



URBAN INTERSECTIONS CURITIBA
INSIDE THE TUBE: BEHAVIOURAL
EVENTS AT A BUS STOP



INTRODUCTION

Between 14 and 18 June, we (Design students at UFPR-Curitiba) attended a workshop brought by Jessica Stihl(KISD). This workshop consists of enriching content of the Cultural Library project by doing research here in Curitiba. The purpose of Cultural Library is to observe, gather and analyze cultural aspects that interact with the environment, products and systems, and to formalize all data to optimize sharing around the world.

Given the base subject - Urban Intersections - our task was to analyze local cultural aspects regarding specific topics in ordinary events and their consequences. Simultaneously, KISD students were to analyze Cologne's urban intersections. Thus, we had the opportunity to benefit from KISD students's answers and suggestions directed to our research's purpose, by giving and receiving feedback.

ABOUT OUR RESEARCH

Our research was developed concerning issues about experience of using bus stops in Curitiba. We then focused specifically on one kind of bus stop: the Curitiba's "tube". We started the observation by dividing it in two directions: Social behavior that occurs while people wait for the bus and structural adaptations made by own workers (tube cashier). Considering the choice of our direction, we named the topic "INSIDE THE TUBE: BEHAVIORAL EVENTS AT A BUS STOP".

Thinking deeper as days passed, our research resulted in 5 items:

- Creative interventions at workspace.
- Sitting may steal your turn;
- Self made sun protection;
- Protection from rain issues;
- The payment line;

#124



DESCRIPTION

This is a common scenario in “tube” bus stops: the cashier handles non-expensive , easy to find kinds of materials to implement in his/her workplace. Sometimes to make it more comfortable, like placing big cardboards strategically to block out sunrays off of the eyes, and other times to optimize work functionality, like covering cracks and open areas with foam to stop wind from messing up with money bills, schedule sheets and newspaper. Solutions like this are already a know-how between “tube” cashiers.

#131



DESCRIPTION

Tubes have a red resting bar where people can sit and lean for getting rest while waiting for the bus. Although, the doors to enter in the bus are located in the other side of the tube, when its crowded, it's very common that passengers that really need to use the bar, like elders, people carrying heavy/big things, others with kids and babies, cannot use the bar without losing their turn in the line. Besides, there is no actual queue, thus the ones closest to the door end up entering the bus first.

#143



DESCRIPTION

In this picture its shown a piece of fabric fixed with vacuum cups, made by the woman cashier that works in this tube, localized near the Botanic Garden of Curitiba. In this case, she brings and takes it away with her everyday, since she made it and it belongs to her. The propose of this adaptation is to protect her from the sun.

#133



DESCRIPTION

This picture a cashier use a box under his feet in a tube bus stop in Curitiba, located near to the municipal botanic garden. This tube is situated in a big avenue where a lot of people ca many bussies all day long. In tubes bus stop, the sides are open to the outside enviroment, and when its raining, its impossible dont let water get in to the tube, so cashier use this kind of box to protect their feet from water puddles.

#145



DESCRIPTION

There are two ways to pay for the bus ticket (to get into the tube). First, you pay by cash. Second, you pay by a sort of debit card. The issue comes when people with the card need to wait for those who are waiting for the cash change from the cashier – and there is only one line for both.

