

When(ish) is My Bus?

Matthew Kay, Tara Kola, Jessica R. Hullman, and Sean A. Munson. 2016. When (ish) is My Bus?: User-centered Visualizations of Uncertainty in Everyday, Mobile Predictive Systems. In Proceedings of the 2016 CHI Conference on Human Factors in Computing Systems (CHI '16). ACM, New York, NY, USA, 5092-5103. DOI: <https://doi.org/10.1145/2858036.2858558>

Survey 1: Domain Specific Requirements

OneBusAway Survey

* Required

How many times did you use OneBusAway last week? *

If you didn't use OneBusAway last week, how often do you use it in an average week?

What routes do you usually take? *

Please separate route numbers with a comma (e.g. 70, 71, 545)

How often do you try to answer the following questions with OneBusAway? *

Part A:

	Always	Very Often	Often	Sometimes	Rarely	Very Rarely	Never
When should I start walking to the bus stop to catch my bus?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Will I have enough time to do ____ before the bus arrives? (e.g. eat breakfast, grab coffee, write an email)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
If I leave now, how long will I have to wait at the bus stop?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Will I get to a meeting/event on time despite bus delays?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*

Part B:

	Always	Very Often	Often	Sometimes	Rarely	Very Rarely	Never
If I start running now, will I make the bus?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Is the bus coming soon, or should I just							

walk/bike/take
car?

☐☐☐☐☐☐☐

I'll be ready to go
to the stop in ____
minutes. Will
there be a bus
available?

☐☐☐☐☐☐☐

I'm bored. I'm just
checking
OneBusAway out
of curiosity.

☐☐☐☐☐☐☐

I missed my bus.
How long will I
have to wait for
the next one to
come?

☐☐☐☐☐☐☐

Are there any other ways you use OneBusAway that are not mentioned above?

What was your worst experience with OneBusAway's predictions? *

If the following information were available on OneBusAway, how helpful would this information be to you? *

Very helpful

Helpful

Somewhat
helpful

Not helpful

Not helpful at
all

The range of time
within which my
bus could arrive
(e.g. 2 to 5
minutes)

☐☐☐☐☐

The frequency of
buses at various
times (e.g. Route
49 arrives every 10
minutes from 4 to
6 pm, but every 1

☐☐☐☐☐

hour from 6 to 7
pm)

The likelihood I
will catch my bus
if I start walking to
the bus stop in
___ minutes

☐☐☐☐☐

The likelihood that
the predicted
arrival time will
change
unexpectedly (e.g.
Will the predicted
arrival time
suddenly drop
from 20 minutes
from now to 5
minutes from
now?)

☐☐☐☐☐

The likelihood that
OneBusAway is
showing correct
information about
whether a bus has
arrived, departed,
or is here now
(Sometimes
OneBusAway
claims a bus has
departed when it
is yet to arrive, or
that it is arriving
when it has
already departed.)

☐☐☐☐☐

Is there any other information you wish OneBusAway could show you about bus arrival times?

Submit

Never submit passwords through Google Forms.

100%: You made it.