

# Metlink Mobile Usability Survey Summary

## Phone Make

Sony-Ericsson Desktop PC Okta LG Apple Nokia Nokia

## Phone Model

W705a Desktop PC Touch KM900 Arena iPhone 3GS 6121 E73

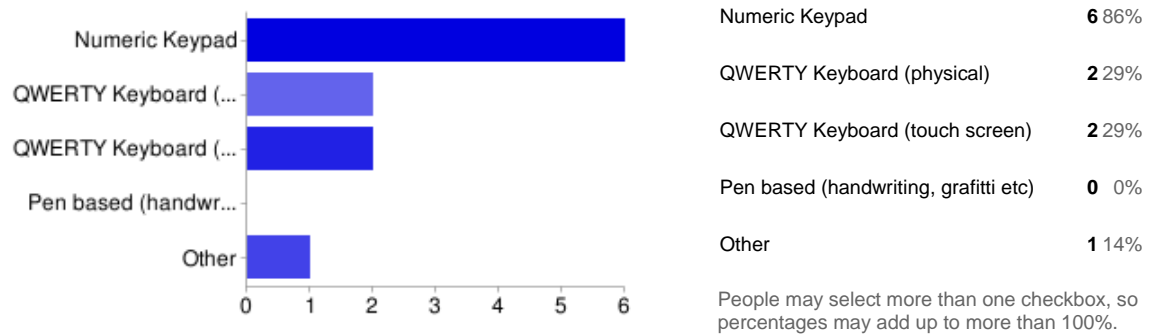
## Phone Operating System and Version (if known)

Proprietary Windows XP Windows Mobile 6.5v10p\_00 iPhone 4.0 Symbian S60  
Symbian S60

## Web Browser Software and Version (if known)

Netfront IE7 Skyfire 1.5.0.1 5020 Safari

## Input Device



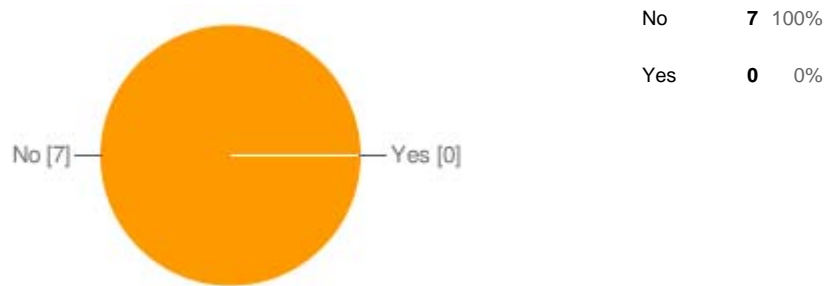
## Choose the Journey

Using your phone browser, go to <http://m.metlink.org.nz/> then choose the "Journey Planner."

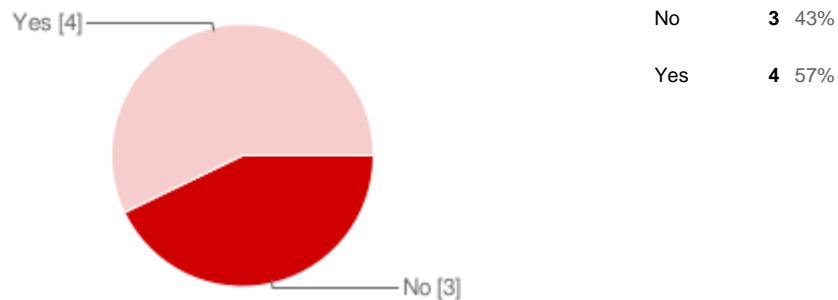
### Select Journey Origin

Click on the link to "Origin". If you are unable to use the "Origin" link, try clicking the "Change" Button. On the Origin page, type "Lambton Quay" in the text box.

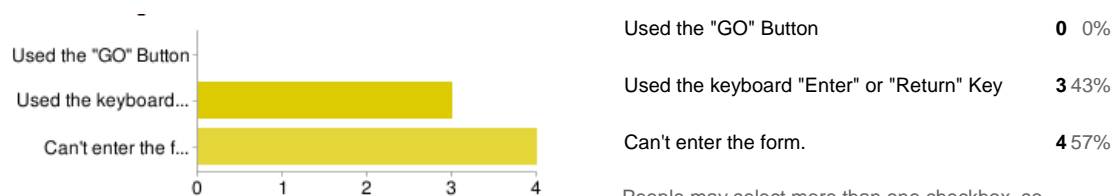
#### Origin Entry (Button)



#### Origin Entry (Manual)



#### Submit the Origin form



People may select more than one checkbox, so percentages may add up to more than 100%.