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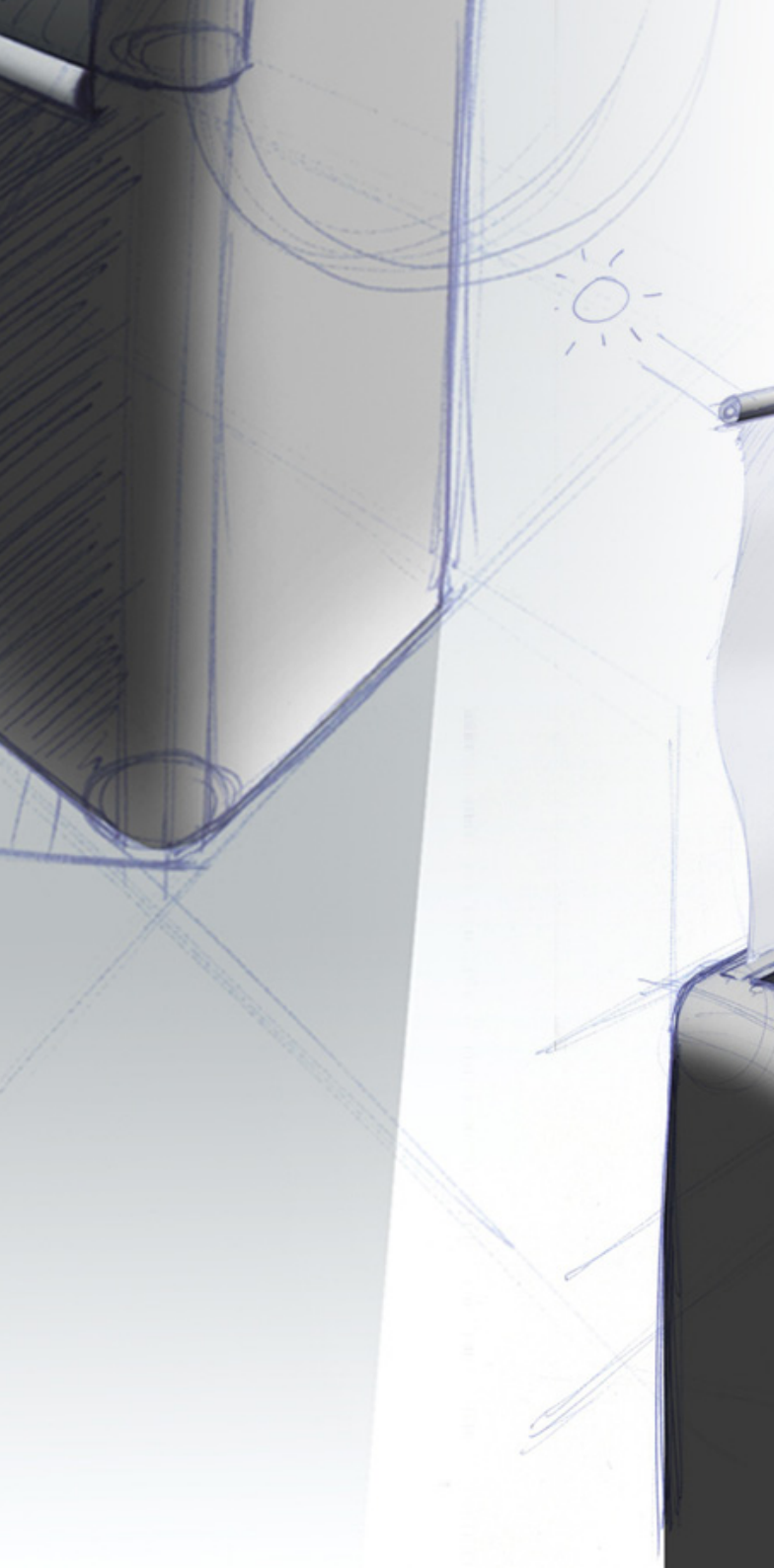
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THINKING ABOUT SOLUTIONS

As problems were more evident in each item as time passed, we started thinking of ideas that could result in new solutions. Using our data and also different interpretations and answers brought up at Cultural Library site, we came up with three base ideas.

- A kit of products for the tube operator;
- A poster to encourage the use of magnetic cards;
- A new kind of arranging the resting bars.



Solution related with itens:

- Creative interventions at workspace.
- Self made sun protection;
- Protection from rain issues;

Leading question for results:

- What can be done so that the operator(cashier) feels more comfortable and secure without making daily changes to their workspace?

Vivian Jacob

- It would be necessary to change the workspace, giving the cashier differently environment from the rest of the tube? How this could be done?

