

Infinite Transit

Specification Document

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Introduction

Introduction

Infinite Transite is a **public transit** app providing location-based guidance and help to the **autistic community**.

Pain Points

Here's John, an autistic adult and an inexperienced rider. He wants to head out to the Jazz Bar to listen to his favorite music. Riding the bus is difficult and confusing for John, normally running into these issues:

- John doesn't know what to expect on his transit ride
- John doesn't know when to get off his transit ride and panics
- John doesn't know how to ask other passengers for help



Research

Autism is refers to a broad range of conditions characterized by challenges with social skills, repetitive behaviors, speech and nonverbal communication. We gathered our research reflecting this problem space:

- 3.5 Million Americans live with Autism Spectrum Disorder [1]
- ½ Million Will Enter Adulthood [2]
- Autistic people are also characterized to have heightened social anxieties [3]
- Autistic people have the same travel demands everyone has [4]
- But there are limited resources for Autistic people in regards to public transportation [5]
  - Paratransit
  - Transportation Training
  - Relatives Driving

Insights

Through cultural probes, surveys, in-person interviews, and secondary research, we gained valuable insights about our user group and the problem scope that needs to be highlighted:

- Autistic people may have a harder time orienting themselves in a public space
- There is already a community of Autistic people sharing their daily experiences, trials and successes on platforms such as Reddit and Twitter
- 67% of participants in our survey say that they feel relief once getting off their bus ride
- Autistic people need explicit, clear instructions when going through their transit journey
- Even though autistic people may feel the need to give context to other passengers when riding transit, exposing their condition may make them feel uncomfortable

Design Principles

Reassurance

Before the transit experience, we give comfort by providing contextual information about the anitcipated experience with explicit instructions

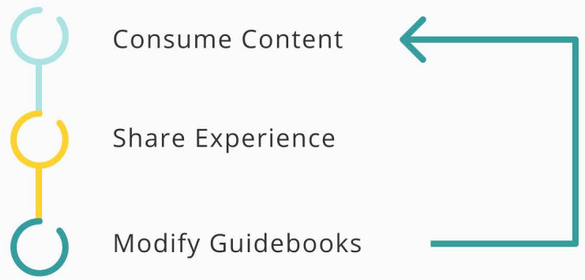
Independence

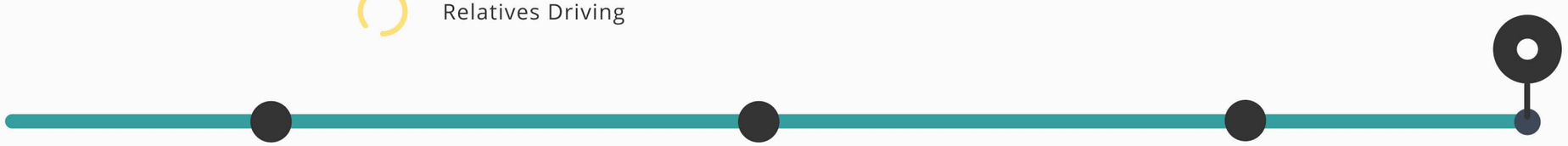
After gaining the muscle memory, we hope to give users the ablility to travel without the physical assistance of their families and friends, as well as our own guidebooks

Community Empowerment

After reaching independence, we give the autistic community their voice to support and empower other autistic adults through their transit experience

