



Passengers Experience Deep Dive in social networks

Pilsen Summit

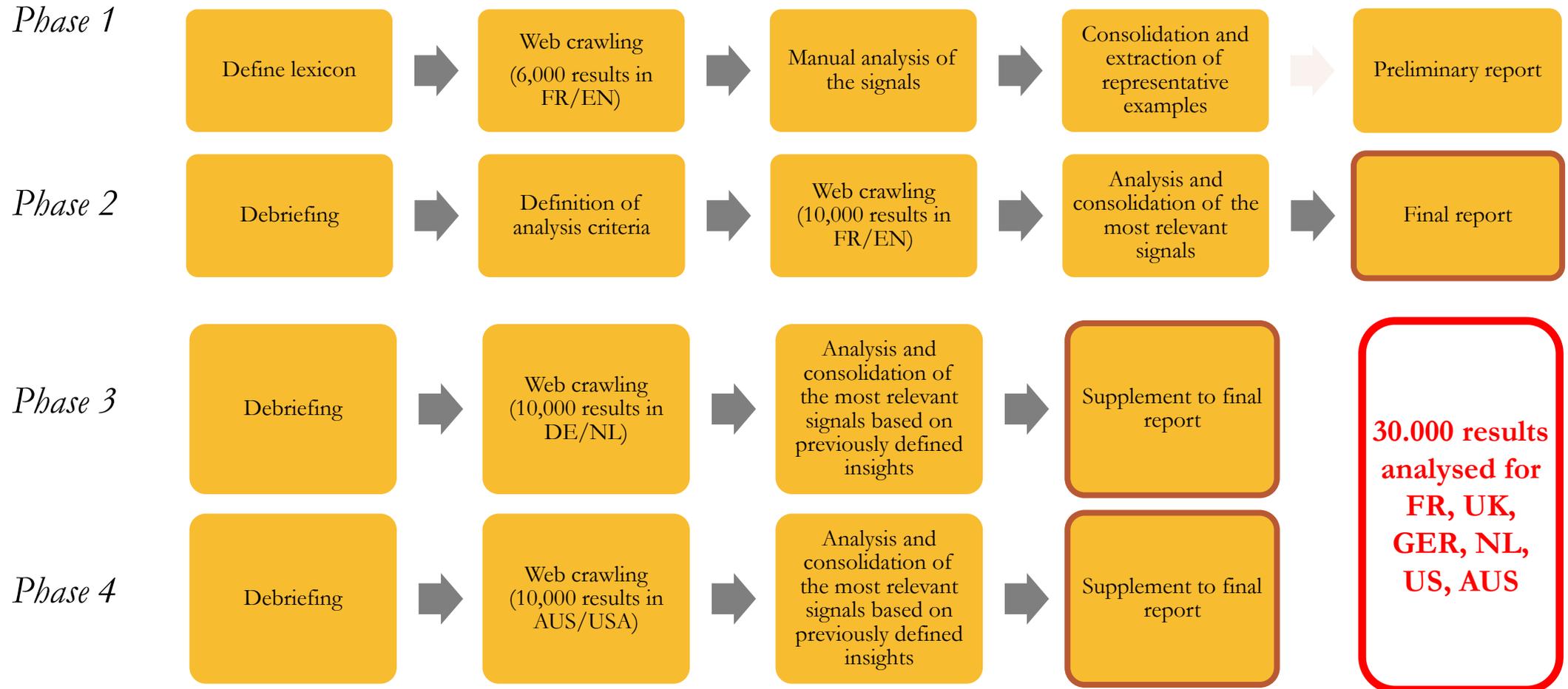
April 9&10, 2019



What do online conversations teach us about the future of mobility and riders?

Methodology

Methodology & Phases



Main insight topics

**Conditions
of use**

**Safety and
security**

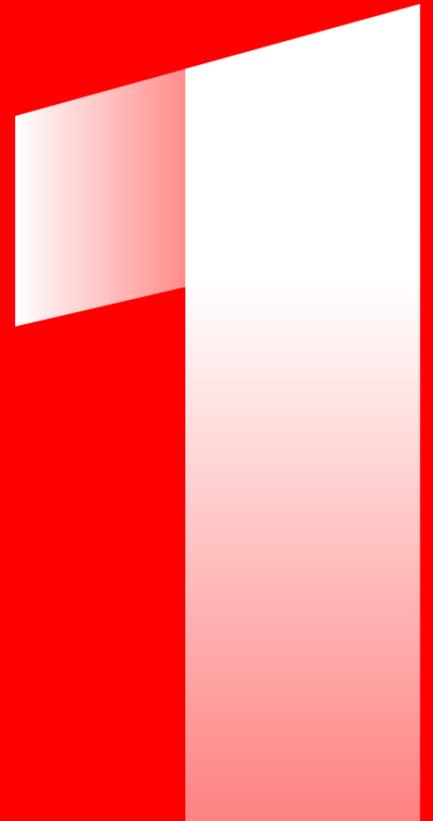
Performance

Advocacy

Distractions

Outlook

Conditions of use



Conditions of use

In France, in addition to basic criticism of prices, users **saw a discrepancy between** the promised service quality and the price paid.

Complex rate structures added to the confusion and led users to raise questions, which weren't always addressed directly to the managing authorities.

Pricing also remains a key concern in the Netherlands, where, more than elsewhere, users tend to frame the issue in terms of **injustice and social exclusion**.

Pricing is also mentioned as a problem in Germany, but is viewed in terms of transit system performance. In other words, **the main issue is the relationship between rates and quality of service**.

Prices are also a sensitive topic in the United States, but one rarely mentioned in relation to the service provided. More often, transportation is viewed as **an indication of the unaffordable cost of living**.

In Australia, however, pricing was a very infrequent topic of conversation.

The perils of pricing



GL13
@GL1318

Suivre

Tu quittes Marseille un an et tu découvres que les prix des transports à explosé. Vous êtes sur d'être anti-parisiens? #RTM VS #RATP #Transpass #PassNavigo #Bus #Metro #Tram #NavetteRTM

14:55 - 7 mai 2018



France

<https://twitter.com/GL1318/statuses/993474492356849665>



EBS Public Transport @EBS_OV · 7 mars

7 mrt 2018 introduceren @EBS_OV , @Connexion en @GVBNieuws een nieuw vervoerbewijs voor reizigers die niet met OV-chipkaart reizen. Met BTM (Bus, Tram, Metro) 1,5 uur ticket 90 minuten reizen+overstappen tussen de drie vervoerders. Prijs € 6,00. Info: ebs-ov.nl

2 J'aime 4 Retweets 2 Likes



Katinka de Boer
@bck20k

Suivre

En réponse à @EBS_OV @Connexion @GVBNieuws

Erg duur. Openbaar vervoer is veel te duur. Voor de minima niet te betalen. Gevolg sociale uitsluiting. Gratis vervoer voor de minima!

