



Name: Elizabeth Crow

Age: 68

Occupation: Retired

Family: Married, 2 kids, 1 granddaughter

Location: Clayton

Elizabeth recently retired from working as a counter attendant at Coles in Caulfield. Her two sons live in Melbourne city and she loves to go and visit them every weekend to spend some time with them and her grandchild. She loves travelling to other countries but has been unable to in the past two years as her husband has fallen sick and she has been taking care of him.

Elizabeth suffers from protanopia (colour-blindness red weakness) and now from a bit of vision impairment but that has not discouraged her from learning to drive since she was young. She loves to be able to move around the city and thus being able to drive was very important for her as she also needs to bring her husband to doctor visits every now and then. However, it has always been a struggle for her to find a parking when she goes to the city especially during busy hours.

With the rise in technology use in the past decade, her sons have gifted her a smartphone on her 65th birthday. She is a quick learner and has found out how useful a smartphone can be for her. She has tried multiple applications to help her drive around and find a parking spot when needed but none of them had all the functionalities and the support for vision impaired / colour-blind people as she wanted. She once even got fined when using one of those parking applications even though she did nothing wrong, as she misinterpreted a '0' for an 'O' in the parking application when registering her vehicle's plate number for parking.

Goals:

- Wants to visit her children and grandkid every weekend
- Being able to find a parking spot easily even during peak hours
- Be able to bring her husband to the hospital every week
- Be able to use her phone and parking applications despite her vision issues
- Be able to reserve and pay for a parking spot on her phone before reaching her destination.

Frustrations:

- She does not like applications that are too complicated to use
- Needs the application to have a colour-blind mode
- Font size too small for her to be able to read
- Scared of getting fined for misunderstanding / misinterpreting something on the application
- Not being able to find a car park in the city when visiting her children

User stories:

- As a user I want the application to have a simple and self-explanatory interface so that I can use this app easily
- As a vision-impaired user I want the application to support people having colour-blindness / vision impairments issues so that I can use the app for my parking needs
- As a vision-impaired user I want the application to use big font-size or to provide a mode to change to big font-size so that I am able to read easily
- As a user of the application, I want the application to guarantee some form of assurance against genuine confusion when using the application so that I am not scared of misinterpreting something on the application when using it
- As a user of the application, I want to be able to book for a parking spot and pay in advance on my phone before driving there so that I do not have to use my phone while driving
- As a user of the application I want to be able to see multiple parking options near my destination and be able to book them so that I can find a car park easily when going to my destination