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TRANSPORT USERS

THE LIVED EXPERIENCE

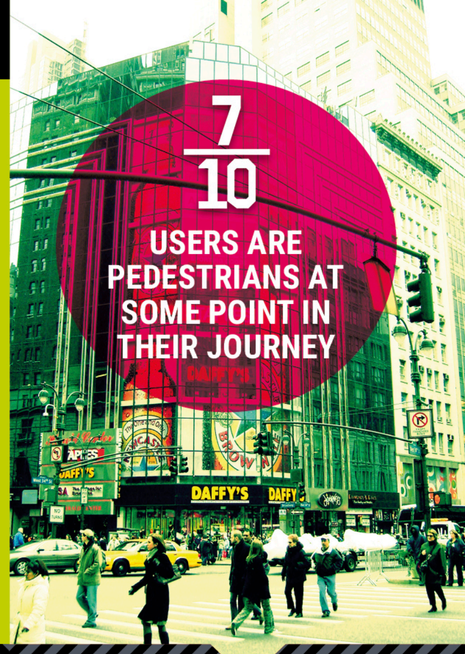
INTRODUCTION

What are the daily travel experiences of people living in cities?

So much of the transport information collected is at such a high level there is very limited sense of what our current transport offerings mean for peoples day to day realities. Ultimately the goal of public transport investment is to improve the mobility and access levels for people. Yet, transport data is not captured in such a way that detailed and consistent feedback from the actual users experience is provided.

This is a project which aims to elevate the voice and experience of the user. It is intended to promote a rethink in the approach to capturing transport system performance information by locating the user at the epicenter of performance monitoring for public transport systems. With the range of technologies now offering user driven data sets, there are significant opportunities for transport planning and operating agencies to draw on the voice of customers to inform how to improve service levels.

The outcomes from two separate initiatives were used to develop this poster. A photographic based observation technique was used to capture a graphic story of the daily travel experience of 5 people using different modes of transport in the city of Johannesburg during transport month. The results of this process are the photographs appearing in the poster. This is coupled with the results of another process whereby ten different people using different modes in the Gauteng Metros kept a travel diary to map, record and reflect on their travel experience for a full week. The information from this process is the basis for the infographics found in the poster. Both sets of information were used to populate the poster.

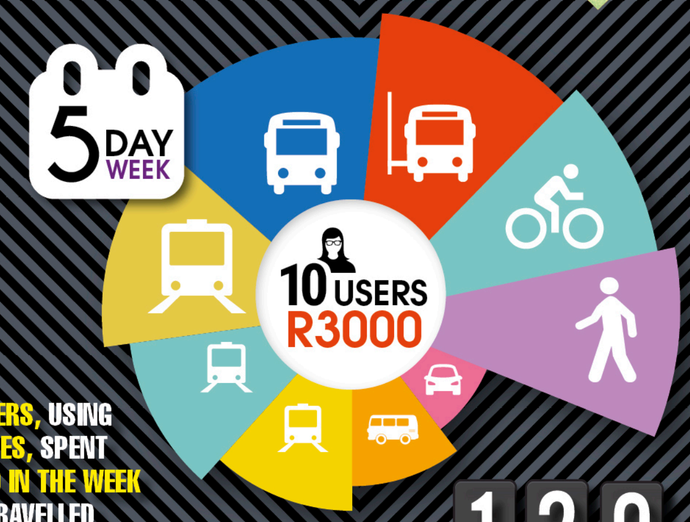


did you know?

