



SBU Smart Transit

Bingling Dong, Hajime Takamatsu, Lisa Zheng,
Max Wertheim, and Juyeon Kim

The Issue

- Other modes of transportation, besides buses, are not implemented into the app.
- Current transportation app is **unreliable** and focuses on buses.



Audience

- Students
- Faculty
- Commuters (students and workers)
- Potential Freshmen

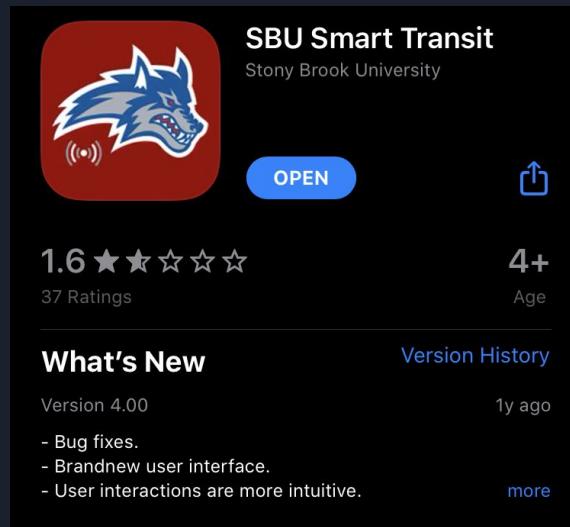


Impacts

- Quality of life



Rating: Android and iOS

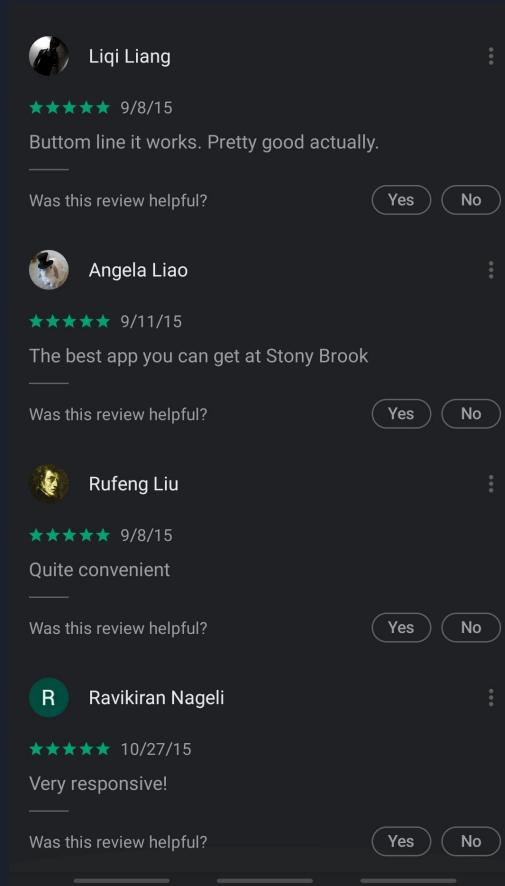


Issue:



Version	2.2017.08.15
Updated on	Aug 15, 2017
Downloads	5,000+ downloads
Offered by	CEWIT
Released on	Aug 21, 2015
App permissions	See More

Before:



Liqi Liang  9/8/15
Bottom line it works. Pretty good actually.

Was this review helpful?

Angela Liao  9/11/15
The best app you can get at Stony Brook

Was this review helpful?

