



There is a construction site on Rue Neuve.  
Therefore, the shuttle takes an alternative route  
that you do not know. You start to worry.

*In this situation, what information do you want (and  
from whom) to make you feel safe?*



For unknown reasons, the shuttle takes a route that  
you do not know.

*In this situation, what information do you want (and  
from whom) to make you feel safe?*



The shuttle got stuck in an unannounced  
demonstration and as a result has to break  
repeatedly.

*How do you expect the situation to be handled?*



You wait at the bus stop for the shuttle that is  
supposed to take you to the Place de la Monnaie -  
but the shuttle does not come. After 10 minutes,  
you start to wonder if you will make your  
appointment in time.

*What could be helpful in this situation?*

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Oh dear, there is a technical problem and the shuttle is stopping.

*What do you expect to happen so that the journey can continue?*



You want to get off the shuttle at the bus stop but the doors won't open.

*What would help you in this situation?*



Oh no, the shuttle is leaving the bus stop you just got off at, and you realize you forgot your backpack onboard.

*How would you hope to be assisted in retrieving your things?*



You are traveling with someone you know who is afraid to get on the automated shuttle.

*What do you expect from the shuttle operator / on the bus / at the bus stop, etc. to increase the feeling of security among the passengers*

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Zzzz, you fell asleep on the shuttle.

*What would you need so that you still don't miss your station?*



You are annoyed because the shuttle stops at every station, although nobody wants to get on or off.

*How could this be improved?*



You want to buy a ticket via the local public transport app on your mobile phone, but the battery is empty.

*What should be on the bus / at the bus stop so that you don't travel without a valid ticket?*



The shuttle is slow and it will take you a while to reach your destination - but you urgently need to go to the bathroom.


*What do you expect as an offer for this need?*

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You have a hearing impairment and worry about missing important announcements over the speakers.

*What would help you in this situation?*




The shuttle is packed and you can't get on anymore.

*What would you wish for so that you don't get into this situation again?*



You are on your way to friends who have recently moved. You don't know this area and are unsure which station to get off at.

*What do you wish for in this situation so that you can reach your goal without any problems?*



You board the shuttle and before you have had a chance to sit down, it abruptly pulls away. You fall and injure yourself.

*How could such situations be avoided? What help do you expect (and from whom) now that you are injured?*

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You want to get off the shuttle, but the doors close before you can reach them and the bus drives off.

*How could such situations be avoided? What opportunities do you expect now that you're going too far?*



The weather is very bad today - it's raining and there is a huge pool at the bus stop. You're afraid you will get wet when you exit the shuttle.

*What would you wish for in this situation?*



You worry because you don't know how to use the automated shuttle or how to contact the dispatcher if necessary.

*What could support you to make you feel more secure? How would you like to be able to get in touch?*



The thought of boarding a bus without a driver scares you. You've never tried this before.  
*What could take away your fear? What would make you feel more comfortable?*

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You're on the shuttle going home. At the bus stop, a person in a wheelchair wants to get on, but the ramp does not extend.

*How could this situation be resolved?*



You are on the shuttle going home. At the bus stop, a person in a wheelchair wants to get on, but the wheelchair space is already occupied.

*How could this situation be resolved?*



Two people on the shuttle get into a heated argument and the situation seems to escalate.

*What do you do in this situation? What would you like to be able to do in this situation?*



There is a person playing music very loudly in the shuttle, which is disturbing you.

*What do you do in this situation? What options do you want? How can this be avoided?*

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One person consumes strong-smelling food on the shuttle. Consuming food in the shuttle is actually forbidden.

*What would you like to be able to do in this situation? How can this be avoided?*



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The local public transport app has server problems and therefore does not transmit current information.

The information screen in the shuttle has a cracked screen. Therefore, the information on it is unreadable.

Your phone ran out of battery.

There are no other people on the shuttle.

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You are claustrophobic and therefore feel restless and panic when you are surrounded by too many unknown people in a small space.



You have epilepsy and therefore you react very sensitively to bright colors and sensory overload in public spaces.



You broke your foot two weeks ago and are currently using a mechanical wheelchair.



You meet someone you know on the bus.



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Someone offers you help.

The person sitting at the table to your right is also with you in the situation and will help you find a suitable solution.

Was the person able to support you? Then they may advance one point on the game board.

Roll the dice once – now count your fellow players clockwise with the number rolled. The person you arrived at is also in your situation. The solution for your challenge must also be suitable for them. Done? Then the other person can also advance one point on the game board.

The person sitting at the table to your left is also in the situation with you. The solution for your challenge must also be suitable for you. Done? Then the other person can also advance one point on the game board.

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