

## Passio GO! App Redesign

### **Breakdowns Identified**

The Passio GO! app is a transportation app that tracks shuttles used by different agencies, including Columbia University. There were several breakdowns identified while using the app.

Here are a few:

1. Some color choices make it hard to read text, especially on the “Stops” and “Routes” screens.
2. The button layout on the “Map” screen makes it hard to see all of the features and some buttons have confusing icons.
3. Unnecessary space is taken up by the title and menu bar at the top of the screen which could be used for more relevant information.

### **What worked well in existing interface**

What worked well in the existing interface was that 1. It was easy to get a broad overview of the shuttle system due to the “Map” screen which showed the current routes selected with live tracking of the shuttles; 2. It was easy to find the most relevant routes and stops quickly since the stops were sorted by distance and listed what routes pass through the stops by color; and 3. The app was easy to navigate due to the persistent menu bar at the bottom of the screen which provided guidance as to the different pages on the app and a quick way to get to each.

### **Major Changes**

One major change I made was I moved around the buttons on several different screens to make options more understandable and intuitive. For example, the buttons on the “Map” screen were grouped together instead of being on all four corners of the screen. Also, the persistent

hamburger menu was taken off the top of the screen and added as a separate tab on the bottom menu bar.

Another major change was making the app more visually and physically accessible by taking out colors in places where they have low contrast with the text and making them more prominent in places where they are used to recognize a route without having to read its name. I made the app more physically accessible by turning some of the dense lists into larger, easier to understand, more clickable boxes. This is important so that those with visual or motor impairments can still use the app.

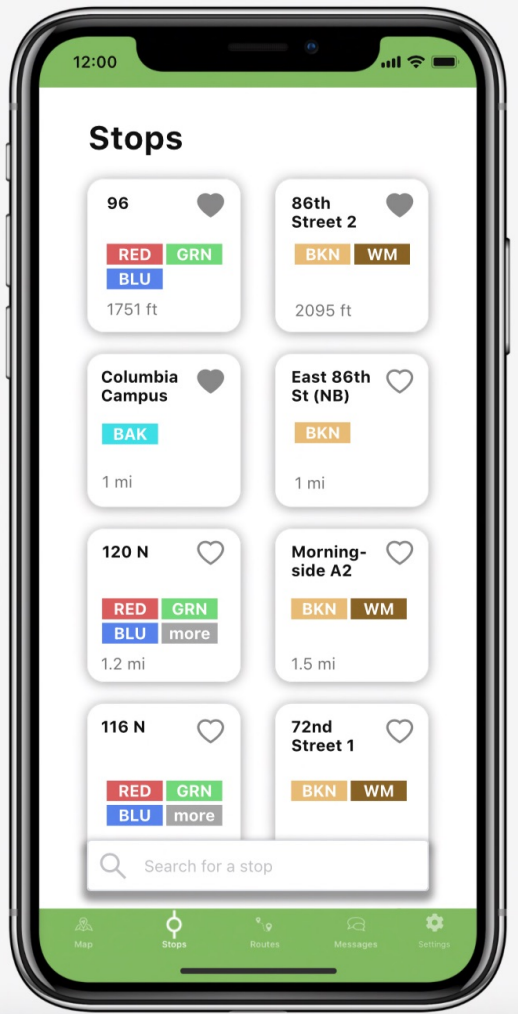
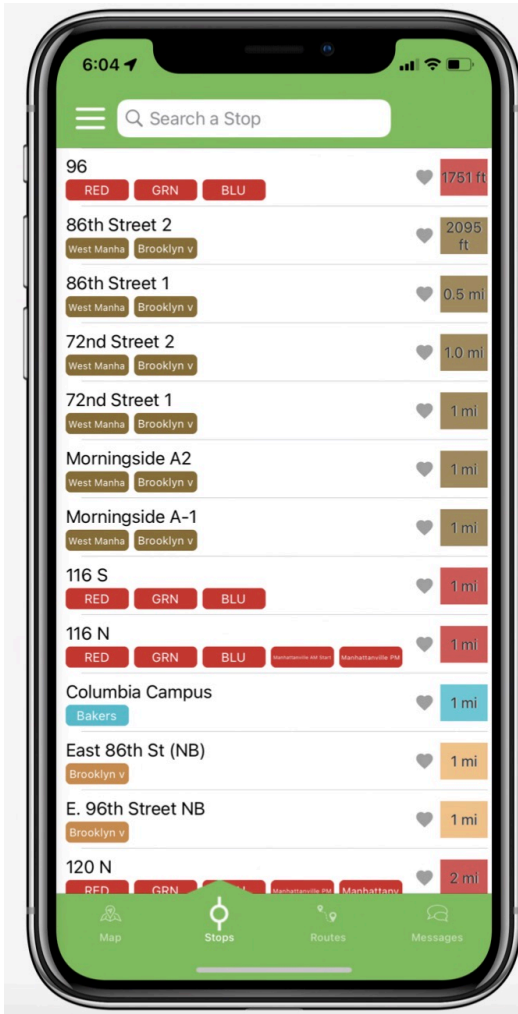
### **What remained the same**

A lot of the functionality remained the same, because I did not want users to have to relearn a completely different app, and a lot of the functionality was actually very good, like being able to search for routes and stops, provide feedback and other options in the settings tab, and to see the stops and routes as lists in their own tabs in case the user is only interested in something particular.

