- Maggie
- 72 years young
- Live in London her whole life
- Now retired and enjoys getting out to explore parks, museums and new restaurants
- Loves going to the cinema

Typical day in London:
- If planning a day out shell usually start by looking up what's happening at places she'd like to visit on the internet
- If it's a nice day shell go to a park or take a bus to a museum
- It takes some planning as she doesn't use apps and mobile phones a lot

When did you start using related apps?
- I don't use them too much, but my daughter showed me how to use them
- In London it is important to be able to know how to use them as things changes so much
- I find them helpful but they don't give me easy information and it takes me a while to get to grips with using them

How were these tools and apps discovered?
- My daughter helped me set up some apps, google maps

Initial impressions of these tools and apps
- Does find them helpful as I don't use many apps
- But they do take a long time to learn
- There is a lack of information on important details like step-free routes or places to sit down along the way

What features does she find useful?
- Likes that you can see bus and train times
- Satellite view is handy because it shows you what a space looks like
- Sometimes maps are too small for me to read so I use the zoom feature

What specific challenges does she face, specific examples
- Biggest challenge is finding routes that don't involve a lot of stairs
- Struggles with getting in and out of places
- Gets tired if there aren't enough rest spots

What tools does she use to find accessible routes or venues?
- Relys on google maps and occasionally I look on website
- I enjoy calling the spaces in advance to ask questions but this can be a hassle especially if I do not have the time

A time when she faced difficulties using public transportation
- In Regents Park, the nearest station had a broken lift
- I wasn't notified until I got there
- It was inconvenient as I then had to use the stairs and ask staff for help

What features are essential to an accessible navigation app
- Would like an app to show lift and ramp availability
- As well as benches or places to sit nearby
- Step by step directions would be great

Give an example of when real-time information would have been useful
- So important
- Just recently, had to skip a visit to a museum because their accessible entrance was temporarily closed and I didn't know
- If I had called up I would've found out but I didn't have the time to

Any features you wish existing apps had
- If the app could recommend alternative routes when there are disruptions
- Highlight places to rest
- Also be able to speak to the app so that I do not have to do the talking and in-app faff

How valuable she thinks user reviews or feedback is
- It is great to know from others what a place is like and if it is truly accessible
- As well if the staff are helpful
- Also nice to know when people found quietest times to visit or about facilities like the toilets