# Hackney App feedback

Date: 14/04/14

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| No. | Urgency | Summary of comments by users, outlining the problem or suggestion | Suggested change or question, from Hackney | iOS response |
| 1 | 10 | A number of testers could not use the trial app despite owning relatively new Android/iOS smartphones. | Please can you let us know why this is – the older Galaxy models such as the S2 has an issue with being unable to click on the install app button in the browser (too old a model to install Chrome so had to use Opera).  We need to set out which phones are compatible with the app. Can we add backward compatibility for older phones? (as in Cycle Atlanta). | There were 2 testers that could not install on iOS, one has a 3G which is limited to OS6 and one has a 4 which can install OS7. OS7 is installed on over 87% of compatible devices going back 4 yrs. OS6 apps are no longer allowed in the App Store so OS6 devices cannot be supported. |
| 2 | 10 | Instruction page outlining how to record, resume trip, take photo etc | Can we add this? Perhaps using icons  Or just some basic copy – let’s people know that they can take a photo and resume. | Can be actioned, would need further details. |
| 3 | 8 | We should add a section outlining whether the user is a pedestrian or a cyclist | Add a pedestrian/walking option – once journey is complete.  I think this could be where someone walks a journey at the end of the journey they are able to say they walked in the wash-up questions – so a new question in there.  We think its important to separate out the walking people from the cyclists otherwise the data might get muddled up. Also some people have fed back that they want to walk around using it and identify routes to take and obstructions, etc. | Can be actioned, would need further details. |
| 4 | 10 | Experience level of cyclist at start of survey (when sex and age is asked).  This is key for analysis.  We also want this to be written once and then remembered, some users have reported that data has to be entered each time. | Add option for experienced,occassional haven’t cycled for a while, beginner.  So the possible options are –   * Experienced * Infrequent * Beginner | Can be actioned, would need further details.  Do we have examples of this reported bug? |
| 5 | TBC | Need for a journey planner before setting out  I’m not sure what this refers to – Laura/Anthony can you help? | Is it possible to add this in? | Will require a complete spec and is out of scope so is additional work & cost. |
| 6 | 10 | Issue with app shutting itself off during the journey. Is the emphasis on finishing the journey rather than resuming? | How can we address this? Is there an issue with the size of the ‘stop’ button being a bit large in comparison to other options?  We need to understand what is doing this – people say they are putting the phone in their bag so it could be triggered by movement – one of our sample had five journeys abandoned by this. Real-world users might not have that patience. | Needs explaining clearer.  Sounds like the auto complete executing, again would like a report on what circumstances produced these issues. |
| 7 | 10 | Ability to pause journey to take a picture and re-start journey. At present the user needs to start another journey after reporting an issue or upload photo after journey is complete. | Can we add a resume journey option so photos can be taken during the trip. (as in Cycle Atlanta)  This is one of those elements where we need to communicate clearly to the user – e.g. take a photo during the trip and resume cycling and the photo will attach to the location automatically. (see issue 10) | You dont need to stop your journey to upload a photo. Report has no affect on the route tracking.  Is it that the auto complete is executing while they are taking the photo, in which case yes we need to add Pause to the tracking options. |
| 9 | 10 | There should be an option to either complete the photo info on the issue there and then or to save some and complete later. | Can we look at an ‘edit and save option’ and complete later?  This is a similar thing to the issue above, to spell it out better –  We need to be able to track the journey > pause > take a photo > complete info of what we see > resume > finish journey > edit info of the photo we logged  Alternatively a work-around could be (explaining upfront the workflow) cycle > pause > take a photo > resume > finish > edit info of the photo we logged | Will require a complete spec and is out of scope so is additional work & cost. |
| 10 | 10 | Does the GPS pick up the problem location? | Can the photo automatically locate where the photo was taken so user does not necessarily have to locate where pot hole was (this applied if user uploads photo at end)  There is an icon in the top left corner that you press, but the map doesn’t work – wondering if that is supposed to provide that functionality.  Also, can’t it pick up the GPS via the photo because the GPS will be turned on on the phone. | If the location is embedded in the photo’s exif data then it will be used for the photo location view or can be adjusted manually by the user (for non embedded it will default to the current location)  Needs explaining clearer, Android issue?  Needs explaining clearer, Android issue? |
| 11 | 10 | After uploading a photo it asks whether you wish to upload another. (The only way to avoid this is to hit the back button). In addition to this, it should also have an option to say ‘resume trip’.  And if you hit the back button you get ejected from your trip. | As above.  Similar to a lot of the issues that are wrapped up in this one. | Needs explaining clearer, Android issue? |
| 12 | 7 | The options and categories for uploading photo takes a long time to load or doesn’t load | Make sure the categories do load quickly. | Needs explaining clearer, Android issue? |
| 12 | 10 | The option for ‘good practice’ or ‘problem’ – change wording | Should refer to ‘Good example’ rather than ‘good practice’. Delete other options so only good example, problem, misc  This is a key one to spell out properly – there are too many ways of classifying an issue – we want there to be only a few and not two levels which is confusing. Plus people will be writing in free text.  The categories we want are more plain English –   * Obstruction * Safety issue * Road surface issue * Potholes * Dropped kerb * Cycle parking * Other | Can be actioned, would need further details. |
| 13 | As above | The categories for reporting issues are a bit cumbersome. There are far too many and vague categories under the ‘features’ option. | Consider streamlining this to the following categories ‘potholes, ‘road surfacing issue’ ‘safety issues’ ‘obstruction; ‘dropped kerb’ ‘cycle parking’ ‘other’ – happy to discuss  Same as above | Can be actioned, would need further details. |
| 14 | 10 | There are some limited reports of inaccurate mapping of routes. | How can resolve this? Is it a glitch in the user’s phone/GPS? | GPS is not always accurate, location circumstances can affect accuracy considerably (ie tall buildings, weather, signal strength through clothing, bags etc) |
| 15 | 8 | Sometimes mapping takes ages to download- especially when zooming in. | How can we address this given the level of detail on the map? Is this simply an issue for individual phones?  Mapping is a key part of the app. | A data speed issue, what connection did these people have when this occurred? This is also a limit of the image based tiling system in place which requires more data than vector based tiling. |
| 16 | 8 | Add average Calories burnt, Average Speed, etc in the journey summary. | Add calories burnt at a minimum. | Will require a complete spec and is out of scope so is additional work & cost. |
| 17 | 9 | Can we add an aggregate total since user started using the app.  (not included in the priority score) As a further feature potentially a weekly/monthly report on total distance covered. | An option for total miles cycled?  Is it possible to only display the last 4 journeys and total journeys  This will be needed when we include the gamification/incentive  We think the total miles and recent journey summary aspect is important because people will want to see they are making progress and adds to engagement. We will also be giving out prizes for the most miles clocked, etc | Will require a complete spec and is out of scope so is additional work & cost. |
| 18 | 7 | Can an individual user download his/her own journeys? | This is a nice to have – but the keen users want it to do it | Will require a complete spec and is out of scope so is additional work & cost. |