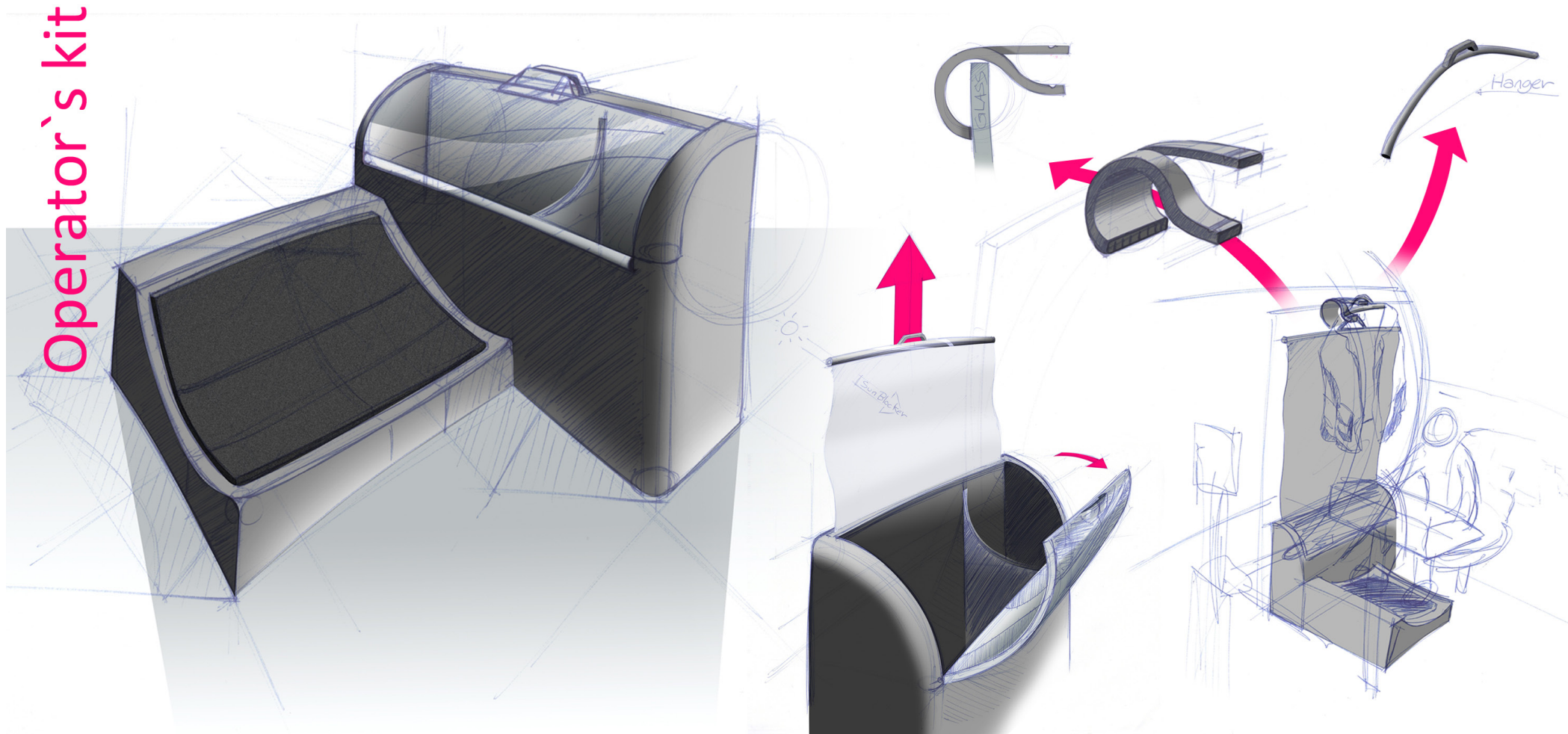
Vivian Jacob

- How can the box or other pretences and interventions, create relations between the cashiers from different shifts, as on take another's place?

Lucas Martinichen

- What are all the needs that should be thought to improve the workspace?

