

Too many unnecessary steps in between any functions which could be reduced

Seperate app for the timetable makes it uneasy for users to get info

Ironically, the app has more functions which seems to deprioritize the main purpose

Complexity

The app interface is lacking in legibility nor clear to a process smooth transction

Important features are seperated onto two different apps, or platforms

Double Apps

Need to find a way to integrate important and relevant features onto one feature

The app interface is lacking in legibility nor clear to a process smooth transction



Inconsistent visual connections between their two apps

Unclear message or notification regarding its peak hour

Can't find any options to recover from mis-operated function within the app

Lack of interface design when giving important message (ex. block of text)

Miscommunication

Slow or missing imporant notice that passengers must be aware of

Providing this app just for the sake of selling tickets, not to connect the org and people

Irresponsibility

Ticket refunds or exchange are hard to do from the app

Not clear if they provide any customer service directly from the app

Doesn't seems to take full responsibility regardless of its their mistake or not