Home Page

This is the first page users see. The main focal points are the two large buttons, one that goes to the report observations page and one that goes to the browse observations page. Underneath these, a few reports are displayed to highlight what is currently being reported and what has actually been fixed.

Top navigation and site search box are displayed on every page of the site. The login area at the top right is displayed on every page of the site unless the user signs in, in which case it disappears and a welcome message and log out button are displayed instead. Creating a new account can be done on this same page; a nickname field and a password confirmation box appear. System emails new users their passwords.

We had mixed results when asking participants if they would be willing to create an account. We made account creation optional, but observations created anonymously are available to admins only, not for public viewing.

Report Observation

This is where users create observations. Field for email is displayed only if user has not signed in. We chose not to include categories, since a report on previous thinkalouds stated that they had caused confusion. All fields (except email) are always displayed; thinkaloud participants were not confused by the inclusion of fields that may not be relevant to their particular observation. Marking fields as optional on the right was noticed by more participants than a previous version that had used asterisks to denote which fields were required.

Each route is displayed twice, once for each direction (i.e. "28X towards Airport" and "28X towards Downtown"). The route and stop fields are dropdowns that users can type in to filter the options. Selecting a route filters the stops that are available. This method of selecting routes and stops allows for some ambiguity (a user may select a stop but no route, leaving it unclear which specific stop, on which side of the street, is being referred to). We examined a number of methods of selecting stops, but these had accessibility difficulties and significantly increased the complexity of the page, while they would address a fairly minor problem.

Importance field defaults to 2. Text for "importance":
1: Great job!
2: Just wanted to let you know

3: Minor inconvenience
4: Major inconvenience
5: Stopped my journey

<u>Thank You after Report Observation</u>

This screen is displayed after an observation submitted. It has three versions:
1. User is logged in: Nothing is displayed after "Your report has been submitted."
2. User is not logged in, but system recognizes that email address entered on previous page belongs to a registered user: Text on left reads, "To have this observation linked to your account, please enter your password." and password field is displayed. Message on right reads "Your observation will only be visible to others if you sign in."
3. User is not logged in, and system does not recognize email address: Text on left reads, "To have this observation displayed on the site, please create an account." and displays nickname, password, and password confirmation fields. Message on right reads, "Your observation will only be visible to others if you create an account." and lists the other benefits of creating an account (subscribe to observations and routes).

When the user reaches this point, the system emails a confirmation with the tracking number to the email address provided.

Bus Buzz

Home   Report   Browse   My Account   About Us   [search]

Home > Search

Search

You searched for "_____"