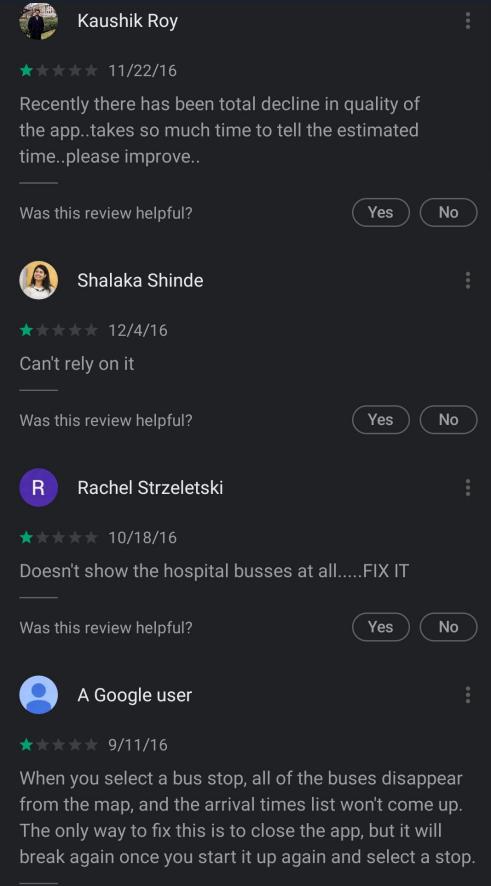
Rufeng Liu  9/8/15
Quite convenient

Was this review helpful?

Ravikiran Nageli  10/27/15
Very responsive!

Was this review helpful?

After:



Kaushik Roy  11/22/16
Recently there has been total decline in quality of the app..takes so much time to tell the estimated time..please improve..

Was this review helpful?

Shalaka Shinde  12/4/16
Can't rely on it

Was this review helpful?

Rachel Strzeletski  10/18/16
Doesn't show the hospital busses at all....FIX IT

Was this review helpful?

A Google user  9/11/16
When you select a bus stop, all of the buses disappear from the map, and the arrival times list won't come up. The only way to fix this is to close the app, but it will break again once you start it up again and select a stop.

Survey Comments

Can't find where the **bikes** are

It sucks never **updated** not precise

sometimes cant even **tell** if it's working correctly

Often **lags** behind real time

It doesn't work 50% of **the time**

Doesn't **refresh** automatically on WiFi to data transition

ITs **TRASHH**

It doesn't work **well** overall. Sometimes I don't see the buses **moving** at all.

Inaccuracy

Been bad for some days. long **delays** in schedule

The app does not load fast enough and is sometimes **inaccurate** on the bus's location

Sometimes the buses aren't tracked correctly. Specifically the West Shopping Route buses.

Not **user friendly**

Inaccurate **time**

It is not accurate so I don't **use** it

Sometimes it doesn't load at all or the **little markers** don't match up with the bus' location

Sometimes the buses don't show on the **map**

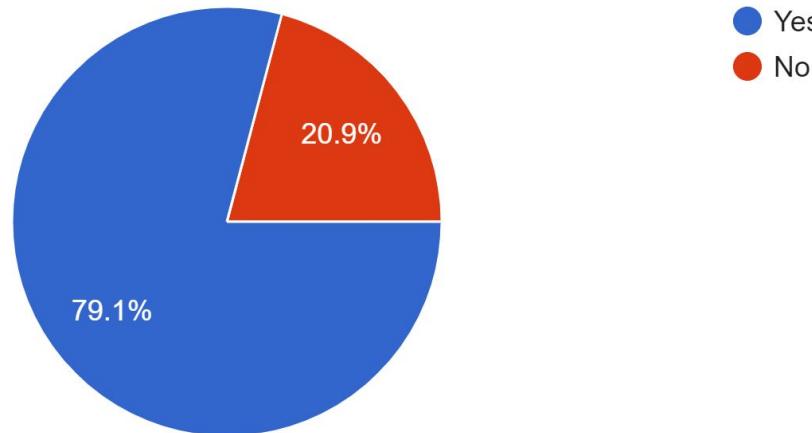
Bugs and **glitches**. Inaccuracy.

Inaccurate **bus current location**

Survey Results

Do you use any of the transportation options on campus?

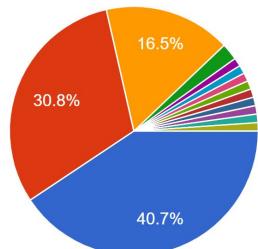
91 responses



Survey Results Continued

How often do you use the Smart Transit App?

91 responses

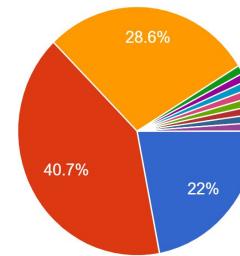


- Not At All
- A couple times a week
- Everyday
- Rarely now but I did when I lived in...
- I try it but it either doesn't load or is...
- Barely
- Once in a while if the express bus is...
- Once every two weeks

▲ 1/2 ▼

How often do you use on campus transportation?

