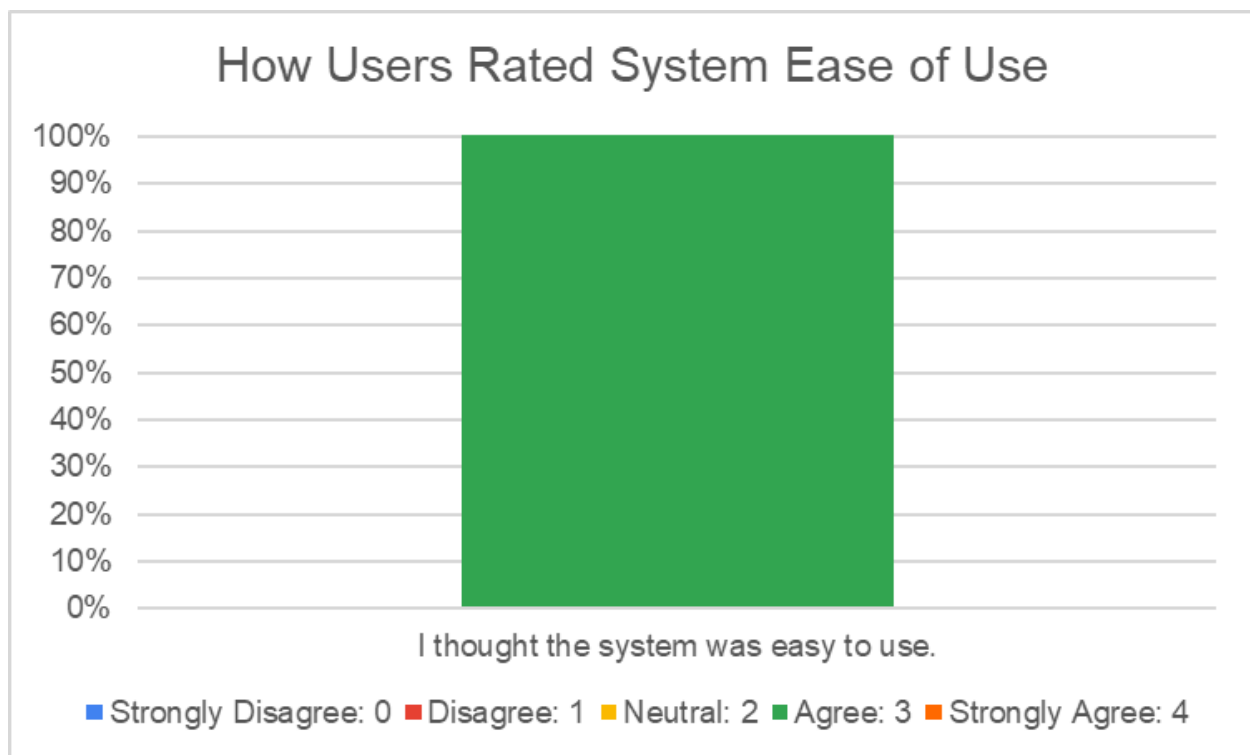


Note: While we attempted to use SUS results as a quantifiable measure to identify trends in our test results, we only conducted testing with 3 users. Overall scores were surprisingly high, with most questions receiving similar ratings from each participant, making it extremely difficult to analyze the results meaningfully through charts.

What were the most interesting things you found from user testing?

- Some users rely on shape rather than color to identify application states, suggesting color alone may not be an effective visual indicator
- Users had no difficulty reading small text, likely due to the age demographic of our test group



Despite initial concerns about text size, all participants rated the system as easy to use (see the Chart “How Users Rated System Ease of Use”), indicating that text readability did not negatively impact usability as anticipated.