User's Evolution

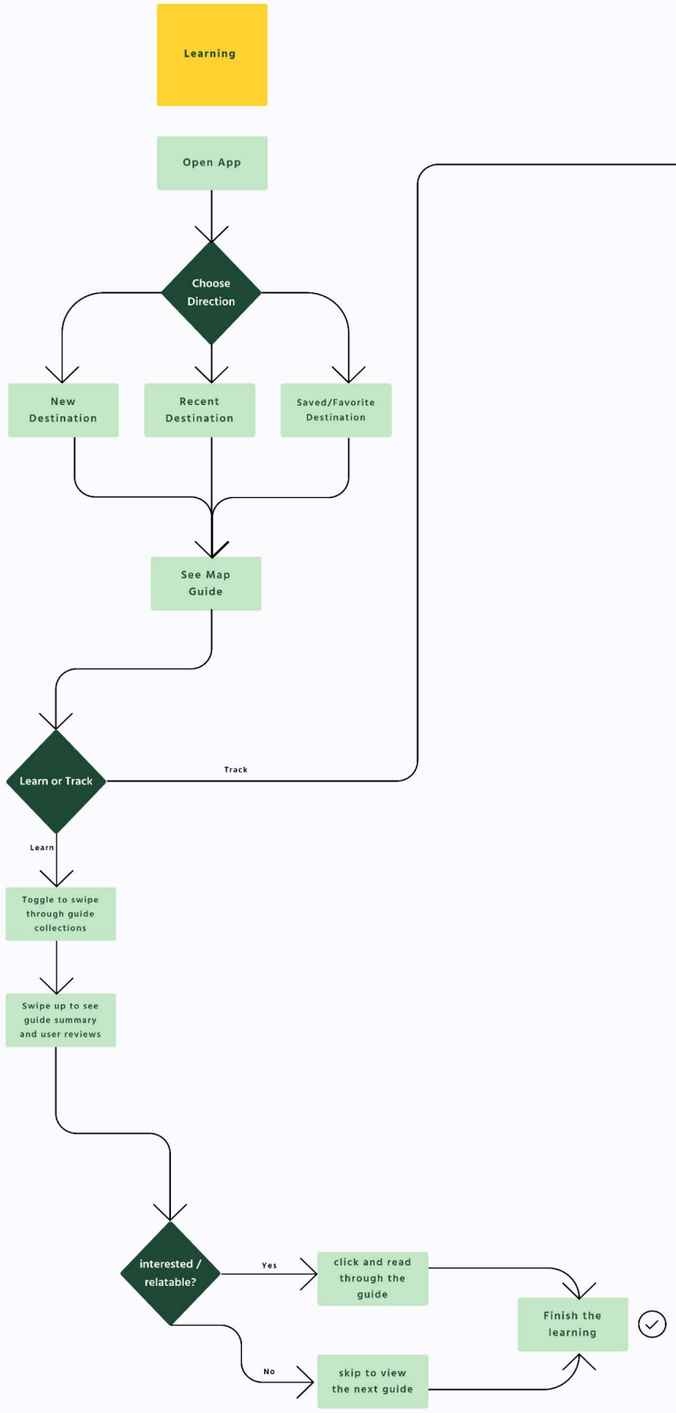


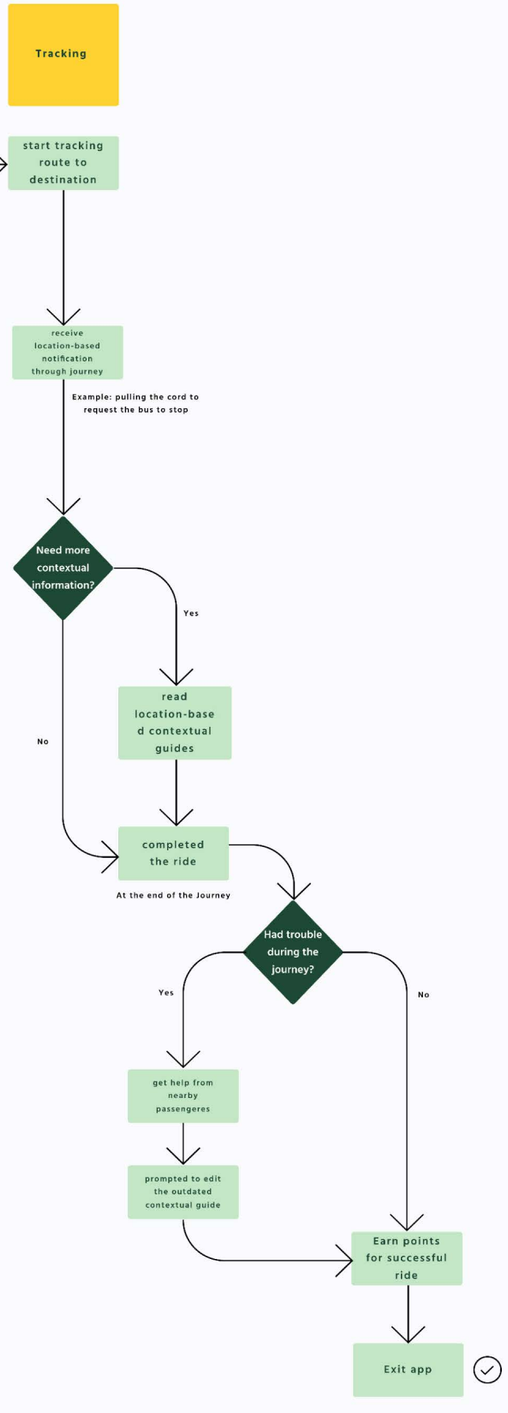


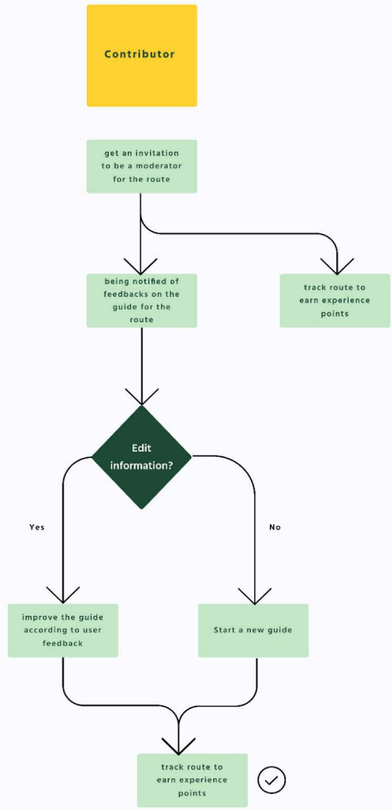
Information

Architecture

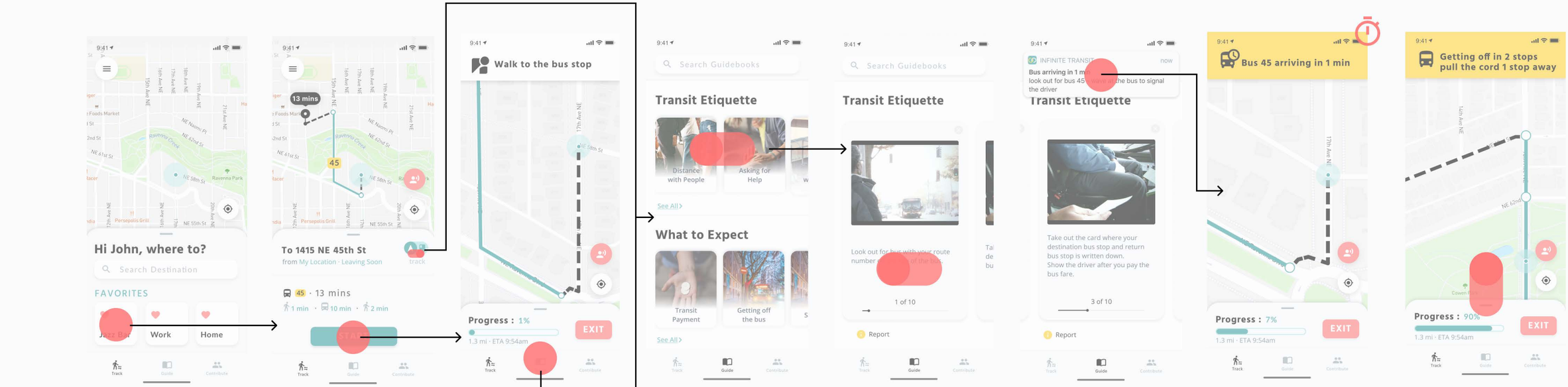
User Flow

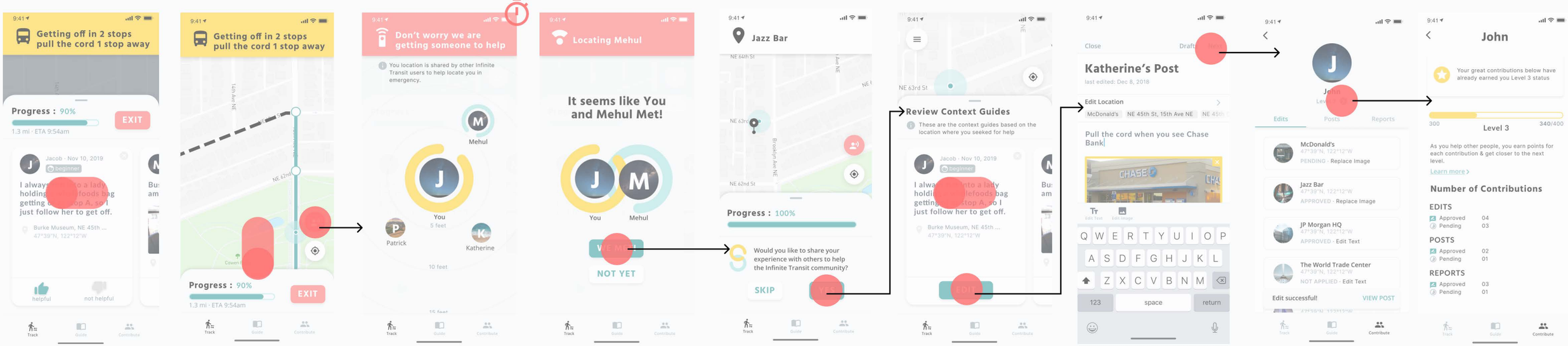

Learning
Open App
Choose Direction
New Destination
Recent Destination
Saved/Favorite Destination
See Map Guide
Learn or Track
Track
Learn
Toggle to swipe through guide collections
Swipe up to see guide summary and user reviews
interested / relatable?
Yes
click and read through the guide
No
skip to view the next guide
Finish the learning


Tracking
start tracking route to destination
receive location-based notification through journey
Example: pulling the cord to request the bus to stop
Need more contextual information?
Yes
No
read location-base d contextual guides
completed the ride
At the end of the Journey
Had trouble during the journey?
Yes
No
get help from nearby passengeres
prompted to edit the outdated contextual guide
Earn points for successful ride
Exit app


Contributor
get an invitation to be a moderator for the route
being notified of feedbacks on the guide for the route
track route to earn experience points
Edit information?
Yes
No
improve the guide according to user feedback
Start a new guide
track route to earn experience points

Interaction Flow Diagram





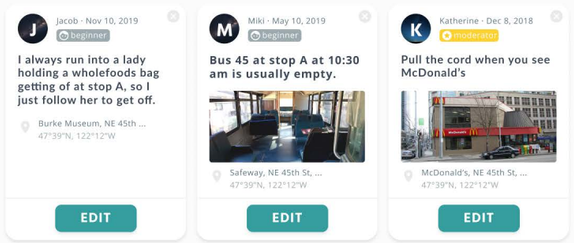
Conceptual Model

Navigation Tabs



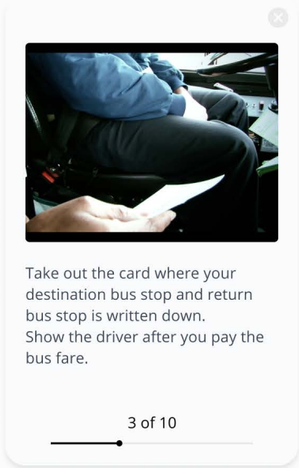
The navigation allows the users to toggle back and forth between the three differnet modes.

Carousel



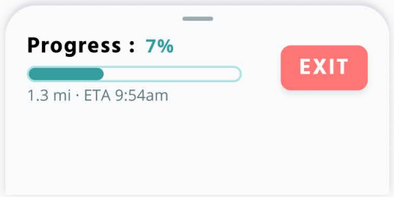
The Carousel gives the user the ability to swipe through the cards in order to view all the different information.

Card Container

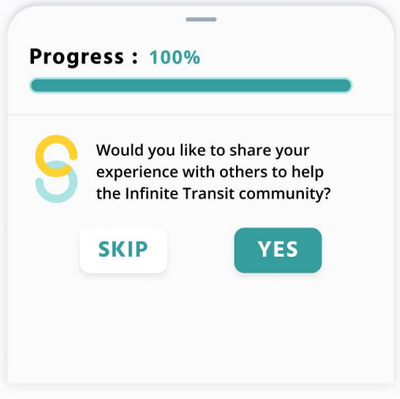


Card Container holds the information in place where users can skim over the information available to them.

Progress Card Container



Progress card is gives a current status of the users progress in the journey.



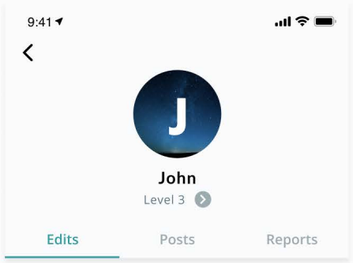
Progress card is also acts swipeable card that displays more information to the user at certain instances.

Scrollable Tab



Scrollable tab allows you to switch between different view layouts.

Profile Header

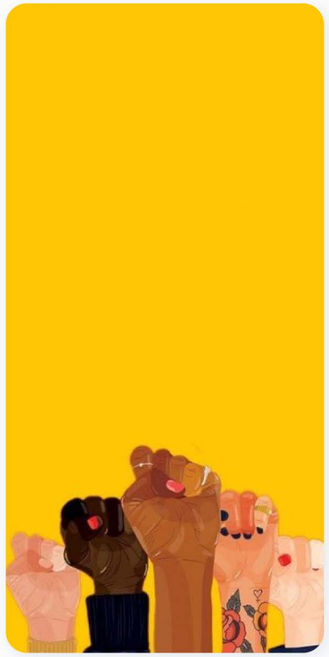


Contains information of the user profile.

Visuals

Mood Boards

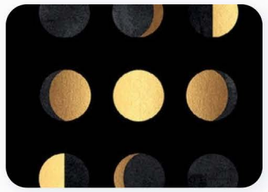
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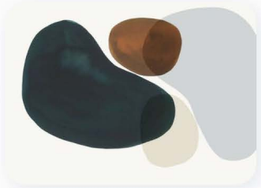






