## Sensing and Visualizing Human Behavior Through City Infrastructure

Workshop on Visualization Technologies to Support Research on Human-Environment Interactions SeSync: National Socio-Environmental Synthesis Center July 23-24, 2012, Annapolis, Maryland



#### @jonfroehlich Assistant Professor Computer Science

UNIVERSITY OF MARYLAND









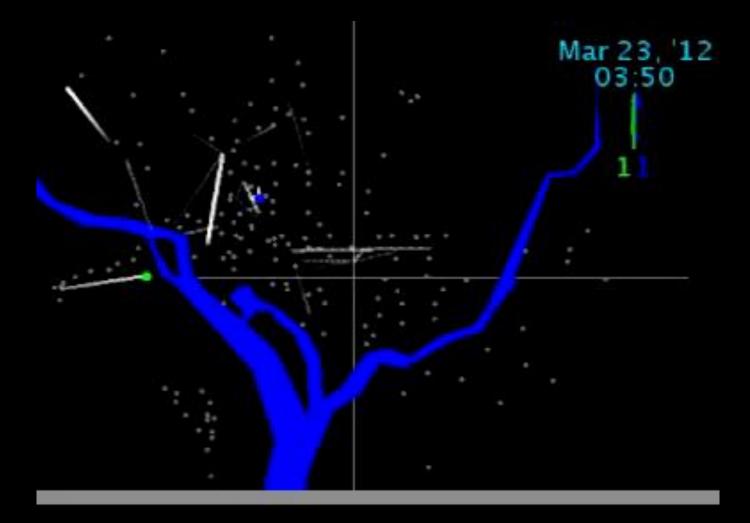


How can we use machine learning and visualization to understand, encourage, and optimize shared bicycling?

What can we learn about a city from shared bicycling?

[Froehlich et al., UrbanSense2008; IJCAI2009]

### Washington DC, Capital Bikeshare (CaBi) Flows



[MV Jantzen, http://www.youtube.com/watch?v=-h0rV7tw1Eo]

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## Sensing and Visualizing Human Behavior Through City Infrastructure

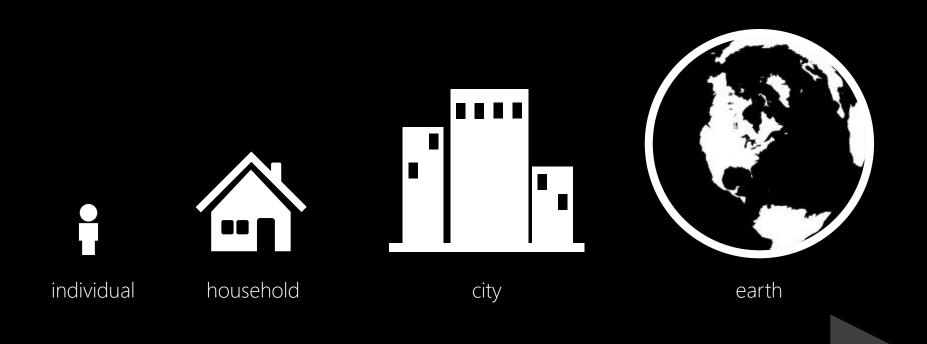
Workshop on Visualization Technologies to Support Research on Human-Environment Interactions SeSync: National Socio-Environmental Synthesis Center July 23-24, 2012, Annapolis, Maryland



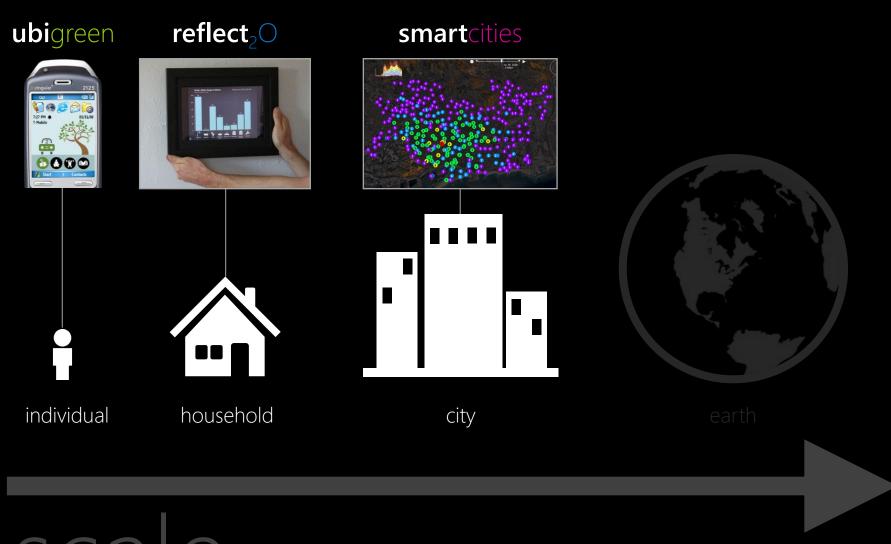
#### **@jonfroehlich** Assistant Professor Computer Science

UNIVERSITY OF MARYLAND i study human behavior

#### how human behavior can be sensed modeled predicted visualized changed



scale



Scale



sensing and visualizing behavior to reduce environmental impact

# toyota prius



# toyota prius

The Washington Post washingtonpost.com > Nation > Green

More news on: Environment | Climate | Science

## For Hybrid Drivers, Every Trip Is a Race for Fuel Efficiency

By Michael S. Rosenwald Washington Post Staff Writer Monday, May 26, 2008

Katie Sebastian accuses her friend Evan Hirsche of getting better mileage than she does because he lives in Bethesda and has flatter everyday trips than she encounters in hilly Takoma Park. She suspects the Hirsche family of taking frequent long drives out of town, which also helps them.

"They claim they haven't been out of town in a while," she said, "but I know they have."

Hirsche retorts: "It is well known that Katie is a lead-footer."

Their friendly rivalry stems from the Prius effect. Both drive a Prius, the Toyota hybrid with an elaborate dashboard monitor that constantly informs drivers how many miles per gallon they are getting and whether the engine is running on battery or gasoline power. That can change driving in startling ways, making drivers is of their driving habits, then adjusting them tion has 41 mpg.



Evan Hirsche averages 43 mpg with his Prius, while Katie Sebastian, shown with her son, Cole, averages 41 mpg. The drivers have friendly rivalry over their mpg scores, fueled by the Prius hybrid's real-time mileage readings. (By Kevin Clark -- The Washington Post) W Buy Photo







By Michael Chow for USA TODAY

in of Gilbert, Ariz., squeezes as much an get from his 2000 Honda Insight.

#### THE DISCUSSION



managed to squeeze that kind of mileage out of increasingly precious gasoline. Even on this, a bad day, Hudgin coaxed 28 mpg more out of his 2000 Honda Insight hybrid than its federal highway mpg rating.

hypermiler techniques

Hudgin's disappointment — he usually averages about 100 mpg this time of year — stems from his pride in being no

He's a hypermiler, part of a loose-knit legion of commuters who've made racking up seemingly unattainable mpg an art.

GILBERT, Ariz — After a 29-mile jaunt from

his Phoenix office to his home here, Louis Hudgin proclaimed his gas mileage "pitiful."

He averaged just 88.3 miles per gallon.

MAXIMIZING MPG: What experts think of

TELL US: How do you squeeze the most

Most drivers would take a victory lap if they

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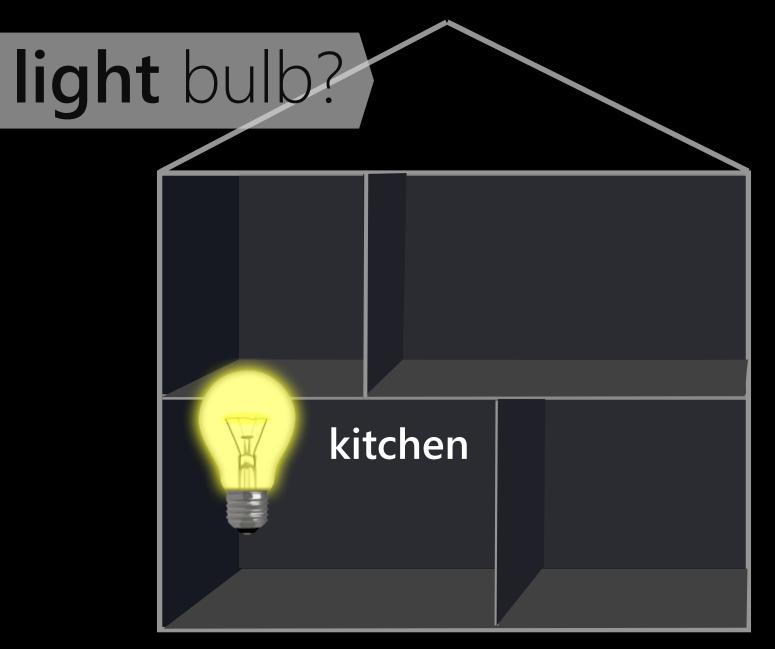
Y myYahoo

g iGoogle

Hypermilers practice such unorthodox techniques as coasting for blocks with their car's engine turned off, driving far below speed limits on the freeway, pumping up tire pressure far







[Kohlenberg et al., J. of Applied Behavior Analysis, 1976]