## Select Journey Destination

Click on the link to "Destination". On the Destination page, type "Courtenay Place" in the text box.

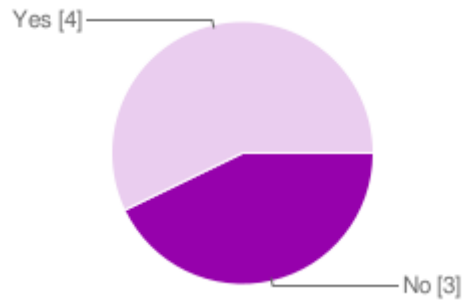
### Destination Entry (Button)



No 7 100%

Yes 0 0%

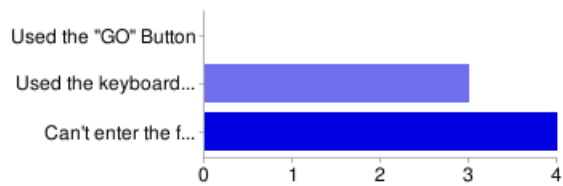
### Destination Entry (Manual)



No 3 43%

Yes 4 57%

### Submit the Destination form



Used the "GO" Button 0 0%

Used the keyboard "Enter" or "Return" Key 3 43%

Can't enter the form. 4 57%

People may select more than one checkbox, so percentages may add up to more than 100%.

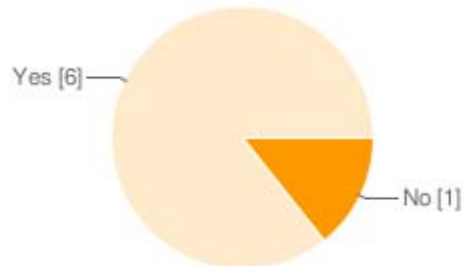
### Change Journey Options (1/3)

You should now be back on the main Journey Planner page.

#### Change Departure Time

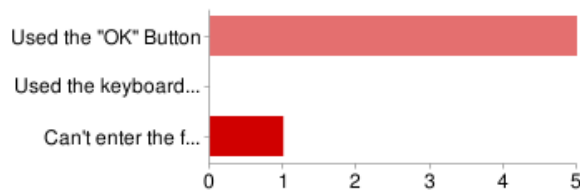
Click on "Time" to change the departure time. On the Time page, choose "Depart After", and enter a time one hour after the current time (e.g. 5pm)

##### Time Entry (Button)



No	1	14%
Yes	6	86%

##### Submit the Time form



Used the "OK" Button	5	71%
Used the keyboard "Enter" or "Return" Key	0	0%
Can't enter the form.	1	14%

People may select more than one checkbox, so percentages may add up to more than 100%.

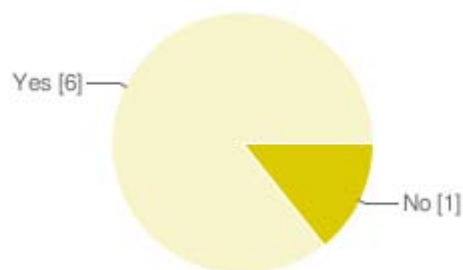
### Change Journey Options (2/3)

You should now be back on the main Journey Planner page.

#### Change Departure Date

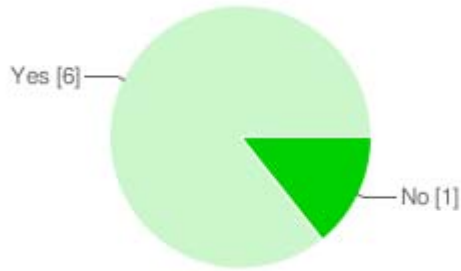
Click on "Date" to change the departure date. On the Date page you should see a drop-down list with "Today" already selected. Click on "Today" and select tomorrow's date from the drop-down list.

##### Date Entry



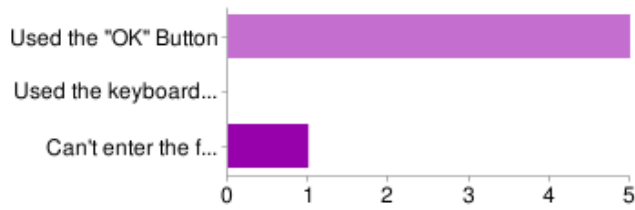
No	1	14%
Yes	6	86%

##### Date Entry (Button)



No	1	14%
Yes	6	86%

#### Submit the Date form



Used the "OK" Button	5	71%
Used the keyboard "Enter" or "Return" Key	0	0%
Can't enter the form.	1	14%

People may select more than one checkbox, so percentages may add up to more than 100%.

