Friday 5/22 - Former STMC with N90, Current Program Manager at Port Authority of NY and NJ

<u>Agenda</u>
- User Test

Tasks
Evaluating
1. The ARTCC lines are currently overlaid on the map. Can you overlay the weather forecast, any rocket launches, and any military airspaces on the map?
    a. **Time to complete: …**
2. Can you clear the map of everything except for the ARTCC lines, and collapse the layers menu?
3. You have the ability to draw a custom FEA line on the map using our Drawing Tool in the Global Navigation Bar. You currently have the map view selected, please access this tool and draw an FEA line on the map.
4. Complete your drawing and name your FEA.
5. You have just inputted the parameters on the FEA you created, and now you would like to view its summary statistics. Show me how to access the FEA's data card.

Given the thunderstorms, weather, and rocket launch shown during Evaluating, you have concluded that an AFP is necessary to mitigate the demand-capacity imbalance. How do I switch to Modeling to create a proposed AFP?

Modeling
1. Search for FEA 'FEAJX7'.
2. Now that you have inputted the parameters, please add this proposed AFP.
3. After creating your baseline proposal, you would like to change the rate. Please change the rate, then add this new proposed AFP.
4.

Monitoring
1. Please enlarge the NTML menu.
2. Now that you can view the log, how would you expand individual logs to view more information on the 'FCAJX7: AFP Created' log?.
3. Please open multiple FSM graphs at once, and then make one fullscreen.
4. You are currently in the default mode, can you make it into the theater mode
5. Can you now make it full screen

Global Navigation

1. Please navigate the UI to change the color of NTML notifications.
2.

Notes

- TFMS: used it continuously 1989-2013
- FSM: used it when it was first developed (~2006)
- NTML: used it quite a bit from from when it was first developed
- FAA Telecon: Used it for a long time even currently
  - Especially used during deicing events
  - The perti plan is used occasionally for specific issues addressed to the airports
- Age range: 60-70
- User Test Notes
  - Time taken to complete task: **10 seconds**
  - Time taken to complete task: **9 seconds**
  - Time taken to complete task: **16 seconds**
    Usability issues identified:
    - Unsure of how to draw the line 'where he wanted it' due to the style of our interactive prototype
  - Time taken to complete task: **20 seconds**
    Usability issues identified:
    - <mark>need to discuss how to delete the line if you did not want it</mark>
    - Had trouble naming the FEA line, didn't see the textbox right await the first time
  - Time taken to complete task: **N/A : user did not follow instructions**
    Usability issues identified:
    - Clicked through everything before the task was given
  - Time taken to complete task: **18 seconds**
    Usability issues identified:
    - Clicked through the nav bar icons: data links, settings, and then found the evaluating, modeling,a nd monitoring dropdown button

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Modeling

1. Time taken to complete task: **2 seconds**
2. Time taken to complete task: **2 seconds**
3. Time taken to complete task: **5 seconds**

Monitoring

1. Time taken to complete task: **2 seconds**
2. Time taken to complete task: **8 seconds**

3. <mark>Time taken to complete task: **15 seconds**</mark>

   Usability issues identified:
     - Took some time to complete task
     - First time where it seemed he had trouble locating the place: but seemed to be clear what the button refers to once located

4. Time taken to complete task: **8 seconds**

5. <mark>Time taken to complete task: **13 second**</mark>

   Usability issues identified:
     - Took time to find the button: went to where the dropdown is
     - As predicted as one of our concerns

- Other Feedback
  - If they had a little bit of background knowledge, they would know where all the buttons are. Because it is first time, they had to do a little bit of a search
  - In terms of NTML, it is not a bad location
    - Entries were done automatically so that's good
    - What FCAs are active, what restrictions are current are valuable to see → similar to our concept of our dashboard, should have different statuses for TMCs
    - Like the search/filtering feature of NTML
    - The unread notifications is a nice feature
  - Overall: "much better than the current system"
  - Reminder Notifications for upcoming meetings (recurring meetings like PERTI or a scheduled one-time meeting)
    - Highlight upcoming meetings
    - Chat feature: people are against it over the years
      - People in the FAA don't like writing stuff down and like to tell things verbally
      - "There are a lot of times where people will tell you verbally but will not tell you via email"
      - Too much of a change
      - Talked about it recently but very much against it but will catch on if someone commits to doing it
  - For the Drawing Tool, how does a user delete the line if they have made a mistake? (either the entire line, or if you messed up the third portion of the line)
  - "The Google Page": 📅 PHL Restrictions
    - The Philadelphia Approach developed a Google Page that was adapted for New York but New York never used it
      - Was told to move away from it but Philadelphia still uses it
    - The airlines particularly liked this because it was a quick way to identify fixes that are operating and fixes that are stopped