91 responses



- Not at all
- A couple times a week
- Everyday
- couple times a year
- Hardly ever
- Twice a year
- Once every two weeks
- The shared Bike - A couple times a...

▲ 1/2 ▼

Where is OUR money going?

Transportation fees at various state universities:

Stony Brook University: \$210 Per Semester

University of North Carolina (UNC) at Chapel Hill: \$0 Per Semester

University of Arizona - \$0 Per Semester ***

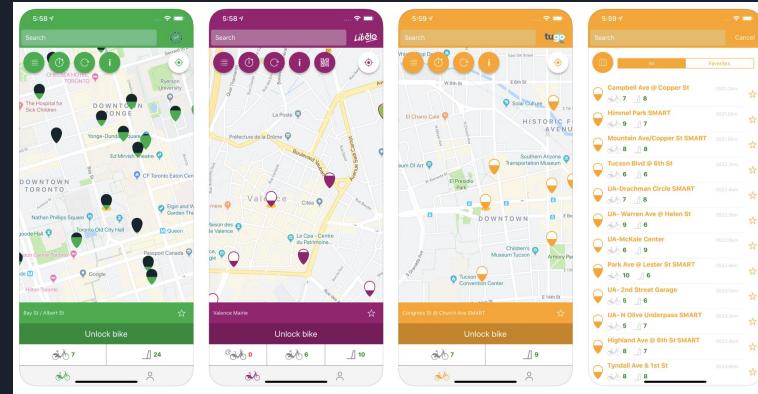
University of California (UC) : Los Angeles - \$0 Per Semester ***

*** - Optional



University of Arizona

- **Optional**
- **Unlimited rides on Sun Tran Bus System with purchase**
 - **Sun Tran Transit** - \$96 for Students Per Semester
 - **Sun Tran** on App Store and Google Play Store
- **Bike App is Separate and Bike Fees are Optional**
 - **Cycle Finder** on App Store and Google Play Store
 - **Uses their version of CitiBike - TuGo**



THE UNIVERSITY OF ARIZONA

University of California: Los Angeles

- Optional
- Unlimited rides on Saint Monica Big Blue Bus or Culver CityBus
- BRUINGO! PASS - \$45 Per Student
- Transit app on **App Store** and **Google Play Store**
 - "Bikes. Trains. Bikeshare. Ridehail. Scooters. We have it all."



Transit • Bus & Subway Times 4+

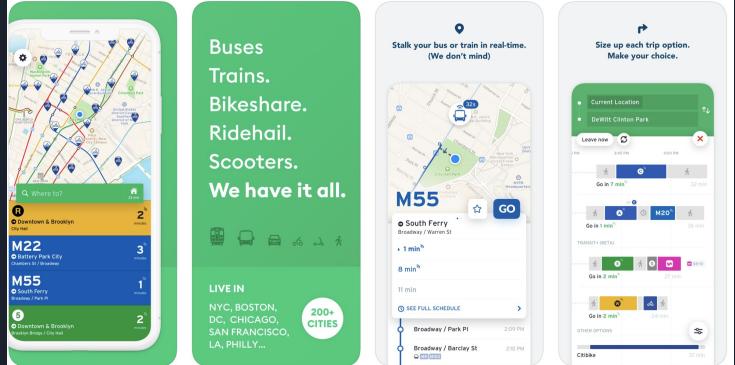
Navigate NYC, LA & 135+ cities

Transit App, Inc.