toyota prius

power-aware cord

jetsam

# What makes an eco-feedback design effective?

# How can we better understand the tradeoffs, constraints, and motivational strategies of ecofeedback designs?



# plethora of display mediums





10:37 p Monday Oct 26









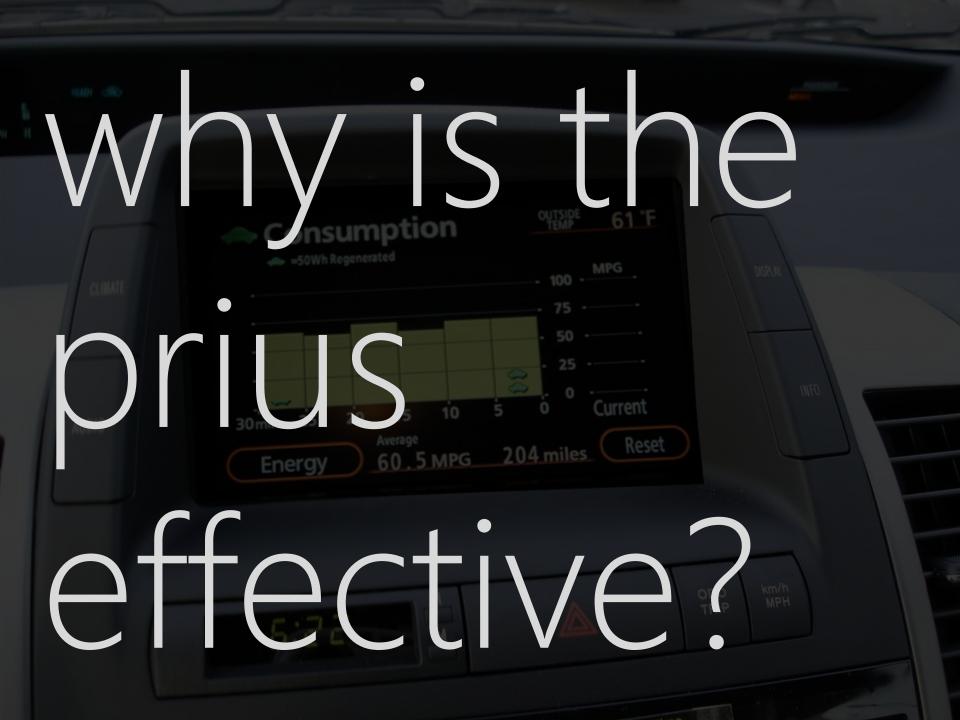


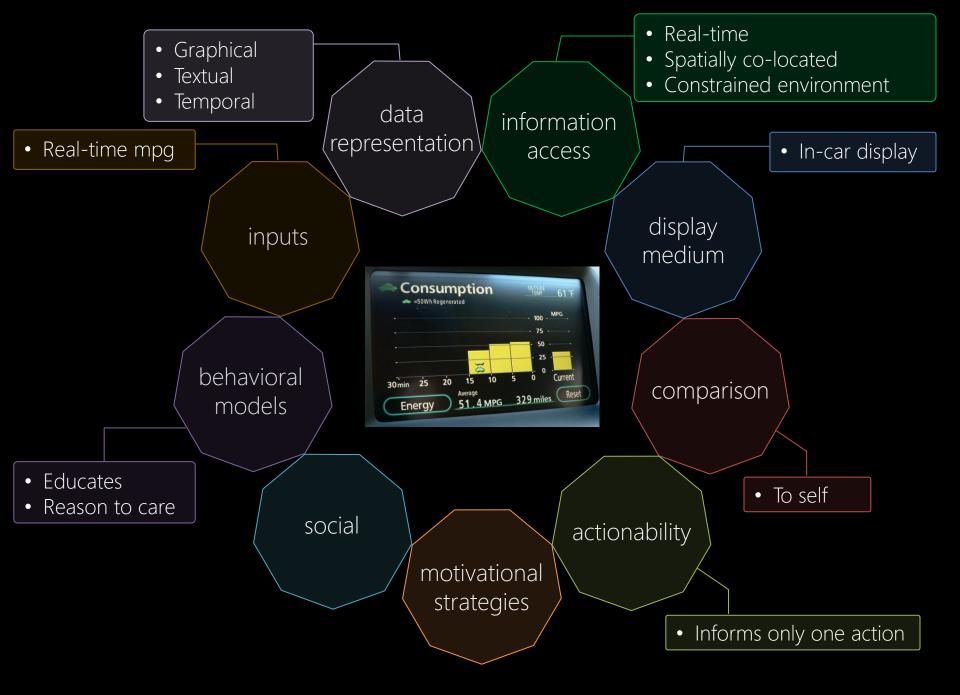


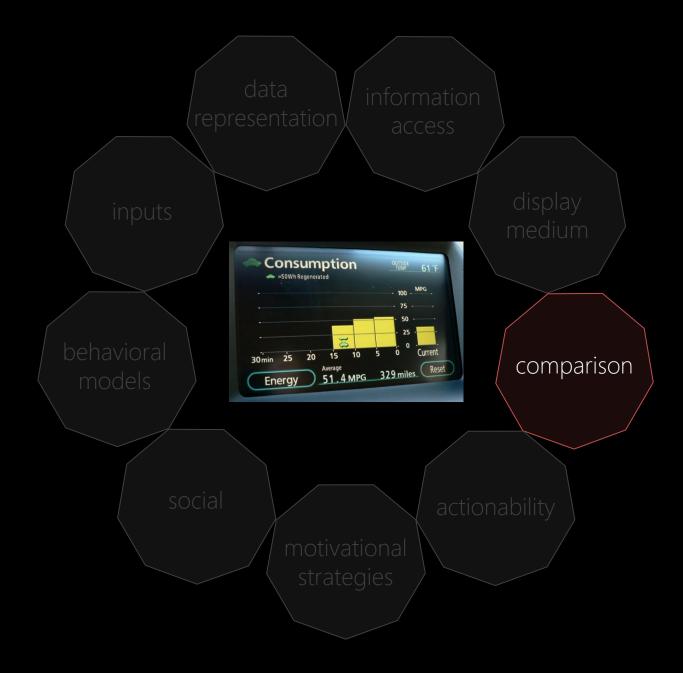


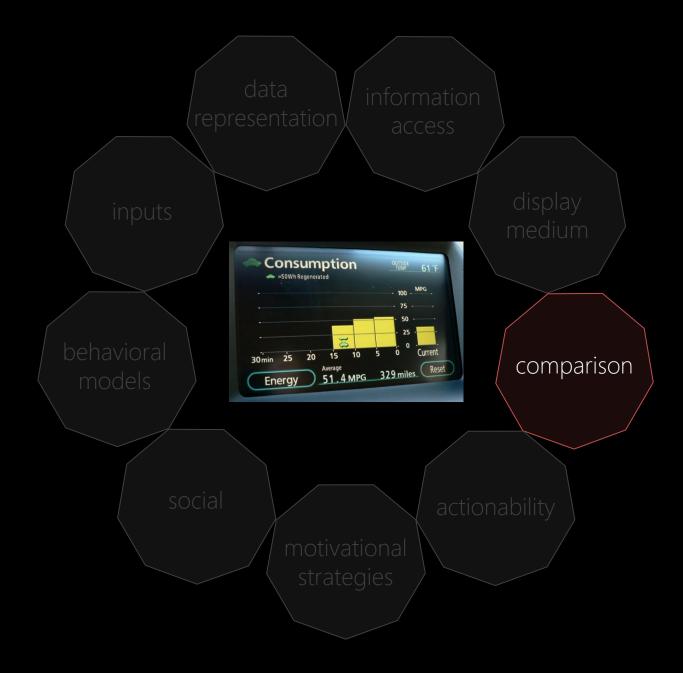


[Froehlich et al., HCIC2009; CHI2010; UW PhD Dissertation 2011]









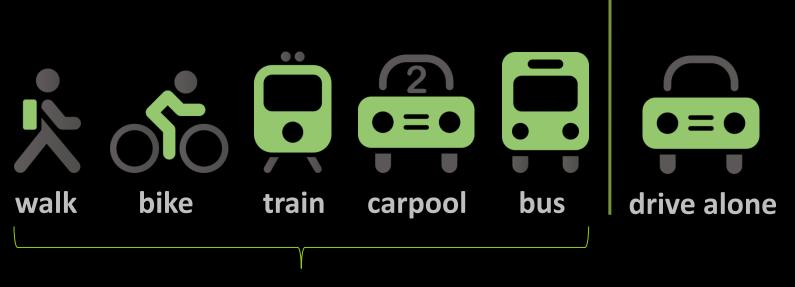


# ubigreen

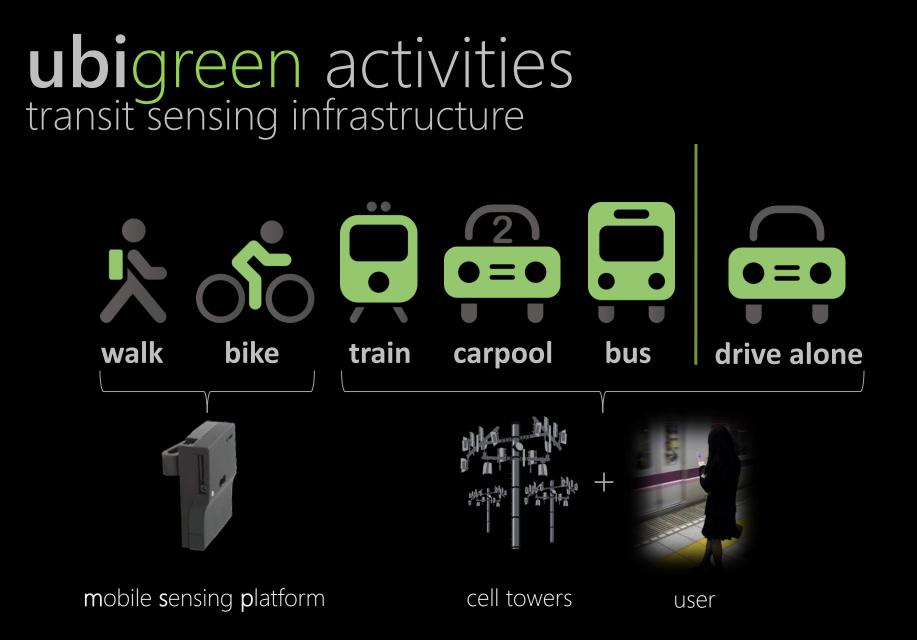


[Froehlich et al., CHI 2009]

# ubigreen activities



Green Transportation



ubigreen eco-feedback

0

VIA U DISTR

mobile sensing platform

生ん川



### ubigreen personal ambient display













### ubigreen study results

"i liked the tree because it was, to my mind, a pretty progress bar. i could tell the difference at a glance" [p11]

"i liked how stories were used" [p8]



"i want different stories every week" <sup>[p8]</sup>

"i would like to see some graph or raw data—a breakdown of transit activity by type for the week" <sup>[p13]</sup>

"it would be nice to see your carbon footprint" <sup>[p15]</sup>

### ubigreen study results

"i liked that we didn't know what the background was going to do" <sup>[p15]</sup>

"negative feedback would also be good; maybe my polar bear should drown if i don't take green transit" <sup>[p14]</sup>

"i wanted to see the final stage i could get to" [p7]



"i don't like incentives for getting points artificially by taking unnecessary green trips" <sup>[p11]</sup>

"if i didn't get a leaf or a flower after, i felt like I was getting cheated out of my points" <sup>[p15]</sup>

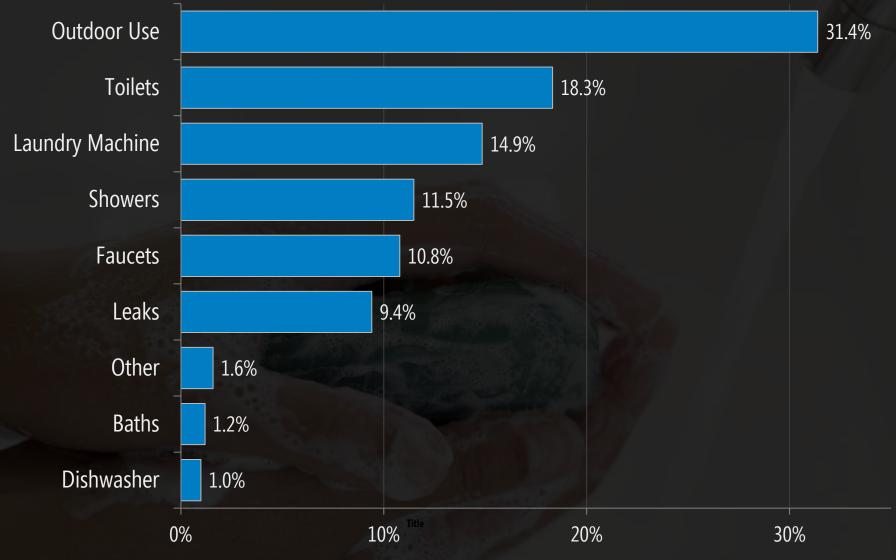
# reflect<sub>2</sub>O



[Froehlich et al., CHI 2011]