Netherlands

<https://twitter.com/bck20k/status/971436305900032000>



Sandra Sigel
@SandraSigel

Suivre

En réponse à @Schmitt4711 @CDU et 9 autres

Der Bahn wird immer frecher. Preise hoch, Pünktlichkeit runter 🙄

10:13 - 18 juin 2018

2 J'aime

1 Comment 2 Likes

Germany

<https://twitter.com/SandraSigel/statuses/1008759719333453824>



Buckstud McGumbo
@BIGKey_75

Suivre

My train ticket was more expensive then my seat

Traduire le Tweet



01:29 - 24 mai 2018 depuis Queens, NY

6 J'aime

1 Comment 6 Likes

United States

https://twitter.com/BIGKey_75/statuses/999432094123249664

Conditions of use

Checks and contradictions

Users take issue with how ticket checks are conducted. Paying customers want **justice to be meted out** to fare evaders and cannot stand it when their tickets are not checked. Conversely, others find it unfair that the “one time” they are checked is when they don’t have a ticket.

In the Netherlands, we came across many posts of photos with ticket inspectors and customers, suggesting a rather friendly atmosphere.

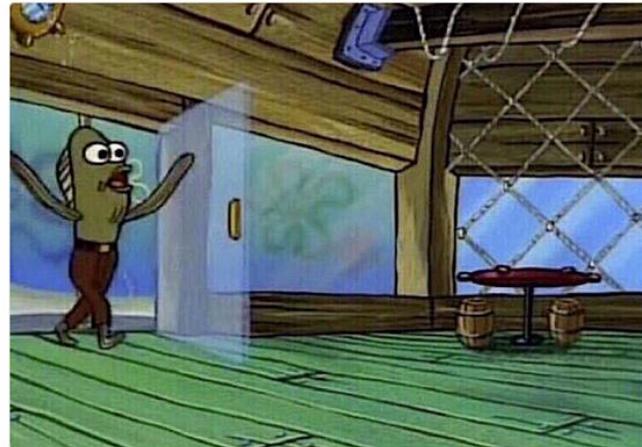
Unlike in France and the English-speaking countries, **in Germany checks are an important topic that is viewed positively at times!**



coppet l'humoriste 
@Coppet_leRenois Suivre

"Prend pas de ticket y'a jamais de contrôleurs "

Bonjour Mme et Mr titre de transport svp



17:06 - 29 avr. 2018

France

https://twitter.com/Coppet_leRenois/status/990608330493186049



selfieconducteurs • S'abonner
Station Amersfoort

selfieconducteurs Tijdens mijn controle zie ik een reiziger (Tom) gitaar spelen! Ik (een muzikliefhebber) kon natuurlijk maar 1 ding vragen.. Natuurlijk of hij een stukje kon spelen! Maar wat hij niet wist is, dat ik met hem mee zou doen! 😊 Na een leuke #Jamsessie was het tijd voor een #selfieeee 

#ns#selfieconducteurs#treinleven#metro#n_s_online

262 J'aime
IL Y A 5 JOURS

Connectez-vous pour aimer ou commenter.

Netherlands

<https://www.instagram.com/p/BkRymx2lYoW/?taken-by=selfieconducteurs>



Romy Mlinzk
@snoopsmaus Suivre

„Jemand noch in Hannover zugestiegen? Fahrscheine, bitte. Außer 42, hat geklappt.“ - ich liebe den Komfort-Check-in schon jetzt. **#bahn**

08:58 - 15 juin 2018 depuis Bückeberg, Deutschland

1 Retweet 21 J'aime



1 1 21

Germany

<https://twitter.com/snoopsmaus/statuses/1007653589270126592>

Conditions of use

Limited accessibility for disabled people remains a sensitive topic across all types of transit.

To a lesser degree, users also **experienced exclusion due to their location**, namely infrequent service and poor/inexistent coverage (transit deserts).

The comments **in NL** we found were fairly divided between **frustration with poor coverage in certain (mainly rural) areas** and satisfaction with new the routes being created.

In Australia, social networks provide a forum for expressing **puzzlement over poorly thought-out transit systems and urban planning**.

Exclusionary mobility



GreenCommunityTravel
@GreenCTransport Suivre

How would partners travel when they both must travel in wheelchairs? A taxi does not have x2 wheelchair spaces. A public bus does not have x2 wheelchair spaces. (Not that they can access a bus stop.) How would these people access transport? **#withoutCT** they are housebound.

Traduire le Tweet

15:00 - 20 avr. 2018

UK

<https://twitter.com/GreenCTransport/statuses/987314971934588928>



Linnie
@TanteWillemijn Suivre

@Arriva_NL Even een vraagje. Is er al bekend wanneer de bushalte aan de Nagelbrug in Voorhout (KTS) weer terug in gebruik genomen gaat worden?
Doordat de bushalte nu vaak te ver lopen is, moet ik steeds een regio taxi nemen vanaf mijn werk en dit wordt een dure hobby.

12:06 - 11 juin 2018

Netherlands

<https://twitter.com/TanteWillemijn/statuses/1006251383421652993>



Jess Juler
@jessjuler Suivre

Saw something pretty awful today which was a young mother with a pram not able to get onto the train concourse because there was no lift access. How do parents with babies and people with disabilities not feel discriminated. **#SydneyTrains**

Traduire le Tweet

09:53 - 23 mai 2018

1 J'aime 

Australia

<https://twitter.com/jessjuler/statuses/999196561836920832>

Conditions of use

In modern societies that sing the praises of intermodal transportation, customers pay close attention to transit companies' ability to guide passengers and help them find their way.

In France, users frequently criticize the quality of signage and question operators' ability to design simple, intuitive itineraries from the passenger's perspective, both for commuting and other trips.

In the Netherlands and Germany alike, signage is a very minor topic.

While signage is mentioned very rarely in the United States, many users talk about getting lost in transit systems during a first-time or even a regular trip. It is clearly inferred that complex, misleading transit systems are to blame.

Looking for a sign



Fred Cabanokid Paris Gare du Nord

10 avril · 🌐

Quand on arrive part cette entrée (en venant notamment du terminal des bus RATP) il n'y a AUCUNE indication pour trouver le départ de l'Eurostar ! Merci pour les usagers... Particulièrement pour les étrangers ou les provinciaux peut au fait de ce genre de labyrinthe urbain. Ayez l'amabilité d'améliorer au plus vite la signalétique dans ce passage.



J'aime

Commenter

Partager

France

https://www.facebook.com/permalink.php?story_fbid=1656331481119431&id=175123682566559



Bed Springs
@JuellSprings

Suivre

I've lived in Chicago for almost 4 years now and I still get lost on public transportation....



Traduire le Tweet

00:25 - 23 sept. 2018 depuis Chicago, IL



Tunneleule
@stromschiene

Suivre

Die @BVG_Ubahn #U55 fährt nicht. Nur Daisy weiß das nicht. Und Fahrgäste werden zu einem Aufzug zum @BVG_Bus #TXL navigiert, der außer Betrieb ist. #weilwirdichlieben



02:32 - 18 juin 2018

11 J'aime

4

11

Germany

<https://twitter.com/stromschiene/status/1008643532482072576>

United States

<https://twitter.com/JuellSprings/statuses/1043627484615520256>

Safety and security



Safety and security

Speed is a key insight for understanding conversations about safety in transit systems; it elicited the most potent, spontaneous depictions of risk due to the fact that it is experienced as a group.

The topic also appears in Germany, but to a much lesser extent, in the form of a few miscellaneous criticisms.