GAUTRAIN USERS TRAVELLING FROM PRETORIA TO PARK STATION CAN SPEND UP TO R3500 A MONTH

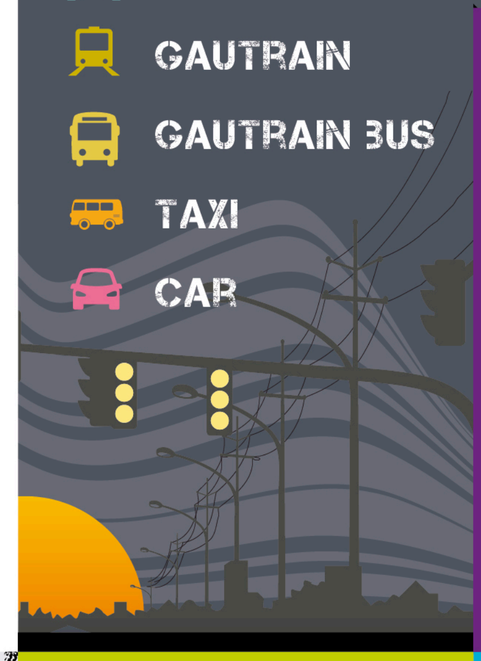
TRANSPORT MODES

- WALKING
- CYCLING
- BRT
- METRO BUS
- METRO RAIL
- GAUTRAIN
- GAUTRAIN BUS
- TAXI
- CAR



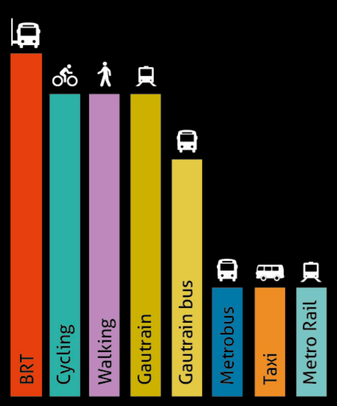
10 USERS, USING 9 MODES, SPENT R3000 IN THE WEEK AND TRAVELLED COLLECTIVELY FOR 120 HOURS

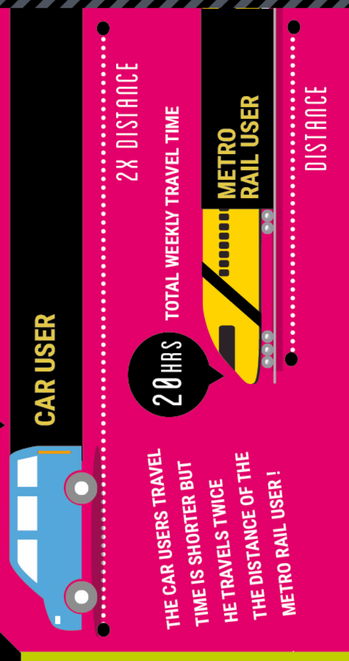
120 HR



BASED ON FEEDBACK FROM USERS PARTICIPATING IN THIS

USERS RANKING





The BRT user pays 3x more than the metrorail user per week

CAR DRIVERS TOTAL TRAVEL TIME

GAUTENG TRANSPORT USER EXPERIENCE

HOW TO READ THIS POSTER

TRAVEL DIARY

AGE/GENDER/RACE
OCCUPATION
DAILY COST
DAILY TRAVEL TIME
DAILY TRAVEL DISTANCE

MODE ICONS

A QUOTE FROM THE TRAVEL DIARY OF THIS USER DURING THE WEEK

H — HOME — MODE USED — MODE CHANGE — W — WORK

PHOTO CAPTURE

PHOTOS CAPTURING DAILY TRAVEL

H — HOME — MODES USED — W — WORK

24/FEMALE/BLACK
Intern: Transport Planning
R52.00
5HOURS:10MIN
88KM

If only the taxi rank could share information with commuters. It would enable me to make alternative travel arrangements if there is a strike.

23/FEMALE/BLACK
Supply chain analyst/ consultant
R47.00
3HOURS:14MIN
38KM

Walking as an alternative is not safe, crossing roads is also problematic and the amount of litter on the roads and travel paths are unbearable.

22/MALE/BLACK
Marketer
R22.60
3HOURS
66KM

What I like about my trips is that I am always on time for work. My experience was great. I was watching a movie so my journey didn't seem to take much time.

26/FEMALE/BLACK
Regulatory & Quality Specialist
R0
2HOURS:22MIN
17.8KM

Walking saves me a lot of money, it keeps me fit and it's convenient. The only thing that sucks about it, is that it takes longer to get to work than using a taxi.

25/MALE/WHITE
Web Content Manager
R123.40
4HOURS: 23MIN
58KM

Witnessed two accidents in the morning on the same road. As a constant road user you still get surprised by how aggressive people are on the roads.
On another note I also realized that I don't stop for bumper bashing accidents and don't know if as a road user it is safe enough to stop and help.

24/FEMALE/BLACK
Intern: Research & Policy
R147.00
4HOURS:45MIN
144KM

When the Gautrain travel times are delayed, the bus times remain the same. This is frustrating because my normal traveling time is delayed and I have to wait longer for the next bus to arrive.

