

Interview 3

- Sam
- Autistic and has dyspraxia
- Visual artist and film maker
- Lives in London
- Doesn't drive
- Short sighted

Typical day in London:

- Going to work
- She gets to the venue early to settle in
- Sometimes takes the tube, but most likely wants to use the bus as she doesn't then have to think about connections or changes
- The bus drops off where she needs to be
- She likes to walk as navigating crowds can be tricky
- She tends to make the same journeys

When did you start using related apps?

- Don't think she has, uses google maps and city mapper instead
- She sets access requirements for herself on these apps
- Sets the text bigger to help her sight
- Dark mode is a preference

How were these tools and apps discovered?

- Found out using these apps from other people
- Friends are savvy with navigation

Initial impressions of these tools and apps

- Has to tailor them to her way of working
- Shows you how to use certain routes and changes
- If there's any hold ups anywhere, this is useful to see

What features does she find useful?

- Google maps is too blaze and doesn't give accurate updates
 - Because of bad eyesight she has to zone in with how she's viewing a space
 - Reading as a full map is too complicated
 - Too much visual stimuli using the map and her surroundings
 - She can't easily see her surroundings and needs things to be larger
 - It would be helpful to focus on the specifics she needs to see with no unnecessarily tricky bits
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What specific challenges does she face, specific examples

- On nights out with friends and when the night ends later than had planned to
- Anxious about missing the last train home even though she knows there's cabs available
- Thinking about what time she needs to leave the space for a reasonable time or the last train
- Breaking the info down is what she struggles with

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

- Looks up the venues online to see images and information
- Otherwise she doesn't feel comfortable attending or going in
- Is there going to be a quiet space for her to use?

A time when she faced difficulties using public transportation

- Going to the shops, especially on Oxford Street
- This space at certain times is very overwhelming
- Amazed by the amount of people there on a Tuesday lunchtime

What features are essential to an accessible navigation app

- Using actual images
- Using the little person to do street view
- The user could become the person in the street view
- Then she wouldn't have to constantly look up what different places look like
- Especially if she can't see very well in the moment
- Making it adjustable in settings: dark mode
- Where to sit on the bus for the best locations for space and navigation
- Best times to travel and when is it most accessible
- Voice system to speak to you, audibly

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

- Stuck on a bus for ages and traffic is at a stand-still
- Live updates to know when work is being done on roads
- And to be aware of other routes you can take
- Especially if the bus route there is your only option
- Knowing of road works prior to travel so you can think of other options

Any features you wish existing apps had

- Good to have places where it is crowded
- Having to navigate crowds is so daunting so knowing what spaces on the map are too busy or crowded
- Knowing when certain events are going to happen at certain times of year
- And how this will impact travel
- A guide how to travel during these times would be so helpful