Driver found lost wallet.
71D

Vandalized Sign
61C

Driver gave me directions
500

Bus did not stop
64A

Pull cord was broken
59U
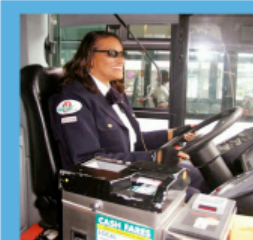
log in
[   ]
password
[   ]
☐ remember me
new account   sign in
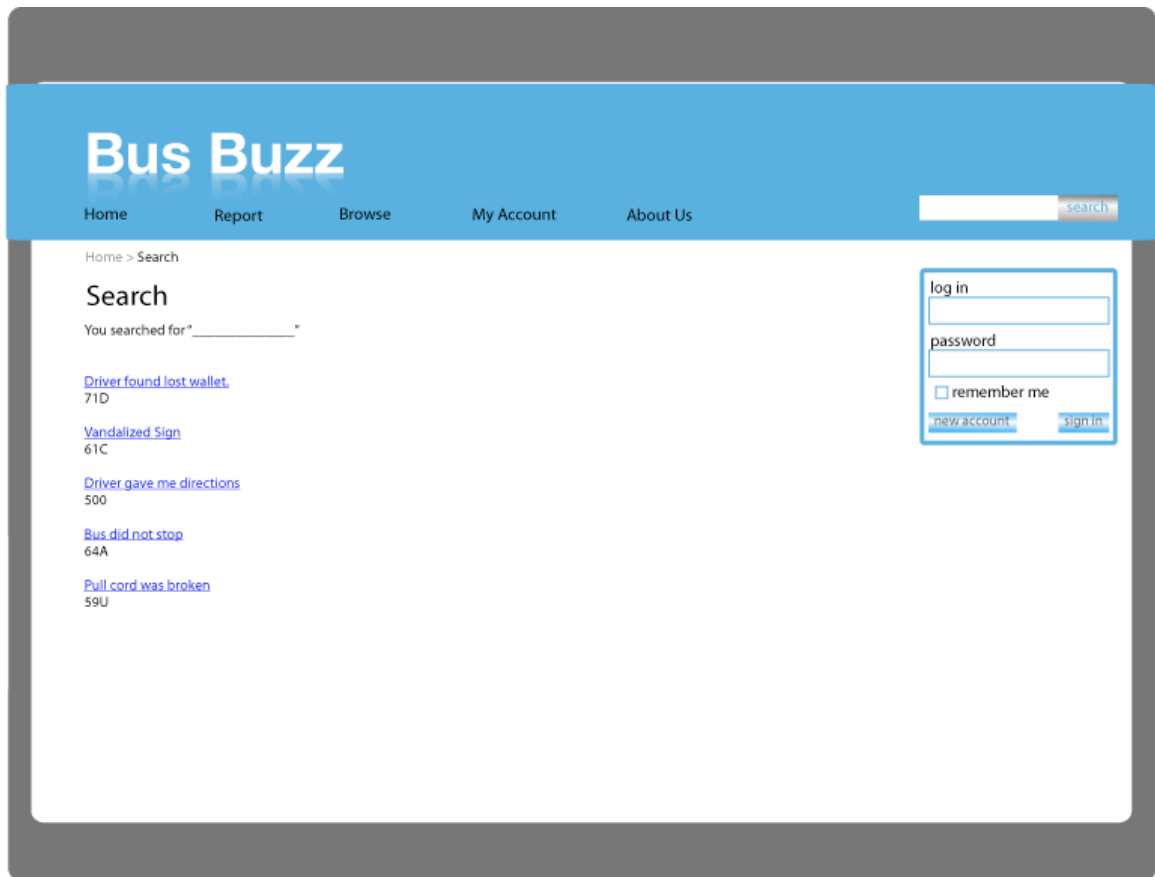
Search Results

This is the results page for the site search (top-right search box). Most search results are likely to be observations, since they make up the bulk of the site. For these, the observation title and route (if any) are highlighted in the result. This page searches observations as well as the text on the site (About page, etc.).

Browse Observations

This is where users look at existing observations. Initially, only the "Keywords" field and search button are shown, along with an "Advanced search" link. The reports table initially contains the most recently created observations.

Clicking "Advanced search" brings up the rest of the fields shown above. The route and stop fields are dropdowns that users can type in to filter the options in the dropdown.

Note: In results table, severity column should be named "Importance" and numbers replaced with text explanations.

Observation Detail

This page displays information about a single observation. All information recorded on the "report observation" page is displayed here, along with a status (to be updated by site admin or Port Authority). Users who are logged in have the option to subscribe to the observation, so it shows up on their account page. Users can comment on observations here.

