

Usability in Transportation



Key Aspects of Usability in Transport

1 Accessibility

2 Convenience

3 Efficiency

4 Safety

5 Sustainability

6 Technology Integration

7 Affordability

8 Comfort

9 User-Centered Design

Χαρακτηριστικά της Ευχρηστίας στις Μεταφορές.

- 1 Προσβασιμότητα
- 2 Ευκολία Χρήσης
- 3 Αποτελεσματικότητα
- 4 Ασφάλεια
- 5 Βιωσιμότητα
- 6 Ενσωμάτωση Τεχνολογιών
- 7 Οικονομική Προσιτότητα
- 8 Άνεση
- 9 Σχεδιασμός με επίκεντρο τον χρήστη



DESIGN FOR ALL USERS

Ensure transportation options are usable by everyone, including people with disabilities, elderly passengers, children, and others with specific mobility needs.



ACCESSIBLE VEHICLES AND INFRASTRUCTURE

Features such as low-floor buses, elevators, ramps, audible announcements, and tactile paving help people with disabilities navigate transport systems.





EASE OF USE

Transport systems should be easy to navigate, with clear signage, intuitive interfaces (like ticket machines or apps), and simple procedures for boarding or exiting.

Doukissis Plakentias Station



INTERMODAL CONNECTIVITY

Ensure that different modes of transport (e.g. buses, trains, trams, bicycles) are well connected and easy to switch between to create a seamless travel experience.

SERVICE FREQUENCY

High-frequency services minimize wait times and improve usability, especially for public transport.





TIME SAVINGS

Reduce the time required for users to complete their journey, which could involve optimizing routes, reduce congestion, or provide fast-track options like express trains or dedicated lanes for buses.



RELIABILITY

Transport services should be punctual and predictable. Frequent delays or cancellations reduce usability and user satisfaction.



SECURITY FEATURES

Clear safety instructions, well-lit stations, surveillance, and presence of staff to ensure user security, especially in high-traffic areas or late hours.



ACCIDENT PREVENTION

Incorporate design elements that reduce accidents, such as clear road markings, pedestrian crossings, and well-maintained vehicles.



