DESN445 Design Research - Research worksheet

**Public Transit Comparative Analysis**

# PREPARE

## Description of what you wish to do in your method

For the comparative analysis, we will be focusing on the safety technology offered to riders.

## Documents?

### Who

Seoul

Vancouver

Singapore

Madrid

London Underground.

### What

Websites

Organization Reports and informational material ( Public service announcements news releases)

Images

Videos

### How will you select these people or these documents (inclusion and exclusion criteria)?

I am mainly interested in official government documents within the last 5 years, as they will give me the most up-to-date information on the transit systems safety technology. Videos and images will offer a first-hand look at features not mentioned in the other documents. The images and video may come from outside sources since it will be a visual comparison and will not be based on the information provided by the video unless it is necessary for the project.

### How many documents?

*10-15 documents, videos, images.*

### List of documents, people, posts or places you have selected

## 

Edmonton

Seoul:

* <http://english.seoul.go.kr/wp-content/uploads/2019/08/TOPIS.pdf>

Vancouver

Madrid

* <https://www.metromadrid.es/sites/default/files/documentos/Guia_de_uso_%20Metro.pdf>
* <https://www.metromadrid.es/en/faq-section>
* <https://www.metromadrid.es/en/linea/linea-1#estacion-101>

Singapore

* <https://www.sbstransit.com.sg/security>

## What?

### What material do you need? Which software? Pen and paper, computer to take notes, etc.

## Where?

### Online? In-person? Where exactly?

## 

## When?

### What day, what time?

## Who will do what in your team regarding this method?

Everyone in the team should participate in the method in some way.

## 

# CONDUCT

## If you have participants:

### 1- Introduction

*Intro paragraph that explains the purpose of the research and the method in clear, plain language the participant will understand.*

*Also, include ethics considerations to tell your participants:*

* *What are the benefits of participating for the individual participant and for the greater good (e.g., “help us design better products for people like you”).*
* *Note any risks to the participant (social, physical, psychological, financial, and so on).*
* *Before starting your data collection, ask participants for oral consent. Ask them to sign a consent form.*

### 2- Instructions for Participants and/or Questions

### 3- Conclusions

Thanking the participant.

## If you don’t have participants, what are the steps you will do?

Example:

1: Testing the spreadsheet and the criteria (with 2 documents)

* Step 1: Read “document” X
* Step 2: Analyze using criteria in spreadsheet.
* Step 3: Make screen shots of interesting visual elements and include in spreadsheet.
* Step 4: Tweek spreadsheet

2: Doing the research

* Step 1: Read “document” X
* Step 2: Analyze using criteria in spreadsheet.
* Step 3: Make screen shots of interesting visual elements and include in spreadsheet.
* Step 5: identify right away if something seems particularly interesting (add background color to spreadsheet)
* Step 4: Repeat for each document

## 

## Notes

# ANALYZE

1. Look at your results and select 15-20 interesting elements (or more if relevant).
2. Write them here:
3. Organize them into these categories (you can create new categories if you need to):

* Phases of the service offered by ETS
* People
  1. ETS users (demographics, characteristics, emotions, etc)
  2. Other people involved with ETS
* Needs of users
* Touchpoints/Channels (physical and digital) and devices
* Interactions/tasks (what do users do)
* Potential safety issues for users in relation to ETS
* Design opportunities

# DESIGN

Write or sketch 10 or more ideas or design solutions that arose from your results.