Label for the "I saw this!" button is an open question. Participants in thinkalouds expressed confusion over the purpose of the button (intent is that a user who saw this incident can express their support without needing to write a duplicate report). Once it was explained, they liked the purpose of the button, but "I saw this!" did not convey what it would do. One participant going through a scenario involving broken glass at a bus shelter thought the button was asking if he had seen the actual accident that has broken the glass. He tentatively suggested, "I saw this, too!" as an alternate label.
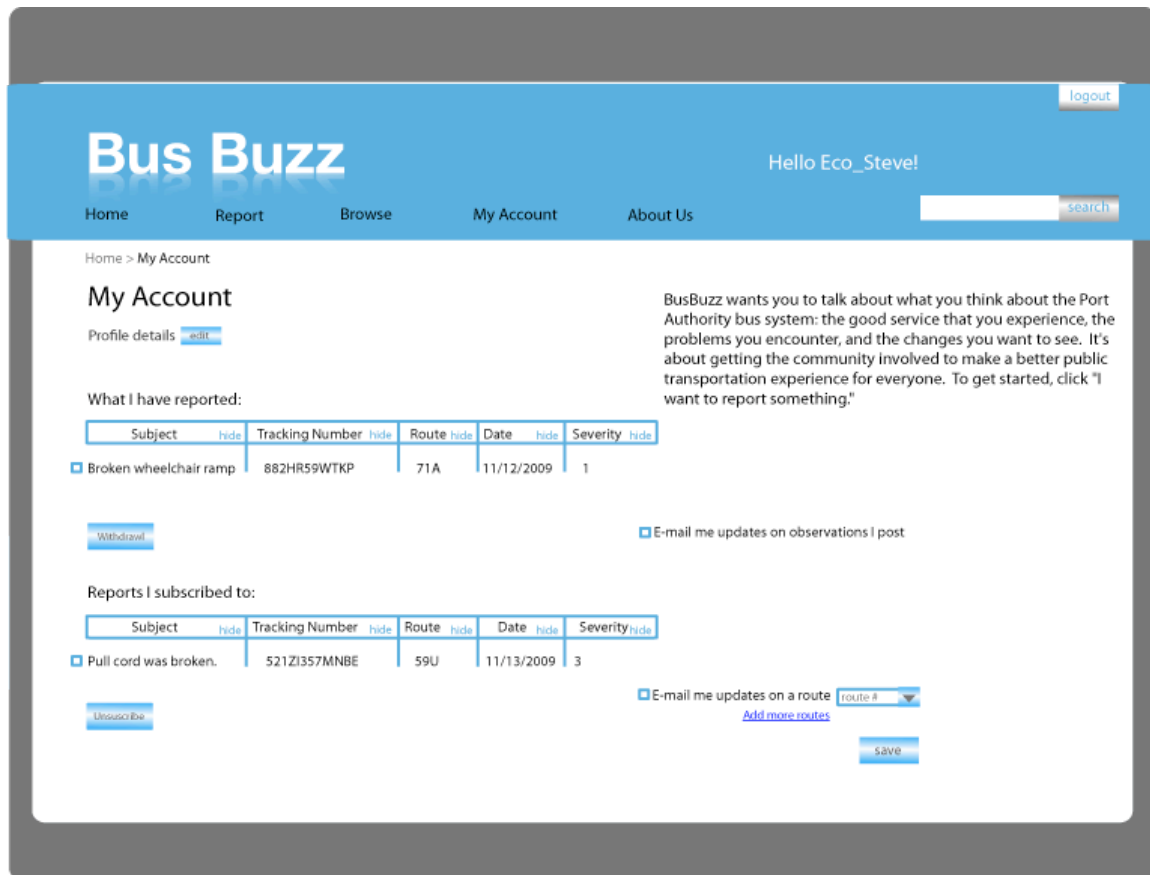
Account (View)

