**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. 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.

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.

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. 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 usability score to 28/35.

**Aesthetics (20)**

* Bright selection of colours
* Good use of contrast
  + White backing for most of the app with large, brightly coloured buttons
* Large, readable font
* Clean, modern look
* Once a trip is planned, borderline of cluttering the screen with different notifications/screens

**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