# are the most water consuming activities in the average North American home?

### Top Water Usage Activities



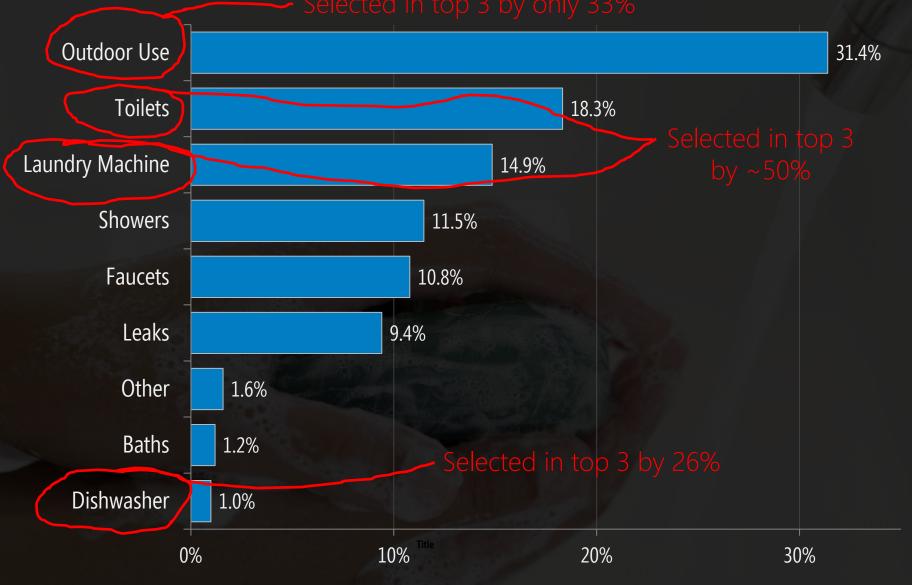
[Vickers, Handbook of Water Use and Conservation, 2001]

### we asked 656 people the same thing

select the top 3 most water consuming activities in an average home

[Froehlich, PhD Dissertation, 2011]

### Survey Results



why the disconnect?

# water sensing

188650

Municipal	1 mars	7	City of Tempe P.O. Box 29617 Phoenix, AZ 85038-9617 480-350-8361 480-350-8400 (TDD)
Indudindulududududududu LINDER HOLLINQUEST 7450 S KENWOOD DR TEMPE AZ 85283-4921		Utility Amount Due: Voluntary Donation: Total + Voluntary Donatic Date Due:	<b>127.52</b> 1.00
Mark if address change requested or	hent.	See reverse side for important informa Service Address: 7450 S KEN Gallons delivered: 20,200	LD BEFORE TEARING
ter feed	The due date on Rep P	us: 1180 0017 to current charges. ver payments accepted, call 480-350-8361 Churced + Other Debits -Utility Amount Due	Voluntary Donation = Total Including Vo Donation 1.00 12 Year to Date Voluntar





SAVE MORE AT SAFEWAY

#### GROCERY

1.50 B

SFWY PRTZLE STICK ResPrice 1.79 CardSav .29 BLKBERY PRES SFY CANOLA OIL CEREAL PNT BUTTER CHILI SAUCE SWT CHF-B PIZZA LK GRLC SCE

REFRIG/FROZEN

LUC CHEESE ResPrice 6.79 SPINACH ARTICHOKE ResPrice 3.79 CardSav 1 SS CRWN VEG RSTD ResPrice 3.79 CardSav 1 CardS

GEN MERCHANDIS

#SFY BENEHIST TAB

#### BAKED GOODS

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LD COSMIC BROWNIES		3.14 B
OPOLIFAT RYE		4.99 B
CUSTARD PIE 91N	CardSav 1.00	4.99 B
CHOC CREAM PIE ResPrice 5.99	CardSav 1.00	
Keariver	0.00	144.25
**** TAX	6.76 BAL	144.25
VF MC XXXXXXXXXX	ζ	
VP no		.00
CHANGE TOTAL NUM	SAVINGS TO	35

# SAFEWAY ()

#### SAVE MORE AT SAFEWAY

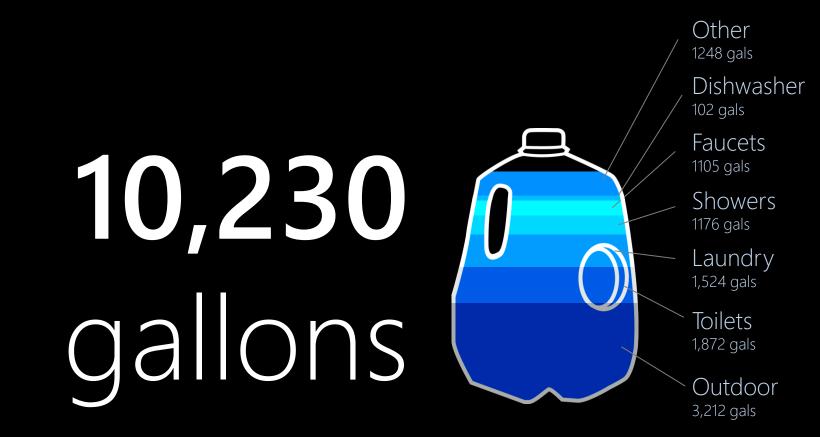
Month: April 2006

Total Food Units: 1527

Total Price:

\$642

[Kempton & Layne, Energy Policy, 1994]



### direct sensing

[Teague Labs, Arduino Water Meter, http://labs.teague.com/?p=722]

.2/1

2102

PVC SCH. 40 COUPLIN

# direct sensing

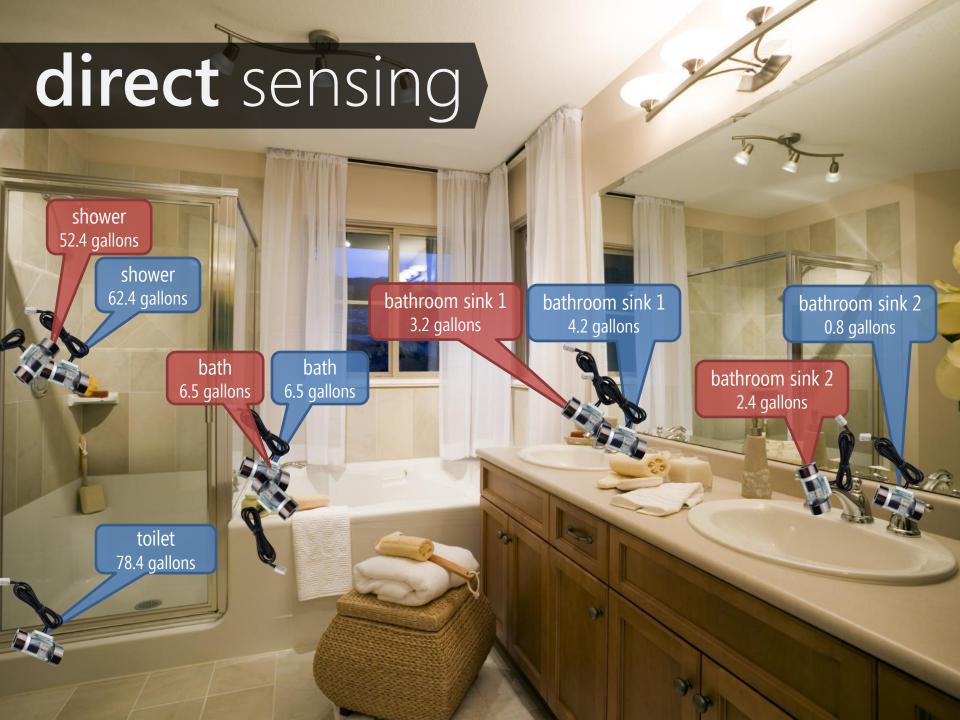
bath 6.5 gallons bathroom sink 1 4.2 gallons

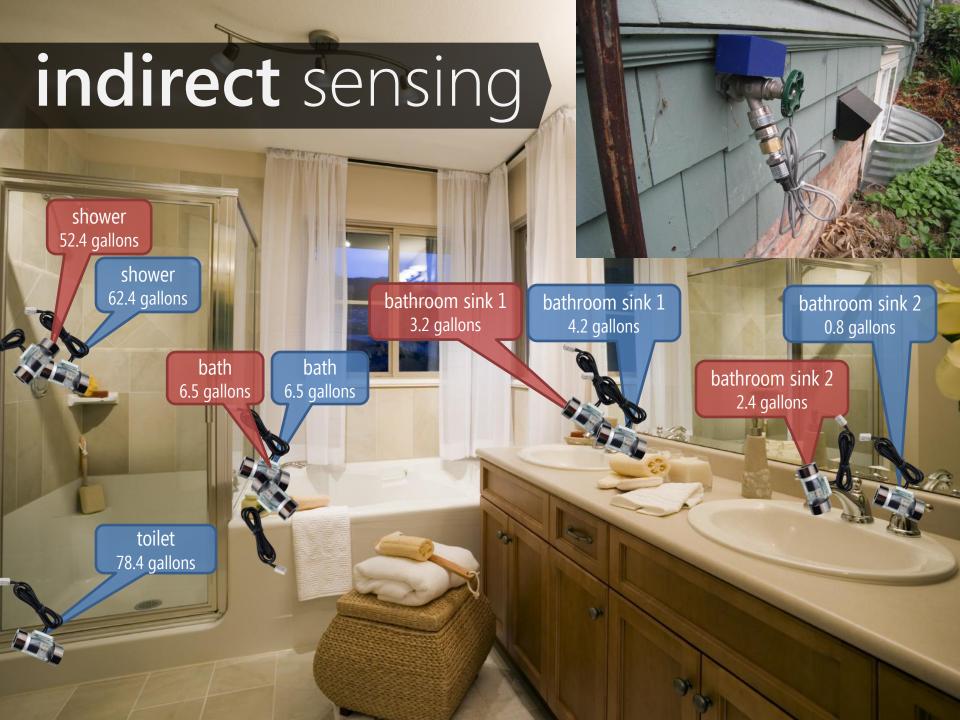
3)

Ч. 1 bathroom sink 2 0.8 gallons

toilet 78.4 gallons

shower 62.4 gallons





# indirect sensing

#### HydroSense attempts to infer fixture-level usage for the entire home from a single point.

[Froehlich *et al.*, UbiComp 2009] [Larson *et al.*, PMC 2010] [Froehlich *et al.*, Pervasive 2011]

#### What do we do with all this data?





### Key Questions

1 What are the key gaps in residential water usage understanding amongst home occupants?

(2) What aspects of disaggregated data are potential users interested in and what sort of reactions do the visualizations provoke?

 $\bigcirc$  **How** might these visualizations impact behavior?

### Key Questions

1) What are the key gaps in residential water usage understanding amongst home occupants?

(2) What aspects of disaggregated data are potential users interested in and what sort of reactions do the visualizations provoke?

(3) How might these visualizations impact behavior?

