

Interview 4

- Nick
- 54 years old
- Been using a wheelchair for 15 years
- Lives just outside London and works in IT
- Often commutes into the city
- Loves to get out to museums, restaurants and visit friends whenever he can

Typical day in London:

- A lot of the day revolves around planning the commute
- Finding accessible routes around London
- Avoids busy times on the Undergrounds and prefers buses
- Tries to combine appointments or visits in one area

When did you start using related apps?

- He doesn't use specific access apps but using other navigation apps
- Realised how hard it was to find information on accessible routes
- Was hit or miss trying to find which tube stations has working elevators or if bus stops had ramps

How were these tools and apps discovered?

- Mostly through word of mouth and a lot of trial and error
- Need for accessible navigation increases over time so has to seek out tools to help avoid any issues

Initial impressions of these tools and apps

- They are frustrating
- Many apps he has tried and used do not focus on accessibility
- He has to make do
- They don't account for specific wheelchair needs
- Some information is outdated and the miss key access details like lift functionality

What features does he find useful?

- Clear, real-time updates
 - Ability to see images of locations before I get there
 - When an app tells about lift outages or offers live maps of accessible routes it's a huge relief
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What specific challenges does he face, specific examples

- Biggest challenge is unexpected changes
- Like the blocking of accessible paths
- One night he went to a gallery and didn't realise there was only a flight of stairs down to the exhibition area
- He had to turn around and leave because they didn't have an alternative entry for wheelchair users

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

- Mostly uses google maps and a few transit apps, but they don't focus on access
- Rely on reviews and sometimes calls venues directly
- It's not the most efficient way of planning routes but it works at for now

A time when he faced difficulties using public transportation

- Last time was when taking the underground during rush hour
- Planned to use the lift but it was out of service
- He had no other option to get down to the platform
- He then had to wait for a bus which added nearly an hour to his journey
- He could have gotten a cab but this would've cost way too much money

What features are essential to an accessible navigation app

- Real-time updated on lift and ramp availability
- Customisable options to filter routes that are step-free or less crowded
- App provides landmarks or specific turns to make navigation easier

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

- Very important
- Last week he tried to go to a museum and the accessible entrance was under construction
- If I'd known ahead of time I could have avoided it
- I could have planned a different route

Any features you wish existing apps had

- He'd love to see a reliable app that combines real-time accessibility updates with user feedback
- So that he knows exactly what to expect
- Would be helpful if it could suggest alternative routes immediately if any issues happen in the moment
- Especially features like quieter paths and step-free options

How valuable she thinks user reviews or feedback is

- Very valuable
- Reviews help to understand how accessible a place really is and what specific issues to look out for
- Helpful to know about staff assistance, toilet accessibility and the layout of a space
- Then he knows whether it's worth visiting or to plan anything different