

Interação Pessoa-Máquina
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Transit Pass Application

Stage 1: Project proposal



Authors:

54982, João Arvana
55261, Rodrigo Félix
55584, Inês Simões

Lab class Nº P3

Group Nº 18

Professor:
Teresa Romão

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Problem Description

Everyone that uses public transportation on a daily basis has forgotten their transit pass at home at least once. Sometimes, just as people are about to catch their means of transportation, they realize that they forgot to renew their monthly pass or even buy their ticket. Other times they have trouble finding the timetable of the transport they want to catch to know when the next one is coming. It's even worse when, at the start of every year, lines accumulate and it takes hours to renew the 4_18, sub23 or discounted pass profile.

These are problems that we, as people who also deal with this, would like to fix.

Project Goal

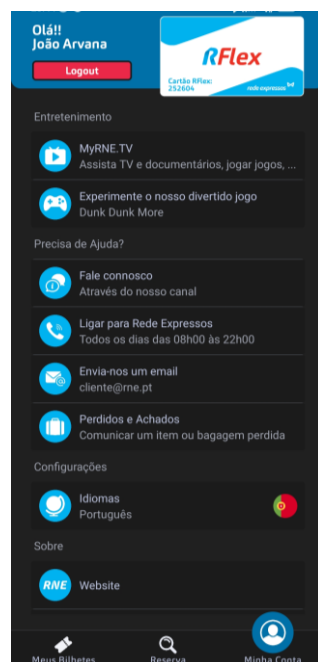
Our goal with this project is to make everyone's life easier by creating a mobile application to deal with these problems – by doing so, the only thing needed to fix all these problems is a phone.

Forgot transit pass at home? Use a QR Code. Forgot to renew pass or buy tickets? Pay your fare on the app. Don't know when your means of transportation will be arriving? All the timetables are a click away. Need to renew your pass profile? Upload the documents so that the operators take care of it. Anything that's time-consuming can be resolved with an added functionality to the application.

Target Users

The people who will benefit from our application are people like us, who use public transportation on a daily basis. This target demographic includes mainly students and workers but it's also useful for people who'd just rather use the bus than a personal vehicle.

Comparison with other Applications



One of the most used portuguese transit applications is “myRNE”. While the application has the basic needed functionalities and is generally intuitive, we feel that there are some design changes that could be made, the most important being that the bought tickets should be in the front page to easily show the driver. Besides that one major flaw, the content in the “My Account” tab doesn't relate in any way to the user's account besides the log out button, which is awfully placed and colored, making it error inducing.

In our project, we intend to fix these design issues by making the ticket/pass the major focus and main screen of the app, providing easy/fast access to it. We would also better label and separate the features as to not cause any confusion with what you can find in each screen.