In the United States and Australia, speed and **the resulting lack of safety** are both extremely prevalent topics. The tone varies from matter-of-fact to disgruntled or ironic.

The underlying criticism targets the driver, who is viewed as **reckless** and endangering the riders' life.

Speeding and hasty decisions



 **Miss_cheverny**
@miss_cheverny Suivre

@SNCF pire expérience - c'est dangereux de prendre le train !! J'ai été poussée dans le train avec mon nouveau né par des sifflements d'agents pour un train bondé avec encore beaucoup trop d de monde sur le quai. Totalement irresponsable !!

16:51 - 4 mai 2018

France

https://twitter.com/miss_cheverny/statuses/992416417839505408

 **Nayeli Herrera**
@Nayeli_h Suivre

Does Snapchat not have the feature where it shows you how fast you're going? This bus driver is tryna floor it and I don't feel safe LMAO I'm tryna see if I'm just trippin or if he's really going faster than a bus should

Traduire le Tweet

21:10 - 6 sept. 2018 depuis Arden-Arcade, CA

United States

https://twitter.com/Nayeli_h/statuses/1037780076471844865

 **Greg Cook**
@Greg_Cook_ Suivre

On a @TransportforNSW bus route 458 bus #1857. Driver running very late - so don't worry about speed bumps or going around corners on 4 wheels. Some of the worst and unsafe driving I've had to endure.

Traduire le Tweet

04:55 - 4 sept. 2018 depuis Sydney, New South Wales

2 J'aime 

Australia

https://twitter.com/Greg_Cook_/statuses/1036810074818105344

 **S P O R T Y J I M H A L L O ...**
@missundead_ Suivre

First day of senior year consisted of:

- The bus driver sped onto a speed bump and almost killed us.
- Autumn almost fought someone during nest assemble and got scolded by some old lady.
- We got pulled over by a dean for lunch passes and we took off cause none of us had IDs.

Traduire le Tweet

00:45 - 5 sept. 2018

1 Retweet 6 J'aime 

1 1 6

United States

https://twitter.com/missundead_/statuses/1037109441827491842

Safety and security

The list of encounters with offensive behavior shared on social networks would be a long one. Unfortunately, riders experience such behavior on a regular basis.

These acts are unique in that **victims and witnesses are able to post detailed accounts of incidents in various forms** (long posts, threads, videos, photos, etc.), which serve as evidence presented in public forums.

Users in the Netherlands **commented on a wide range of offensive behavior** indicative of evolving social norms. + fear of terrorist attacks.

In Germany, the signals here recount minor rude encounters, more serious forms of violence, and hostility towards foreigners.

In the United States, the stories mostly describe **rude behavior** experienced in public transit. **Racism** is clearly a major source of conflict between individuals in the stories shared.

In Australia, the tales of incivility tend to focus on **rudeness between riders** that is partly to blame for the perceived **toxic** environment on public transit.



Tales of incivility



France
<https://www.instagram.com/p/BipVOHoDklN/>



Netherlands
https://www.instagram.com/p/BiwN4_InLMG



United States
<https://twitter.com/baishababy/statuses/1037666955627560960>



Germany
<https://twitter.com/JurgenKrier/statuses/1007603325662089217>



Australia
<https://twitter.com/kathleeniano/statuses/1037699557663141888>

Safety and security

In France and english speaking countries, riders increasingly view public spaces as a new territory to defend in order to command respect for their preferred mode of transit. The perceived lack of safety heightens their propensity to post and even drives them to take up activist causes.

Physically exposed more than others, pedestrians and cyclists are the most active protest posters. Other forms of public and personal transportation are all viewed equally in terms of the risk they pose.

Even outside of safety issues, users are laying claim to public spaces by putting forward their own vision, under the guise of values that sometimes contradict each other (freedom, environmentalism, etc.).

In the NL, we did not notice any tensions between users of different modes of transit.

The battle to coexist



 **Harry Grillo** @redbassett Suivre

Every day I have to squeeze past cars when the @MBTA 86 bus drops me in the travel lane at Elliot St in @CambMA. I have repeatedly reported the daily use of this bid so as parking to @CambridgeDPW, but they claim the signage is sufficient and they can't do anything else.

Traduire le Tweet



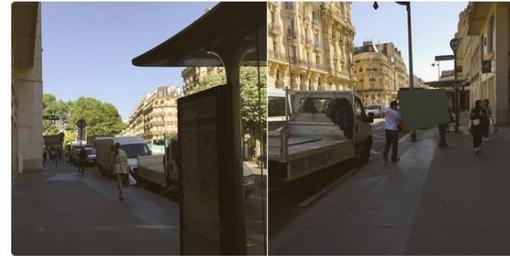
15:49 - 17 avr. 2018

UK

<https://twitter.com/redbassett/statuses/986240353907994624>

 **Vught Isabelle** @IVught Suivre

Voie de bus arrêt accessibilité du 84 comme tous les matins plusieurs camions pour des livraisons chez @Hermes_Paris au 17 de la rue de Sèvres



09:47 - 7 mai 2018 depuis Paris, France

France

<https://twitter.com/IVught/statuses/993396868422959104>

 **leah went looking.** @autumngales Suivre

This makes me feel so sick. I rode the same road on the same day. We NEED safer bike infrastructure (it's pretty awful on Rainier) bc many drivers frankly suck.

Robert Getch @StumpToEmerald
Alex Hayden, a SE Seattle Resident, a father, a husband has passed away after being struck in a Hit and Run on Rainier Ave (just north of Lakeview Ave) while biking on Saturday (7/14). #SEABikes
Afficher cette discussion

Traduire le Tweet

19:53 - 16 juil. 2018

4 Retweets 9 J'aime

United States

<https://twitter.com/autumngales/status/1018916592959172608>

Performance



Service performance

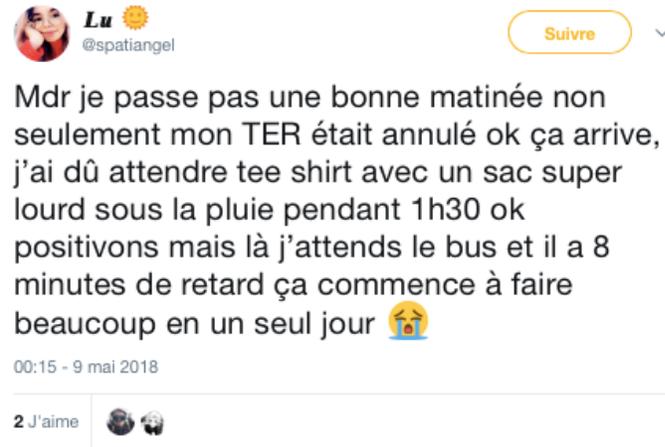
It should come as no surprise that riders' experiences provide an endless source of criticism about transit service delays. The number of participants in this new sport has grown in step with technology and the use of social networks, creating a repetitive refrain, a sort of white noise, which **doesn't always involve demands for compensation**. These signals often serve as an **outlet for exasperation** among regular riders, who often **make a mockery of the situation**.

In the Netherlands, delays do not seem to be a problem, judging from the number of signals on social networks.

