

Testing Results

Tester 1

- Most of the tasks were able to be completed, but there were a few difficulties navigating the interface.
- The tester wasn't able to create or delete an alarm for a saved route because it couldn't be found.
- For the most part, the app was quick and easy to use. The tester felt that the app could get the job done.
- The app should be able to point out the user's location.
- Navigation with the interface could be further improved by being a little more specific.
- The app looks "basic," and that there is nothing special about it. A different color scheme and icons would make it more appealing.
- There should be a real time GPS map showing the location of buses and trains.
- This app would be much more useful if there was a voice control feature.

Tester 2

- A majority of the tasks were able to be completed, but there was a lot of trouble looking for the option to create an alarm or using a bus/train map.
- When it came to refreshing the page, there was no indication.
- The route map could not be opened and only the system map. This is because it only works for bus routes, not train routes. Regardless, the route map should work for either option.
- The "Closest Routes" tab was confusing because there were a lot of buses and trains that read "Loading" for their arrival times. The app uses "Loading" as a placeholder if there's a delay.
- The refresh button should be on the main page.
- There should be a GPS location of upcoming trains and buses.
- It's pretty simple to use. Sometimes the arrival times could be inaccurate, which makes it less reliable. When it comes to predicting bus arrivals, the app seems to be accurate 70% of the time. However, train routes are almost always on time.
- Everything can be controlled with a click of a button on the selected route tab,

which adds to its simplicity.

- As far as appearance, it looks dated and needs a makeover because it looks too dreary with the blacks and grays. It needs a more “modern” look.
- The app should point out closest routes.
- Voice control would make this app even easier to use, especially if someone is in a hurry and doesn’t have time to type.

Tester 3

- Most of the tasks were able to be completed, except that the refresh button because it could not be found.
- There was difficulty setting the alarm. There should be an option to set a specific time instead of a countdown.
- There was difficulty find the route map because a train route was selected. Route maps only work for bus routes.
- There were too many options, especially the list of buses that it seemed to overwhelm the user.
- This app looks like a regular, “typical” app. It should be unique to set it apart from other transit apps.
- The icons should be redesigned.
- Pressing the icon on the top bar should bring the user to the main page.
- Color theme should be changed to a lighter tone because the white text on black background is a little too dramatic. Lighter tones would make it easier on the eyes.
- While searching for a route, the search bar helped a lot with narrowing down options, making it less overwhelming.
- There should be an option to input a starting and end point. With that, the app should give the user a few options of the best routes to available, like Google maps.

Recommendations

The CTA Tracker App is simple and very useful, but there are many aspects that would greatly benefit from all of the users’ feedback to make it an even better mobile application.

- A feature that captures the location of the user as well as notifying them would be

quite handy. This feature would also allow the app to find closest routes more precisely.

- In addition to pinpointing the user’s location, there should be a feature where the app makes suggestions on which route to take, depending where the user wants to go.
- One recurring problem that most testers experienced was the refresh button. Most found it to be convenient to have it on the main/home page instead of having it hidden within the options tab.
- When the page is refreshed, there is no indication of it. To resolve this issue, the arrival time tab should blink a certain color to indicate a change.
- When a user wants to return to the main page, the user would normally have to press “back” enough times to return to the home page if the user was in the process of searching a route. A solution to this problem, the user would simply click the home button to return to the main page.
- A feature that displays the GPS location of a chosen bus/train would benefit the user by giving the user an idea of where and when to catch a bus/train.
- Sometimes when a bus/train is delayed, the tab where arrival time is displayed will say “Loading.” This misinforms the user; therefore it should display “delayed” if there is one.
- If there are any alerts about a selected train/ bus route, the app should notify the user with more urgency.
- Voice control would be a valuable feature for this app. If the user is in a hurry and does not have time to type, it would be very helpful for the user to say where they want to go. The app will respond by inputting the request and assist with searching for the desired route.
- There should be a feature where the user can type in a start/end points. With this information, the app would be able to map out the best routes to take and present it to the user.
- In order to minimize confusion, all important actions should be grouped into a single section or button. All other actions that are secondary may be grouped into a separate section. Perhaps all options could be grouped together, cohesively.
- Trains routes should be color-coded, respective to their line colors.

- In terms of appearance, a redesign of the app would be a major aesthetic improvement. A different sans-serif and a slightly bigger typeface would enhance the visuals. A lighter color scheme will make it easy on the eyes and modernize the design, perhaps blues indicative of Chicago colors or CTA logo colors. The app icon should also reflect this change.