#6 in Navigation

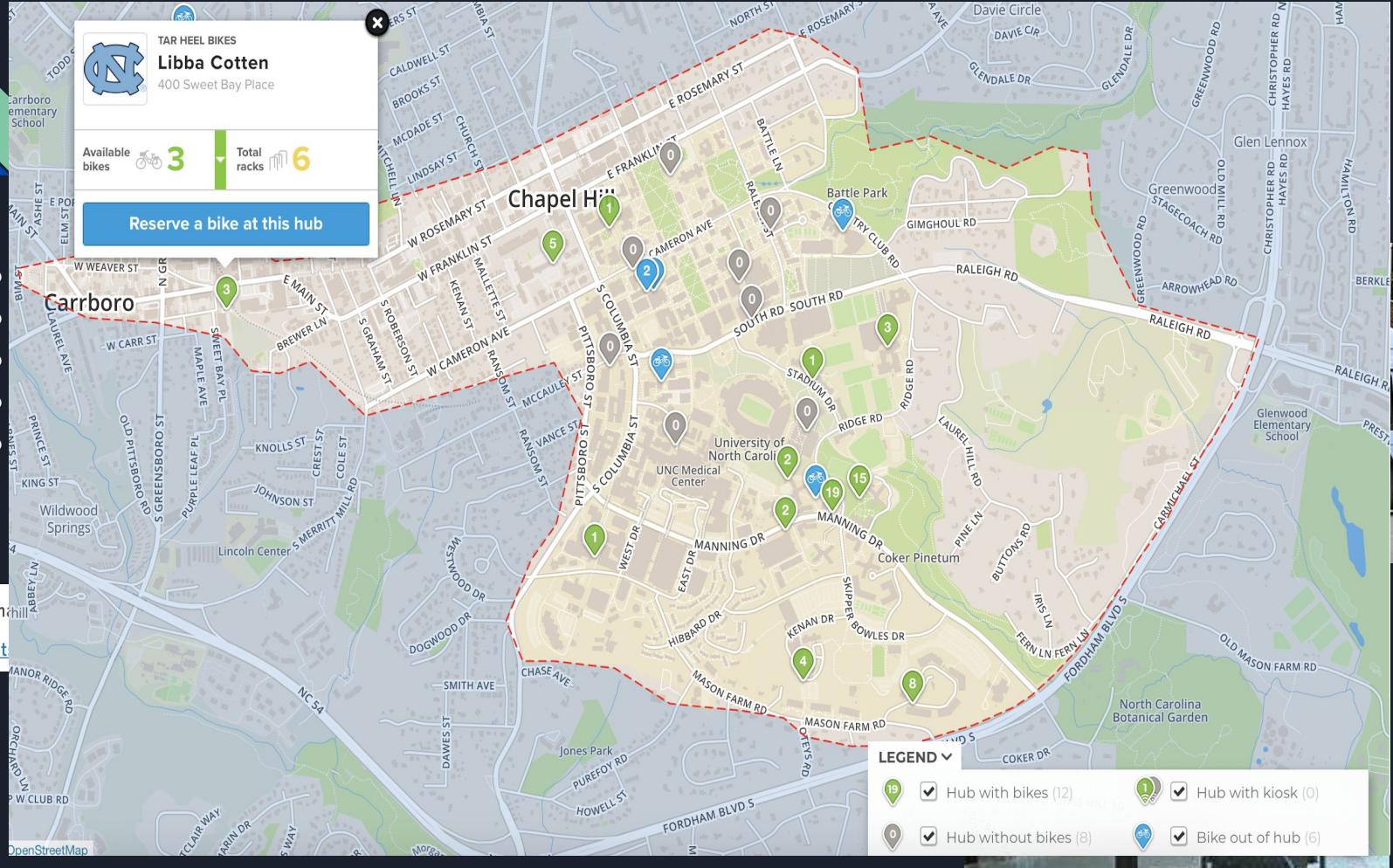
★★★★★ 4.7, 58.9K Ratings

Free



Buses
Trains.
Bikeshare.
Ridehail.
Scooters.
We have it all.

