

APPENDIX B

Reviewing and testing third party Transport Apps for Gloucestershire

Method

Step 1 : a list of possible apps that may be suitable to be tested was compiled

- List was compiled via a basic search for appropriate apps available on the 'Google Play Store'.

Step 2 : all apps on the list were researched for basic requirements

- Does it cover Gloucestershire
- Does it show all services running, i.e. it is not linked to one operator nor company in any way
- Is it free to download

Step 3: resulting apps that adhered to requirements (Step 2) were downloaded by an ITU member of staff, to check that they downloaded and opened correctly, that the app was functional.

- Roughly seven apps were downloaded for this check

Step 4: The resulting five apps were selected, thus selected to be tested by the volunteer group

Step 5: Email was sent requesting volunteers

- Eight GCC 'Digital Smarties' staff volunteered to complete the app questionnaire

Step 6: Instructions (Annex A) were sent to the volunteers, along with the score sheet (Annex B).

Step 7: Score sheets were returned by email and the results analysed in MS Excel.

Results

Busradar	Moovit	UK bus checker	Whiz	Traveline SW
27.36	62.69	46.77	50.25	48.76

Table 1: Percentage score : Where all positive scoring on all apps adds up to 100%, the proportional scoring for each app is represented above. Thus Moovit is the most popular app, with a 62.7% score out of 100%.

Busradar	Moovit	UK bus checker	Whiz	Traveline SW
0	4	1	0	1

Table 2: Tally of positive comments: When asked to provide any comments (whether good or bad) Moovit gained the most positive comments. (Busradar got the most negative comments. 'Negative' tally not shown).

ANNEX A
Instructions

Dear [Name],

Thank you for volunteering to assist ITU with our review of bus apps. This is so we know what is already available (free to use), if these options work well and what could be better.






Please find attached your score/answer sheet.

Due to the number of volunteers/number of active apps available, it is best that we please ask all volunteers to review all the apps. There are five of them, see the list at the bottom of this email. Please spend about 5 minutes using each app. Please can you review all the apps (you could make notes to remember each one?) and then fill in the attached, as this will allow for an informed comparison.

This process might take longer than the time I originally estimated – I do hope you'll be able to assist. If you'd prefer to spread out the testing over two sittings, that's fine (though one sitting remains the ideal – we believe it will give a more accurate data set, and it might be simpler for you).

The deadline for you to return the attached to me is the 3rd of August (5pm). If you need more time please do let me know.

List of apps in alphabetical order:

Busradar	
Moovit Bus & Rail Timetables	
UK Bus Checker	
Whiz UK Bus Times	
Traveline SW	

ANNEX B
Score Sheet

Dear [Name],

*There are five apps to review. Please spend about 5 minutes using each app. Please can you review all the apps (you could make notes to remember each one?) and then fill in the below. Completing this in one sitting is ideal but it's absolutely fine if that is not possible. **Please feel free to type as much information as you like below, this word document can be as many pages as needed.***

- What is the operating system of the phone you used for all five apps?
 - iOS
 - Android

Other; please specify :

- Please **score** the five apps in the following categories, and answer the questions (where 1=excellent, 5=terrible, i.e. the best possible score would be scoring 1 in every category)

Category / Question	App 1 : Busradar	App 2: Moovit	App 3: UK Bus Checker	App 4: Whiz	App 5 : Traveline SW
<u>Appearance</u> i.e. layout, colour, font, images, logos, symbols used	Score :	Score :	Score :	Score :	Score :
<u>Performance</u> i.e. response time & correct functioning. Is the app working as expected? e.g. new pages load as expected, commands work well (no bugs)	Score :	Score :	Score :	Score :	Score :
<u>User friendly</u> : is it intuitive to find the information you are looking for? <u>Navigation and clarity</u> : ease of finding information, and that the information is understandable. e.g. page titles are clear & accurate, buttons / tabs where expected	Score :	Score :	Score :	Score :	Score :
<u>Functionality</u> : is there a good range of information, number of pages and 'searches' within the app for available	Score :	Score :	Score :	Score :	Score :
<u>Extra functionality details</u> : Please provide any details e.g. link with google maps as well as integrated map? Optional links to other useful apps?	Details : Score :	Details : Score :	Details : Score :	Details : Score :	Details : Score :
<u>Accuracy</u> <ul style="list-style-type: none"> • Please choose a bus service/bus number in Gloucestershire and look up the <i>standard bus timetable</i> (i.e. not live bus timetable) for this service up on the app. • Please also look up the same bus service/bus number at http://www.travelinesw.com/ - you can use the route timetables page. • Please cross reference the two accounts of the timetable & score how accurate the app is in matching Traveline SW. Score : 1 = both timetables are exactly the same, 5 = the timetable on the app is quite different from that on Traveline, and <i>different in multiple places</i> , i.e. 5 means that it is obvious that the timetable data that was returned to the app is of low quality.	Score :	Score :	Score :	Score :	Score :
Does this app use advertisements?	Y / N	Y / N	Y / N	Y / N	Y / N
If there are advertisements, are you given a chance to remove them? If yes, and this option has a fee, please note down the cost.	Y / N £X	Y / N £X	Y / N £X	Y / N £X	Y / N £X

- If you were going to use one of these five apps, which would you download?
- Any feedback / comments: