## DO

I am retired from military after serving for more than 30 years. After getting use of being active for so many years, I am trying to maintain it by doing different kind of physical activities. But currently, I have physical limitations due to problem in my hips. I also have problem with my eyesight that has me to use reading glasses.

I have 3 children and 4 adorable grandchildren. They are living in different parts of the city

Currently I live with my wife, Elle, in a 2-bedroom town house located in Oakleigh. We drive mostly in daily basis for shopping and running errands.

## FEEL/THINK/BELIEVE

I am aware of my eyesight problem especially when I forgot to bring my reading glasses with me.

And since I have mobility impairment, I am concerned of the availability of mobility car park in my destination.

I am unsure about putting in my credit card details to pay for things on apps and I am concerned about the security of my private data and whether it is safe to do a mobile payment.

## JOE MARSHALL

## 74-year-old, male

## TECHNOLOGY EXPERIENCE

I just got my first smartphone last year as my birthday gift from my daughter. I usually use it to communicate with my family (e.g. video call, exchange pictures and videos).

I am still trying to get used to the phone and sometimes it takes me a while to work out how to use an app.

## PROBLEMS

I am concerned that the application I am using does not have the option for me to change the font size. I am afraid that I might tap on the wrong button because of it.

I am worried that a parking application only can be used for only one car because I used to use Elle's car as well (especially when her car blocked my car which happened quite often).

Another concern that I have is when I have to do mobile payment using my phone. Not only the concern of tapping the wrong button, but the possibility that my bank account detail may leak and will be misused. In addition, most of the times, I am not really sure whether I already have made the payment or not.

## NEEDS

I need an app with simple instructions and readable interface.

I also want an app that can assist me to find mobility car park easily or at least provide the information whether my destination has mobility car park or not, especially when I am driving around the city and have my grandchildren with me.

I need an app with an easy method for adding a second car to my smart parking application.

Furthermore, I need an app with a secure mobile payment feature and ensure that my privacy is not being breached.

## EXISTING SOLUTIONS

Existing smart parking applications