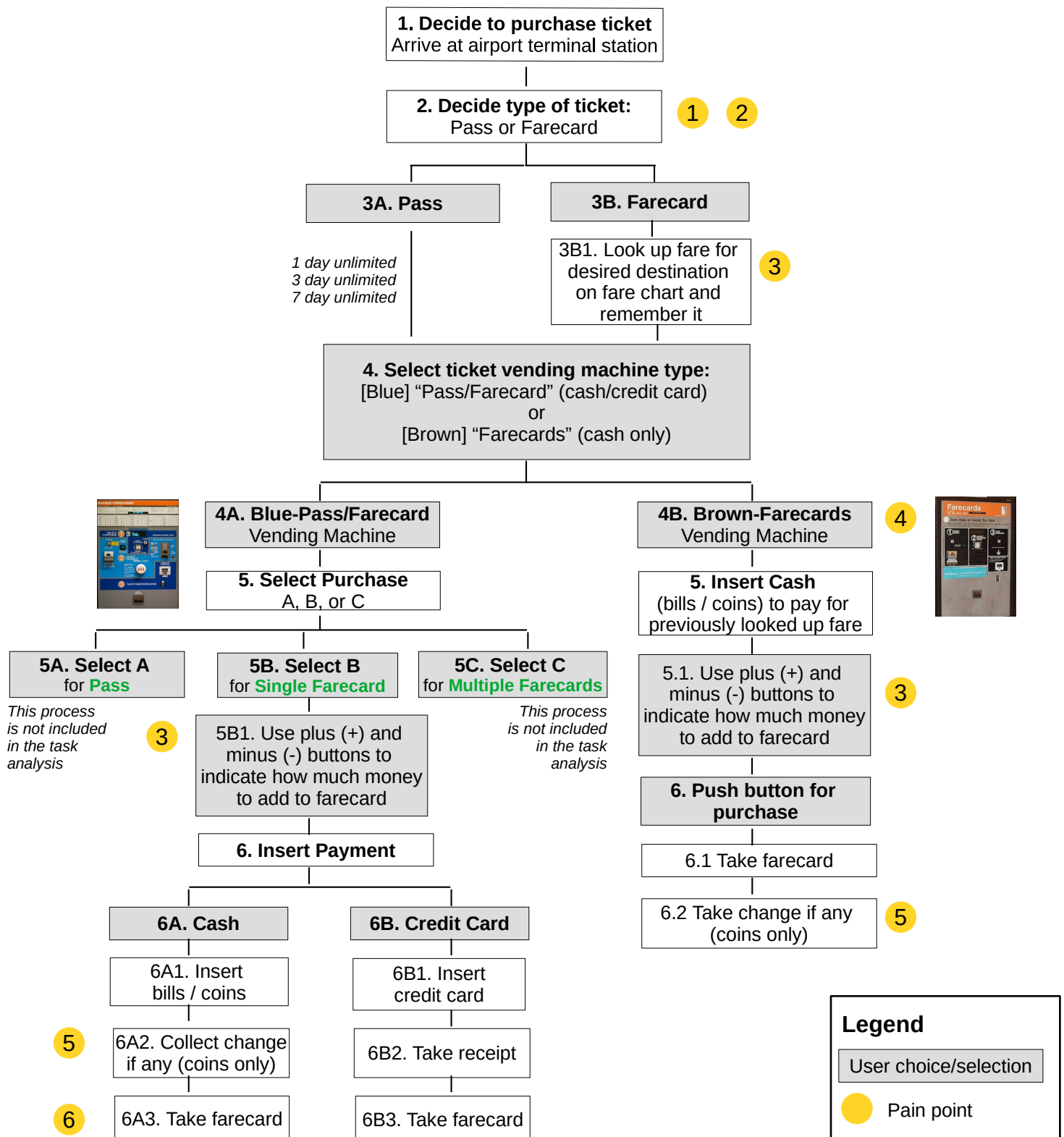


Task Analysis

Function: Traveling via metro in Washington, D.C..

Task 1: Buying a Metro farecard at the Washington National Airport (DCA) to arrive at Gallery Place



- There are 4+ different machines to decipher which to use; they are confusing, not uniform, and labeled inconsistently; poorly advertised alternative ways to purchase tickets (ie online or via an app).
- Ticket machines are largely inaccessible (height of machine and font size of fare charts, and height of fare chart text to read) for people with disabilities and shorter people.
- Some fare charts are on ticket machines, others may be elsewhere at station. Look up fare for desired destination and remember amount before finding a ticket machine. Eg. Airport to Gallery Place on a Friday off-peak hours is \$2.30 (peak hours = \$2.65). To this amount, a \$2 card fee will also be added.
- Brown machines are for Farecards only and cash only. No credit card or Pass purchases.
- Change only returns coins and up to \$5 only; Station managers do not make change.
- Does not give receipt for cash transactions.