In Australia, we found complaints about delays, but users were not actually critical of the delay itself. 2 types of complaints: **Wait times and awful transfers**.

In the United States, we also see this eternal topic of complaint, but also—and especially—**criticism of the lack of communication** on the part of transit systems.

Delays: a common refrain



Lu @spatiangel Suivre

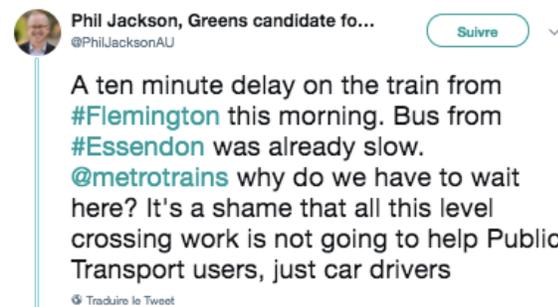
Mdr je passe pas une bonne matinée non seulement mon TER était annulé ok ça arrive, j'ai dû attendre tee shirt avec un sac super lourd sous la pluie pendant 1h30 ok positivons mais là j'attends le bus et il a 8 minutes de retard ça commence à faire beaucoup en un seul jour 🙄

00:15 - 9 mai 2018

2 J'aime

France

<https://twitter.com/spatiangel/statuses/994113543787204609>



Phil Jackson, Greens candidate fo... @PhilJacksonAU Suivre

A ten minute delay on the train from #Flemington this morning. Bus from #Essendon was already slow. @metrotrains why do we have to wait here? It's a shame that all this level crossing work is not going to help Public Transport users, just car drivers

Traduire le Tweet

Australia

<https://twitter.com/PhilJacksonAU/statuses/1036362461639634944>



iche24 • S'abonner Berlin, Germany

iche24 Und schon ist das Wochenende wieder vorbei und mein Liebster auf dem Weg nach Dortmund. 🙄 Die Fahrt am Freitag mit den Örtlichen nach Spandau um ihn vom Zug abzuholen, war mal wieder typisch für Berlin und absolut nichts für meine Nerven. 🙄 Ich kam in Westkreuz an und meine nächste Bahn fuhr nicht wie gedacht in 2 min, sondern erst in 20 min und ich bekomme eine ganz leichte Panikattacke. 🙄 Zumal ich weiß, dass eine S-Bahn Minute mehr als 60 sec hat. Kurz vor meiner Bahn kommt aber erstmal noch eine andere. Als ich sehe, dass sich ein Security Mensch Gummihandschuhe anzieht, steigert sich meine Panik nochmals. Und richtig vermutet. Es muss erstmal noch ein alkoholisierte Fahrgast aus der Bahn geholt werden. 🙄 In der Zwischenzeit muss ich noch meine spärlich

Germany

<https://www.instagram.com/p/BkIrzyCAI03/>



Rick Spartan @trapmasterrick Suivre

En réponse à @hagermansm

Our kids started back last month. The first day ever my kid was to take the bus to school it broke down before getting to our neighborhood. Parent's were not notified of the delay. Thankfully I was able to get him to school on time b/f work.

Traduire le Tweet

15:59 - 4 sept. 2018

1 J'aime

United States

<https://twitter.com/trapmasterrick/statuses/1036977076732084224>

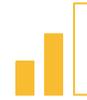
Service performance

While we tend to consider the concept of comfort as a general feeling, users mentioned a **series of personal and technical details that make life difficult for them:** discourteous staff, major infrastructure deficiencies (roads especially), malfunctioning/missing services: power outlets, Wi-Fi, dining, toilets, etc., overcrowding.

Only a limited number of signals praised good service.

The issue of comfort is particularly widespread in the United States and Australia.

Little comforts



Harshil Trivedi @reversesweep Suivre

If you want a proper sauna experience on Friday evening at a fraction of the price grab a towel and jump on a Southern Train from Victoria! Heaters on full blast! #southernfail #nationalrail #thorntonheat #heatwave

Traduire le Tweet

10:11 - 20 avr. 2018 depuis Lambeth, London

1 J'aime

Commenter Partager 1 M

Angleterre
<https://twitter.com/reversesweep/statuses/987378292775890944>

Ronald Christiaans @RonaldChristiaa Suivre

Deze trein van @NS_online van Nijmegen naar Schiphol is mooi op tijd. Hopelijk komt er zo nog een schoonmaakploeg. #puinbak #smerig



Netherlands
<https://twitter.com/RonaldChristiaa/statuses/995979091991056384>

Bree Beauregard @breebeauregard Suivre

Voici ce que mon bus avait l'air ce matin au stop de départ, sans compter les gens qui n'ont pas pu entrer et doivent attendre l'autre passage (s'il arrive à l'heure) #stm



Canada
<https://twitter.com/breebeauregard/statuses/994184664242905088>

Kiesel @derkiesel Suivre

Die @DB_Bahn droht, die Weiterfahrt einzustellen, weil Wagen 10 und 11 zu voll ist. Aber in unmöglicher Tonart. In einem Zug mit Verspätung und falscher Waggonreihung. Die Dame hat Humor. Zumindest ist nun klar, dass ich meinen Anschluss nicht erreiche.

08:19 - 15 juin 2018

Commenter Partager

Germany
<https://twitter.com/derkiesel/statuses/1007643787223535616>

Bilal M @Bilama2 Suivre

After hours of getting slow #4G data speeds on @Optus on the train home from Sydney, I did a speed test and got this result at 7:21 PM in Macquarie Park NSW. Why such a terrible download speed #optus?

I was promised @usainbolt speeds, not this.

Traduire le Tweet

1.13 Mbps download	0.09 Mbps upload
-----------------------	---------------------

Latency: 1061 ms
Server: Sydney

Your Internet speed is very slow

Australia
<https://twitter.com/Bilama2/statuses/1039288407745126400>

Matt Betz @IAmMattBetz Suivre

There aren't enough seats on this train so people have to stand in the middle and the stairs and I can't imagine that is legal or safe. If I had to stand I wouldn't pay shit for a ticket

Traduire le Tweet

21:48 - 3 sept. 2018 depuis Solana Beach, CA

United States
<https://twitter.com/IAmMattBetz/statuses/1036702443113861120>

Service performance

The increase in critical remarks about transit experiences is a logical extension of **rising expectations of and attacks on customer service departments** at transportation companies.

Explanations and calls for compensation remain core components of the signals detected, **but the customer service experience itself has also become a topic of conversation** that can lead to a strained relationship, damaging the brand's reputation over time.

In Germany, we observed communications that were kinder, and sometimes even friendly.

In the United States and Australia, behind the rage of certain tweets to corporate accounts we found **criticism of the quality of information provided** and customer service.

Along the same lines, apps and other communications resources are often lambasted for **faulty updates** that display erroneous information. More broadly, the formatting of transit information frequently comes under fire for its **lack of clarity**.

