

## Scenario

Imagine that you are relaxing at Millennium Park. A friend of yours calls to have dinner with you at Cafecito near the loop. Instead of hailing a taxi, you decide to take the bus to get to the café. While waiting at the stop, you check the CTA Tracker app on your phone to see how long it will take for your bus to arrive.

- A.) Add a route by choosing to go by bus. After selecting your chosen route, save your route.
- B.) Check to see if arrival time is working.
- C.) You are at a point where you can transfer to a train or catch another bus. Add another, edit, or delete a route.
- D.) Check to see if there are any alerts concerning any accidents or reroutes.
- E.) Refresh the page to see if there are changes in the arrival time.
- F.) As you are waiting for your train/bus, you decide to make a quick run to Walgreens, but you don't want to miss the train/bus. Create an alarm for your saved route.
- G.) You've managed to catch your train/bus in time, so you won't need your alarm anymore. Delete the alarm.
- H.) As you are waiting for your last train/bus, you want to see its usual route map. Map out your chosen route.

## Testing Questions

- 1.) How did you feel when you were using this app? Did you feel like you can accomplish your goal?
- 2.) On a scale from 1 to 5: 1 being the worst and 5 being the best, how was the ease of use?
- 3.) What did you think about the navigation?
- 4.) What does the look and feel about this app tell you about it? What would you like to see?
- 5.) In what ways can you think about visually improving this app?
- 6.) In what ways can searching for buses or trains be easier?
- 7.) Can you see yourself using this app every day? If not, then what would you change to make it more useful to you?
- 8.) What other features could this app include to enhance the experience?