Bianca Berti



#1 - OPERATOR'S KIT

Thinking about a solution relating the items that influence on cashier's day work became the idea of a set of products that attend to the needs of the tube operator without losing the concept of they make their workspace as they want. The kit contains:

- A more comfortable area for resting feet
- A box with a transparent lid for storing personal things
- An integrated sun-blocker sheet
- A set of hangers (for clothes and for the sun-blocker)



Solution related with item:

- The payment line;

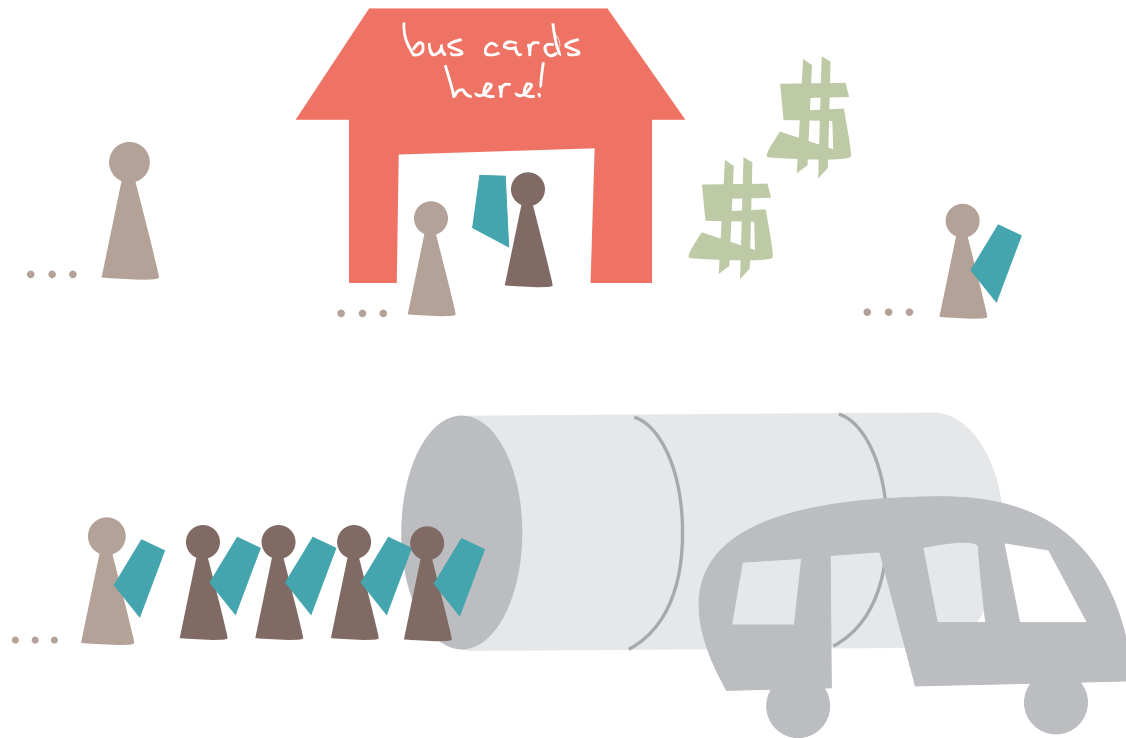
Leading question for results:

Q: How could the lines be divided to attend all kinds of payments?