Customer service in the crosshairs



France
<https://twitter.com/guimikowski/statuses/981591181703467009>



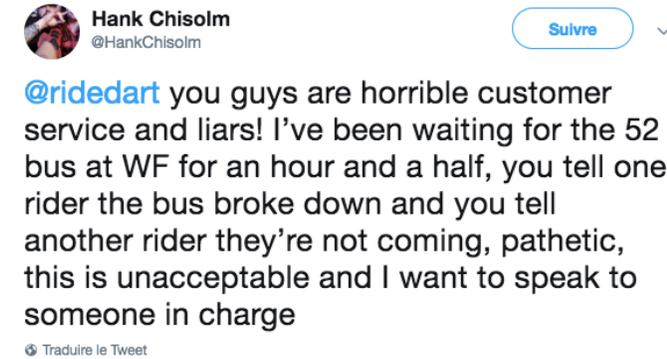
Germany
<https://twitter.com/itsamattworld/statuses/1008394909253021696>



Netherlands
<https://twitter.com/RobertvanGalen/statuses/1008354355077140480>



United States
<https://twitter.com/HoldenWilen/statuses/1036959454737121280>

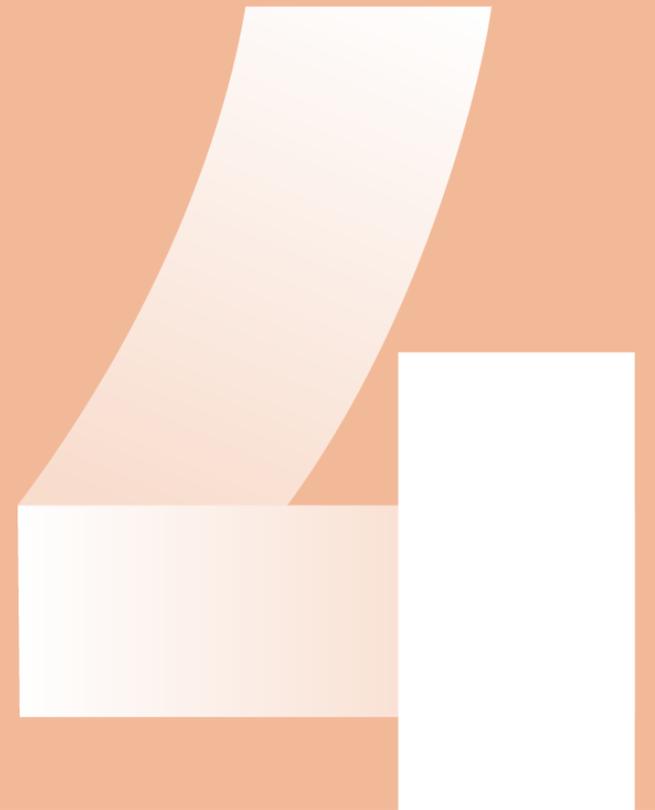


United States
<https://twitter.com/HankChisolm/status/1039293534732472321>



United States
<https://twitter.com/CampLiferTX/statuses/1039143955298959360>

Advocacy



Advocacy

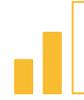
Some riders' daily commuting experiences awakens their **sense of civic duty**. They serve as caretakers of their environment, posting organizational snags, service failures and damages. Most have an **empathetic attitude** in their relationships with transit authorities and their public-facing staff.

German riders contact transit companies less frequently, but do make a habit of **warning their own circle of friends about service malfunctions**, a practice that is more targeted and less related to advocacy.

We identified two types of “caretaker” posts in the United States:

- **Isolated alerts** to point out a problem—extremely uncommon messages that serve as an outlet for the poster more than anything else
- **Appeals for public support**, in this case a woman who witnessed an accident suffered by another woman who couldn't pay the resulting medical bills—shocking events that are met with much more emotion and make a greater impact.

Caretakers



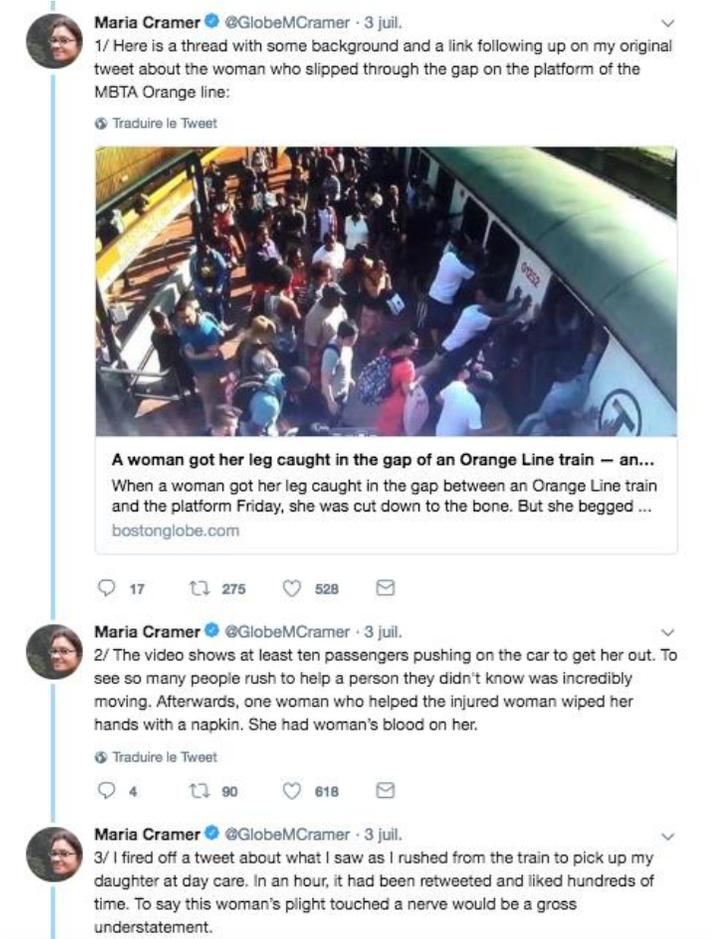
France

<https://twitter.com/Orphenia/statuses/993547015043866625>



Germany

<https://www.instagram.com/p/Bj9LOIZFhu7/>



United States

<https://twitter.com/GlobeMCramer/status/1014164010588164096>

Advocacy

Certain users with a less good-natured mindset than the caretakers prefer to don the role of **informers or vigilantes** when they see acts deemed inappropriate.

This trend has grown recently among cyclists, some of whom even film their rides to **denounce the abuse** to which they feel they are victim, especially in cities.

The new vigilantes



kafkachronicles • S'abonner

kafkachronicles Il y a des fois comme ça, on a la "chance" de croiser l'incivilité en personne et des fois on croise même le couple de M. et Mme. LesAutresOnSenFout

#livre #livres #bouquin #bouquins #roman #thriller #thrillers #fantastique #fantastic #vampire #berserk #berserker #berserkers #steampunk #paris #parisienne #parisiennes #kafka #xavieramet #urban #snct #train #lyon

38 J'aime

France

<https://www.instagram.com/p/Bfh5yaWHIMT/?taken-by=kafkachronicles>



This lady was struggling to get her pram off the train & everybody just walking past ignoring it... so I had no choice but to help lift her pram, now my boobs are aching tf out & im hating people so hard right now.