200+ CITIES



Stony Brook University

Stony Brook University Transportation Fee : \$210 Per Semester per student

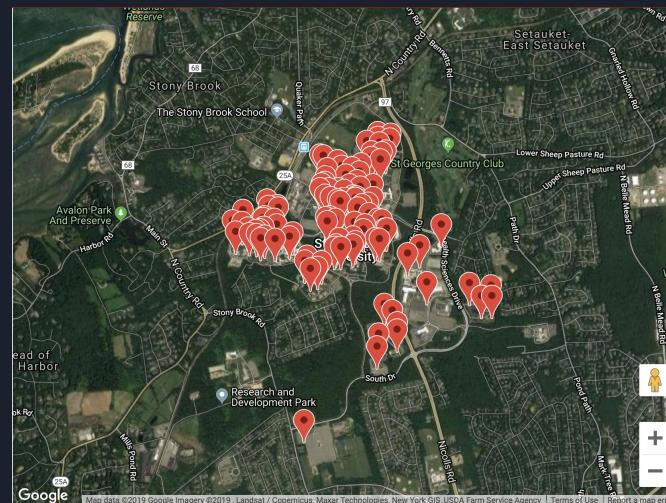
Total students of 2018-2019 : 25,989

- Undergraduate - 17,364
- Graduate - 8,625

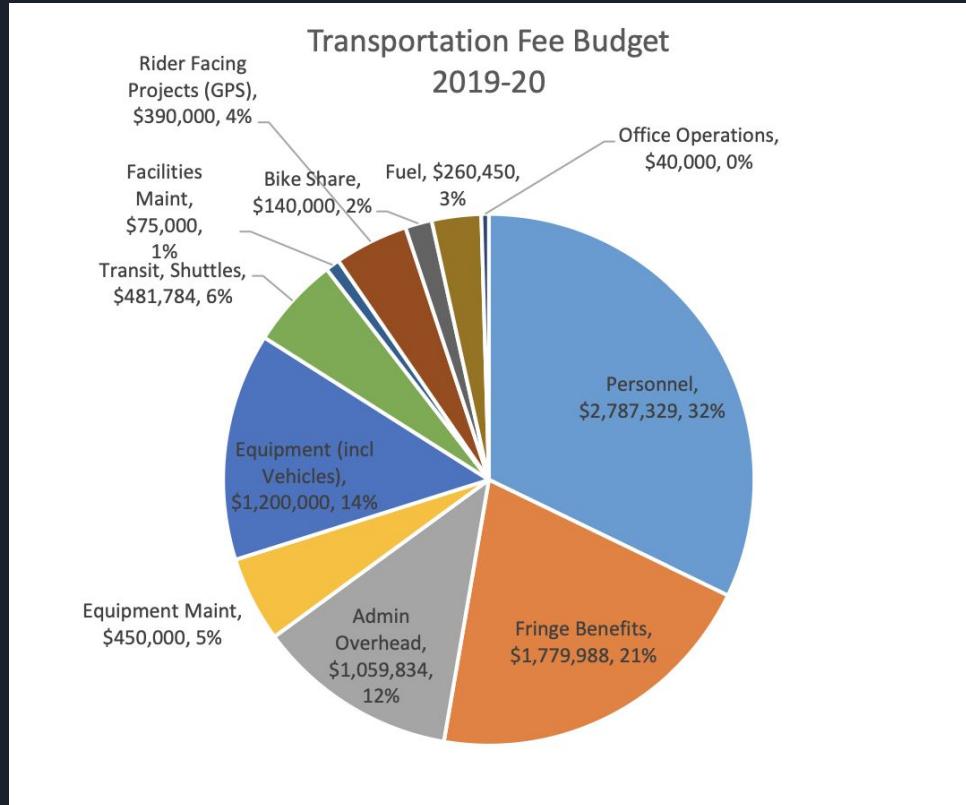
Budget : Around \$7.4 Million

No Bike App

Unreliable times



Stony Brook University cont.