31/MALE/BLACK
Gardener
R0.00
2HOURS: 30MIN
34KM

Taxi drivers worry me the most because they are constantly hooting. If a taxi driver hoots at me while I am cycling I could make a mistake and might fall. I wish taxi drivers could respect us.

28/MALE/BLACK
Gardener
R0.00
1HOURS: 45MIN
32KM

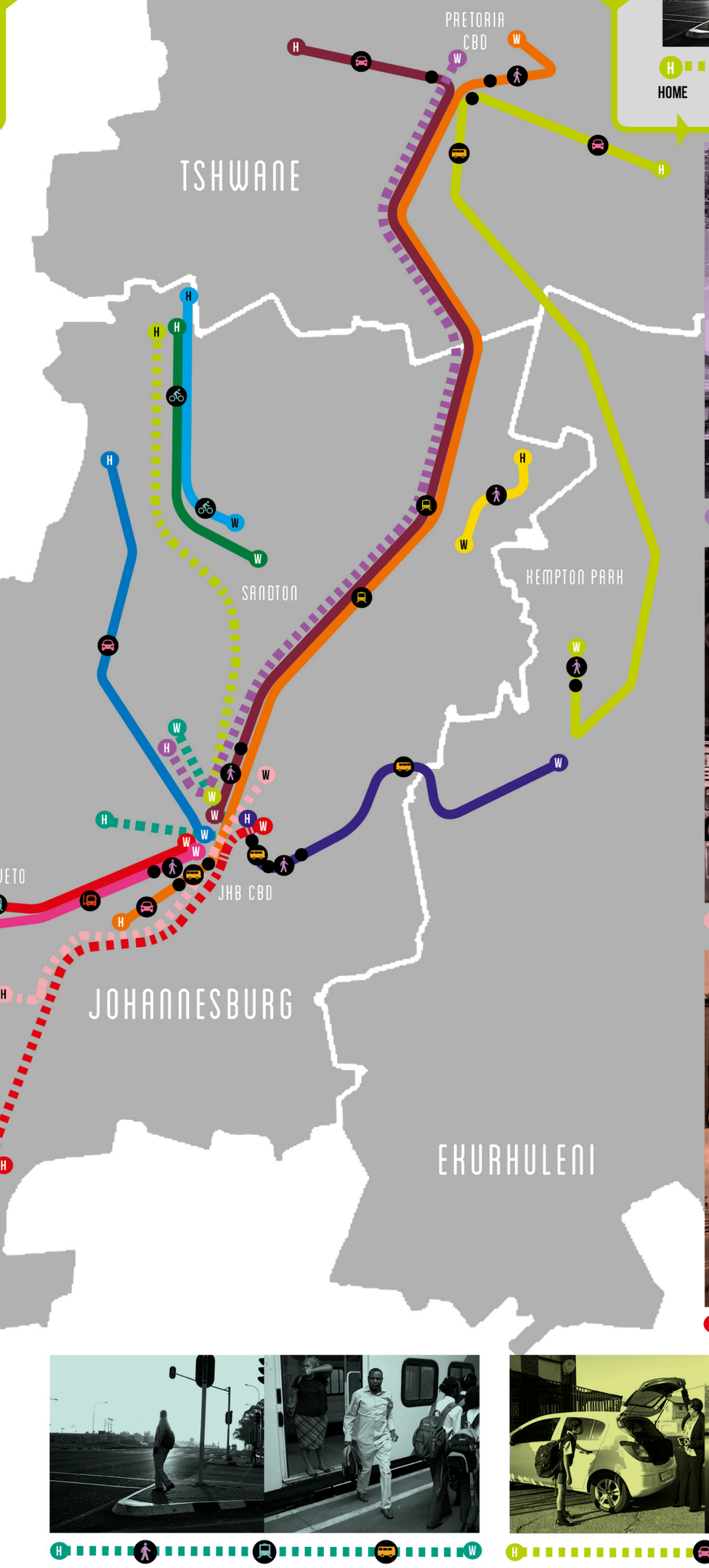
Early in the mornings taxis are very dangerous especially at Diepsloot River.

30/FEMALE/BLACK
Office administrator
R7.10
3HOURS: 09MIN
24KM

The train gets so full sometimes, as a result I have to stand in the train from New Canada to Park Station.

39/FEMALE/BLACK
Manager
R168.64
3HOURS: 23MIN
128KM

I wish the Gautrain worked off peak hours so that I did not have to drive late in the evenings.



H — W

H — S

H — W

H — W

H — W

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