This page is for users to edit their personal information and take advantage of the benefits of having an account. Reports that this user has submitted or subscribed to are displayed here; email updates on these reports are optional. From this page, users can withdraw a report they have made, so it remains in the system but is no longer publicly visible. Lastly, users can choose to subscribe to a route or multiple routes; they then receive email updates on any observations reported for those routes. This feature was favorably received in thinkalouds.
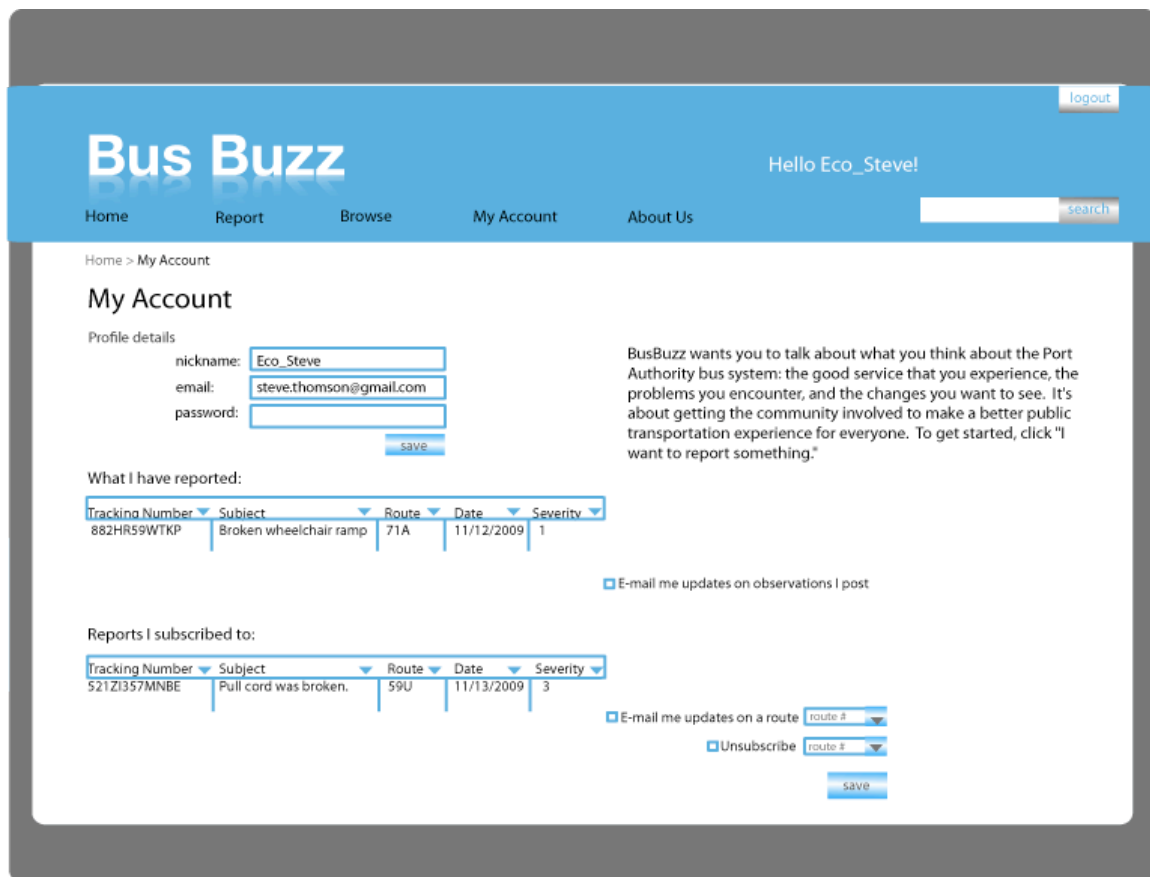
Account (Edit)

To reduce clutter, fields to edit user information are not initially shown on account page. When user clicks on "edit" button (see previous screen), fields to allow changing nickname, email, and password appear. This page should also have a password confirmation field.

Bus Buzz

Home   Report   Browse   My Account   About Us   [search]

About us

BusBuzz wants you to talk about what you think about the Port Authority bus system: the good service that you experience, the problems you encounter, and the changes you want to see. It's about getting the community involved to make a better public transportation experience for everyone. To get started, click "I want to report something."

Benefits of an Account:
- Observations posted
- Generate Buzz

About

This is a static page with background information about the project. It gives users a way to contact admins with feedback about the site. This is also the place to state that this site is not an official Port Authority project. We experimented with having that information on the front page but found that some users were turned off from reporting at all because they were immediately warned that the site was not run by Port Authority.