[#itsnohardtohelp](#)

Traduire le Tweet

02:40 - 1 août 2018

4 J'aime

Australia

https://twitter.com/_christinatung/statuses/1024454766657564672



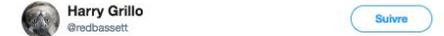
Ich verstehe nicht warum Menschen in der S-Bahn mit ihrem Koffer einen Platz wählen wo schon 2 Leute mit Koffer sitzen. Viele andere Plätze sind frei

02:08 - 19 juin 2018 depuis [Hambourg, Allemagne](#)

4 J'aime

Germany

<https://twitter.com/wgros/statuses/1008999863869231104>



Hey [@BostonBTD](#), this crossing at Mass Ave and Boylston is not at all ADA accessible. The snow fencing doesn't prevent very many pedestrians from crossing, and you've provided no alternate route for wheelchairs. [@CityOfBoston](#)



10:42 - 12 mai 2018

United States

<https://twitter.com/redbassett/status/995358619796475905>



To the revolting woman who just came to my desk and said she 'didn't like her bus tour because of too many disabled people' you can actually go fuck yourself you daft cunt. No they don't need a 'seperate bus' you need to learn literally basic human empathy and patience.

Traduire le Tweet

00:06 - 9 sept. 2018 depuis [Adelaide, South Australia](#)

4 J'aime

United States

https://twitter.com/stupid_bih/statuses/1038549069134622720

Online transit experts—informed citizens, academics, city planners, etc.—form a subset of this new “vigilante” movement who document their opinions, supported by maps and articles.

More specifically, they **critique worn-down or poorly designed transit systems, mobility policies considered archaic or absurd**, while often opting for conventional transit rather than green modes of transportation such as biking or walking. These citizens take it upon themselves to **label investments as unnecessary**.

Their rhetoric holds up a more respectful, environmentally friendly society as the ideal.

The citizen city planner (Australia and US)



 **Marcus Wong** @aussiewongm Suivre

I'm struggling to see why new station entrance has to be of a new design - sure, you can't easily retrofit escalators and fare gates into the existing building, but can't they just dig the shafts and build a new structure on top to a similar design of the one already there?

[Traduire le Tweet](#)

08:15 - 12 sept. 2018

2 Retweets 5 J'aime

Australia

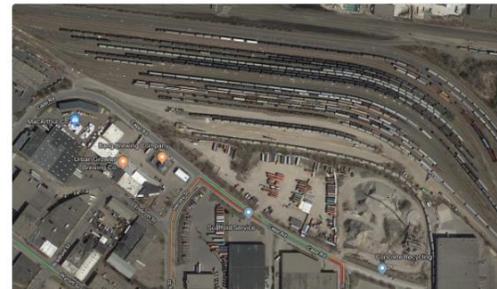
<https://twitter.com/aussiewongm/statuses/1039759356143849472>

 **Bert Hyman** @berthyman Suivre

En réponse à @katrinagulliver @antoniogm

Maybe because this is where your freight train would drop you off. Emphasis on drop. They also tend to be noisy and slow, and carry dangerous and/or foul-smelling cargo.

[Traduire le Tweet](#)



01:27 - 7 sept. 2018 depuis St Paul, MN

United States

<https://twitter.com/berthyman/statuses/1037844667323375616>

 **Dot Hepburn** @Doturbanplanner Suivre

"Poor infrastructure and declining provision for non-motorised transport have led to increasing concerns about road safety, personal security, local congestion and air quality."
Planning communities=planning for all ages as an ex teacher many Aus cities don't plan well for kids

 **The Planner Magazine** @ThePlanner_RTPI

If we're to create towns and cities that are attuned to children's needs, then we will have to change our approach to urban planning, argues Olafiyin Taiwo of @BeFirstLondon bit.ly/2NaUlo0...

[Traduire le Tweet](#)

14:30 - 2 sept. 2018

Australia

<https://twitter.com/Doturbanplanner/statuses/1036229805362929664>

 **David Haertsch** @HaertschD Suivre

We need an urban design solution for the whole of Central Railway precinct from Hay St to south of the Devonshire st tunnel and between Elizabeth st and Railway Square/Pitt St Including Belmore Park. It has enormous unfulfilled potential for Sydney as it is.

 **Philip Thalís** @PhilipThalis

Why do we need a high fence separating/ cutting off Belmore Park from Upper Pitt Street & the tram line? After all the tram runs in the street just around the corner along Hay St-without any fences. Taking down fences would make Belmore Park much more...

[Traduire le Tweet](#)

10:16 - 3 sept. 2018 depuis Sydney, New South Wales

5 Retweets 8 J'aime

Australia

<https://twitter.com/HaertschD/statuses/1036528403040460801>

Public transit, which can pose risks to riders and stoke related fears, is the **subject of stories shared as part of the global #MeToo movement.**

These personal accounts are similar to the stories of everyday rudeness and offensive behavior, but such a powerful hashtag **transforms them from isolated incidents into part of the movement.**

Social networks have become more than just an outlet; they are a **gathering place** where change can be effected through awareness raising.

From advocacy to action (United States)



Sonali Mantoo @sonalimantooind Suivre

In crowded Indian public transportation, I've been "felt up". Every #MeToo experience matters. Speak up. Please

Traduire le Tweet



Opinion | Padma Lakshmi: I Was Raped at 16 and I Kept Silent
I understand why a woman would wait years to disclose a sexual assault.
nytimes.com

21:53 - 25 sept. 2018

1 Retweet 7 J'aime

<https://twitter.com/sonalimantooind/status/10446763684187095>

10

Athelise @XylatheALL Suivre

I'm sitting in my car that I can't drive yet just trying to feel safe after taking the bus in a dress.
Guys leer at me all the time. They slow down as they drive to stare at me when I'm waiting for the bus. They honk when I'm walking.
They whistle like I'm a dog to be called.

Traduire le Tweet

01:33 - 4 oct. 2018

1 Retweet 0 J'aime

Tweeter votre réponse

Athelise @XylatheALL · 10 h

Because of a lot of personal circumstances I haven't been able to drive, so I have to take the bus a lot, and using #Lyft and #Uber when the lineups are done.

I just want those people with dicks to not treat me like I'm some piece of fruit at the store
#MeToo #viabus #creeps

Traduire le Tweet

0 J'aime

United States

<https://twitter.com/XylatheALL/status/1047630833396469761>

Nidhi Gulati @gulinidhi Suivre

Topic of the day - #PublicTransportation

"90.4 % of the respondents had either been victims of or witnesses to sexual violence while traveling on public transportation"
[nextcity.org/daily/entry/wo ...](https://nextcity.org/daily/entry/wo...)

#Safety #Women #CitiesForAll #Equity
#MeToo #Mobility

Traduire le Tweet



Women's Safety Must Be Part of Transportation Planning
Op-Ed: Why sexual violence is an urbanist issue.
nextcity.org

05:15 - 14 sept. 2018

4 Retweets 10 J'aime

United States

<https://twitter.com/gulinidhi/status/1040438771953659905>

Crystal E Kyanko @CrystalKyanko Suivre

Lol at "men being nervous" try being nervous every time you walk to your car, or are alone at night, or wanna go for a run or when you take the train. I literally live in nervousness. Take that bull shit somewhere else.

