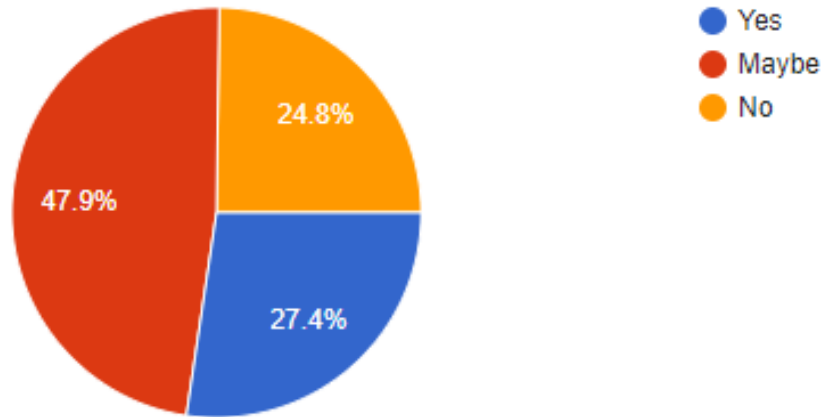
117 responses



Trade-offs regarding price

5. Would you consider taking a longer route to your destination to avoid overcrowded areas of the metro?

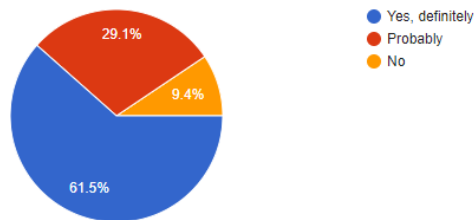
117 responses



Trade-offs regarding commute

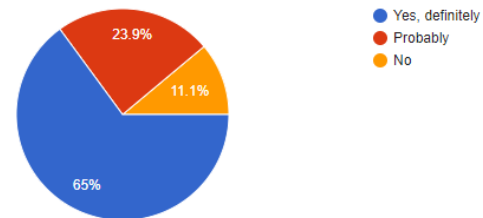
4. Would you like to have prior access to information regarding the amount of people in the metro cars?


117 responses



3. Would you like to have prior access to information regarding the amount of people in the metro platforms?

117 responses





See you on the other side of
the line!

USER RESEARCH