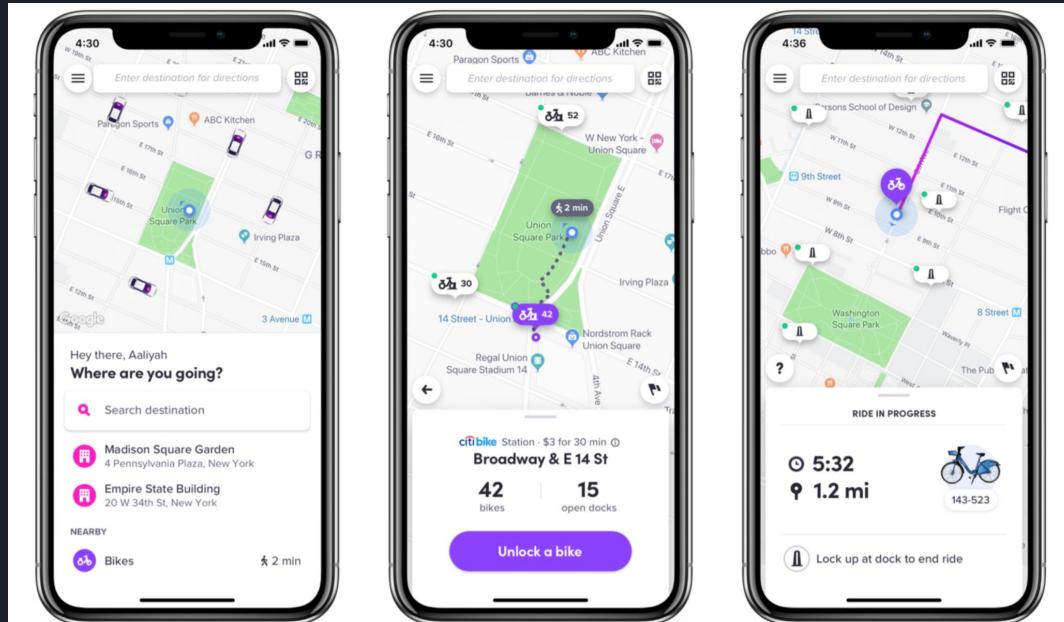


Citi Bike App for Example

Citi Bike for Business

Costs around \$40 dollars per semester for unlimited 45 minutes ride on a classic bike.

Example: Columbia University



Transit App and CS department

- Maintained by: CEWIT and Professor Jennifer Wong before she left
- CS Department IT center:
 - Willing to hire students to manage the app



We also contacted...

CEWIT (Center of Excellence, Wireless, and Information Technology) - open for suggestions

Stony Brook Department of Transportation

to me ▾

Good Afternoon,

At the moment **CEWIT** writes and runs the application and website for Smart Transit. If you have any suggestions we would be glad to hear your ideas and thoughts, as we are aware the app needs to be updated. However, the team here are the only ones working on the coding part at this time.

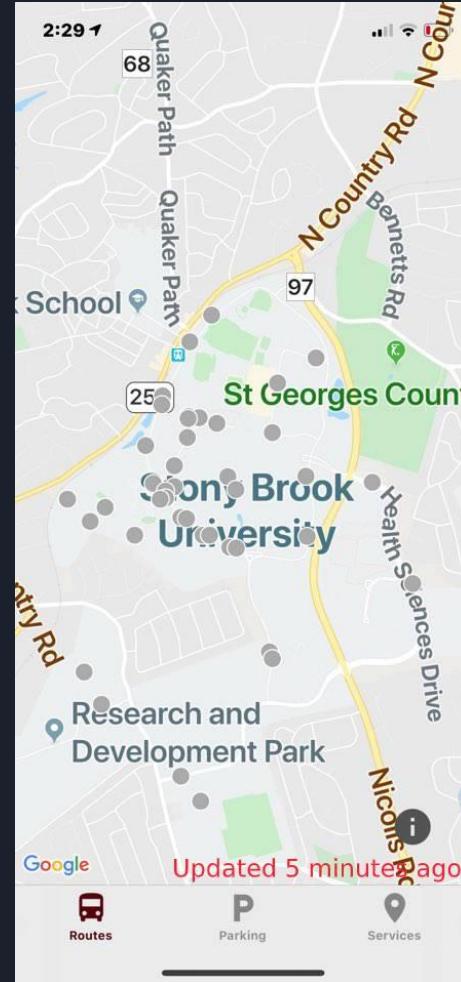
Thank you,

CEWIT

...

