Would you be interested in an app that tracks bus locations, would you use it?

***Yes. I think that would be a good idea. As a parent, sometimes we worry about our kid and sometimes busses do run late. It would help parents to keep track of all of it.***

-What device do you use (Android/iOS)?

***Android but I also have an iPad I use as well.***

Are you currently using, or are you ok with using social media?

***I use Facebook.***

What are your current favorite apps on your phone?

***YouTube. I use it to look at a lot of how to cook videos.***

Are you comfortable using an app?

***Yes.***

What features would you like to see from such an app?

***I’m not very good with technology. I usually ask my kids to help me with apps when I don’t know how to use it so biggest thing would be easy to use and easy navigation.***

Have you used an app for public transit in the past? What did you like/dislike about it?

***I’ve never used any app for public transit.***

How long have you been using the bus transportation system as it currently is?

***I’ve used the school bus transportation for my children for the past 18 years.***

-What have you liked/disliked about it?

***I like it simply because it takes my child to and from school every week day.***

How often do you use your phone on an average day?

***Not often. I use my phone to only phone call and text.***

Interview with Duong Nguyen

Mrs. Nguyen is a mother of four with two children currently in middle school. She has had experience with having her children take school bus transit for the past 18 years. For this interview, we asked her questions pertaining about cell phone usage and apps she regularly uses, and thoughts about a school bus transit app.

Our first questions were about what devices she uses and for how often each day. Her response was that she uses an Android smartphone as her primary device, but she also does have an iPad that she uses as well. She states that she doesn’t use her phone very often and mainly uses it for phone calls and texts. The next question we asked was what her current favorite apps are that she uses, and she replied that she likes to use YouTube to watch a lot of cooking videos to cook at home. Mrs. Nguyen also said that she sometimes uses Facebook as well.

The next few questions we asked Mrs. Nguyen were about her experience with transit, more importantly, school bus transit. She replied that she liked the school bus transit because it simply took her children to and from school every weekday and really had no complaints about it. We then presented the idea about a mobile app that tracks school bus location and her general thoughts about it. She then said that she thought it was a good idea. As a parent, sometimes we worry about our kid and sometimes buses do run late. It would help parents keep track of all of it. She said that she would use such an app if it was available. Lastly, we asked her if she had any features in mind that she would like on this presented app. She replied that she wasn’t very good with technology and must have her kids help her with things she doesn’t know how to use. The biggest thing she would like to see would be mainly quality of life features such as making it easy to read and understand, easy to use, and simple to navigate.