

Usability

1. Description

Usability focuses on how easily users can interact with the system to achieve their goal—in this case, booking a metro ticket. The system was designed with a user-first approach to minimize errors, improve efficiency, and enhance user confidence.

2. Key Usability Features Implemented

1. Real-Time Fare Preview

- Fare is calculated instantly based on:
 - Source
 - Destination
 - Journey type
 - Number of passengers
- Users can view fare details before submission

2. Input Validation

- Passenger count accepts numbers only
- Mandatory fields enforced on client-side
- Alerts displayed for invalid inputs

3. Conditional Field Display

- Additional fields appear only when required
- Example: “Enter Payment Mode” appears only when payment option is “Others”



The image shows a form with a label '* Mode of Payment' in red. Below it are four radio button options: 'None', 'UPI', 'Card', and 'Others'. The 'Others' option is selected, indicated by a green dot. Below the radio buttons is a red label '* Enter Payment Mode' and a corresponding empty text input field.

Figure 2.3.1: Additional fields appear only when required

4. Reduced User Effort

- Auto-population of calculated values
- Reference fields for station selection
- Dropdowns instead of free-text input

3. Accessibility Considerations

- Clear field labels and tooltips
- Logical tab order for form navigation
- Read-only fields for system-generated values

4. Outcome

The usability enhancements ensure:

- Faster ticket booking
- Reduced user errors
- Improved user satisfaction
- Higher system reliability