

Interview 1

- Georgia
- 22 years old
- Lives in London
- Recent university graduate
- Currently working in a pub
- Lives at home with her dad
- In her spare time, she hangs out with friends

Typical day in London:

- Get up and have breakfast
- Chills for a couple of hours at home with her kittens
- Goes to see friends in the daytime
- In the evening she walks to work in a pub, 25 min walk
- Lime bike home because it is quicker and late at night

When did you start using related apps?

- When she first started going out independently
- As a teenager
- When she first got a phone

How were these tools discovered?

- The need was that she didn't know how to get places
- To find the best route and how much it would cost

Initial impressions of these tools

- They did the job well
- They got her from a to b

What features does she find useful?

- CityMapper, she likes being able to see the best spot to get on the train
- Time efficiency and easiest route
- Gives you route options
- Sometimes she can't afford the train, so knowing the price is useful

What specific challenges does she face, specific examples

- Hip problems and she couldn't carry her suitcase up the stairs in the tube station
- No one helped and she carried it in pain
- Temporary disability

What tools does she use to find accessible routes or venues?

- Doesn't use any
- Thinks the google maps 'more crowded when usual' isn't accurate
- London is constantly busy

A time when she faced difficulties using public transportation

- When the tube is very full and you cannot fit inside
- It is important to know when transport is coming

What features are essential

- Directions are essential
- Updated real-time

Give an example of when real-time information would have been useful

- Getting the tube to the train station for a specific train and the tube would stop for 10minutes at each stop

Any features you wish existing apps had

- To have oyster card on apple pay
- Or to have travel cards on the app for ease of pay and discounts

How valuable she thinks user reviews or feedback is

- Doesn't require them