Title of study:

Urban traffic management platform

Date:

From 12. 2022 to 4. 2023

You are being invited to participate in a research study. Before you decide whether to participate, it is important for you to understand why the research is being done and what it will involve. Please take time to read the following information carefully and feel free to ask us if you would like more information or if there is anything that you do not understand. Please also feel free to discuss this with your friends, relatives and doctor [where relevant] if you wish. We would like to stress that you do not have to accept this invitation and should only agree to take part if you want to.

The purpose of this study is to figure out the current issues of the urban traffic manage system and re-design a platform based on existed transportation management application which helps to improve the experiences of residents.

 Therefore, this study selected people related to the urban traffic management aspect as participants. The participants, who work in transport or involved in the urban traffic lives, are expected to give some insight into transport management system.

The participation is voluntary and that participants are free to withdraw at any time without explanation and without incurring a disadvantage. If participants are willing to take part this research, the following things may happen during the research.

- ➢ Several questionnaires will be sent to participants.
- ➢ Participants will be interviewed on a number of issues related to the study
- ➢ Information obtained from interviews and questionnaires relevant to the study will be recorded.
- ➢ The frequency of tests is unspecified. But the tests will be done within about four months, from December 2022 to April 2023.

As a participant, it is essential to provide accurate and truthful information. More information about the participants' own experiences was needed for this study, so

participants were expected to provide more of their own thoughts. The results will contribute to the design the products and analyze the problems.

Usually, this research will not cause physical or psychological harm to the participants. Nor does it pose legal or ethical problems. However, if there is any problem which makes participants unhappy, feel free to let us know by contacting Yuhui Chen (email: Yuhui.chen19@student.xjtlu.edu.cn) and we will try to help. If you remain unhappy or have a complaint which you feel you cannot come to us with then you should contact the Chair of the University Ethics Committee on ethics@xjtlu.edu.cn. When contacting the University Ethics Committee administrators, please provide details of the name or description of the study (so that it can be identified), the researcher(s) involved, and the details of the complaint you wish to make. Participants can feel free to quit this study. Those who take part in this project are paid a certain amount of reward. For example, you can receive a small gift.

Additionally, all information collected will be kept confidential. The data will be deleted at the end of the research.

Thank you for reading this.

Feelings about using the fine payment applet

Please select one of the following options

Q1. I think this system is perfect for paying traffic tickets.

☐Strongly disagree / ☐Disagree / ☐Agree / ☐Strongly agree

Q2. The interface and layout are aesthetic and simple.

☐Strongly disagree / ☐Disagree / ☐Agree / ☐Strongly agree

Q3. I found the system very easy to use.

☐Strongly disagree / ☐Disagree / ☐Agree / ☐Strongly agree

Q4. It is easy to understand the function of the keystrokes and icons shown in the interface.

☐Strongly disagree / ☐Disagree / ☐Agree / ☐Strongly agree

Q5. I think most people can learn to use this app quickly.

☐Strongly disagree / ☐Disagree / ☐Agree / ☐Strongly agree

Q6. I had a lot to learn before I could start using the app.

☐Strongly disagree / ☐Disagree / ☐Agree / ☐Strongly agree

Q7. I often make mistakes (such as mishandling) in the process of simulating the payment of a ticket.

☐Strongly disagree / ☐Disagree / ☐Agree / ☐Strongly agree

Q8. During the mock ticket payment process, I was confused as to whether I had accomplished my goal.

☐Strongly disagree / ☐Disagree / ☐Agree / ☐Strongly agree

Q9. In the process of simulating the payment of a ticket, I often had to stop and look carefully or think about what to do next.

☐Strongly disagree / ☐Disagree / ☐Agree / ☐Strongly agree

Q10. It was difficult to find the information I needed during the mock ticket payment.

☐Strongly disagree / ☐Disagree / ☐Agree / ☐Strongly agree

Q11. In the future, I think I would like to continue using this app.

☐Strongly disagree / ☐Disagree / ☐Agree / ☐Strongly agree

Next are the ratings for the individual section features

Q12. Logging

☐1 / ☐2 / ☐3 / ☐4

Q13. Scanning and paying

☐1 / ☐2 / ☐3 / ☐4

Q14. Checking the list

☐1 / ☐2 / ☐3 / ☐4

Q15. Whole process

☐1 / ☐2 / ☐3 / ☐4