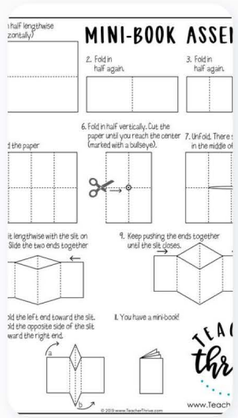






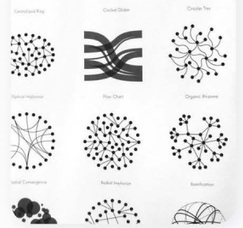
Informative

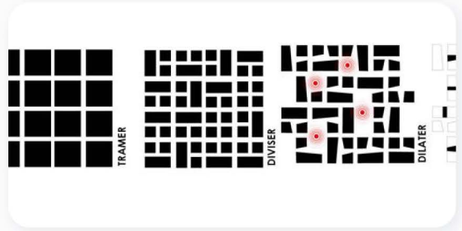


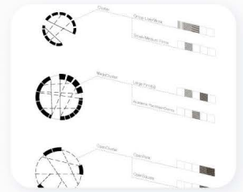




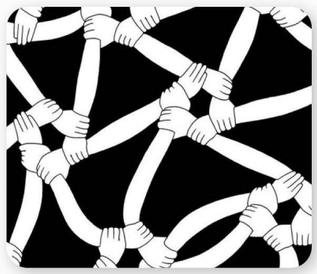








Supportive



Color

Off Black
#3E4958

Deep Blue
#359D9E

Light Blue
#ACE3E3

Exit Red
#FF7676

Bright Yellow
#FED231

Blue Grey
#5F7680

Grey
#9DABB0

Light Grey
#EAEAEA

Off White
#FAFBFC

White
#FFFFFF

Text Styles

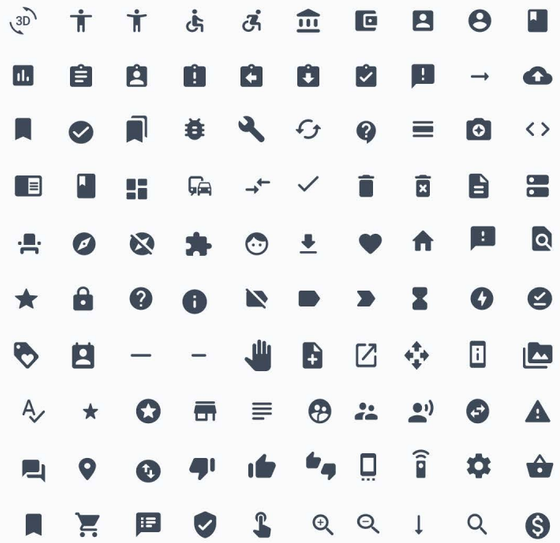
Aa Hind

Aa Open Sans

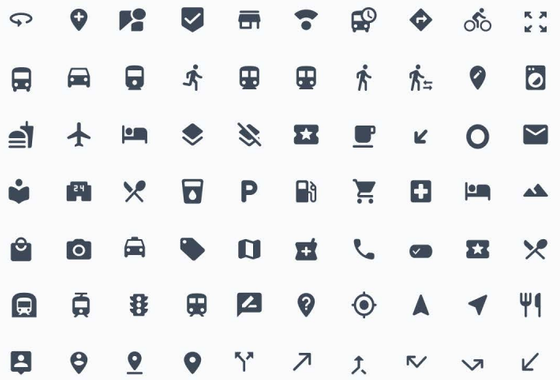
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Sub Title	Hind, 22 pt, Bold	
Sub Text	Hind, 22 pt, Medium	
Item Header	Open Sans, 18 pt, Bold	
Body Text	Open Sans, 18 pt, Regular	
Active Text	Open Sans, 15 pt, SemiBold	
Inactive Text	Open Sans, 15 pt, Regular	
Bolded Detail	Open Sans, 13 pt, SemiBold	
SECTION TITLE	Open Sans, 13 pt, SemiBold, Caps	
Captions	Open Sans, 13 pt, Regular	
Action Bar	Hind, 10 pt, Medium	

Iconography

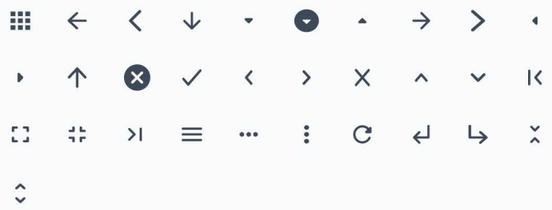
Actions



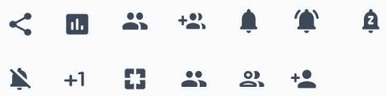
Maps



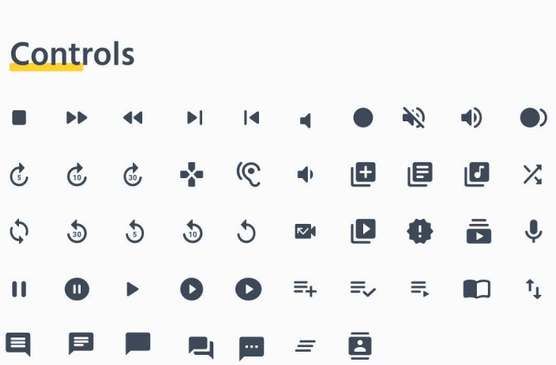
Button Navigation



Social



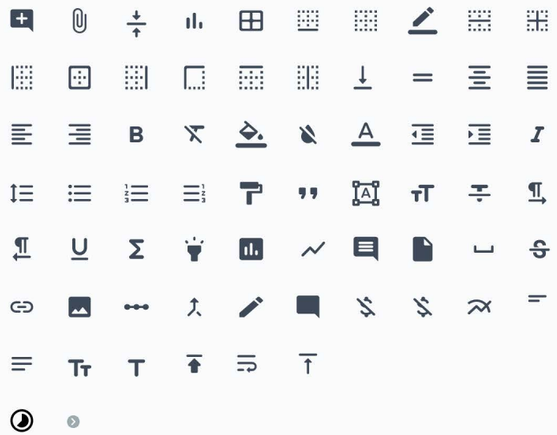
Controls



Alerts



Guidebook Edit and Reading Tools



Toggle



Components

Notification

INFINITE TRANSIT now

Bus arriving in 1 min
look out for bus 45 - wave at the bus to signal the driver

Alerts

9:41

Walk to the bus stop

Buttons

Primary Button

YES EXIT

Secondary Button

SKIP IGNORE

Action Buttons

GO Report track

helpful not helpful

Search Bar

24, Roosevelt avenue

1415 NE GO

Progress Bar

300 340/400

Level 3

Snack Bar

Edit successful! VIEW POST

Help elements

M You J John

Location elements

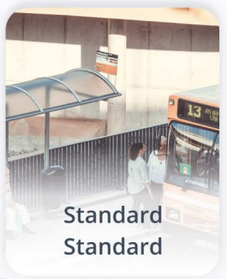
3 min 45

Card Collections



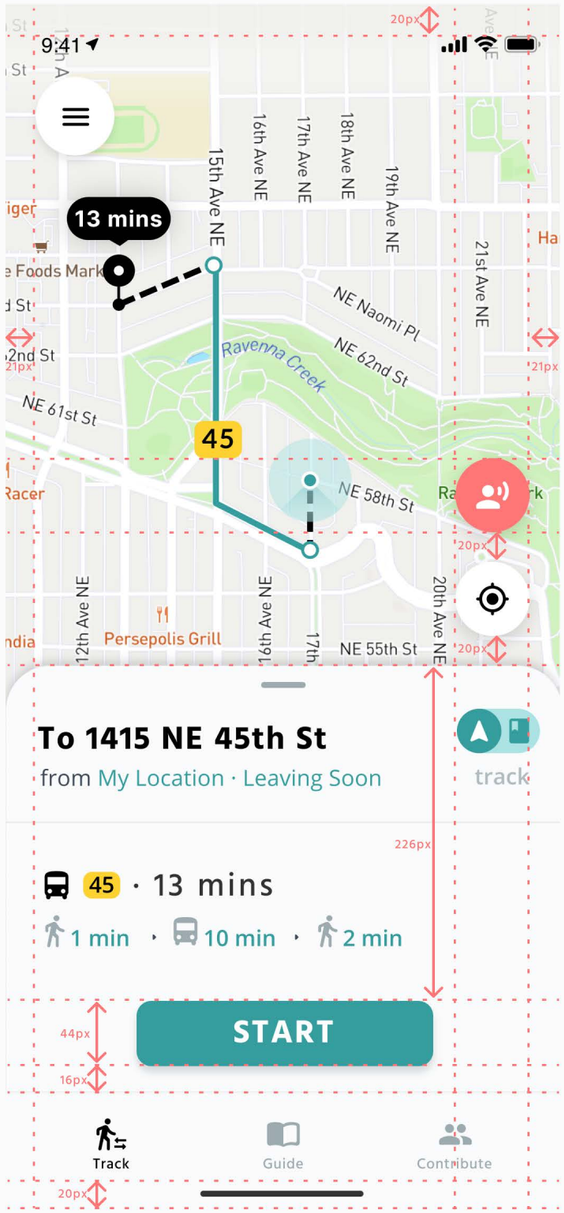
McDonald's
47°39"N, 122°12"W
PENDING · Replace Image

