Journey map!

Stages	Research/Plan			Traveling with tram and train			Notification			Arrived workplace	
Doing	Checking which route is the faster to get to the office	Checking when is the tram & train coming (scheduled time)	Planning what time should go out & estimate what time will arrive office	Walking ~200m to the tram station	Taking the first tram to transfer train	Walking to the train station and take the train to work	train takes longer than usual		checking updated route information, the train has disruption	Walk 5 mins to the workplace		cannot arrive workplace on time because train has disruption
Feelings 🙂 😐 ☹️	😐 Time-consuming		☹️ Worried	😐 Rushing	😐 Annoying	☹️ Tired	☹️ Worried		😐 Rushing	😐 Rushing		☹️ Upset
Painpoints	Needs to use several apps to check scheduled time & suggestion routes			Miss tram/train because of incorrect public transport coming time	Need to rush (walking takes time)		No notification inform before took the train		Don't know what to do if there was delay	Need to rush (walking takes time)		Cannot arrive on time because affected by bad weather/traffic/trackwork
Touchpoints	Google Map	PTV		Google Map	PTV		PTV	Google Map	Google (check transportation news)	Google Map		
Opportunities	Comparable arrival time	Acuate arrival time		Acuate arrival time			real-time updated notification/news		Give suggestion route to users if there was delay	Notification function for traffic alert/ arrival time change		