Two sets of designs:

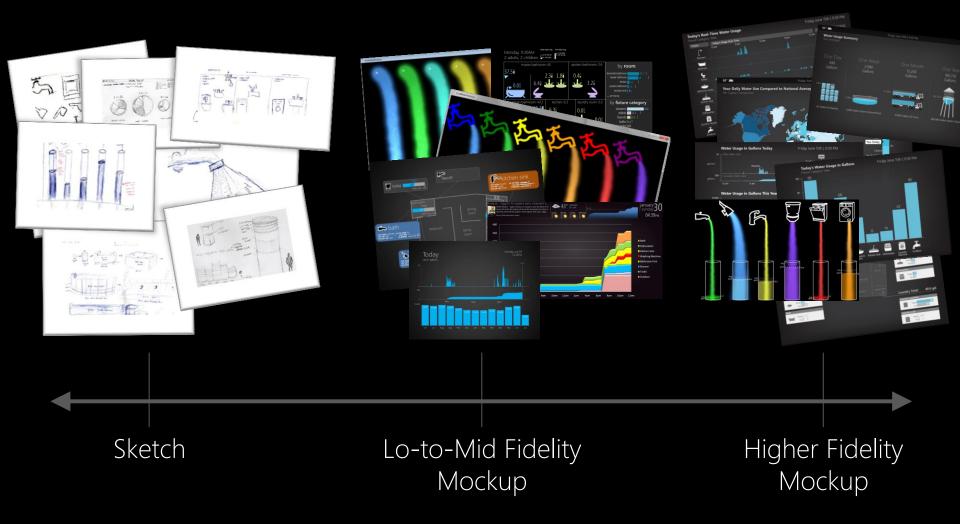
#### Design Dimensions

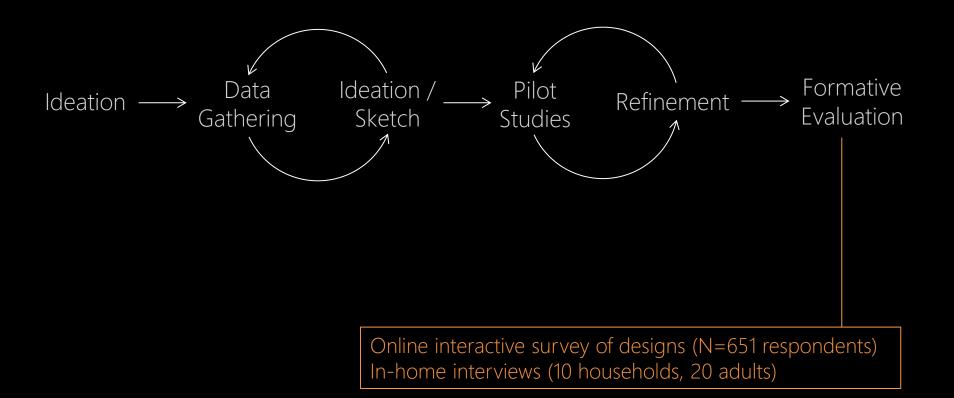
Isolate eco-feedback design dimensions in the context of water usage

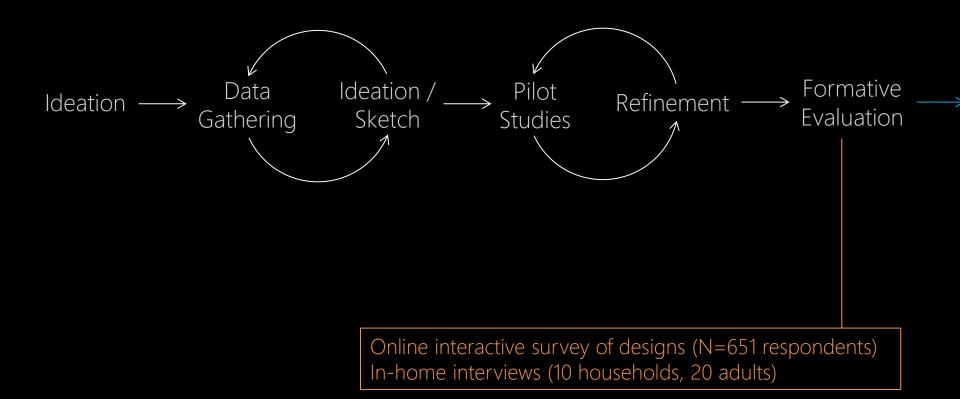
#### **7** Design Probes

Meant to elicit reactions about how displays would fit within a household and investigate issues such as privacy, competition, family dynamics.

### Iterative Design Process









#### helps structure both our design process and our evaluations

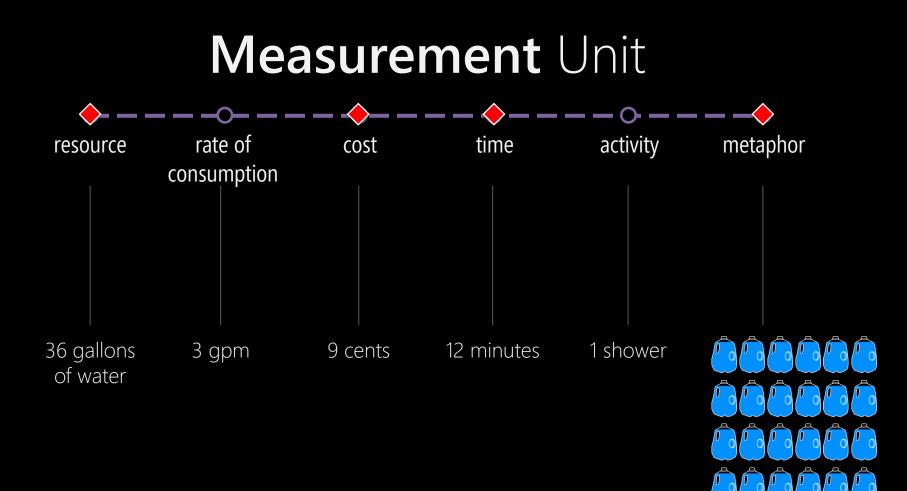
### Design set 1: Isolating design dimensions Design Dimensions Explored

- 1 Data Granularity
- 2 Time Granularity
- 3 Measurement Unit
- **(4)** Comparison

These 3 are subdimensions of



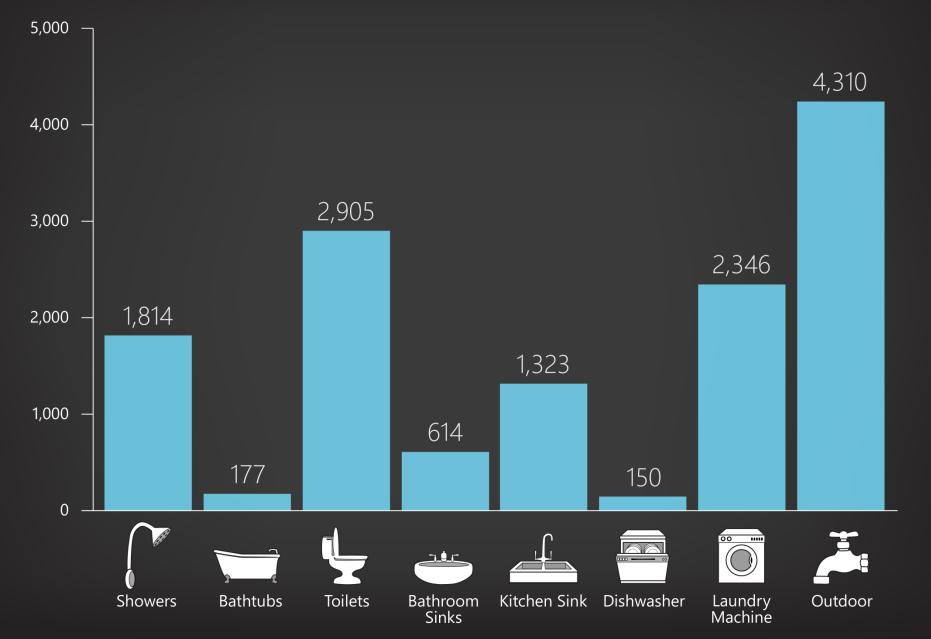
**DESIGN SET 1: ISOLATING DESIGN DIMENSIONS** 



#### This Month's Water Usage

Fixture Category View | In Gallons

#### Friday June 15th | 9:30 PM







#### Design set 1: Isolating design dimensions Design Dimensions Explored



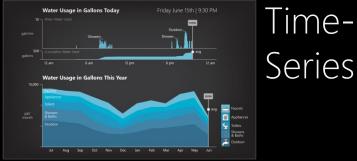
Two sets of designs:

- **1** Design Dimensions
  - Isolate eco-feedback design dimensions in the context of water usage

#### **7** Design Probes

 Meant to elicit reactions about how displays would fit within a household and investigate issues such as privacy, competition, family dynamics.