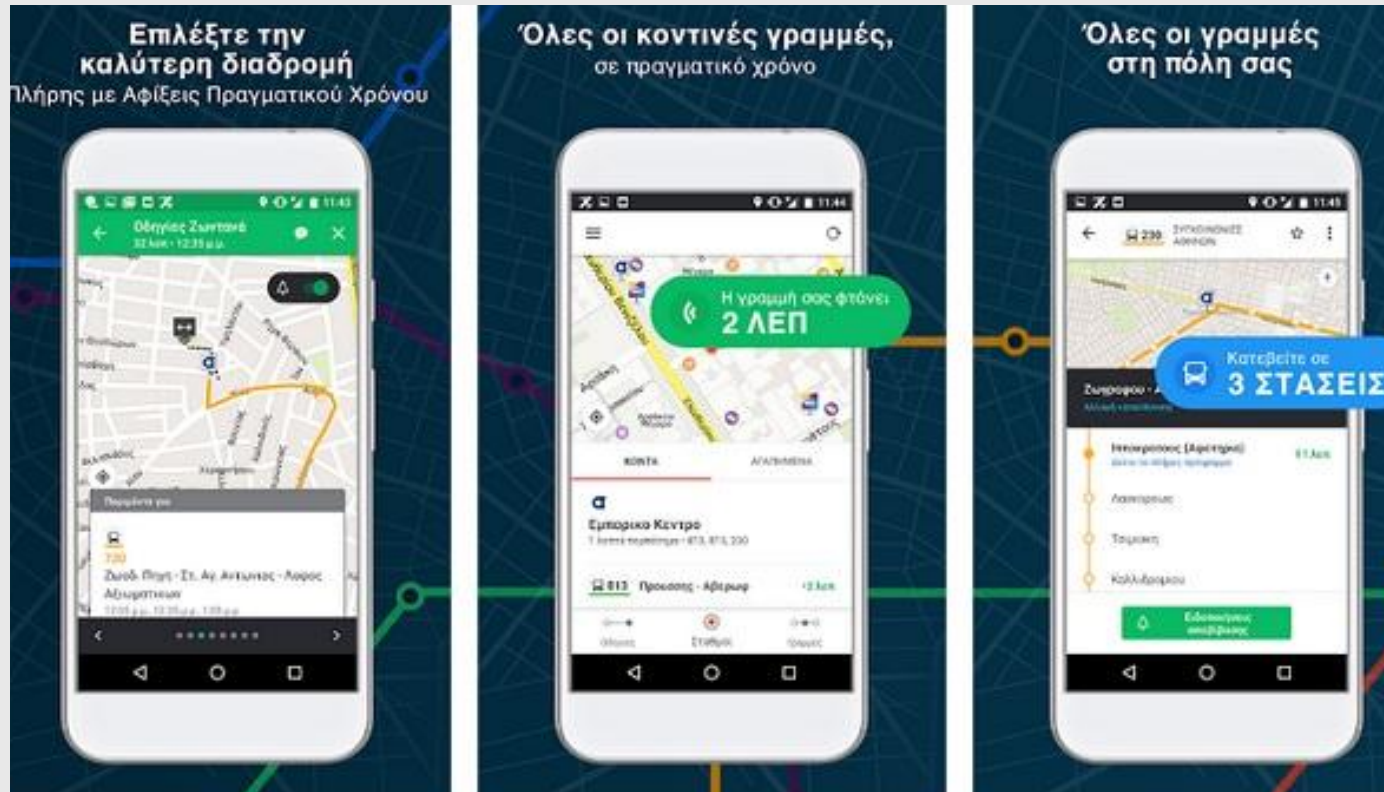
ENVIRONMENTAL CONSIDERATIONS

Make transport options sustainable, such as promoting eco-friendly modes (e.g., electric buses, bicycles) and reducing carbon emissions.



ENERGY EFFICIENCY

Systems should be designed to minimize fuel consumption, reduce waste, and optimize resource use, making the system not only convenient but also eco-conscious.




SMART SOLUTIONS

Use technology to enhance usability, like mobile apps for real-time updates, digital ticketing, or vehicle tracking to improve passenger convenience.

DATA-DRIVEN DECISION MAKING

Collect data to monitor user behavior, traffic patterns, and system performance can help design improvements and optimize the overall system.





90-MINUTE SINGLE TICKET

Full price: **1,20 €**
Discounted: **0,50 €**

METRO AIRPORT TICKET

Full price: **9,00 €**
Discounted: **4,50 €**
2-way ticket: **16,00 €**

Valid for TRAINOSE

Menu EN|GR

Family

kids travel for free under 4
50% discount for kids 4-12

Young

25% discount for young under 24

Senior

25% discount for seniors (65+)
extra 20% with return ticket

Student

up to **50% discount** for students

COST-EFFECTIVE OPTIONS

Provide fare systems that are affordable for the target demographic, with options such as discounts, subsidies, or free access for certain groups (e.g., students, seniors).

CLEAR FARE STRUCTURES

Transparent and easy-to-understand fare systems that avoid confusion and hidden costs.



PHYSICAL COMFORT

Provide comfortable seating, climate control (heating, cooling), and adequate space for passengers to feel at ease during their journey.



ENVIRONMENTAL COMFORT

Manage noise levels, air quality, and cleanliness to create a pleasant atmosphere for users.



PHYSICAL COMFORT

Provide comfortable seating, climate control (heating, cooling), and adequate space for passengers to feel at ease during their journey.

ENVIRONMENTAL COMFORT

Manage noise levels, air quality, and cleanliness to create a pleasant atmosphere for users.

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Customer Survey

Please take the time to fill out the following survey to help us improve your experience.

How would you rate your overall experience?

1 2 3 4 5

How would you rate our customer service?

1 2 3 4 5

How would you rate the safety of our airport?

1 2 3 4 5

Submit →

STAKEHOLDER ENGAGEMENT

Involve users in the design and testing phases to ensure the transport system meets their needs and expectations.

FEEDBACK MECHANISMS

Enable passengers to provide feedback about their experiences and using that data to improve services.

Thank you!

