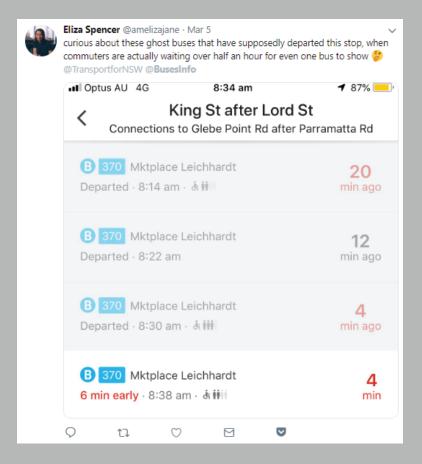
# Appendix

### Online ethnography data





M\_ar\_k, 01/07/2017

#### Good app but real-time bus updates could be better

This is a great app but the real-time updates can be delayed for Sydney buses. Quite a few times of gotten to the bus stop 2-3 mins before the estimated arrival of the bus based on what is indicated on Trip View Lite only to find that it has been and gone. I've now learnt to get to the stop at least 5 mins beforehand. I have seen that this happens with the paid version of the app too. This may be a problem with GPS info being sent from the bus rather than a Trip View issue.



#### A Google user

\* \* \* \* \* March 8, 2019



Pros: Quick to check services for trips you have configured. Dev highly responsive to data or route logic issues. Cons: sometimes realtime data quality is bad (buses not being where expected - \*not\* due to not all buses having realtime data) Poor for casual use - if you are near a number of bus stops that you \*haven't\* already configured trips for, and want to quickly check what buses are coming to each, you can't use this app. This last point only gets more and more annoying with time.



Alex Porter Why don't all your buses have real time data? Must be great to get paid & not be accountable!



0

Like Reply 5w



### Online ethnography data



#### Cynthia

\* \* \* \* ★ February 27, 2019



This app would be great if it was accurate. It will tell me the bus is running 11 minutes late, when that time has passed the app will tell me the bus arrived 6 minutes ago even though it hasn't shown up. Meanwhile I would have been waiting at the stop well before the bus was actually due.



**Rex Hatton** Your bus timetable and trip planner do not work. The 348 to Joyton Ave was 6 minutes early and we missed it and the necessary connections. This is not the first time your time table is wrong.

Like Reply 10w



0

- ♠ PathToNetWorth 78 points · 5 days ago
- My first time in Sydney's buses I thought I was on holiday in Morocco.

Seriously... the way they accelerate and brake...

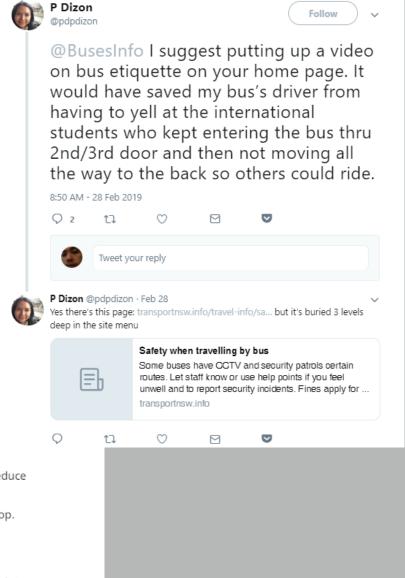
- Reply Give Award Share Report Save
- ♠ The7thNomad 35 points · 5 days ago · edited 5 days ago
- Buy a bus ticket, get a roller coaster ride!

I almost went face-to-glass Harry Potter style yesterday from the bus driver

- Reply Give Award Share Report Save
- ♠ PathToNetWorth 33 points · 5 days ago
- Sometimes I see an add about injuries in public transportation and how we need to check our surroundings to reduce that.

I'm pretty sure most of it comes from bus drivers trying to beat their personal 0 to 50 km/h record at each bus stop.

- Reply Give Award Share Report Save
- ♠ Jerri\_man 6 points · 4 days ago
- I've also seen a number of elderly people almost thrown off the seat, as the driver accelerates just as they touch it.
  - Reply Give Award Share Report Save



## Online ethnography data

Π

Carina Truza We need opal machines at major bus stops! Dee why

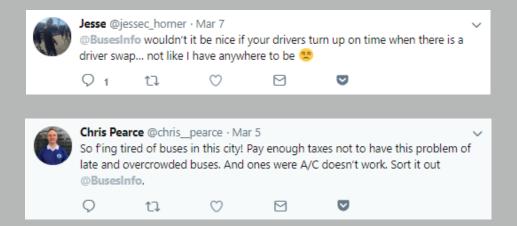
nsw b1 busstop today Sunday at 5.30pm.. I had no access to

Coles and Woolworths both don't do opal! Newsagents was shut and the tabbacco shop! How do you expect to run this system without access to tickets! You need to implement machines like in

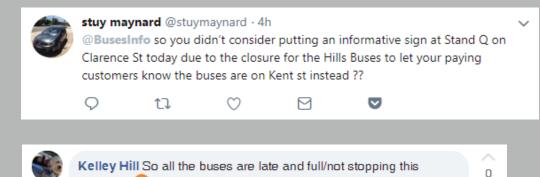
getting opal card! In the heat i ran shop to shop-

Queensland!

Like Reply 5w Edited

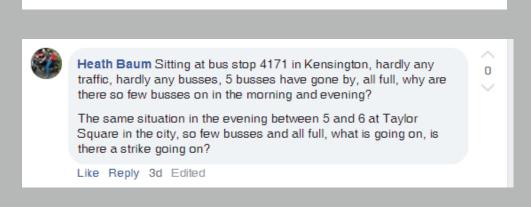


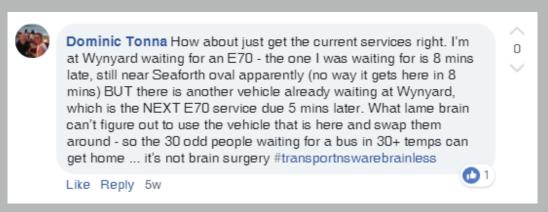




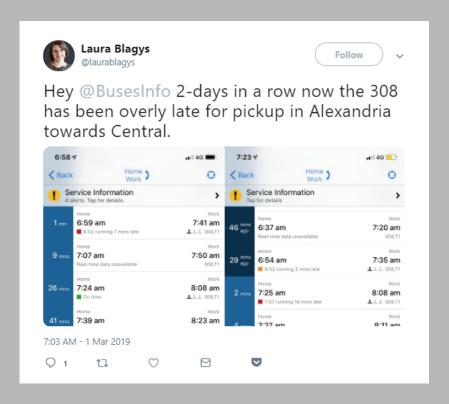
week??!!

Like Reply 4w





#### Online ethnography data



and powerful).

Reply Give Award Share Report Save