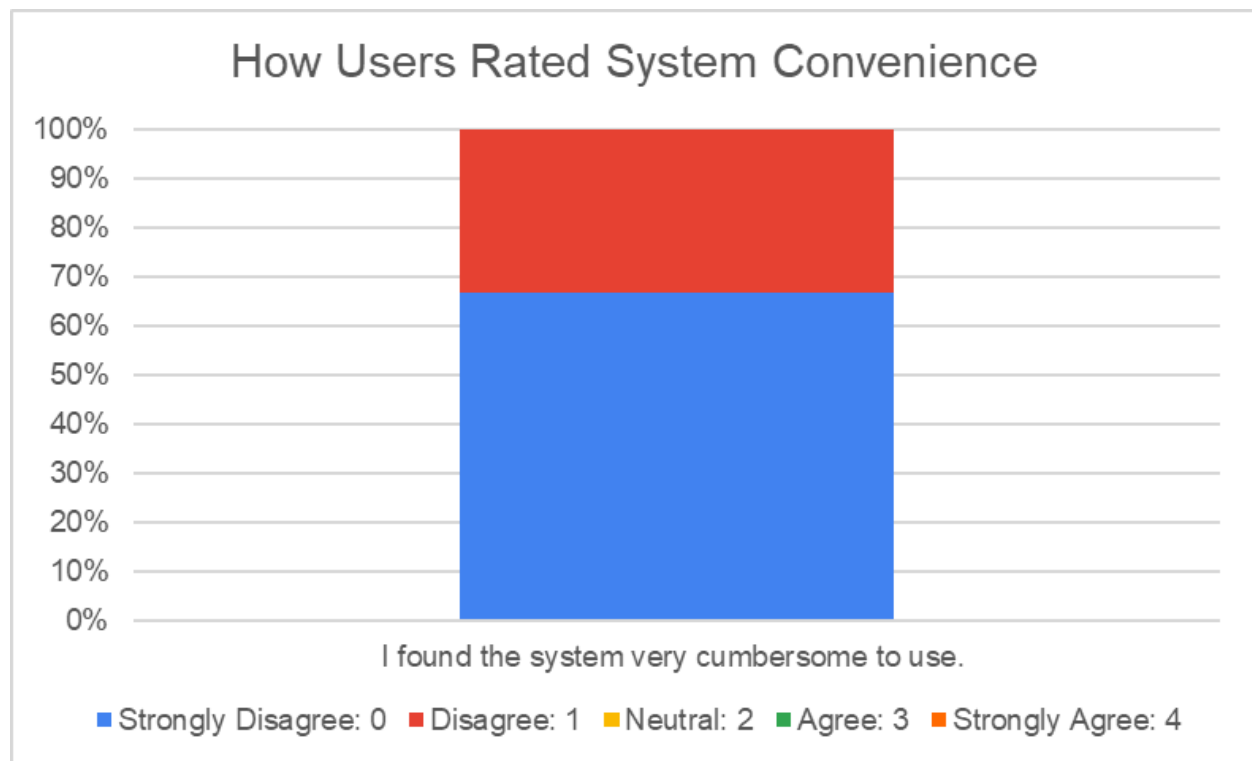
- No users initiated route searches using the route button in the tab bar, indicating potential discoverability issues, or just search bar is really noticeable
- One interesting trend that occurred from our form responses is that when asked “What did you like most about the system? Why?” All testers brought up the share link functionality for routes. This consistent preference for the share link functionality suggests that users place a high value on features that invoke social connectivity, indicating it may be a key strength to prioritize for future development.

What did you learn from conducting the user testing?

- **Running the test revealed that tasks need clear, focused objectives rather than open-ended instructions, which created confusion for both facilitators and users**
- **Each task should target specific, concrete aspects of the interface to enable clear verification and identification of issues**
- **From conducting tests we learned about the value of user feedback from outside of the development group. There were quite a few areas that were brought up by testers for improvements that the team had overlooked, highlighting the importance of both internal and external user testing.**
- **Conducting tests also showed the importance of having multiple types of feedback input. Oftentimes there was verbal confusion that occurred during the testing that users did not write about in the feedback form. This also worked the other way round as well with testers mentioning in the form features that they liked that we did not here them express much interest in during the test.**
- **Mock tests can be a very important contribution to improving testing. As a group we ran a mock test among ourselves. During the mock test, we had several moments where we had to stop to pause, and question the process for how things should be run. Because of this mock test we were able to improve the quality of the actual tests but also make testing more consistent as all members were present during the mock.**

What were the most significant results you found from user testing?

- One user completely skipped the transport mode filter, either forgetting the requirement or not noticing the option, indicating a potential discoverability issue with essential filtering features
- Users expected alerts to be route-specific when accessed from route information, but the system shows all alerts, reducing the relevance and usefulness of alert information
- The search bar positioning creates thumb reach issues on mobile devices, potentially impacting core functionality for the primary use case



While we received feedback confirming accessibility issues with search bar positioning, and agree these thumb reach problems exist, the SUS scores suggest users did not perceive this as a serious usability barrier. However, all our testers were healthy young users, and results may differ significantly with a broader range of participants including users with different physical abilities or device usage patterns.

- **Users expected text size settings in general settings rather than accessibility, suggesting the information architecture doesn't match user mental models**

Proposed Possible Prototype Updates after User Testing

1. Implement contextual button states.

Disable/hide arrow button until route is selected, or add visual emphasis to route cards when selection is required.

- + This will allow users to understand when input is needed and what components may be clickable or further discoverable

2. Make the filter button more prominent, possibly combine icon and text or increase button size.

Combine the icon and button together to make the button more prominent on the screen and extend the button background to underlay both elements.

- + This makes the filter button more prominent and combines the filter button with its icon to prevent confusion ('are these two different buttons or the same one?')

3. Enhance toggle visual design with stronger non-colour indicators (e.g., text labels "ON/OFF" or more prominent check states).

Label the filtering options (transport, accessibility) with on or off on the button when selected. When selecting a Preference, add additional "Selected" text to the side of the selection.

- + This can make the clarity of what's being selected more precise, especially for those that may have accessibility issues (such as color blindness, etc.)

4. Implement visual route overlay on map during navigation mode.

5. Add tab bar in route screen or provide quick home access from all major screens.

ABCD

6. Consider moving text size to general settings or provide cross-references between settings sections.

ABCD

- 7. Make the Apply button more prominent or provide clearer visual hierarchy in settings screens.**

ABCD

- 8. Filter alerts to show only those affecting the currently selected route and its stops.**

ABCD

- 9. Relocate search bar to bottom of screen or add floating search button within thumb reach zone.**

ABCD