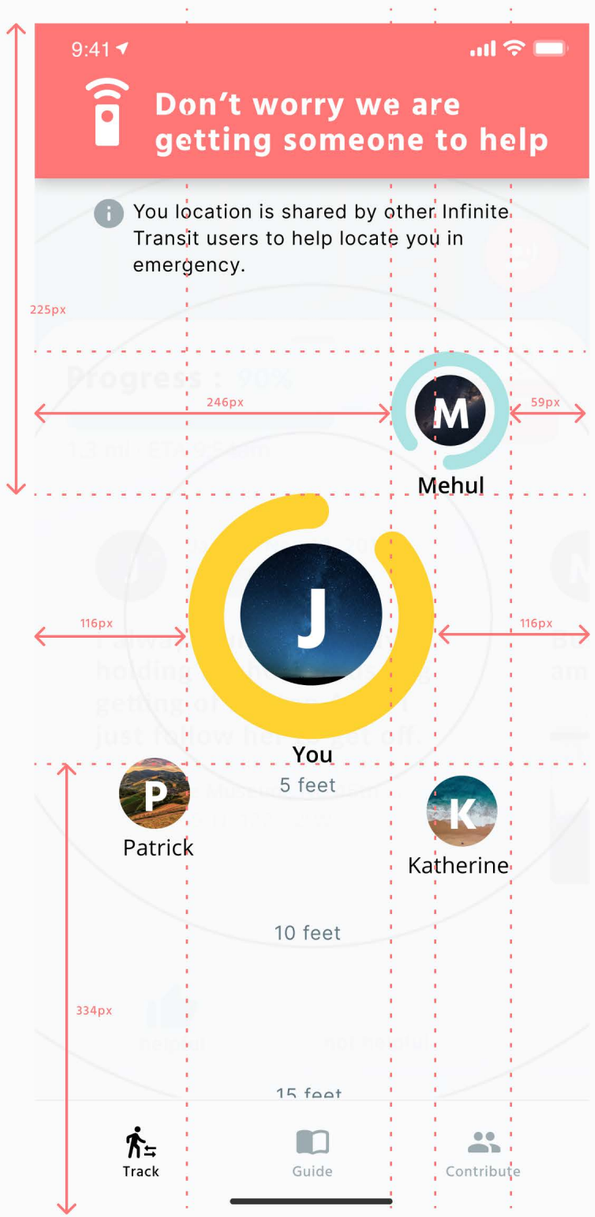
Jazz **Work** **Home**

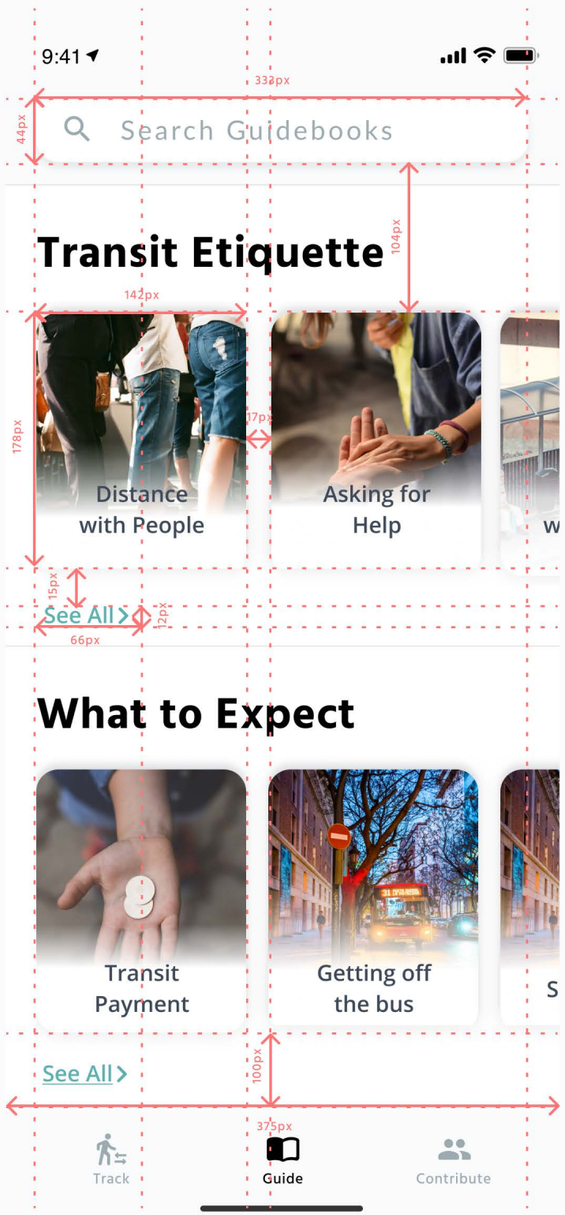


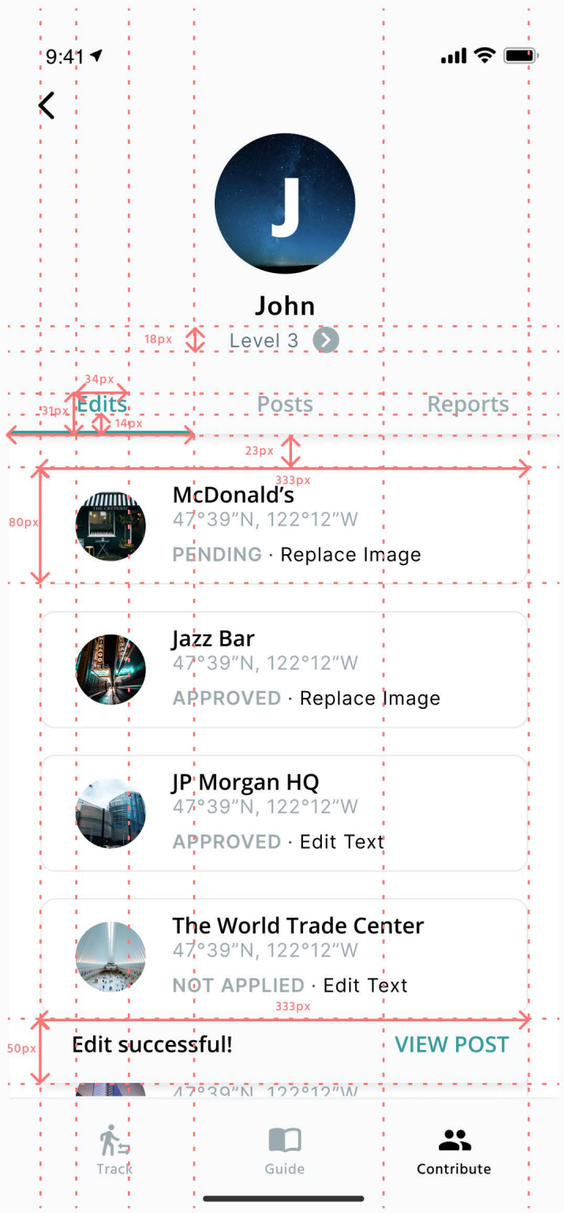
Standard
Standard

Redlines


9:41
13 mins
15th Ave NE
16th Ave NE
17th Ave NE
18th Ave NE
19th Ave NE
21st Ave NE
NE Naomi Pl
NE 62nd St
Ravenna Creek
NE 61st St
45
NE 58th St
12th Ave NE
Persepolis Grill
16th Ave NE
NE 55th St
20th Ave NE
To 1415 NE 45th St
from My Location · Leaving Soon
track
45 · 13 mins
1 min · 10 min · 2 min
START
Track
Guide
Contribute
20px
21px
44px
16px
226px


9:41
Don't worry we are getting someone to help
You location is shared by other Infinite Transit users to help locate you in emergency.
225px
246px
59px
M
Mehul
J
You
5 feet
116px
116px
P
Patrick
K
Katherine
10 feet
334px
15 feet
Track
Guide
Contribute

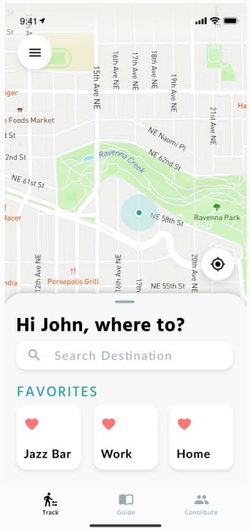

9:41
332px
44px
Search Guidebooks
Transit Etiquette
104px
142px
178px
17px
Distance with People
Asking for Help
See All
15px
12px
66px
What to Expect
Transit Payment
Getting off the bus
See All
100px
375px
Track
Guide
Contribute

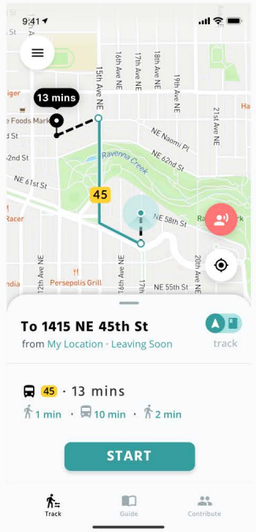

9:41
J
John
Level 3
18px
34px
Edits
Posts
Reports
31px
14px
23px
333px
80px
McDonald's
47°39"N, 122°12"W
PENDING · Replace Image
Jazz Bar
47°39"N, 122°12"W
APPROVED · Replace Image
JP Morgan HQ
47°39"N, 122°12"W
APPROVED · Edit Text
The World Trade Center
47°39"N, 122°12"W
NOT APPLIED · Edit Text
333px
50px
Edit successful!
VIEW POST
Track
Guide
Contribute

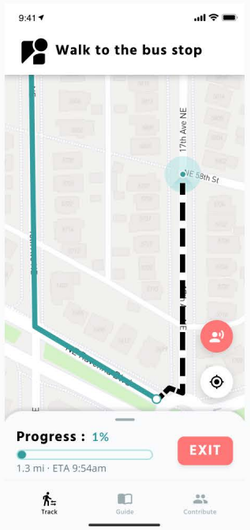
Storyboard/

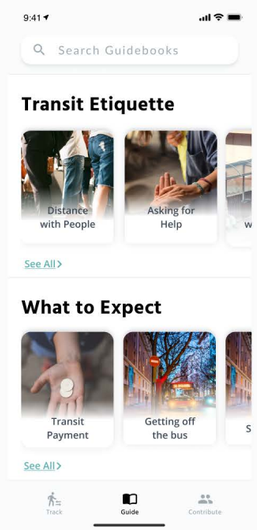
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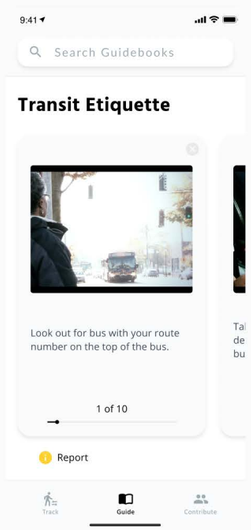
Key Path Prototype