### **DESIGN SET 2: DESIGN PROBES** Design Probes Explored

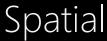






### Aquatic Eco-system



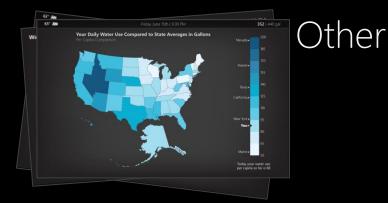












### Design set 2: Design probes Design Probes Explored









### Aquatic Eco-system

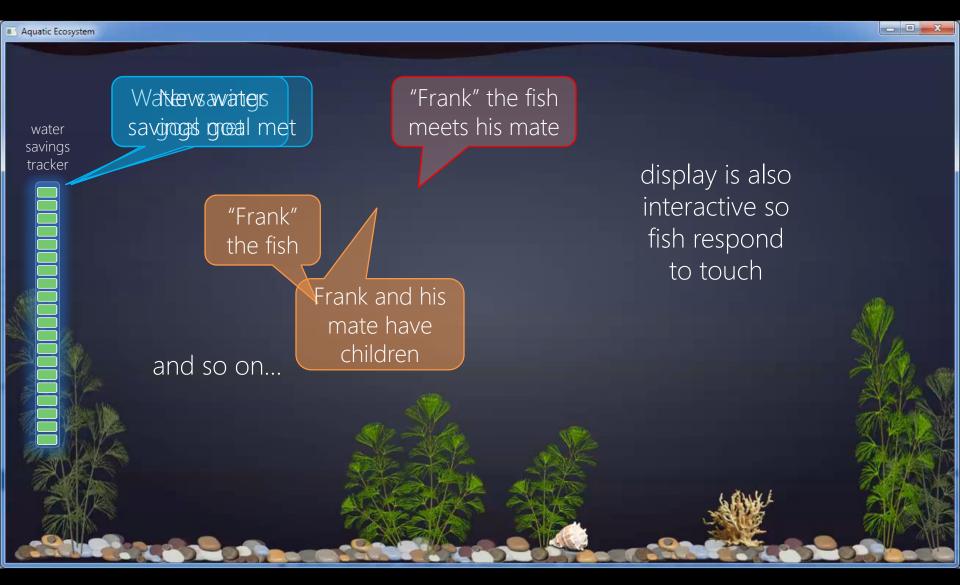








### design set 2: design probes Aquatic Ecosystem View



### Design set 2: Design probes Design Probes Explored

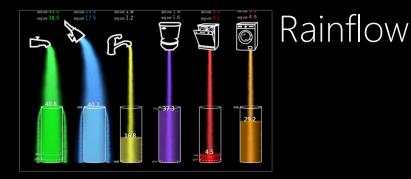








#### Aquatic Eco-system

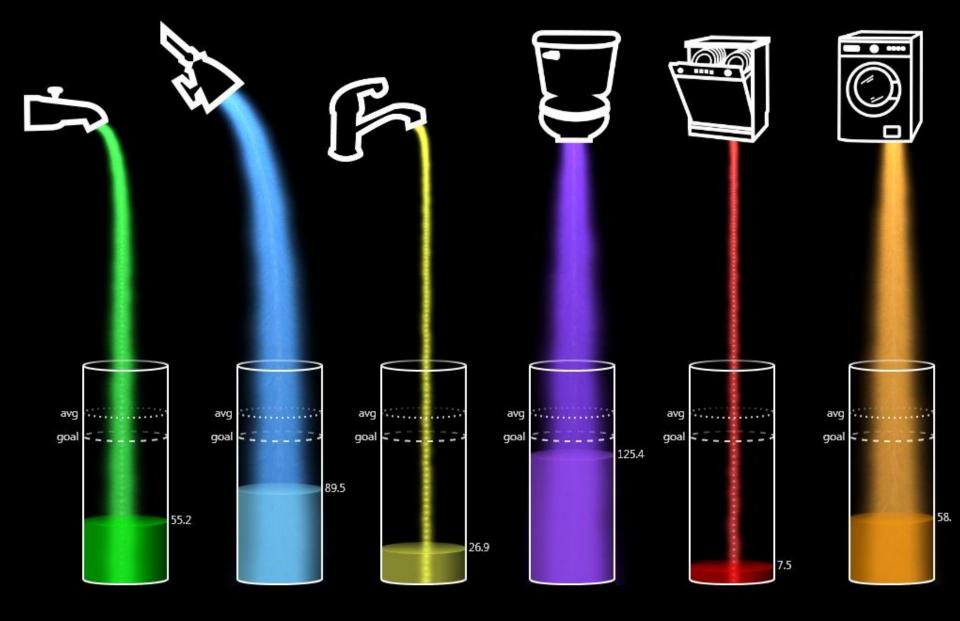




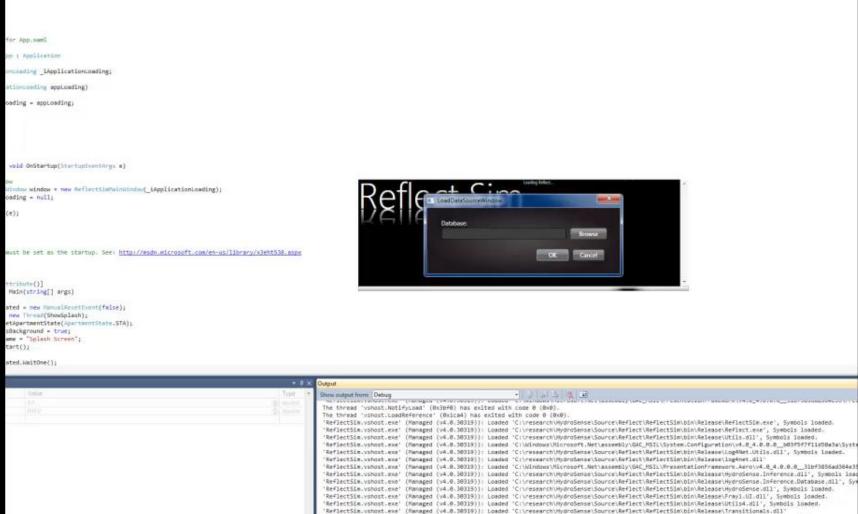
Per-Occupant



### design set 2: design probes **Rainflow** View



# **Rainflow** View Movie



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'ReflectSim.vshost.exe' (Nanaged (v4.0.30319): Loaded 'C:\research/WydroSense/Source/ReflectSim/bin/Relases/Flane.dl', Symbols loaded.

### Design set 2: Design probes Design Probes Explored

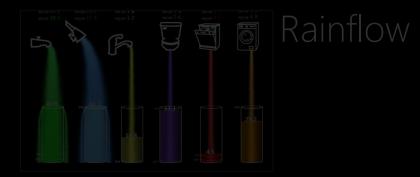








### Aquatic Eco-system

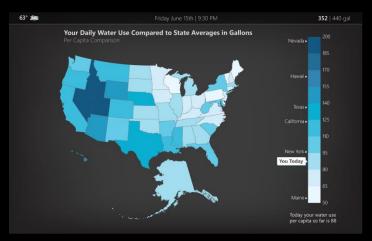




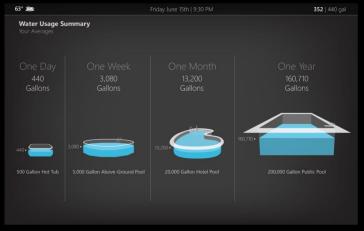




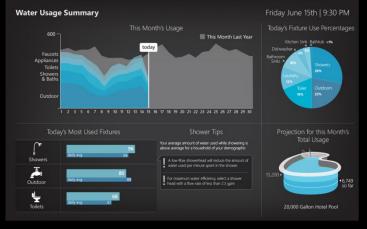
### Design set 2: Design Probes Other Design Probes



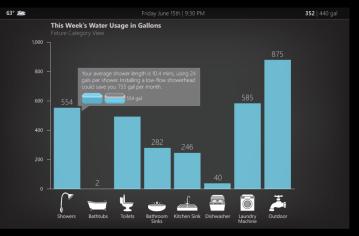
Geographic Comparisons



Metaphorical Unit Designs



Dashboards



Recommendations

# Findings

# Measurement Unit



71% of respondents preferred to see both gallons and cost

Seeing the gallon amount triggers the 'save the environment' impulse to conserve, while the dollar amount is helpful because almost everyone is motivated by money to some extent

R143

I don't think very well in 'thousands of gallons', but \$20 I can understand. That's a case of beer down the drain, if you will

**Comparisons** were the most uniformly desired pieces of information of all the dimensions

# Self-comparison was most preferred



compared with goal-based and social-comparisons

Jake 1/4/09 JAKE 1/6/100 JAKE 4-12-09 JAKE 2/20/09

JAKE 9/26/08\_\_\_

JALE 1-27-08

JAKE UCTOT

# **Emergent** Themes

- (1) Competition and Cooperation
- 2 Accountability and Blame
- 3 Playfulness and Functionality
- (4) Sense of **Privacy**
- **(5) Display** Placement

# Playfulness and Functionality



I like the idea of getting rewards for saving water

18.2

It's like unlocking badges in Foursquare. No matter how trivial it can be to make a fish appear on this screen, you still want to do it

14.1

It doesn't appeal to me as much. I don't do Foursquare. This distracts me a little bit and it doesn't make me think about my usage

# Useful as an educational tool?



# Privacy Spectrum

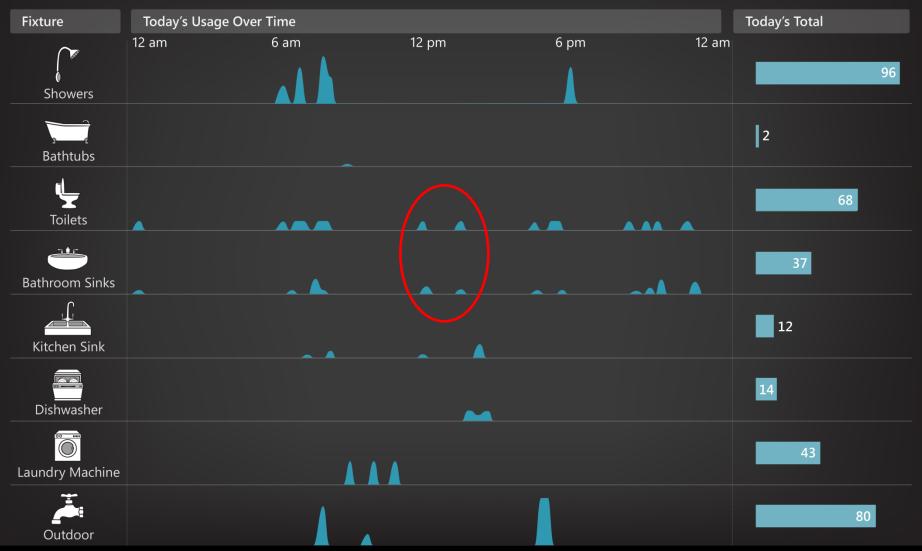


# **Revealing** Activity

#### Today's Real-Time Water Usage

Friday June 15th | 9:30 PM

Fixture Category View



# **Display** Location Preferences





# If we placed the display here, the kids couldn't see it.

# **Display** Location Preferences



near thermostat

kitchen



high traffic areas



accessible when needed





scale







The social sciences can finally have access to masses of data that are of the same order of magnitude of their older sisters, the natural sciences

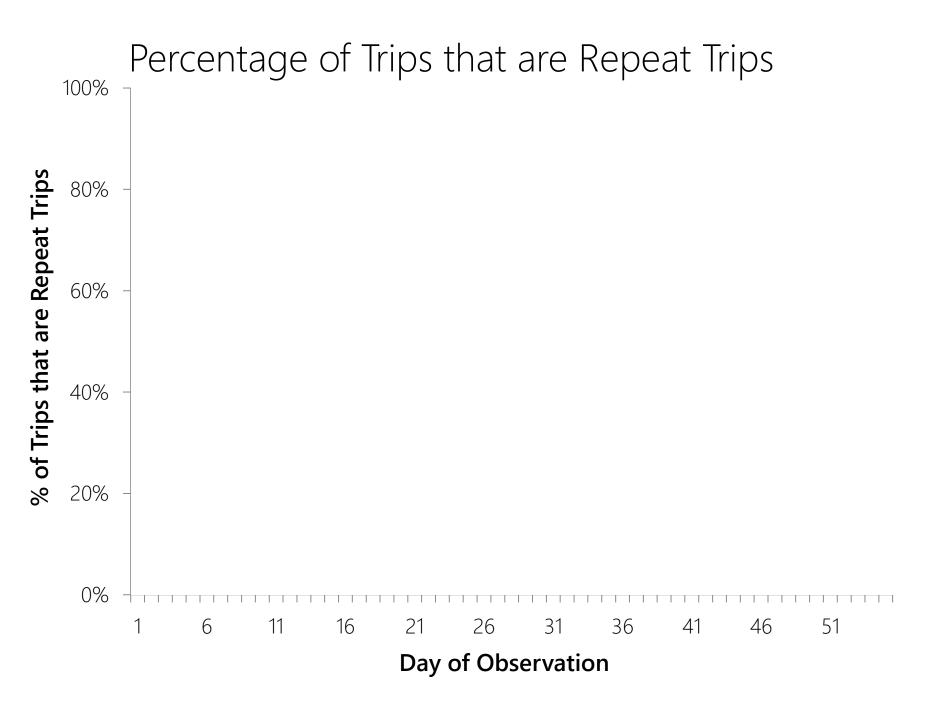
**Bruno Latour, 2007** French philosopher and sociologist

