

Scenarios:

1. Alison is late for work and needs to buy a ticket quickly so she can arrive at work on time. She always buys the same ticket and so is fairly efficient at selecting the required options however would appreciate a system with shortcuts for experienced users
2. Alison has to take all the children to Birmingham to attend a mid week athletics competition. Her two eldest daughters are competing at the competition and must arrive on time to register for their races. Alison's youngest daughter has been misbehaving all day and Alison is feeling stressed and frustrated and wants the journey to be a little hassle as possible.
3. Alison is travelling to a job interview for another position within the council which she is very keen to get. She knows it is a very competitive position and that first impressions will be very important so she wants to arrive with enough time to prepare herself before she goes into the interview but has to go to work. Unfortunately she came in the kitchen this morning to find her youngest daughter drawing all over her freshly printed CV and so has to go into work on her way to the interview to print off a new copy. The interview is at the council head quarters in Birmingham city centre, however, Alison usually works in one of the smaller offices in Sutton Coldfield and must book a ticket which will allow her to drop by the office before heading into Birmingham.