Interview 2

- Ethan
- 28 years old
- Working as a learning support assistant at a higher education college
- Disabled, on the autism spectrum
- Tendency towards chronic fatigue

Typical day in London:
- London is a big location
- So he tries to see one specific things
- One event: film/ friend for lunch/ exhibition
- He will pack in events over a couple of days if he is there over night
- He needs to plan in advance where he's going and timings

When did you start using related apps?
- He has not been aware of accessible navigation tools
- He uses his map app on his phone usually

How were these tools and apps discovered?
- From having to search for them himself
- Can be very overwhelming to find the right information
- For ease

Initial impressions of these tools and apps
- Finds them frustrating
- They can be inaccurate
- Don't give you the precise location so you have to use your surroundings to work it out

What features does he find useful?
- Voice function
- A calm voice to tell you where you're going
- Not just saying the street, it could say turn left here instead
- More of a sat-nav direction for you to follow

What specific challenges does he face, specific examples
- Noise is his biggest challenge
- Can't escape it and it can become distressing
- Would be helpful to be told is an area is currently really noise polluted
- Knowing various tube line noise levels
- Show an indicator of this
- Traffic for noise too

What tools does he use to find accessible routes or venues?
- Never seen anything out there that shows this
- Just have to settle with normal navigation apps to find the right routes
- Going on venues websites to find out information
- Looking for the info prior to visit

A time when he faced difficulties using public transportation
- Any time using the central line
- It's so loud
- Very cramped and so hot
- Feel very drained afterwards and during
- Noise sensitivities
- Tend to try and avoid that line and choose a different line

What features are essential to an accessible navigation app
- Clear directions
- Well signposted maps
- Making use of notable sites in the area
- Visual and text prompts
- 'you will see this shop'
- 'turn left at costa'
- Shows what the space is like

Give an example of when real-time information would have been useful
- Trains into London
- Trainline app sends notifications about your train service
- Showing platform and cancellations
- Tells you the elevator services
- However, it doesn't give you a suggestion afterwards
- It would be good to take the information one step further by suggesting an alternative when lifts are out of service

Any features you wish existing apps had
- A system that compiles all the info together with details
- Don't need to pre-think the night before travelling
- Don't need to worry about being out of place
- Set system saved onto the phone and just attach headphones
- Just pressing go and having your route spoken to you

How valuable she thinks user reviews or feedback is
- Very helpful
- People already used routes and venue can share their materials
- They have some understanding already and voice their concerns
- Staffing is good to know about routes and places