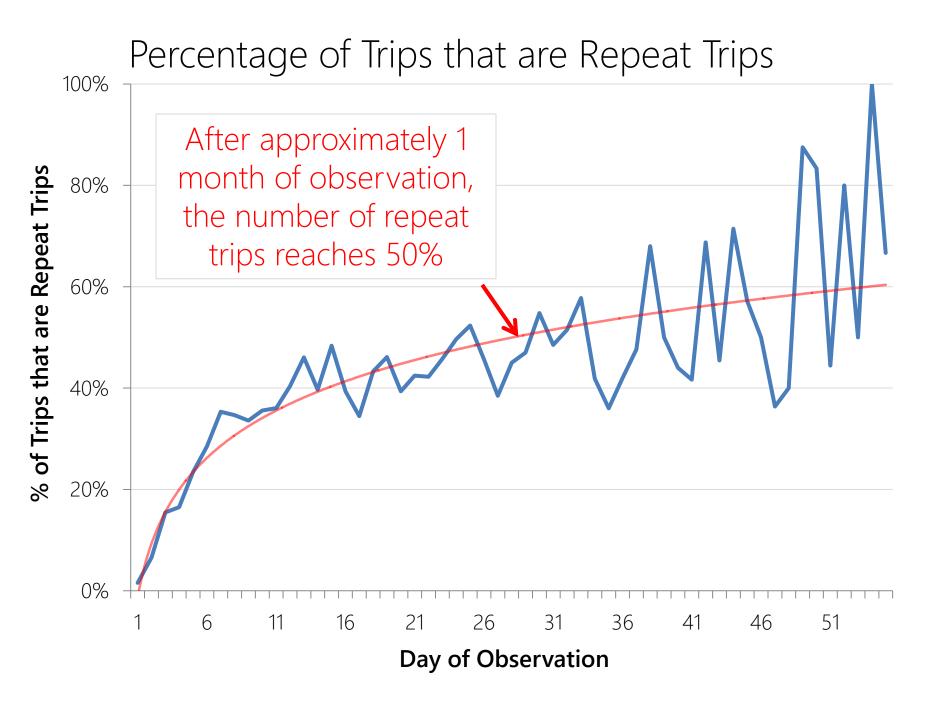
## **Route Prediction from Trip Observations** 14,468 trips / 240 subjects

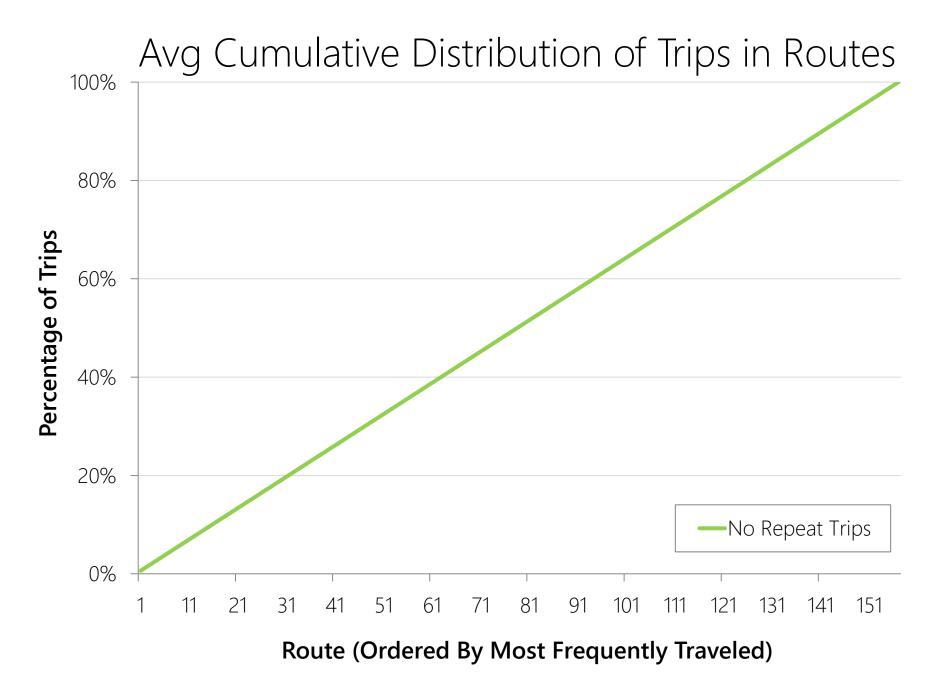
Description	Average	Median	Braining Woods Matheman Big Dr Dr Copyright Hatter Copyright
trip distance (miles)	7.7	4.2	Por Argener Por Argener Argener Por Argener Por Argen
trip time (min)	16.3	11.5	Range         Bushom         Enrorts         Enrorts         Start           Olympic National Park         Tame/ Chaik         Lact         Frances         Start           Olympic National Park         Tame/ Chaik         Date         Start         Start           Dunds         01) = = 1         The         Barger         Storas         Storas         Storas           Pressents         Widemeans         Barger         Storas         Storas         Storas         Storas           Owned         One Fork         Earl Fork Obaset         Barder of Storas         Storas         Storas         Storas           Owned         Obaset         Barder of Storas         Storas         Storas         Storas           Owned         Storas         Barder of Storas         Storas         Storas         Storas           Owned         Storas         Barder of Storas         Storas         Storas         Storas         Storas
num trips / day	4	3.9	Morris Bedonnis Widernes Olympic National Forest Lake Destroard
num trips / subject	60.3	50	Original Constraints (Constraints)     Original Constraints (Constraints)     Original Constraints     Original Cons
num days of data / subject		13	Augustaria Carlos Concertaria Sur Production Con
High Level Trip Stats			Greater Seattle Area

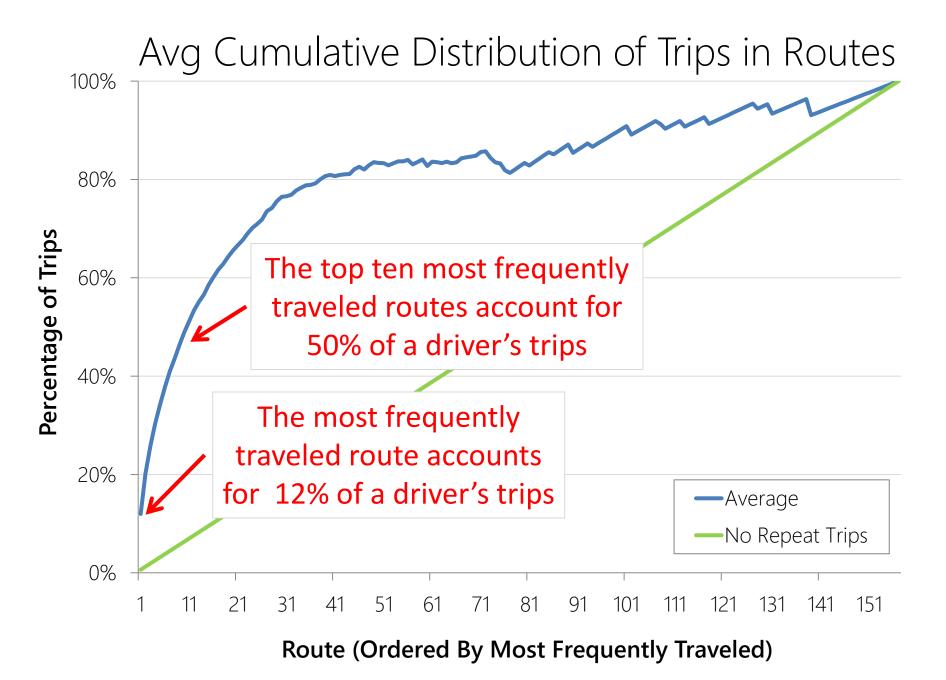
[Froehlich & Krumm, Route Prediction From Trip Observations, SAE 2008]

if we can predict where you're going, we can suggest more sustainable forms of transit or better optimize your route







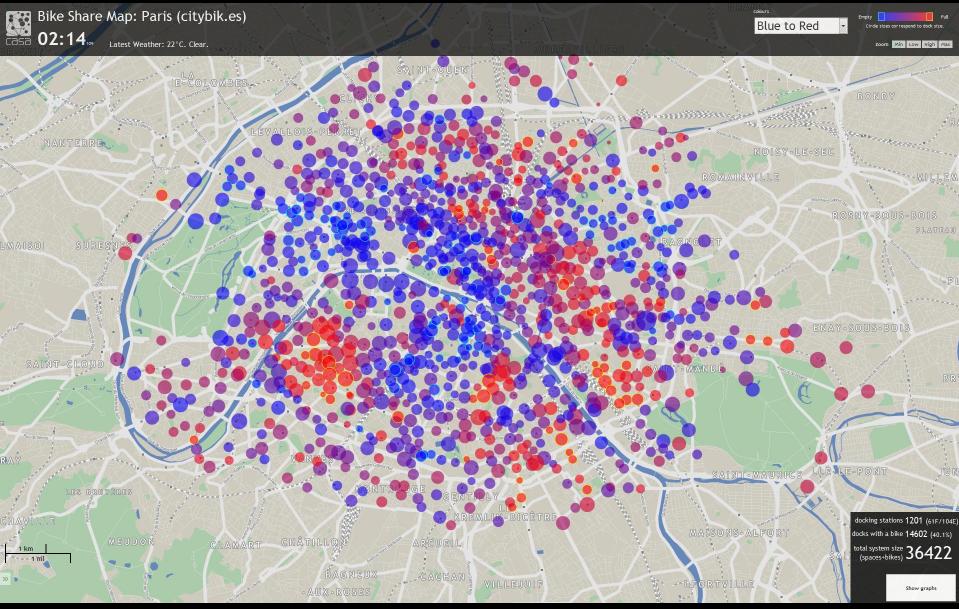


# sensing and predicting the movement of a city via shared bicycling

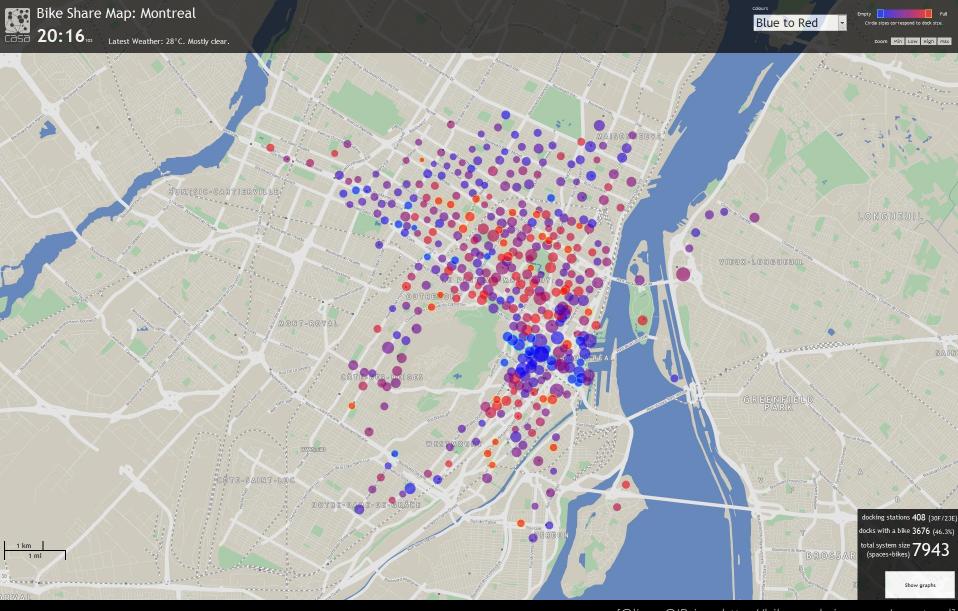
[Froehlich et al., UrbanSense2008; IJCAI2009]

