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The Future of eBus User Experience

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eBussed Final Seminar
Hamburg
19.5.2022



eBussed
Interreg Europe



European Union
European Regional
Development Fund

What is User Experience?

Human-machine interaction is all about how people and technical devices interact and communicate with each other

Operating technical devices needs to be intuitive and safe, and it must not place excessive demands on individuals using them



What is User Interface?

- **Actions through which a user engages with the machine**
 - **Target: Effortless interaction between people and machines**

Simple examples:

Rotating the steering wheel of a vehicle



Operating a microwave oven



Turning a key to unlock a door



How does User Interface Influence the User?

User interface has been recognized as essential for safety, quality and efficiency of interaction processes

Effortless designs of human-machine interaction have in many cases obtained high respect and elevated market value



Targeted Users of eBuses

- Three groups of user were selected:
 - Drivers
 - Passengers
 - Service Workers
- Each user group has specific wishes for smooth interaction with the ebus
- The wishes were examined by a survey within all regions
- Number of respondents:
 - 355 drivers (experienced and inexp.)
 - 799 passengers (exp. and inexp.)
 - 26 service workers
 - Total 1180



Wishes of Drivers

- **Comprehensive training prior to launch of service, concerning**
 - everyday operation of bus
 - charging procedures
 - functional differences from diesel buses (if any)
 - electrical safety
- **Effortless operation**
- **Technical reliability**
- **Comfortable temperature**



Wishes of Passengers

- Bus comes/leaves on schedule
- Smooth ride
- Comfortable and pleasant journey
- Seats available
- Environmental friendliness of the bus

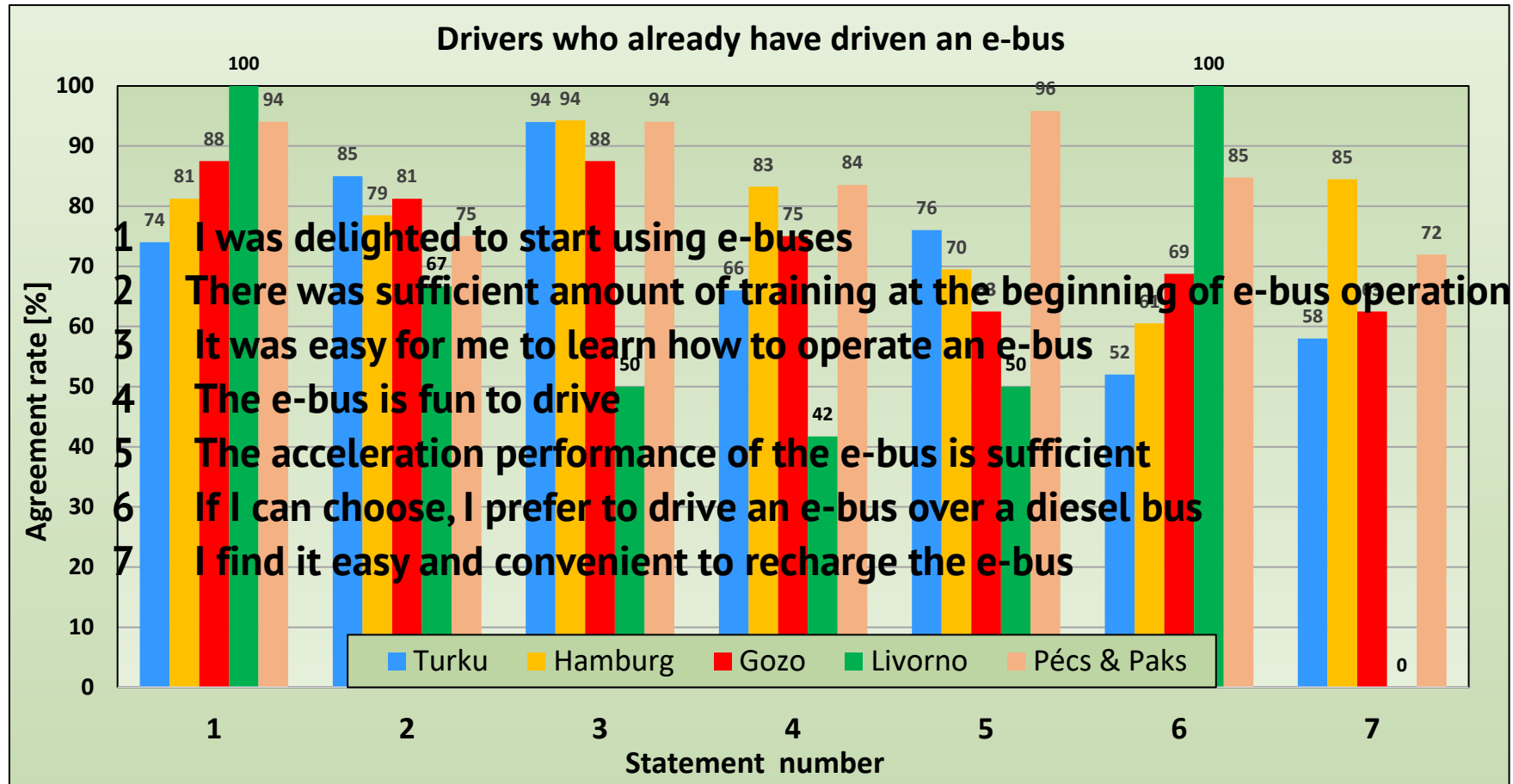


Wishes of Service Workers

- Comprehensive training, especially regarding electrical safety
- Written technical instructions easily available
- Possibility to get support from the bus manufacturer, if needed
- Good availability of spare parts



Selected Survey Results, Experienced Drivers



- 1 I was delighted to start using e-buses
- 2 There was sufficient amount of training at the beginning of e-bus operation
- 3 It was easy for me to learn how to operate an e-bus
- 4 The e-bus is fun to drive
- 5 The acceleration performance of the e-bus is sufficient
- 6 If I can choose, I prefer to drive an e-bus over a diesel bus
- 7 I find it easy and convenient to recharge the e-bus