Bianca Berti

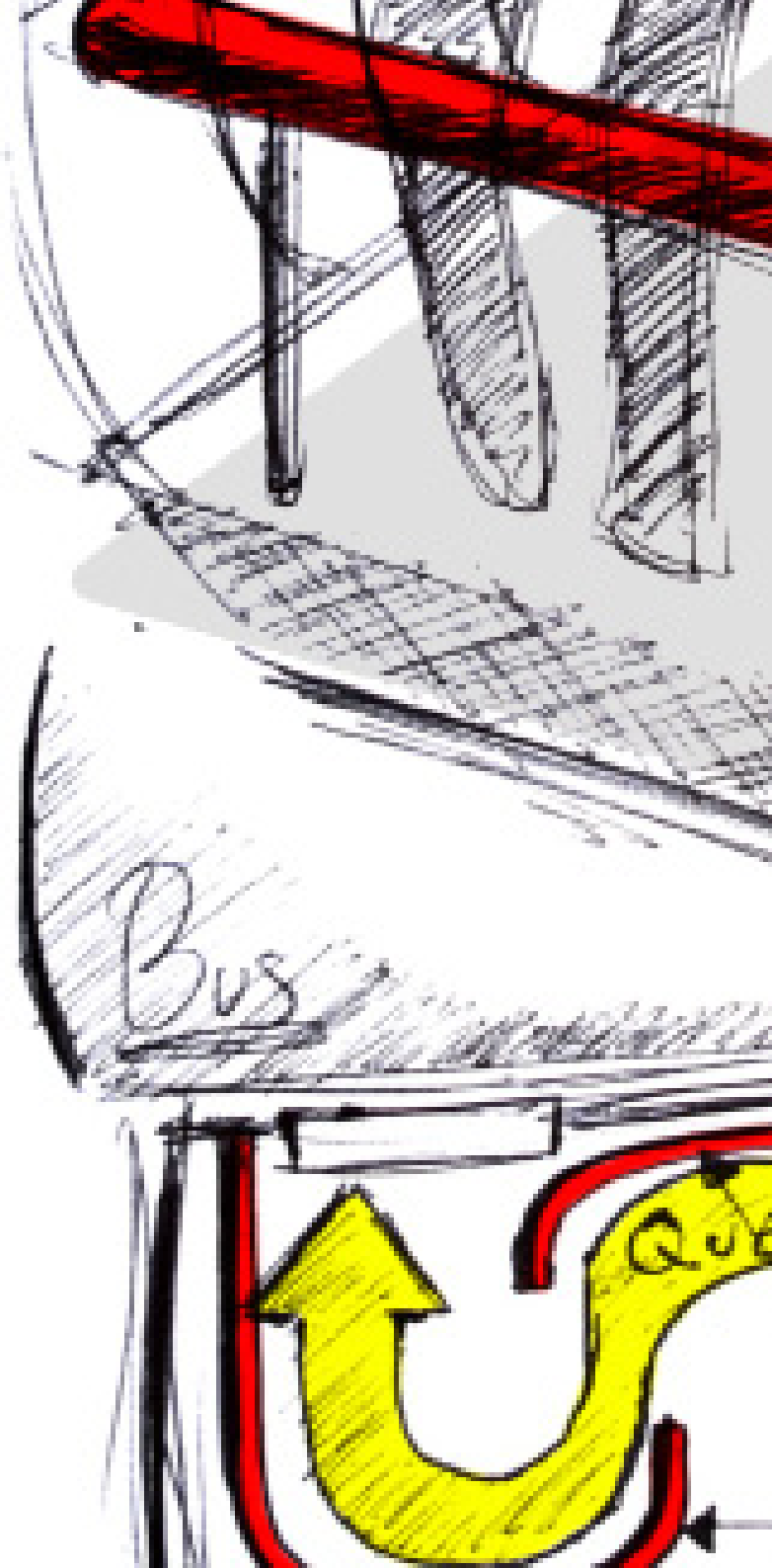
A: Maybe it is possible to divide the payment ways in two different categories. One who has to pay with money (I'll just put the ones who need change and the ones that don't together in one category), therefore these are passengers who need the contact to the cashier; and the other category would be the ones that pay with the card and could pass through the 'catraca' (= entrance wheel?) without needing the contact to the cashier. And since the tubes have two sides... Would it be an option to put one on one side and the other on the other? Or would this disturb the exit of the tubes?

