FACULDADE DE CIÊNCIAS E TECNOLOGIA
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# Carris

## Stage 2: User and task analysis


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# Problem

Carris.pt is a website with public transportation informations in Lisbon, like timetables, network map and route simulator. Unfortunately this website is not too user friendly, most informations are unclear and unintuitive. User can search only for line number and area number.
Project main goal is to create new GUI for searching public transportation from points A to B. Next main goal is to display bus lines with more informations that helps user to search bus number more easier and faster.

# Users

Typical users that would like to use this website vary starting from kids, and teenagers, through adults up to elderly people. Because of that website should be accomodated in such a way, so that every user could find useful information in a simple manner, fast, without any problems.

# Tasks

1. Finding timetable of particular transportation type

   ***a. Objective:***

   Main objective is to make for user easily available option regarding search conditions of particular transportation type

   ***b. Pre-conditions:***

   Navigation bar with filters for selecting specific type of transportation should follow user when he/she scrolls down the page.

   ***c. Sub-tasks:***

   - Selecting appropriate filter
   - Clicking the search button

   ***d. Exceptions***

2. Finding specific bus stops / tram stops and their timetables

   ***a. Objective:***

   The objective here is to make available for users an option to search a bus/trams/metro stop and see departure times at specific locations.

   ***b. Pre-conditions:***

   Timetables for each transportation stops should not be available in a format of pictures or non-clickable pdf files but rather on a clickable links showing an departure time for specific stop.

   ***c. Sub-tasks:***

   - Selecting specific line
   - Selecting specific stop

***d. Exceptions:***

- If user doesn't select specific stop the default one would be visible ;meaning start of the line.

3. Find public transportation route from start to destination point
    a. ***Objective:***
    Showing route on a map connecting start and destination points using available public transportation lines.
    b. ***Pre-conditions:***
    Defined start and destination points by its address, or marking them on a map.
    c. ***Sub-tasks:***
        - Choosing the starting point
        - Choosing the destination
        - Choosing departure time (default to current time if not chosen)
    d. ***Exceptions***
        - User didn't point out one of required addresses
        - There's no route available from starting to destination point using available lines.

# Tasks scenarios

1. Scenario 1 - Searching for the way from point A to point B
    User looks for the fastest way from FCT/UNL to the airport in Lisbon, he doesn't know which lines should he take to get here.

2. Scenario 2 - Finding schedule of specific tram line
    User wants to go from Almada to Baixa. He knows that the tram line number that goes in this direction is 58, but he doesn't know schedule for it. He has to look for desired schedule in the system.

3. Scenario 3 - Finding near bus stops
    User lives near Alamada area and he wants to check all nearby tram, metro and bus stops along with all lines which use them.