Problems and Solutions

- **Problem:**
 - Inaccurate bus times
- **Solution:**
 - Show the last updated time



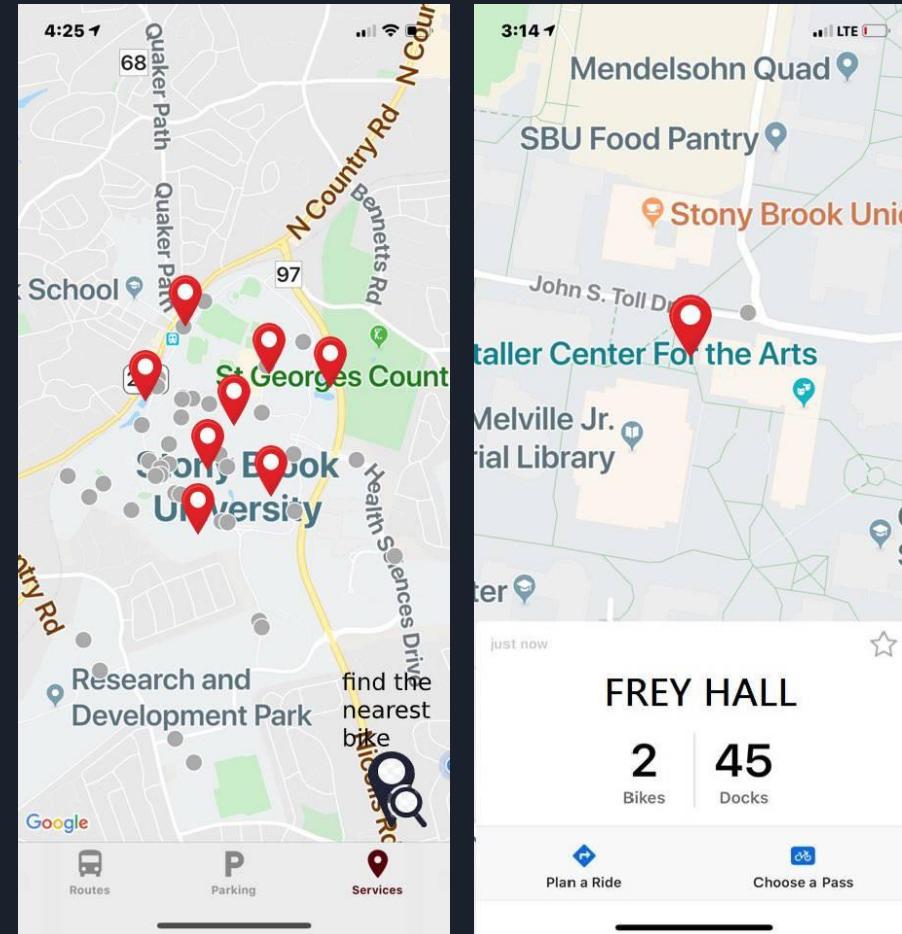
Problems and Solutions

- **Problem:**
 - No information
- **Solution:**
 - Show the location of parking lots



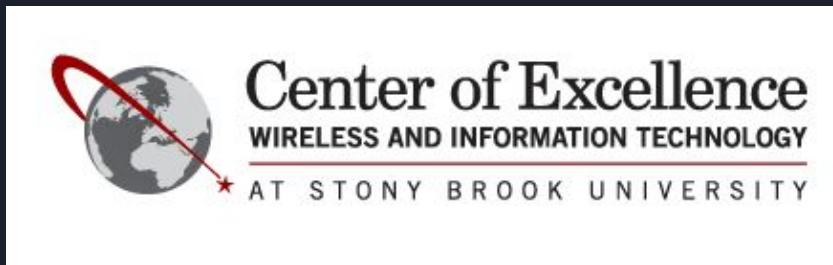
Problems and Solutions

- **Problem:**
 - Not working
- **Solution:**
 - Show the bike stations
 - Show the number of bikes and docks



Overview

- Improve communication between CEWIT and Department of Transportation in order to solve issues.
- Consolidate all transportation information into one functioning app.
- CEWIT needs to **collect** more information on problems within the app and work on fixing them.





Citations

"Bike Sharing." Columbia Transportation, <https://transportation.columbia.edu/content/bike-sharing>.

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"Parking Map: Transportation and Parking." Stony Brook University, www.stonybrook.edu/commcms/transportation-and-parking/parking-services/parking-map.

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UA P&T Development Team. "U-Pass for Tucson Transit." UA Transportation | SunGo U-Pass, <https://parking.arizona.edu/transportation/sungo/>.

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