

User Test No.4

1.

Initially very excited by the app

Features:

- Started take me home journey
- Likes to know how many stops there is
- Clear transport information that is accessible
- Platform image is very useful to guide navigation
- Reducing sensory triggers
- Photos of places very helpful
- Place photo address and listing venues
- Symbols link well

Venue information:

- All access info very clear
- Plans the journey with important info
- Higher noise levels are exactly what they would need
- Alert prompts are great
- Different accessible toilets information is well linked to the mobility info

Community:

- Real-life updates they really like
- Clear icons and symbols are so easy to understand

Toilets:

Very informational and needed

- Many moments of delight here

Could include:

- Different colour backgrounds would be useful for viewing
- Quiet room symbol

Overall: definitely understand who it is intended for

2.

- The wheelchair user has to travel to London
- Search for venues via the venue page
- The symbol under the ICA clearly shows that it is wheelchair accessible
- Mobility info on the venue page provides all info needed
- Comments are also handy to know about staff
- Timings are useful to know for walking and wheelchair users
- Suggestion – to use best entrances for people to access tube/venue
- Take me home feature then gives me all the info I need

Rating: 4 – would be good to note best entrance to use

3.

- On the community page then views any real-time updates for the venue they are going to
- Easy to find information
- Can see there is a lift that is shut down via the real-time journey alerts
- Suggestion – struggled to find where good toilets are quickly, instead of going through the steps

Rating: 3.5

4. Community Page

- Community page to see venue reviews
- Venue page to view venues
- Then able to see the community reviews under the venue details
- Suggestion: would need to jump around in order to get to the information

Rating: 4

5.

- To have routes and venues on community page clearer that its personalised
- Access symbols are so helpful and easy to read
- Info to include – how many escalators there are at stations
- Step free alerts – noting where this is before you enter the station
- Map options to show