Stefanie Schidlöf



#2 - USE CARDS

The payment by cash increases the waiting time in line due to time needed to get the change. Using the card is a simpler process (the user should only approach it at the magnetic sensor), and therefore reduces the crowd. A solution found for the item would be presenting posters to encourage the use of the card, in addition to increase its availability in newsstands near the tubes. A goal is make more people use cards and with that make the system faster, easier and with time cheaper. In a other hand, it will be necessary a way that people could recicle or recharge the cards, because in time, people wouldnt take care of the cards, thowr it away and that would increase the card production, what is not health for the enviroment.



Solution related with item:

- Sitting may steal your turn;

Leading question for results:

- Maybe one way to ease the “choosing between sitting or waiting in line” issue can be by providing quality information to the users. What kind of information can help users to decide between sitting or waiting more rapidly and efficiently?

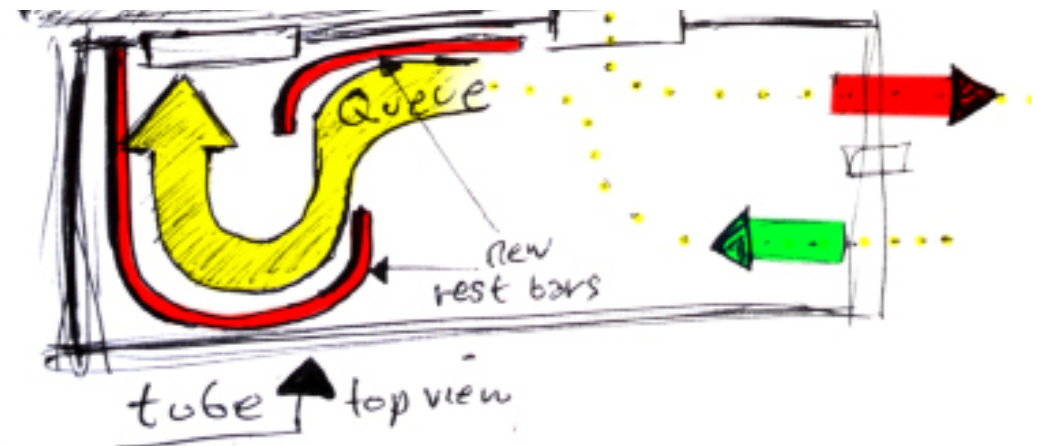
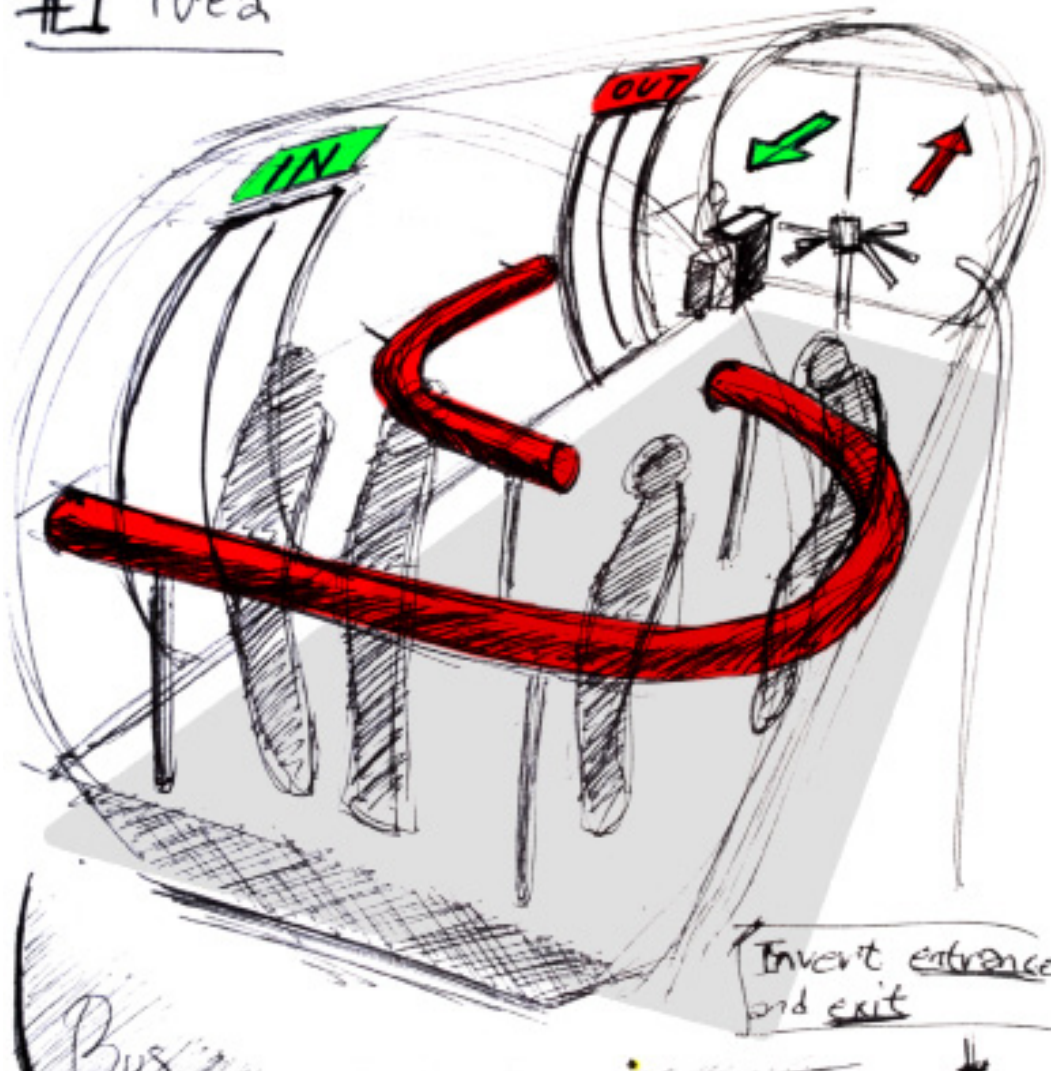
Pedro Branco