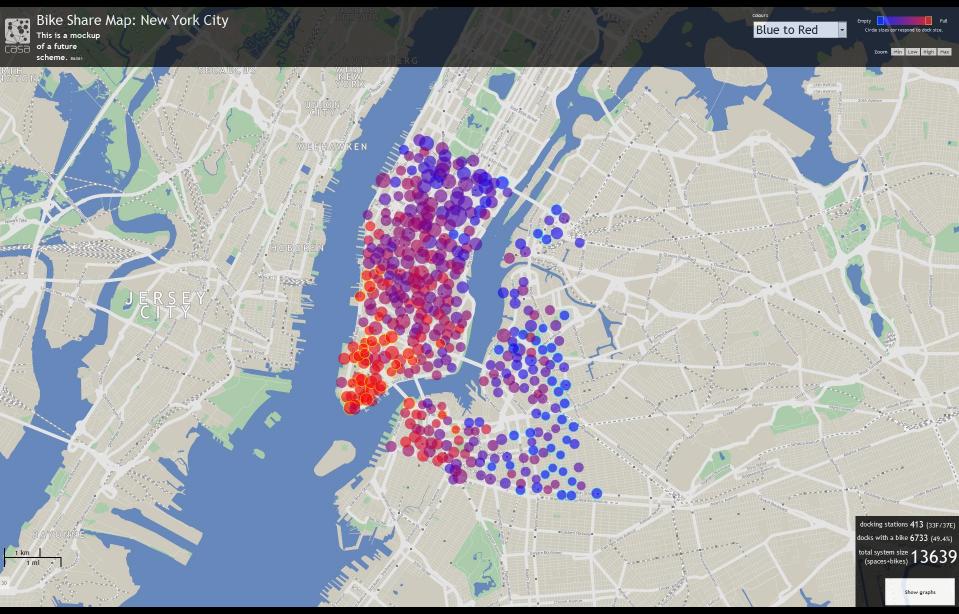
Bike Share Map: Washington DC/Arlington Full Empty Blue to Red Circle sizes corresp Zoom Min Low High Max CHILLUM STATIC PETWORTH HIGHLAND GUENERDEN RANDLE HIGH 1 CONGRESS HEI docking stations 179 (10F/14E) docks with a bike 1244 (42%) 1 km 1 mi total system size 2960 (spaces+bikes) Show graphs

[Oliver O'Brien, http://bikes.oobrien.com/washingtondc/]

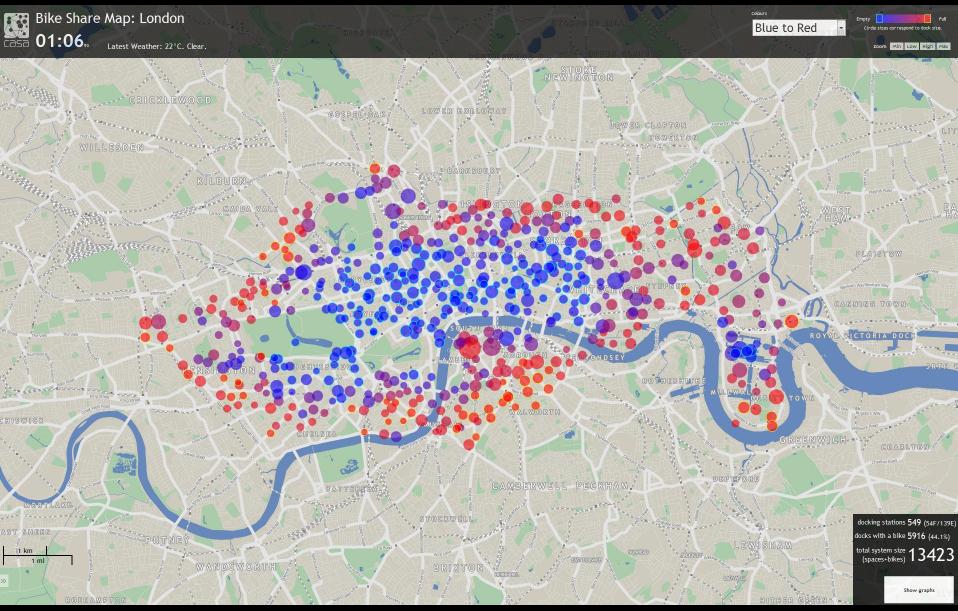


<sup>[</sup>Oliver O'Brien, http://bikes.oobrien.com/paris]





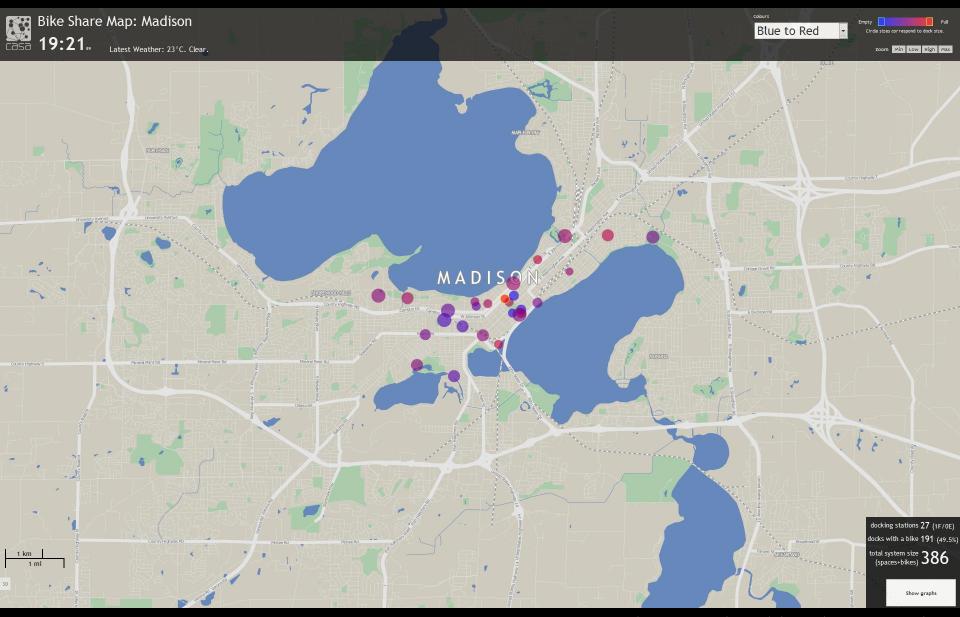
[Oliver O'Brien, http://bikes.oobrien.com/newyork/]



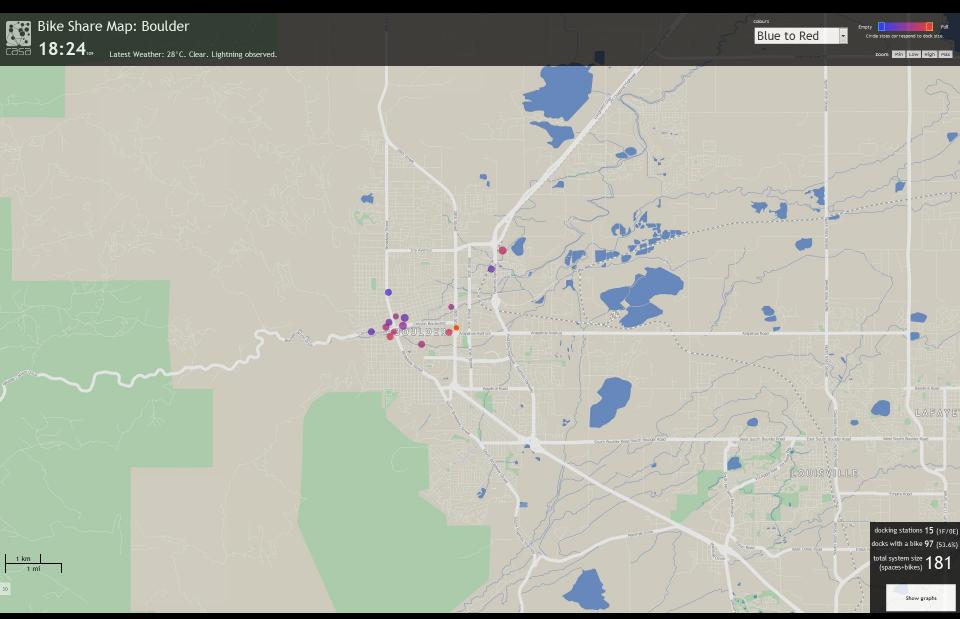
[Oliver O'Brien, http://bikes.oobrien.com/london]







[Oliver O'Brien, http://bikes.oobrien.com/madison]



<sup>[</sup>Oliver O'Brien, http://bikes.oobrien.com/boulder]

# barcelona, spain

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Summer 2008: - 373 stations - 6,000 bicycles - 150,000 subscribers

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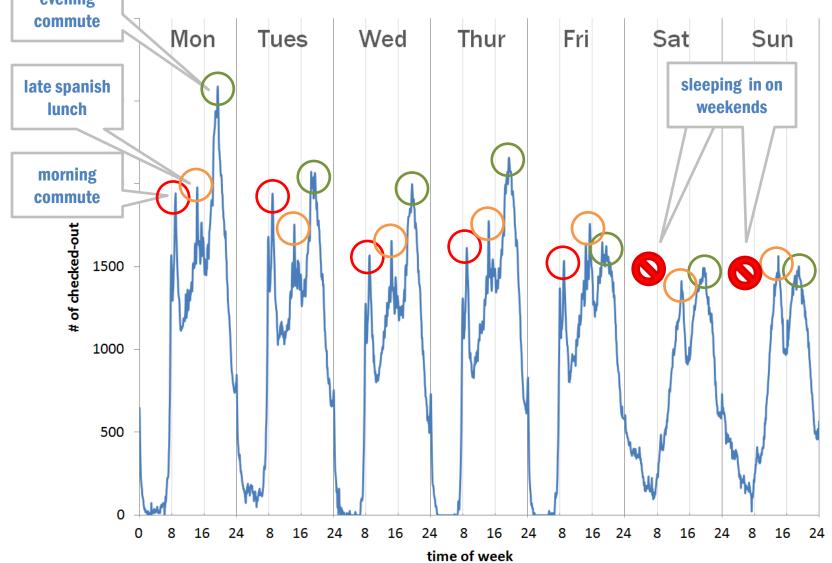
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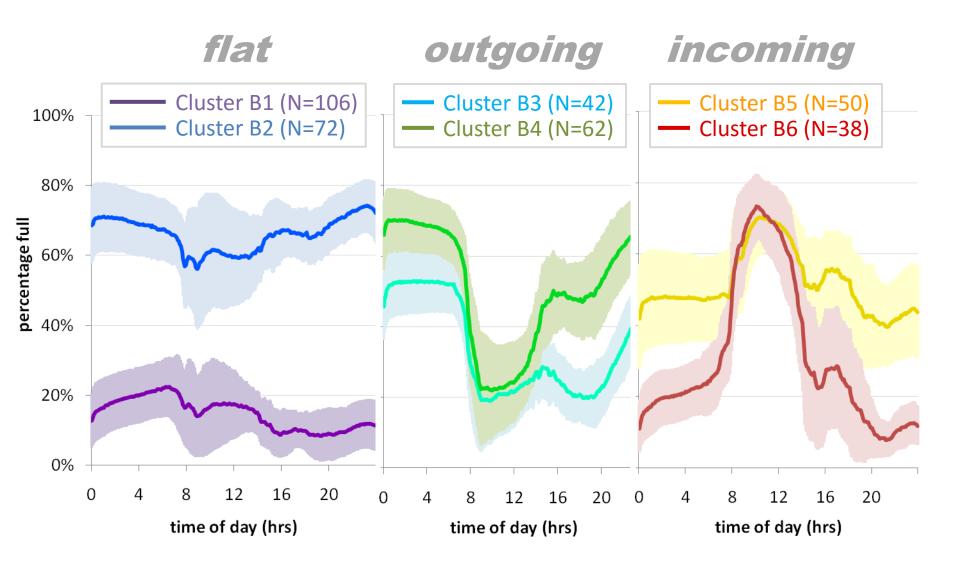
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0)

