

LONDON TRAVELWATCH

App reviews – rating criteria

Category 1 – Busyness and crowding information

Rating		Description
 Excellent	Excellent	Is very comprehensive, providing the user with both live information about the busyness of stations and crowding on-board all services . Information is clearly set out and immediately shows up when entering in a new journey.
 Good	Good	Is very comprehensive, providing the user with both live information about the busyness of stations and crowding on-board a number of public transport services . Information is clearly set out and immediately shows up when entering in a new journey.
 Average	Average	Provides the user with some live information about the busyness either at stations and/or crowding on-board one or more mode of public transport. Information is clearly set out though may not be fully integrated into the app.
 Poor	Poor	Provides the user with basic information about the busyness of stations on one or more mode of public transport. Information is clearly set out though may not be fully integrated into the app.
 Bad	Bad	Provides the user with basic information about the busyness of stations on one or more mode of public transport. Information is hidden on the app and the user has to search around to find it.
 Awful	Awful	Does not provide information about busyness or crowding at stations or on-board services.

Category 2 – General level of information provided

Rating		Description
 Excellent	Excellent	Has detailed and clear information about all services and transport options available. The journey planner gives a good breakdown of the various stages of the trip and is easy to follow. The app is comprehensive enough that the user has all the details for the full length of their journey and does not need to use an additional app to seek any extra information.
 Good	Good	Has detailed and clear information about a wide variety services and transport options available. The journey planner gives a good breakdown of the various stages of the trip and is easy to follow. The app is relatively comprehensive, but the user

		may need to use an additional app to find out some extra information about their journey.
	Average	Has clear information about one or more transport service and also some general information about alternative modes. The journey planner is simple to use, and the information provided is adequate though lacking in some areas. The user will likely need to use another app in conjunction with it in order to find out all the information they need about their journey.
	Poor	Has some information about one or more transport service. The journey planner is basic and missing lots of key information. The user will very likely need to use another app in conjunction with it in order to find out all the information they need about their journey.
	Bad	Has very basic information about one or more transport service. There is no journey planner. The user will need to use another app in conjunction with it in order to find out the majority of the information they need about their journey.
	Awful	Has no information about any transport services.

Category 3 – Functionality

Rating		Description
	Excellent	The app is incredibly easy to use, even for those not used to using smart devices. Information is set out in a very clear way, that is nicely presented and easy to read. The majority of users should find the layout easy to navigate and it will provide a number of options including being able to add an alert for when services are disrupted.
	Good	The app is easy to use, though some not used to using smart devices may need assistance. Information is set out in a very clear way, that is nicely presented and easy to read. The majority of users should find the layout easy to navigate and it will provide options such as being able to add an alert for when services are disrupted.
	Average	The app is easy enough to use for most people though some will need assistance. The information is set out in a clear way, that is easy to read though the app itself may look outdated. The majority of users should find the layout easy to navigate and it may provide options such as being able to add an alert for when services are disrupted.
	Poor	The app is functional though many people will need assistance using it. The information is set out in an adequate way, but the app looks outdated. The majority of users should find the

		layout ok to navigate. It will provide very limited options and will not allow the user to add an alert for when services are disrupted.
	Bad	The app is dysfunctional, and most people will struggle to use it. The information is set out in a poor way, and the app looks outdated. The majority of users will find the layout difficult to navigate and it will not provide the user with additional options such as adding an alert.
	Awful	The app is broken and cannot be accessed.

Category 4 - Step-free options and accessibility information

Rating		Description
	Excellent	The app has a dedicated step-free mode. When the step-free option is selected, the app accurately gives the accessible methods of taking the journey. The information presented is clear and very reliable.
	Good	The app does not have a dedicated step-free mode, but the user is able to select a step-free option. When the step-free option is selected, the app accurately gives the accessible methods of taking the journey. The information presented is clear and reliable.
	Average	The app does not have a dedicated step-free mode, but the user is able to select a step-free option. When the step-free option is selected, the app gives the accessible methods of taking the journey. The information presented is clear though may be unreliable.
	Poor	The app neither has a dedicated step-free mode nor allows the user to select a step-free option. It provides information about the facilities at stations, including some details on step-free access. The information presented is clear though likely to be unreliable.
	Bad	The app neither has a dedicated step-free mode nor allows the user to select a step-free option. It provides basic information about the facilities at stations, including limited details on step-free access. The information is not presented very clearly and is unreliable.
	Awful	The app does not provide information about step-free access and accessibility.