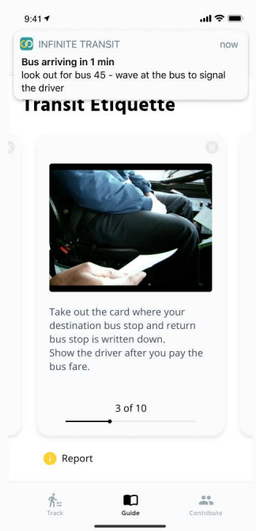


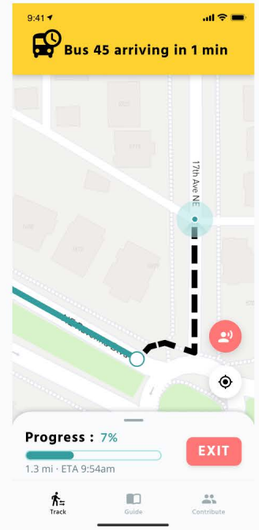


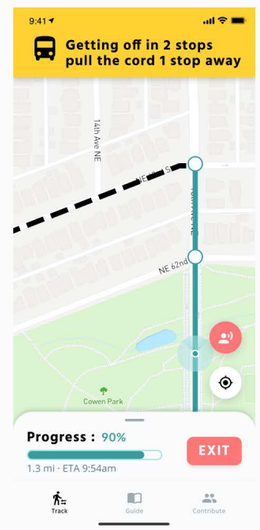


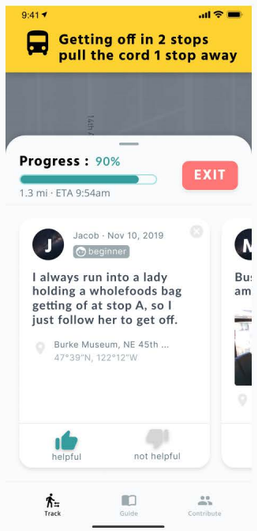


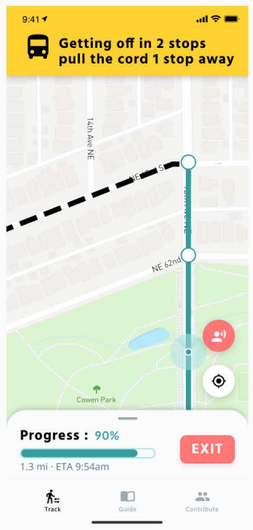


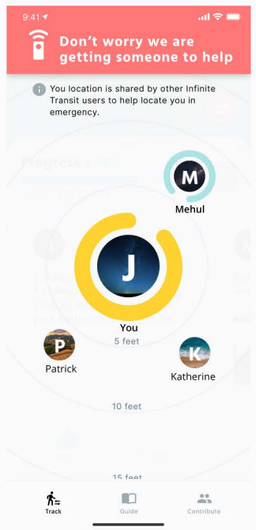


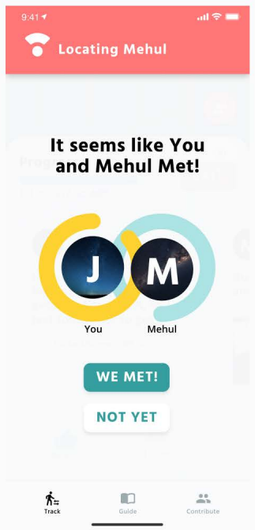


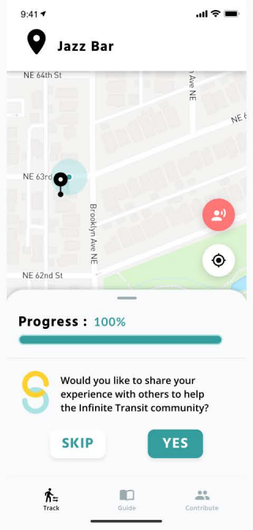


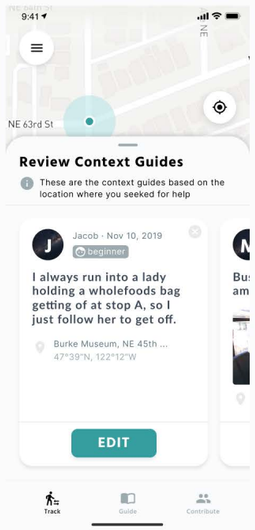


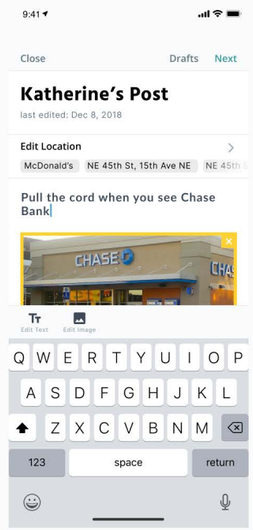


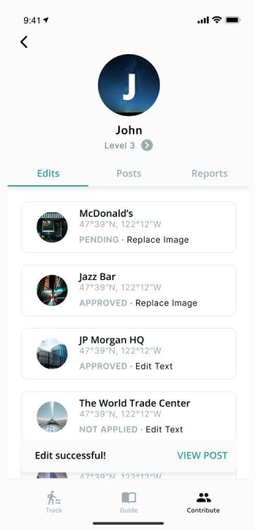


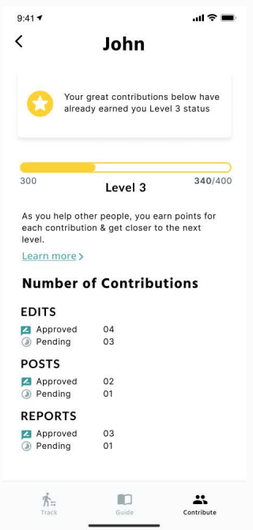




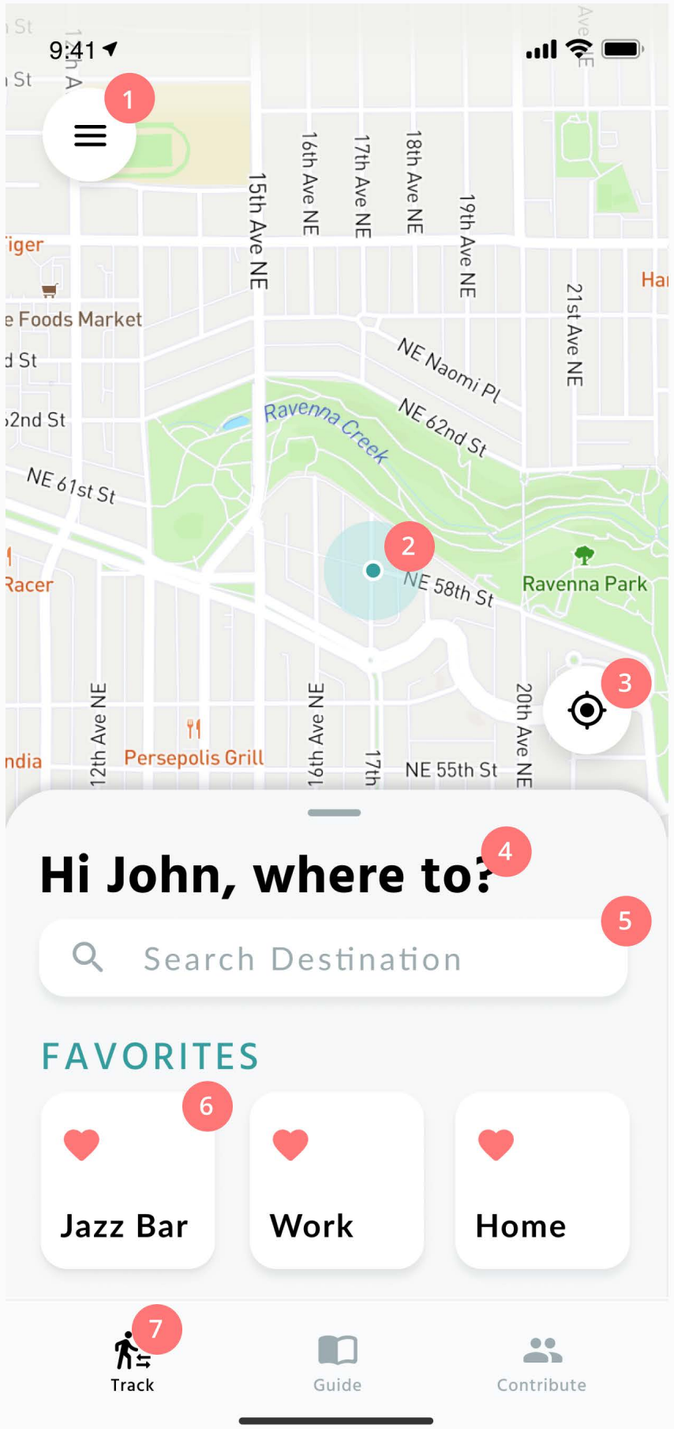








Paths



1. This top corner **Drop Down Menu** is used to navigate through the apps settings and other customizations.

2. A current **Location Marker** to identify the user's current location in relation to the space.

3. A **Location Button** to recenter the user's location curser if marked incorrectly.

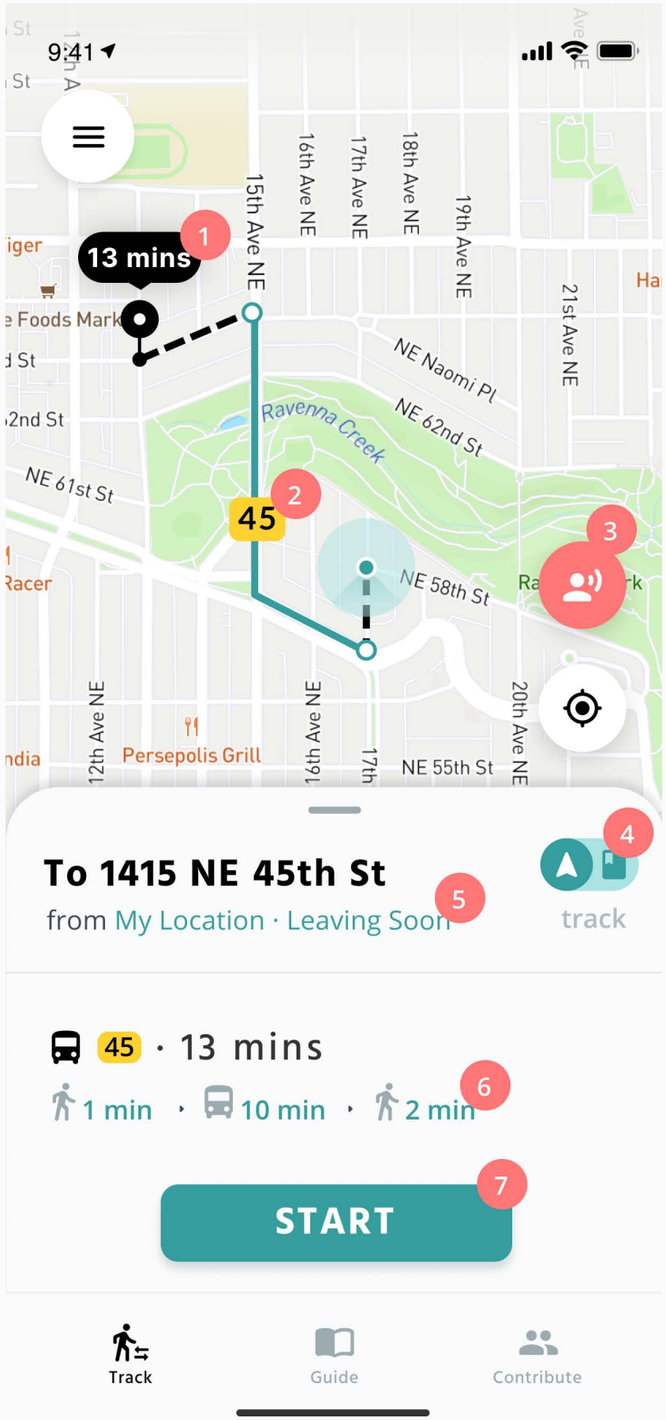
4. This **Card Title** greets the user while asking for their destination.

