

Project Overview

A research project to understand needs of riders in MetroLink train cars.

Users

- MetroLink riders
- prospective MetroLink riders

Stakeholders

- MetroLink management
- California state transportation authorities.

Research activities (to collect user needs)

- 2 silent observation studies, looking at a total of 16 riders
- 2 moderated focus groups with a total of 20 participants
- 1 survey with a total of 47 respondents
- Four square analysis of data points to identify priorities

Research methods

- Describe the research methods and provide the results.
- Translate results into User Needs.