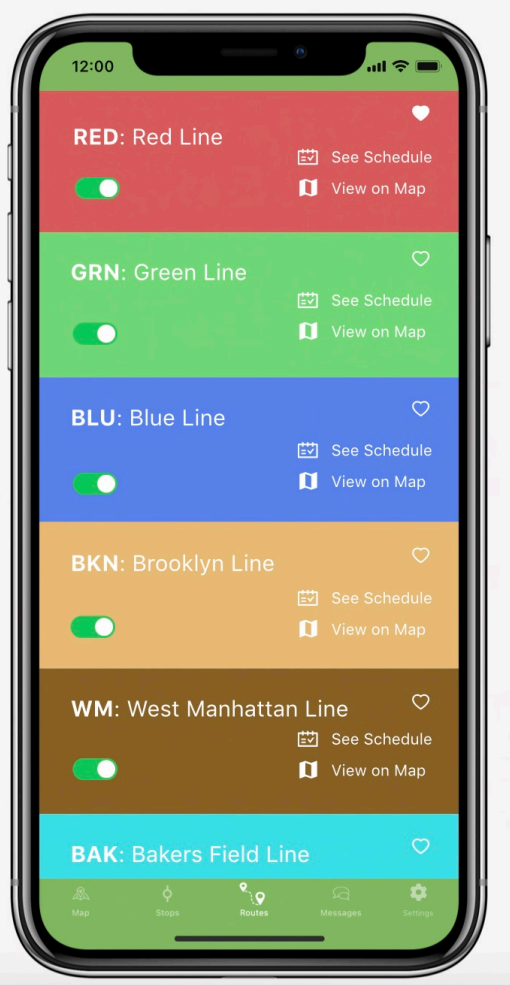
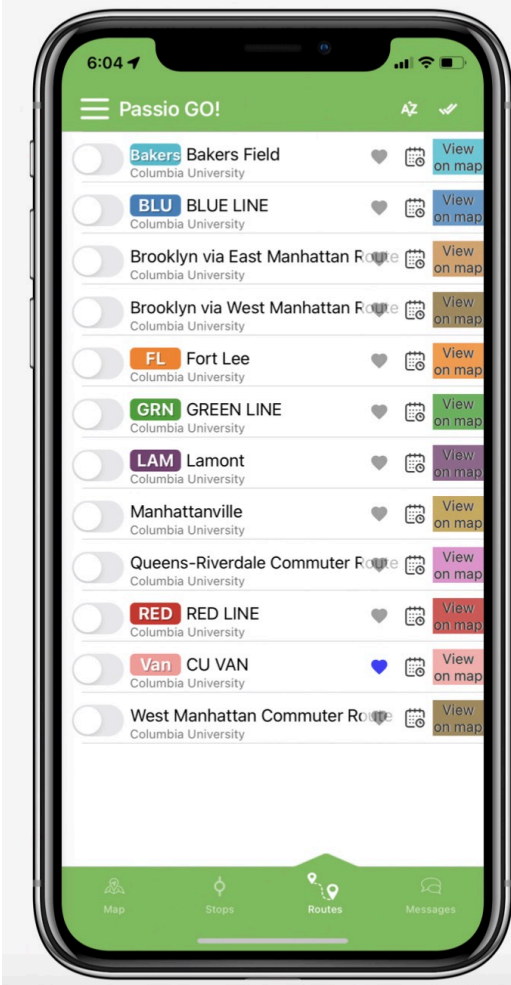
One big feature that remained the same was the map on the first screen of the app. Being the main screen, it is the most important and should be the best designed. However, I thought that the 3rd party map and route overlay were very well designed and gave the user a lot of information. Therefore, I did not change the map, only the options and search bar used to filter it and find routes.