5. A **Search Bar** for the user to input their desired destination.

6. A **List of Favorites** for the user to establish from the Search Bar and select from when deciding on a destination.

7. The **Navigation** indicates the user is currently under the **Tracking** tab of the application.

Paths



1. This **Pin Point** indicates both the location of the user's desired destination as well as the time to destination referenced in minutes.

2. A **Bus Number** for the user to know which bus line they will be taking to their destination.

3. A **Request Help Button** when the user is panicked or needs assistance during their transit ride.

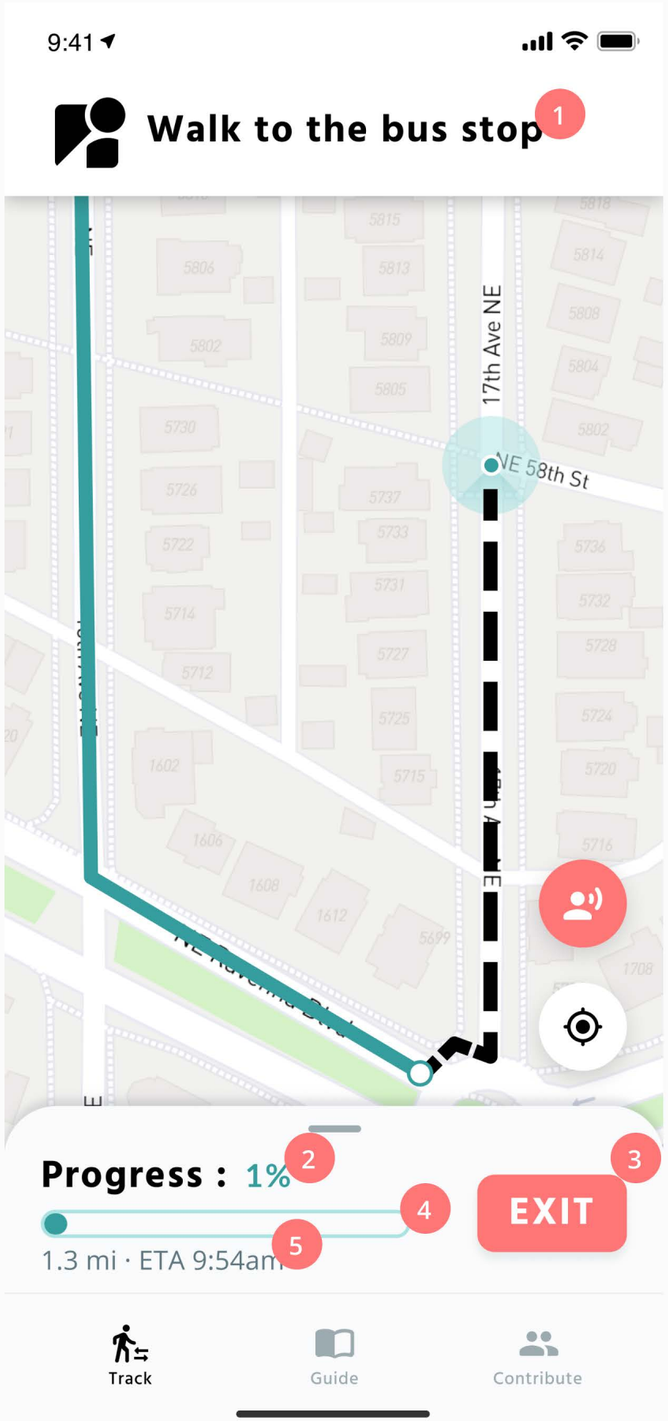
4. This **Toggle** allows the user to swtich between tracking and the guidebooks while on route through their ride.

5. Indication of **Location** and **Bus's Departure**.

6. A **Breakdown** of Bus Number and Time to Destination as well as the time alloted for walking and riding respectively.

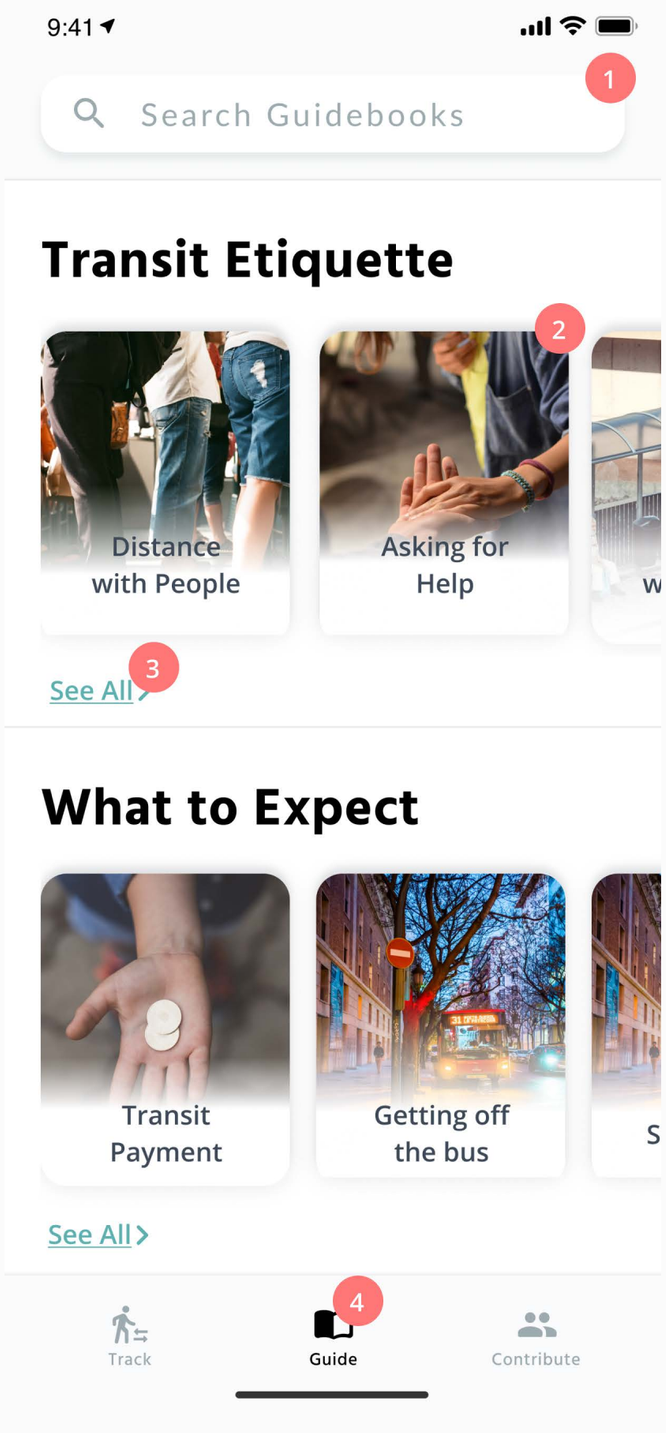
7. The **Start Button** to begin tracking.

Paths



1. A **Notification** informing the user to begin walking to the bus stop on their route.
2. A **Progress Percentage** indicating how much of the journey the user has completed.
3. An **Exit Button** for the user to stop tracking to their destination.
4. A **Progess Bar** indicating how much of the journey the user has completed.
5. An **ETA** of the user's journey both in distance and in time.

Paths



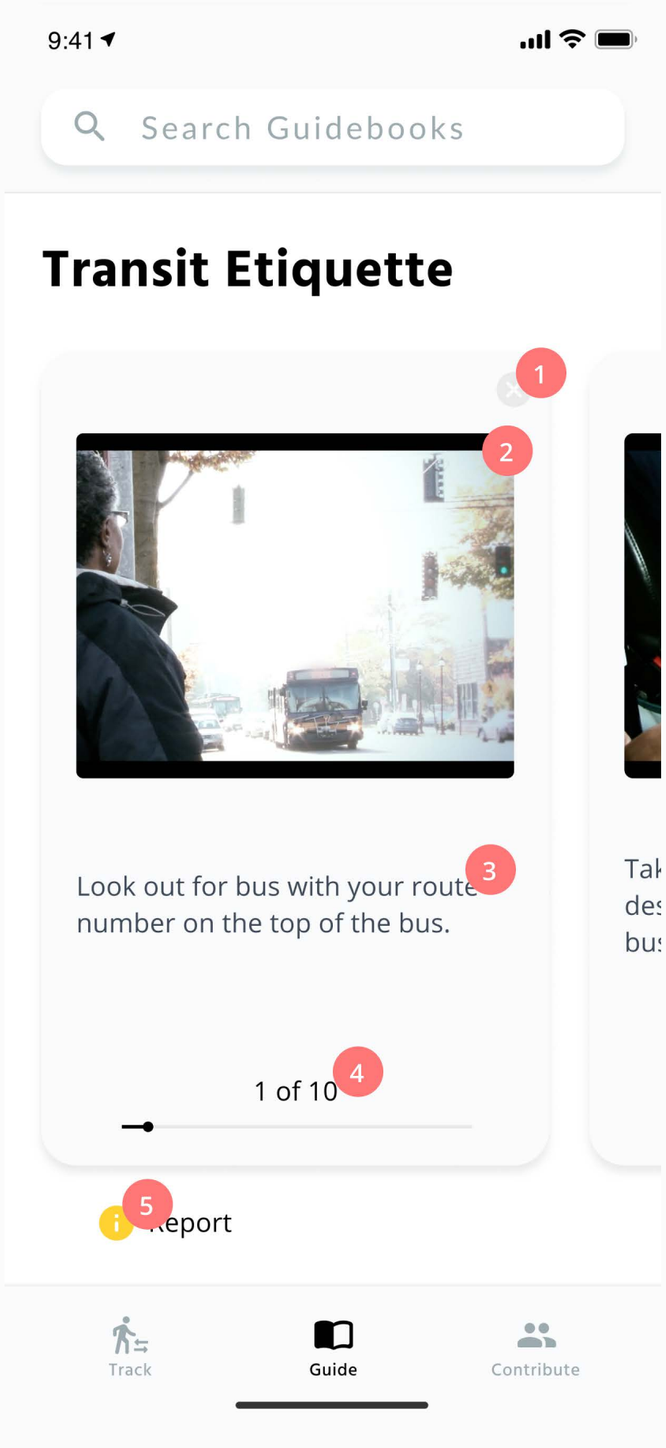
1. A **Search Bar** to discover different guidebooks and guidebooks content.