# num checked-out bicycles across



# available bicycle clusters



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5 2

Data SIO, NOAA, U.S. Navy, NGA, GEBCO Image © 2009 Institut Cartogràfic de Catalunya Image © 2009 TerraMetrics

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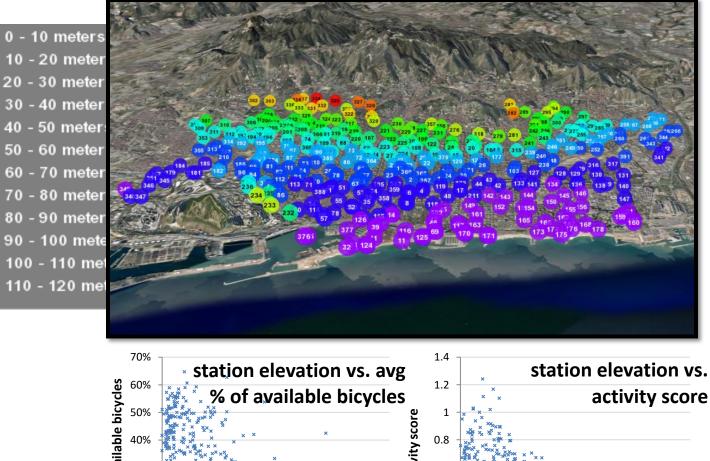
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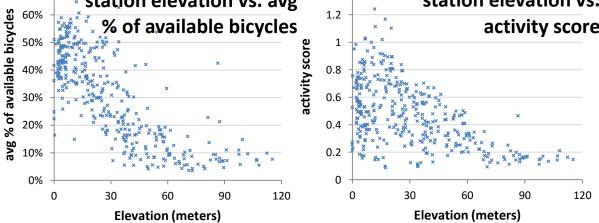
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# biases of human behavior

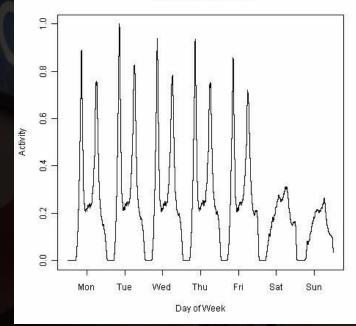




# what can we learn if we combine data

from other sources?

Tube Weekly Activity



[Lathia, Froehlich & Capra, ICDM2010]

# how should this real-time information be visualized and accessed?

Data SIO, NOAA, U.S. Navy, NGA, GEBCO Image © 2009 Institut Cartogràfic de Cataluny Image © 2009 TerraMetrics



Jul 16, 2009

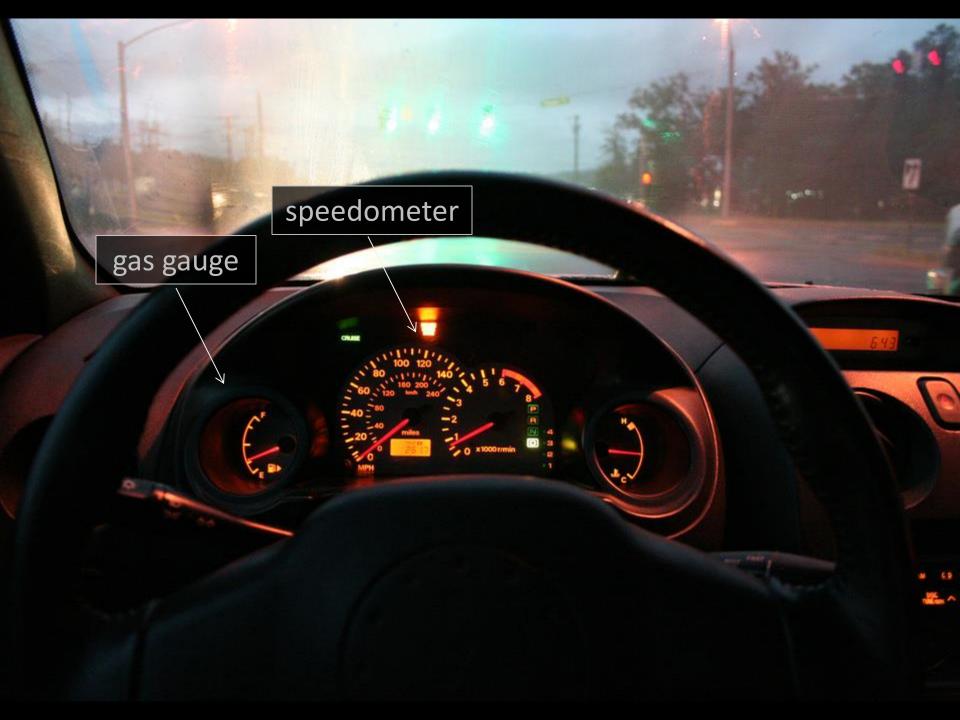
# can we use this data to automatically detect events in the city?

Data SIO, NOAA, U.S. Navy, NGA, GEBCO Image © 2009 Institut Cartogràfic de Cataluny Image © 2009 TerraMetrics

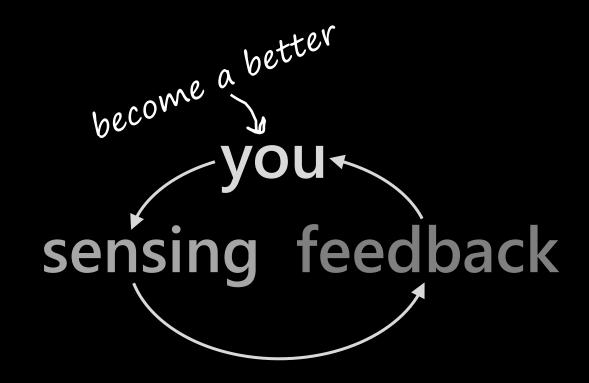


# In Closing











# http://beccconference.org/



Great article on communitybased social marketing #CBSM

infographic in the article.) Time ago 118 Days via Twitter

# research publications

### smartcities

### Sensing and Predicting the Pulse of the City through Shared Bicycling

Jon Froehlich, Joachim Neumann, Nuria Oliver, Proceedings of IJCAI2010

## Measuring the Pulse of the City through Shared Bicycle Programs

Jon Froehlich, Joachim Neumann, Nuria Oliver, Proceedings of UrbanSense 2008

#### Mining Public Transport Usage for Personalised Intelligent Transport Systems

Neal Lathia, Jon Froehlich, Licia Capra, Proceedings of ICDM 2010

### ubigreen

### UbiGreen: Investigating a Mobile Tool for Tracking and Supporting Green Transportation Habits

Jon Froehlich, Tawanna Dillahunt, Predrag Klasnja, Jennifer Mankoff, Sunny Consolvo, Beverly Harrison, James A. Landay, *Proceedings of CHI 2009* 

### hydrosense

### HydroSense: Infrastructure-Mediated Single-Point Sensing of Whole-Home Water Activity

Jon Froehlich, Eric Larson, Tim Campbell, Conor Haggerty, James Fogarty, Shwetak N. Patel, *Proceedings of Ubicomp 2009* 

#### Disaggregated Water Sensing From a Single, Pressure-Based Sensor: An Extended Analysis of HydroSense Using Staged Experiments

Eric Larson, Jon Froehlich, Tim Campbell, Conor Haggerty, Les Atlas, James Fogarty, Shwetak N. Patel, *Journal of Pervasive and Mobile Computing (PMC) 2010* 

#### A Longitudinal Study of Pressure Sensing to Infer Real-World Water Usage Events in the Home

Jon Froehlich, Eric Larson, Elliot Saba, Tim Campbell, Les Atlas, James Fogarty, Shwetak Patel, *Proceedings of Pervasive 2011* 

## reflect<sub>2</sub>O

#### The Design and Evaluation of Prototype Eco-Feedback Displays for Fixture-Level Water Usage Data

Jon Froehlich, Leah Findlater, Marilyn Ostergren, Solai Ramanathan, Josh Peterson, Inness Wragg, Eric Larson, Fabia Fu, Mazhengmin Bai, Shwetak Patel, James Landay, *Proceedings of CHI 2012* 

## Sensing and Feedback of Everyday Activities to Promote Environmental Behaviors

Jon Froehlich, University of Washington Doctoral Dissertation 2011

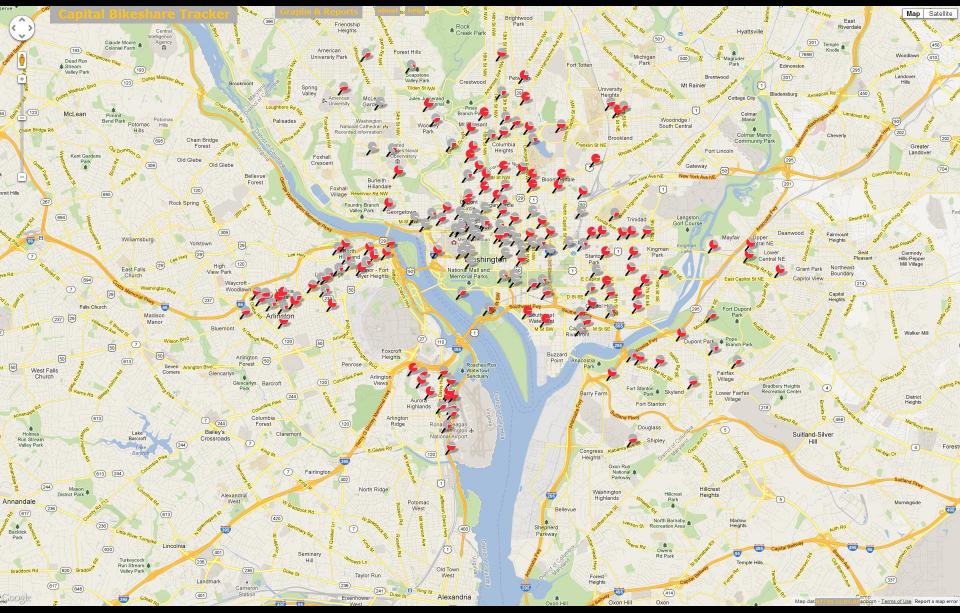
# THANK YOU! @jonfroehlich



with the



- Benefits of bikeshare:
- The Washington, D.C. region's Capital Bikeshare (CaBi) service released the third-party analysis of its 2011 member survey yesterday and it has some impressive results. Analysis shows that members save an average of \$891 per year and collectively reduce their driving miles by 5 million annually.
- Other highlights include:
- 83% of respondents said they were more likely to patronize a business that was CaBi-accessible
- 82% of respondents reported increased bike use since joining Capital Bikeshare and 70% said CaBi was an important reason for this
- CaBi was a major or main factor for 56% who reduced car use



[Daniel Gohlke, http://bikes.oobrien.com/barcelona]

