

Usability Testing Results - Transit App

Participant Profiles

- Sam, 29, commuter who uses different lines daily.
- Priya, 35, parent juggling morning school drop-offs.
- Marcus, 41, neurodivergent user who values clarity and predictability.

Usability Study Results

Key Alert Screen

"I want to stop the alarm as soon as I hear it, without taking me off the GPS screen."

"Why not keep the station or location in the key alert screen?"

Issue Identified:

Users are frustrated that stopping the alarm removes the GPS visibility. This interrupts their ability to confirm arrival location in real-time.

Proposed Solution:

Add a 'Stop Alarm' button that keeps the GPS screen open, with a second icon to return to Home manually. Also display destination info on the Key Alert Screen.

Loading Screen

"Sometimes I would want to know how approximately much time is left."

Issue Identified:

The lack of an estimated time during loading creates uncertainty, especially when traveling or switching routes.

Proposed Solution:

Include an estimated time indicator (e.g., 'About 10 seconds left') next to the loading bar.

Home Screen - Train Input Bar

"Sometimes I'm hopping on different trains to one destination."

"I might even decide to travel to a different station before I begin my journey."

Issue Identified:

The term 'Enter Train' in the input bar causes friction for users who prioritize destinations over specific train lines.

Proposed Solution:

Change placeholder to 'Enter Station' to align with user goals and support flexible routing.