2. A **Card** indicating the different sections of the guidebook regarding “Asking for Help”.

3. The **See All Button** leads the user to view all the guidebooks of the particular topic.

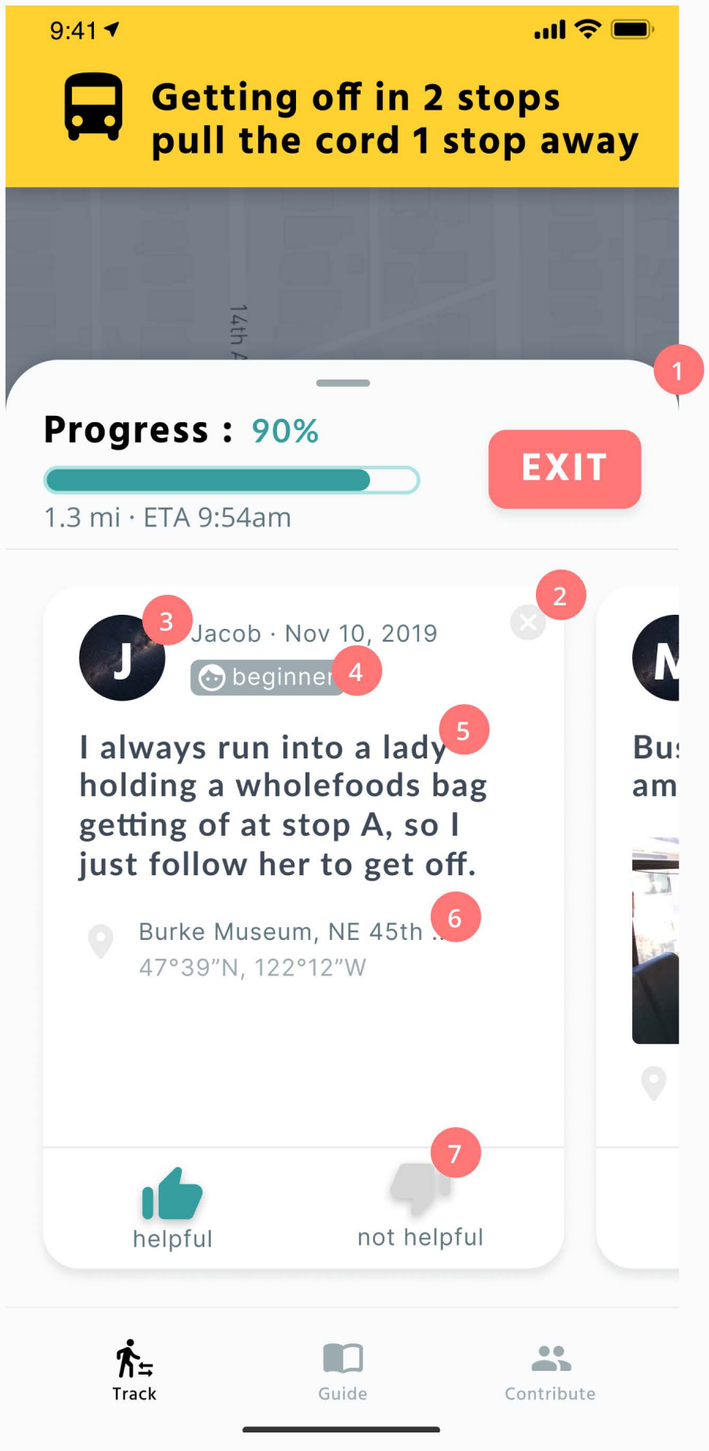
4. The **Navigation** indicates the user is currently under the **Guide** tab of the application.

Paths



1. An **“X” Button** for the user to return back to the previous screen.
2. An **Image** to visually communicate what the scenario will appear to be as referenced within the guidebook.
3. **Text** with information about the scenario referenced within the guidebook.
4. A **Progress Bar** indicating at what page the user is on and how much more
5. A **Report Button** so the user can report incorrect information or otherwise.

Paths



1. The **Progress Card** encompasses the information the user needs to gain insights into their journey on their ride, including ETA, contextual guides, locations, and a request to measure the level of helpfulness of the contextual guide.

2. The **Carousel Cards** allowing the user to view a standard contextual guide while being able to swipe through each card as the main interaction.

3. A **User Profile** with a profile picture, name and date of post.

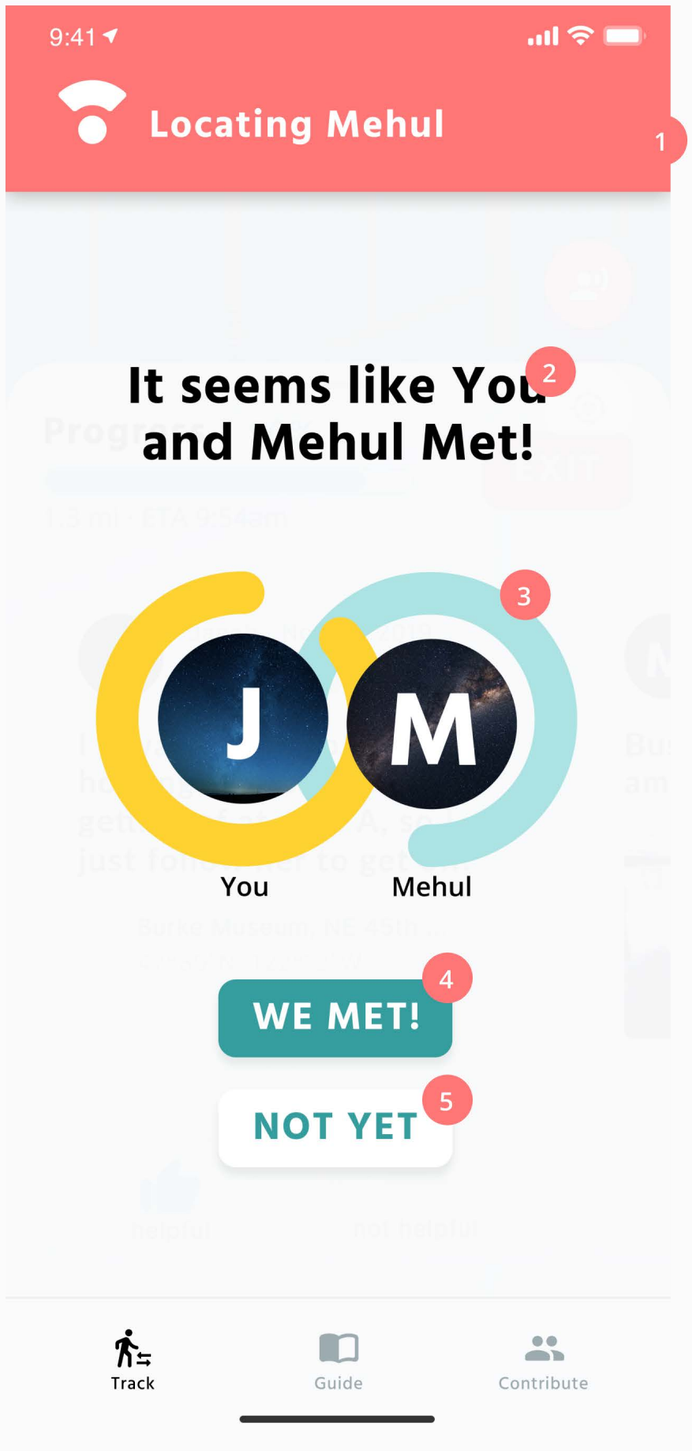
4. A **Stamp** indicating the user’s experience level through the transit experience.

5. The user’s **Post** left to provide context for other users.

6. **Location Information**, indicated by the name of the building and the name of the street as well as the location’s coordinates.

7. **Helpful/ Not Help Buttons** provide the user with the ability to give rating to the provided contextual guide.

Paths



1. A **Request Help Notification**, prompted only when clicking the REquest Help Button on the main map screen, will provide the user information about locating a potential passenger willing to help the user during their transit ride.