- The possibility of eliminating this “choise” between sitting or staying in line by giving the users the chance to do both at the same time would improve the quality of the experience of being in the tube. What ways would make this possible?

Bianca Berti

Choosing between sitting and waiting?

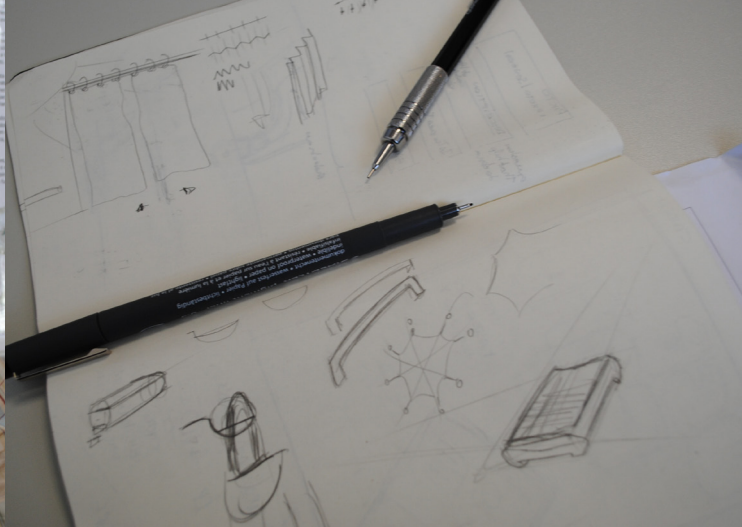
#1 idea



#3 - NEW RESTING BARS

This alternative represents the idea of Guido Gobbels in feedback of the item "Sitting may Steal your Turn". It eliminates the decision of sitting or waiting in line, based on the amusement parks line system, by changing the bending bars. The adjustments would also take place in the doors orientations (enter and exit).

Some problems that could appear when using this system is that people in special needs, like wheelchair's users, could have no space enough to locomote into the tube. And the new resting bars could separate people in the line.



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cultural library