#MeToo

Traduire le Tweet

19:51 - 3 oct. 2018

2 Retweets 2 J'aime

United States

<https://twitter.com/CrystalKyanko/status/1047544707725709312>

Distraction



Distractions

Capturing daily life

While time in transit may be considered solely as a means to get to a destination, users' posts on social networks also **demonstrate their ability to think outside the purely practical aspects** of the mode of transportation used.

Rides provide an opportunity to **capture daily life and let one's imagination run free**. One category of very active riders goes a step further, honing in on one or several obsessions, from the most sensible to the most outlandish.

Capturing daily life while in transit is one of riders' favorite pastimes. **A way of escaping the daily grind?**

It starts with a simple selfie and continues with discovering surprising people or things, and then evolves into **traditions shared** with other riders or friends in other places.

In the Netherlands, we noted that situations in daily life were described in a more joyful tone than elsewhere—the messages conveyed riders' good mood.



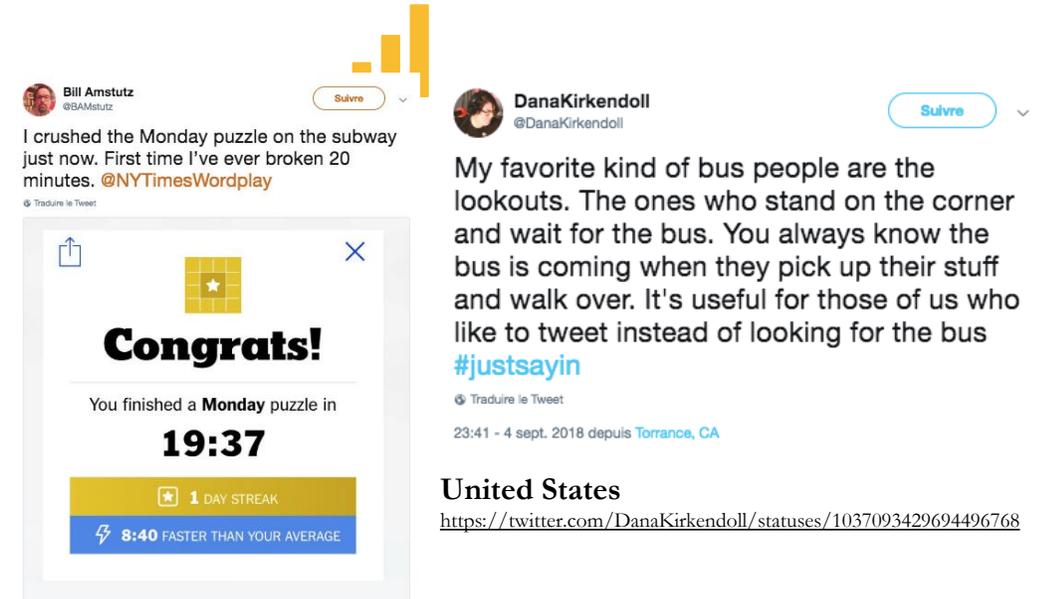
Netherlands

https://www.instagram.com/p/BkRn6wAHnib/?utm_source=ig_twitter_share&igshid=m7ltjkq0zF99



United States

https://www.instagram.com/p/BnWJLAqBRMG/?utm_source=ig_twitter_share&igshid=1doe80yixbesh



United States

<https://twitter.com/BAMstutz/statuses/1038971475762524161>



France

<https://www.instagram.com/p/BhesltqLZ7f/>

Outlook



Outlook

The long tail of new trends

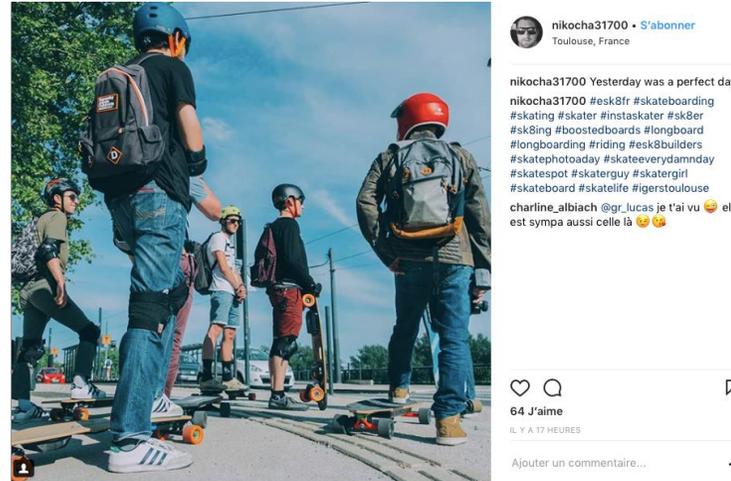


A flurry of new modes of transit—gyropods, eWheels, electric scooters, hoverboards and more—are forming an infinitely long tail that could be a harbinger of **greater complexity in how urban spaces are shared.**

For the moment, few instances of friction are appearing on social networks. The current mood is one of **satisfaction and even euphoria** as these new modes develop and people grow accustomed to them.

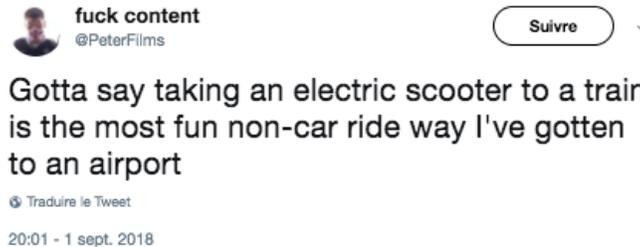
A new creative concept is emerging that combines **reassuring items that everyone knows** (skateboards, kick scooters and longboards) with **more modern technologies**, fostering a new form of mobility that is electric, connected and effortless.

In the United States, **these new forms of mobility are also welcomed with enthusiasm**, affection and sometimes a bit of humor. Some are aware that the trends are not entirely socially acceptable because they can look slightly ridiculous.



France

<https://www.instagram.com/p/BjF59JlgLiD/?tagged=boostedboards>



United States

<https://twitter.com/PeterFilms/statuses/1035950898424557568>



Germany

<https://www.instagram.com/p/BkFBhghF16d/>



United States

https://www.instagram.com/p/BnM4d3ggerz/?utm_source=ig_twitter_share&igshid=1ukfl8vmx5q5v

Autonomous vehicles: fears awakened



While the autonomous vehicle experience is not yet an operational reality, it is generating both **fascination and fears on social networks**. Autonomous vehicles concern users and awaken news-fueled fears of a loss of steering and safety.

What remains to be seen is whether these fears will play out in the actual experience, a question that we do not have enough signals to answer.