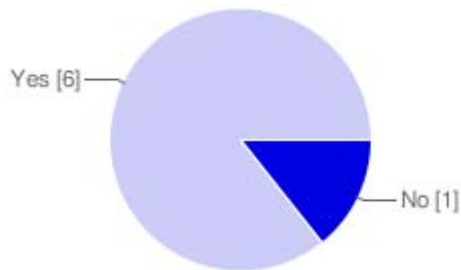
### Change Journey Options (3/3)

You should now be back on the main Journey Planner page.

#### Change Journey Mode

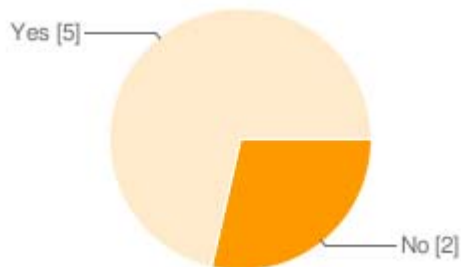
Click on "Mode" to change the journey mode of transport. You should see a list of transport options as a check list.

##### Mode Selection



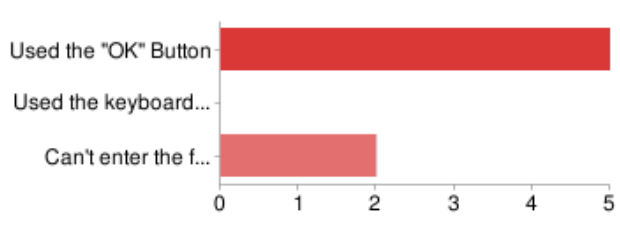
No	1	14%
Yes	6	86%

##### Mode Selection Button



No	2	29%
Yes	5	71%

#### Submit the Mode form



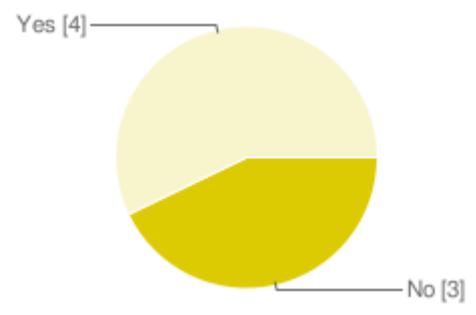
Used the "OK" Button	5	71%
Used the keyboard "Enter" or "Return" Key	0	0%
Can't enter the form.	2	29%

People may select more than one checkbox, so percentages may add up to more than 100%.

## Finish

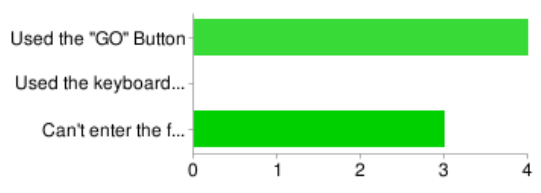
You should now be back on the main Journey Planner page. Near the bottom of the page you should see a "GO" button. Click the "GO" button.

### Main "GO" Button



No	3	43%
Yes	4	57%

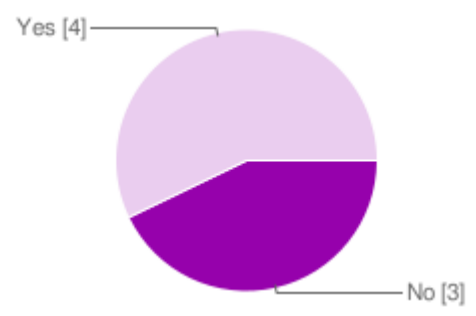
### Submit the Main form



Used the "GO" Button	4	57%
Used the keyboard "Enter" or "Return" Key	0	0%
Can't enter the form.	3	43%

People may select more than one checkbox, so percentages may add up to more than 100%.

### Journey Results



No	3	43%
Yes	4	57%

### Finish Time

10:54:0011:03:0011:31:0011:50:0009:16:0010:58:0009:56:00

## Thanks!

Thanks for your time performing this test and completing the survey. I will be forwarding the anonymous results of this survey to the GWRC and their developers to help them make this site more usable. I will also post anonymous results on my web site at <http://www.evil.geek.nz/metlink-survey> once they are available.

### Comments

Very slow even using high-speed Telecom XT network. Good speed on LAN connection. Everything worked except the origin and destination options were not offered e.g. Lambton Quay ANZ or Blair st Courtney Place. Just a comment about the times -

I had to take a phone call in the middle of this survey so the time taken will be less than I've said.\* Real sluggish. \* I use google maps these days to do all this. It took 2 minutes on google maps.I would never use the Metlink site even if it did work based on that comparison. :Full disclosure : I just used Lambton & Courtenay instead of hunting down the...