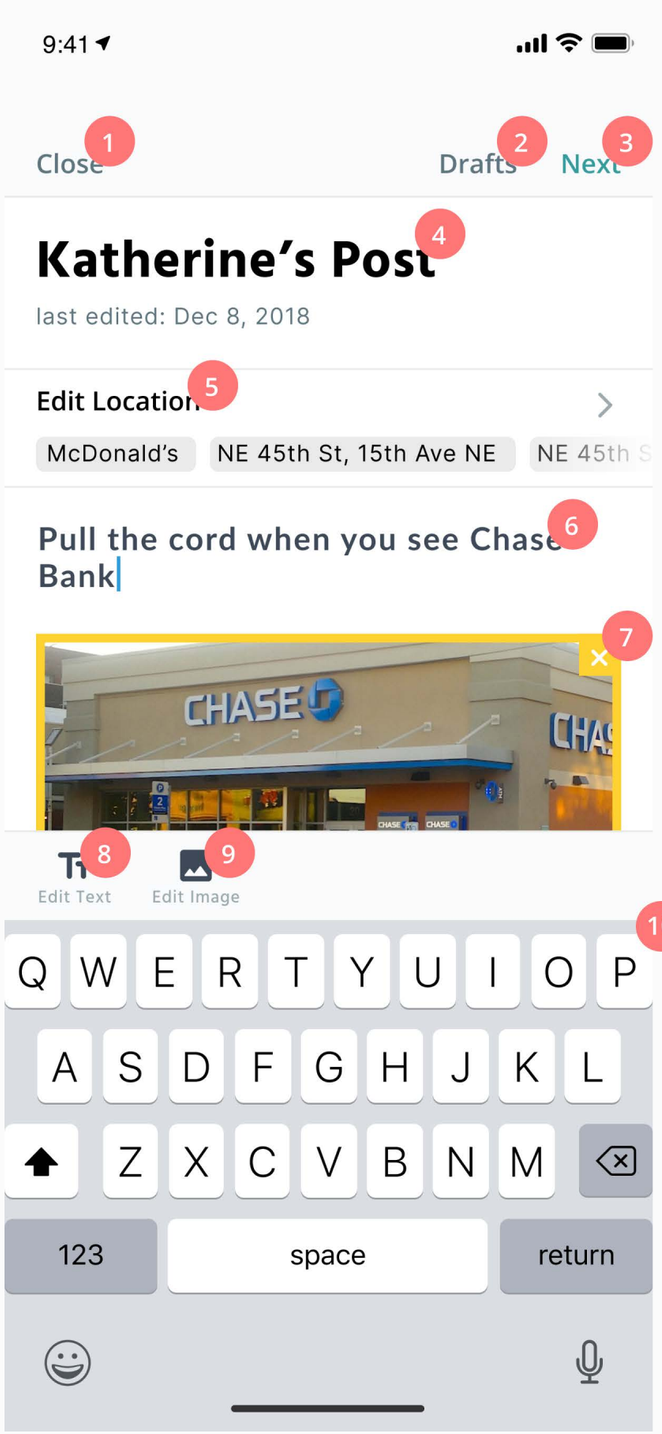
2. A **Confirmation Message** giving context that the user may have met the helper.

3. An **Infinite Connection**, marked by both user's profiles, references their close proximity and their having met.

4. A **Confirmation Button** allowing the user to confirm they have met the other user who is to help them in their transit journey.

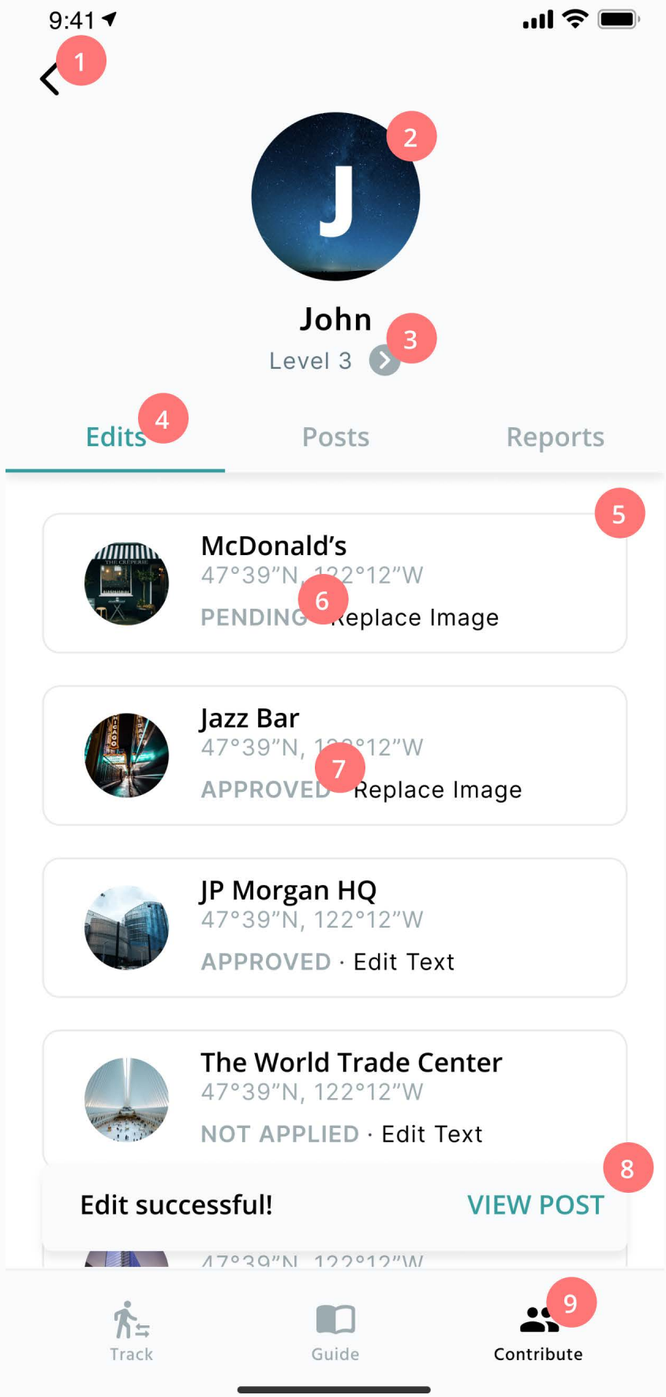
5. An **Unsuccessful Button**, where users may mark their not having met the other user.

Paths



1. A Close Button for the user to exit out of editing the current post.
2. A Drafts Button for the user to return to their previous drafts on contextual guides.
3. A Next Button for the user to follow through on the next steps of editing the contextual guides.
4. The Title of the contextual guide post.
5. The Edit Location marked allows the user to adjust the location of the destination, landmark, and so on.
6. Text can be editted to reflect the action needed to be taken on the transit journey.
7. An Inserted Image that the usder can include in their post for reference.
8. An “Edit Text” Button allowing the user to edit the text in a contextual guide.
9. An “Edit Image” Button allowing the user to edit the image in a contextual guide.
10. A Keyboard for the user to type up or edit posts in contextual guides.

Paths



1. A **Back Buton** allowing the user to to return to the previous page.

2. The **User Profile** is centered on the screen, showing ther user's contributions.

3. The **Contribution Level Button** directs the user to view their level as a contributer.

4. The **Sections Tab** allows the user to shift between their contributions, whether that be edits, posts, or reports.

5. These **Card** reference to the user of their edits of the alloted contributions.

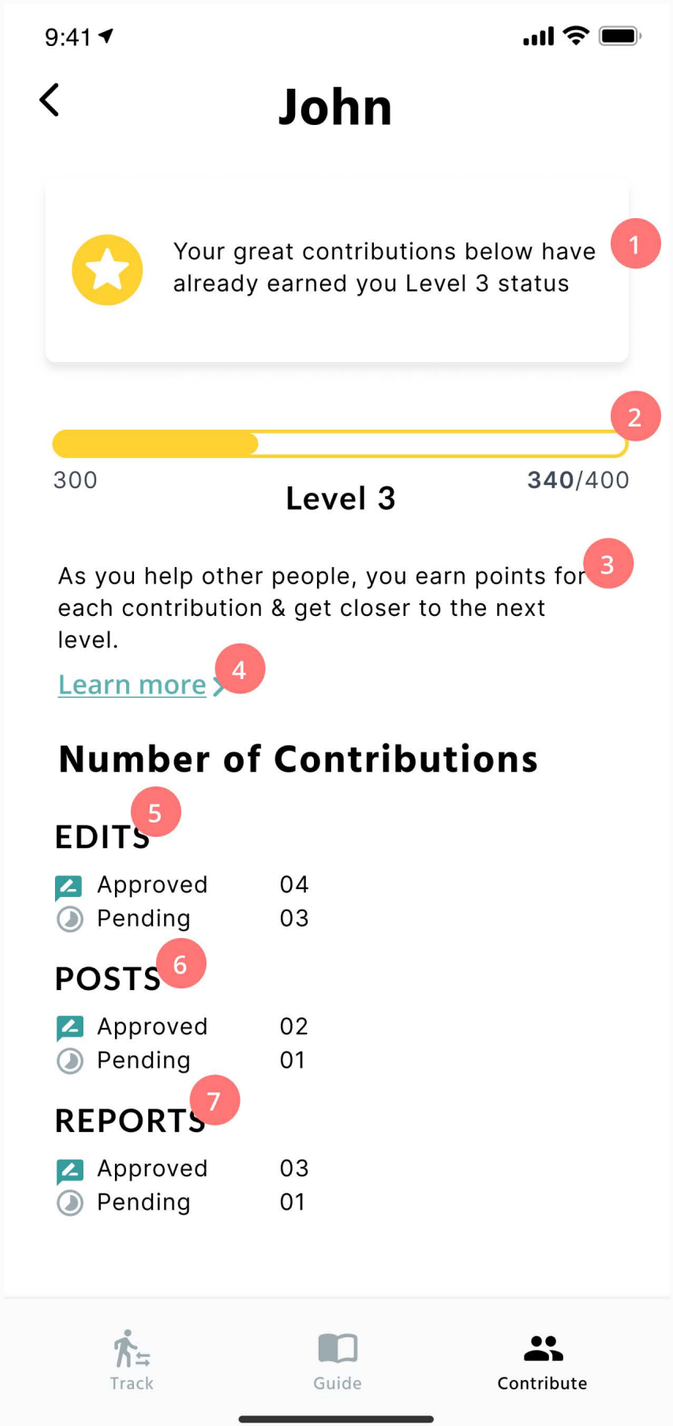
6. This specific **Card** is **Pending**, indicating the current edit is in process of being affirmed.

7. This specific **Card** is **Approved**, indicating the edit has already been processed and is now live on contextual guidebooks.

8. An **Affirmation Notification** noting the user that their recent edit has been successfully posted.

9. The **Navigation** indicates the user is currently in the **Contribute** tab of the application.

Paths



1. A **Current Contributions Card** giving the user an insight on their contribution levels and earnings.

2. A **Contribution Progress Bar** for the user to understand their contribution level and the required points needed to reach the next level.

3. A **Message/ Note** for the user to get a glimpse of how someone can continue earning points and level up as a contributer.

4. The **Learn More Button** allows the user to better understand how to earn points, level up and contribute to the community.

5. The **Edits Section** provides context on how many of the user's edits have been approved and how many are currently pending.

6. The **Posts Section** provides context on how many of the user's posts have been approved and how many are currently pending.

7. The **Reports Section** provides context on how many of the user's reports have been approved and how many are currently pending.

Thanks