Denmark

<https://twitter.com/copenhagenize/status/954657193902706693>



La voiture #autonome #Uber avait bien vu le piéton mais a décidé de ne pas l'éviter et l'a tué. Nous ne sommes définitivement pas prêts pour le "tout robot"

France

<https://twitter.com/BerengerePeyrat/statuses/994981141844242433>



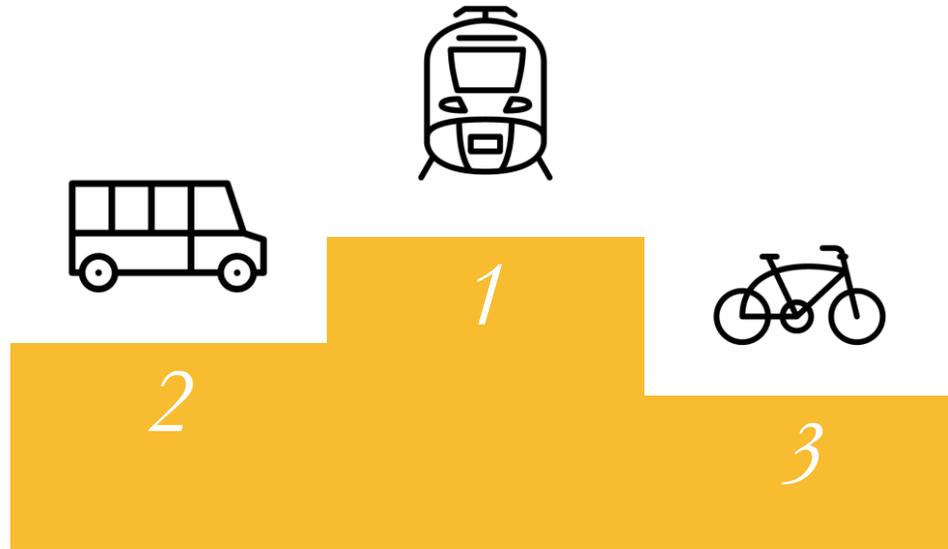
France

<https://twitter.com/BENITO1ER/status/977956161826836485>

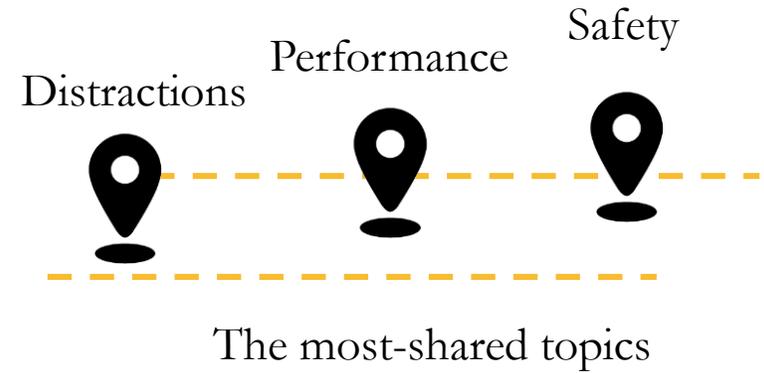
Conclusion

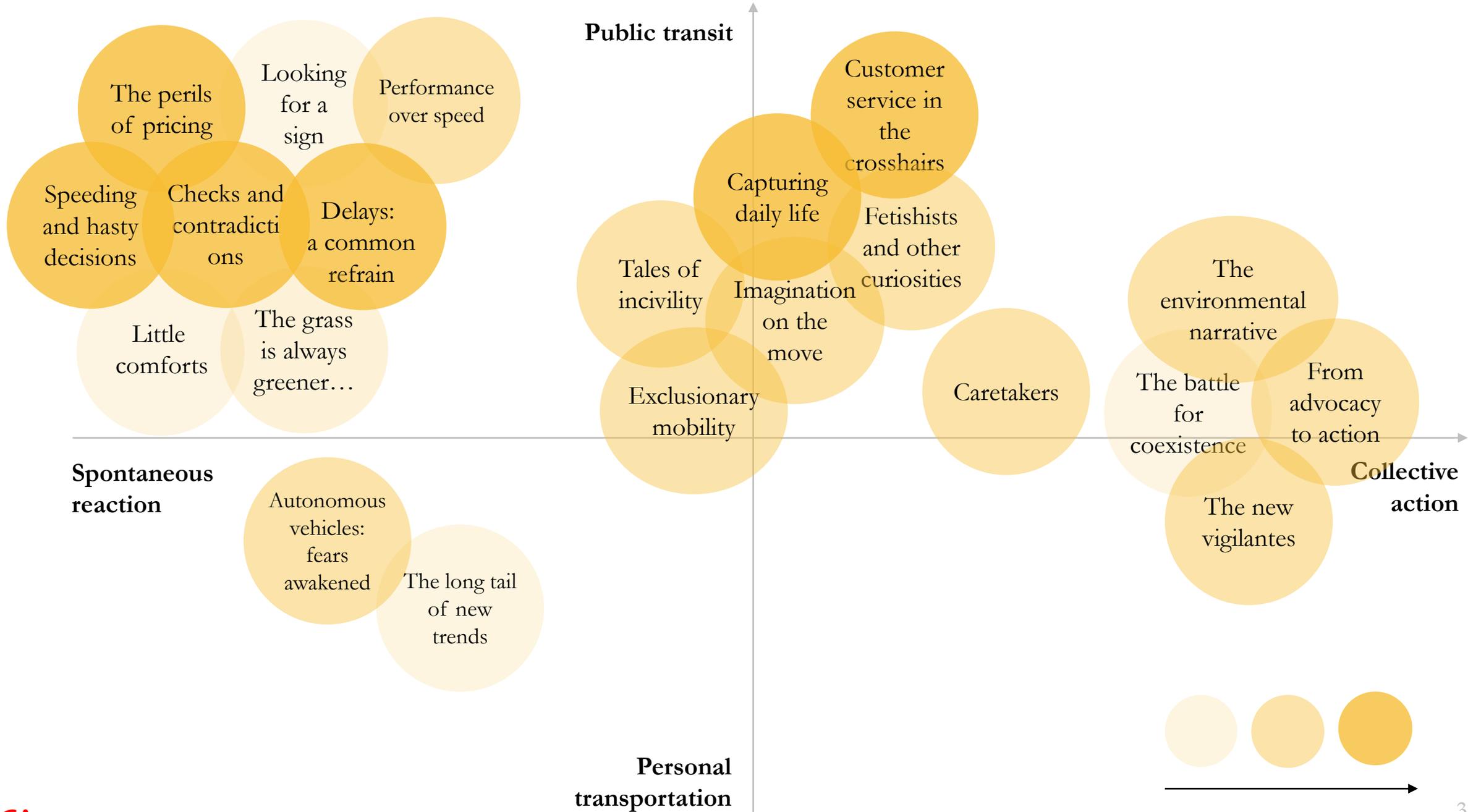


In a nutshell



Top three modes of transit by number of signals collected.





4 main lessons learned

#1 The basics. On-time performance, safety, price and comfort. The basic needs integral to the rider experience are among the strongest signals on social networks, demonstrating that there is still ample room for improvement. One of the challenges may be structuring the signals in a way that enables them to support corrective actions.

#3 Imagination. Riders are aware of and want to escape the utilitarian experience to enhance their daily life and let their imagination flow. This form of expression, which is influenced by current social trends, can only take shape on a personal level. It would be difficult for a brand or authority to take the initiative in this area.

#2 Experts. Riders have become experts in their journeys, on the lookout for the slightest malfunction or technical glitch, and critical of customer service. They should be considered an informed audience on mobility issues. Withholding information is now seen as one of the worst offenses that operators can commit.

#4 Activism. As urban areas grow more complex and modes of transit come and go, the rider experience may evolve into a struggle to uphold one's right to mobility and defend the conditions governing transportation choices.



Thank you!

