# CTA Tracker Mobile App
## A Makeover

**Overview**

Chicago Transit Authority has a mobile application for both Android and iPhone users. The app allows users to view arrival times of their selected bus or train routes at any given moment. It has other features such as maps and alarms, to alert the user to catch the train. While quite useful, users don't have the opportunity to take advantage of all this app has to offer due to mediocre design and navigation. The goal of this project is to facilitate the use of this app, fix information structure, and redesign the appearance.

**Problem 1 – Lack of features**

The app is pretty basic. It tells the user when the bus or train is coming. There are millions of apps that have many functions and are able to perform many tasks that make them wonderful. In order to be part of this standard, the CTA mobile app needs to include more features and functions to make it handier and enhance the experience.

**Solution 1**

According to user testing, there are many features that can be included in this app to make it more engaging. Voice control; being able to ask when your desired train route will arrive will only make the experience easier for the user. Being able to see a GPS location of a bus in real time will give the user a better idea of when to catch the bus, a very helpful feature.

**Problem 2 – Appearance**

A clean, simple design is the standard for almost all websites, apps, posters, flyers, etc. However, good design doesn't have to follow these standards, but it's quite difficult to make something that's different and unique. Many of the testers thought that it would look better with brighter color tones.

**Solution 2**

In this case, it might be best to follow a simple, clean design for app because of such a large audience. Something that looks pleasing, but neutral at the same time. This app is supposed to be marketed to anyone who uses public transit, which accounts for a very large audience.

**Problem 3 – Interface Issues**

Even though it's pretty straightforward to get around the app, there are features that get lost within the navigation where the user loses the opportunity to explore. The refresh button is hard to find, the alarm feature is hidden unless stumbled upon, and there's the absence of a "home" button.

**Solution 3**

When users were testing the app and wanted to go back to the main page, they would have to press back many times, especially when in the middle of selecting a route. This could be very tedious and irksome, so a home button would fix this problem. The refresh should also be apparent on the main page. There should be a button that could perform many tasks, including creating an alarm, perhaps a drop down menus of sorts that displays all the functions that the app can perform.