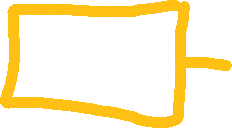
Graphical user interface, application

Description automatically generated with medium confidence



Here the user is given two options – to learn more. This pop-up information could potentially affect that user, or this information could be useless to a user so they can easily dismiss the information.

In addition to this, the user cannot remove the pop-up without clicking dismiss. This is significant because a user may be in a rush and potentially miss the information. This stops any accidental miss clicking from occurring – useful to all.

Occasionally first bus app will have pop-up information when you first load up the app, this is useful for all. For example, they recently had a pop-up reminding people to wear masks on public transport.

The layout of the information is clear and easy to read due to the hierarchy. This is good design and important information is highlighted or in bold.



Graphical user interface, application

Description automatically generated

Get the latest news of travel. If clicked this takes the user to a website stating all the changes. For a retired person or someone who may not be familiar with technology, suddenly changing screen could be quite daunting and they could easily lose track of where they were.

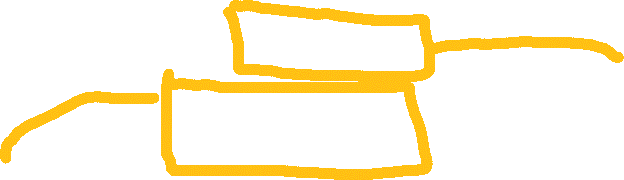


This is clear for most people; it can get confusing when location is not turned on as it will show multiple results.

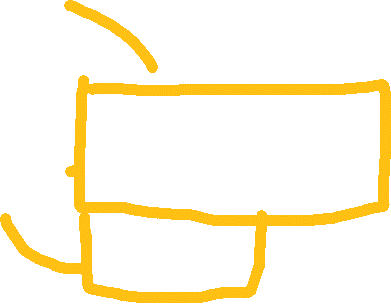
The map is not the most responsive and is hard to follow for anyone of any age. It is slow to tell you what angle you are facing. Not so clear as to where your start and end point is.



First bus logo is apparent on the front page. This makes the user aware of which company they are using.



Saved stops makes it easy for users who are frequent bus users pick their destination quickly. This can be effective for anyone any age as it enables people to quickly determine their destination without going through the destination bar every time.



Graphical user interface, application

Description automatically generated



Navigation Bar:

The navigation bar is confusing to all but from the perspective of a retired person it could be quite intimidating to look at.