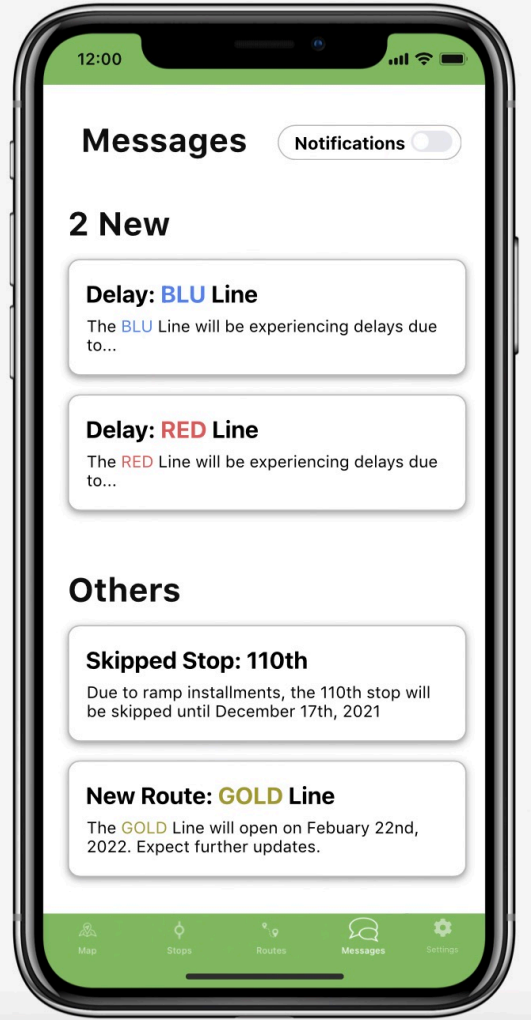
The "Map" Screen



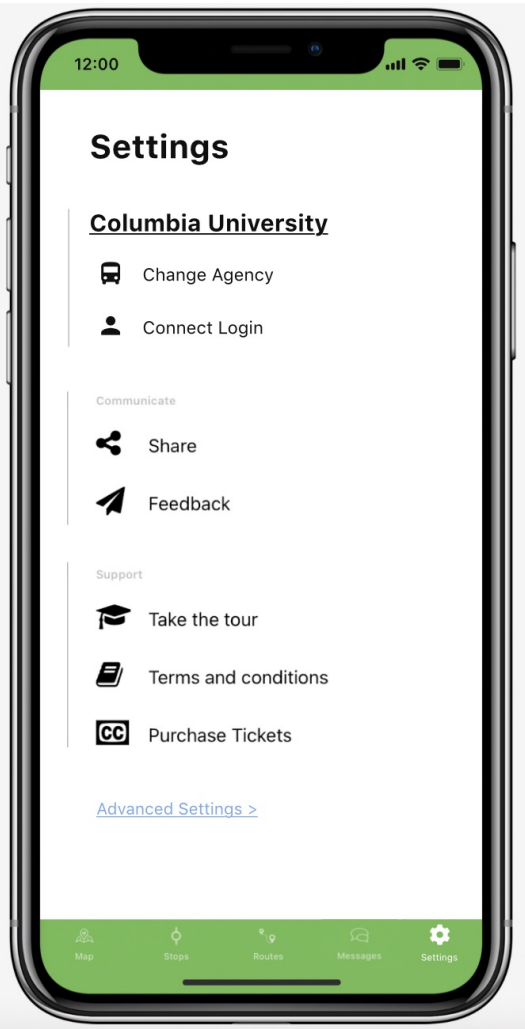
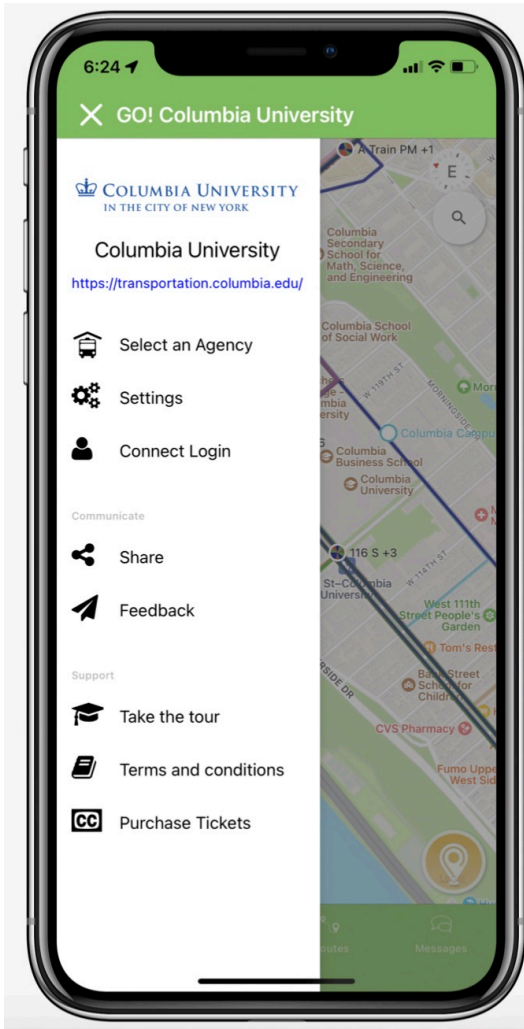
The “Stops” Screen



The "Routes" Screen



The “Messages” Screen



The "Settings" Screen