**CSIS 3175-002 PROJECT PART A: PRELIMINARY REVIEW**

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**GENERAL INFORMATION**

APP NAME: Transit: Real-Time Transport

VERSION: 4.1.3

DEVELOPER: Transit App, Inc

LAST UPDATED: January 12, 2017

DOWNLOADS: 1 million+

PLAY STORE RATING: 4.2 Stars (32,725 Reviews)

Transit: Real-Time Transport, or just Transit, is an immensely popular trip navigation app whose main features includes real-time tracking of transit vehicles, support for the transit systems of over 125 cities, and one-click planning of trips.

**Usability (35)**

As its popularity would suggest, the Transit app is quite easy to use, with many intuitive features to help new users get started.

Like many modern navigation apps, Transit uses the popular Google Maps API to display locations. Due to the prevalence of Google Maps, most users are familiar with its look and feel, allowing even first time users of the app to quickly get their bearings.

<image of Gmaps>

The one complaint that can be raised with this however is that on the overlay the app uses to display bus and train lines, the symbol for train stations is very small and does not scale with the map’s zoom level; which could cause confusion for newcomers to the Vancouver area who may not know the actual locations of the stations. This issue with the small and potentially unclear icons is an issue that is common throughout the app.

Perhaps one of the strongest points of the app is its trip planning ability. Assuming that the phone’s location tracking option is enabled, the user simply needs to select the line they wish to travel on, and then select the station they wish to get off at. The app will then calculate the schedule and notify the user when to get on/off the train. The map will also then update to track the user’s progress on the trip, with a trip itinerary complete with estimated arrival times for each station along the way displayed under the map.

<image of trip in progress>

The trip planning does have several weaknesses. Selecting the direction of the line at first was confusing, as each train line is represented as one button; for example the Expo line, which has trains going to Waterfront and Production-Way is only shown as the Expo Line, with the Waterfront train being the default selection. In order to the change direction, the user must swipe the button. This can be especially confusing as there is no prompt to do so, and both directions share the same colour.

The most glaring issue however becomes apparent when planning a trip that involves a line with multiple trains on the same track; i.e. the King George and Production-Way trains on the Expo line. Assuming the user was at a station such as New Westminster or Columbia travelling east-bound, there was no apparent way to select which train to take; the app making the decision for the user. To clarify, at one point the user could only select the westbound Waterfront train or the eastbound King George train; even though they may want to take the Production-Way train.

<image of bugged NW station>

A while later, at app on its own (with no obvious input from the user) changed the eastbound selection to Production-Way. Now the opposite was the case, with the user being unable to plan a trip to Surrey.

The app’s features are very easy to figure out, and would be suited for everyday use. The simplicity of the trip planning is extremely useful feature, with the map assisting greatly in visualizing the trip’s route. Despite this, the bugs with certain lines bring down the score; the final score for usability being 28/35.

**Aesthetics (20)**

The transit’s app design is one of its strong points; the app overall having a very clean and modern look. Its selection of colours for the controls is bright and contrasts well with the white background of the app and of Google Maps.

<image of buttons>

The font-type used for the text is a sans-serif type that renders very well on the screen; this combined with the enlarged font-size for line names/numbers results in a readable UI that is clear and easy to understand.

The main complaint with the appearance of the app is that the screen can very quickly become cluttered with different information, notifications, and menus which can make navigation a nightmare. This is most readily apparent when a trip has already been planned and is in progress, and the user looks up the schedule for another line. The screen will then become filled up with the app’s header, the map display, the schedule view, and finally the plan notification at the bottom.

<image of clusterfuck>

**Responsiveness (20)**

* Fast?
* Location feature can be buggy; moving around on the map can cause buttons/options to “jump” or disappear
* GPS gets fucked through a tunnel
* Real-time name misleading
  + Skytrain icon on the map transitions very smoothly because it is based on the scheduled times, not actual vehicle location
  + Phone location very clearly is ahead of the “skytrain”

**Support (15)**

* No public changelogs
* Semi-active developer blog and twitter
  + Twitter does reply to people who are having issues
* Dev replies to some reviews to fix errors

**Additional Features (10)**

* Supports international cities/transit systems
* Bus support

>Final Conclusions