

## S2: User Research

Audrey Sun

### Project Description

Our team is attempting to create a mobile app, website and possibly wearable technology to help aid University of Washington students who commute the ave (a large street next to campus). Since UW's campus is within a big city, Seattle, the streets are accessible to all of the different kinds of people in the area including homeless and other possibly dangerous people. There are also frequent dangerous activities including but not limited to stabbings and theft [1]. This environment causes a lot of students to feel unsafe walking there especially alone. We will design an app that will help these students feel safer, more comfortable, and overall have a better experience walking on the ave.

### Insights

My interviewee has very little issues commuting on the ave, he had actually described it as "peaceful" and "relaxing". I presume it is mainly because the time of day he typical commutes is in daylight with lots of bystanders around and so there is less reason to feel unsafe. He does not seem to fear the ave in any way, he actually said if he were to be in a situation that made him uncomfortable, he would confront the issue. My interviewee seemed to have little issues regarding the safety of the ave. This leads me to wonder if we should narrow the user group to specifically those who commute the ave at night.

### Interview Questions

1. What time do you go on the ave?
2. What do you do on the ave?
3. Do you use your phone on the ave?
4. How often do you commute the ave? Does it change day by day? Weekday vs weekend?
5. How do you commute the ave (bus, walking, biking, etc.)? Are you alone when you commute?
6. Do you always take the same route, or sometimes change your route? Why?
7. How do you feel when you commute the ave?
8. Have you had experiences that made you uncomfortable, if so, did you cope with the situation?
9. Is there anything that dissuades you from spending time on the ave?
10. Is there anything else you would like?

### User Responses

*I interviewed a 20-year-old male undergraduate student at the University of Washington. He grew up in Canada/Hong Kong and moved to the Seattle area 7 years ago.*

**Q:** What time do you go on the ave?

**A:** depends on the day 8am, 2pm, 4:30pm, 9pm ish after dinner

**Q:** What do you do on the ave?

**A:** I usually eat, walk, bus

**Q:** Do you use your phone on the ave?

**A:** yes, I use it to navigate sometimes or listen to music, respond to messages  
sometimes I try not to go on my phone when walking

**Q:** How often do you commute the ave? Does it change day by day? Weekday vs weekend?

**A:** every day at least twice a day, yes depends on the day and what I have (if I have lab it will be 4 times a day), so far haven't commuted on the weekend but in the future probably a little bit maybe twice a day going to and from my apartment

**Q:** How do you commute the ave (bus, walking, biking, etc.)? Are you alone when you commute?

**A:** walk, bus, bike, drive, most of the time alone

**Q:** Do you always take the same route, or sometimes change your route? Why?

**A:** in the morning try to take same route safer to take same route to be on time, but on the way home sometimes change route because not in a rush

**Q:** How do you feel when you commute the ave?

**A:** feels pretty peaceful, I enjoy it it's quiet and relaxing

**Q:** Have had experiences that made you uncomfortable, if so, how did you cope with the situation?

**A:** I have not, but if I were to encounter such situation I would avoid it walk a different path if its persistent I would confront it

**Q:** Is there anything that dissuades you from spending time on the ave?

**A:** no, maybe just the fact that I have to walk

**Q:** Is there anything else you would like to add?

**A:** I wish the buses were more on time

## **References**

[1] Seattle police arrest man in connection with deadly stabbing near UW campus. (2019, August 15). Retrieved from <https://www.king5.com/article/news/local/seattle-police-arrest-man-in-connection-with-deadly-stabbing-near-uw-campus/281-5d5860e1-0057-4fd0-be1e-bb1890648580>.

## S2: User Research

Koyo Nakamura

### Description of Project:

The Watchful Walking group is seeking to improve the experience of University of Washington students when they spend time on the Ave, or University Way. The 60-day log provided by the University of Washington Police Department (<http://police.uw.edu/crimedata/60daylog/>) reports 3 incidents of crime that occurred on University Way in the past 60 days along with numerous other reports from nearby streets. These crime records reflect the unsafe situation of the area outside the campus and may contribute to a feeling of discomfort among commuters that travel to campus via University Way.

### Respondent Profile:

- Lives in an apartment on the Ave
- Sophomore at the University of Washington

### Insights:

- The respondent mainly considers the Ave as a place to eat and hang out with friends.
- The respondent does not stay until late on the Ave, but if he does, he feels safer in the company of friends.
- When on the Ave, the respondent avoids interaction with people he does not know.

### Interview Questions and Responses:

(Responses are paraphrased from the interview for increased clarity.)

1. What time do you go on the Ave?

I go on the Ave at 9am when I leave the apartment and 7pm when I go back to the apartment.

2. What do you do on the Ave?

I hang out with friends and eat food. Also, I live on the Ave.

3. Do you use your phone on the Ave?

It's pretty common that I have my phone out.

4. How often do you commute the Ave? Does it change day by day? Weekday vs weekend?

I commute every weekday in the morning and evening.

5. How do you commute the Ave (bus, walking, biking, etc.)? Are you alone when you commute?

I commute primarily by walking or busing. Half of the time I am alone but other times I walk with my roommate or other friends. I don't go to the Ave in super late hours, but if I do I'll feel safer if I'm in a group.

6. Do you always take the same route, or sometimes change your route? If so, why?

Sometimes I take different routes because when I go to campus, I check google maps and choose the best route that they give.

7. How do you feel when you commute the Ave?

It's not bad if it's in the daytime and I keep to myself. When I say keeping to myself, I mean not interacting with anyone I do not know.

8. If you have had experiences that made you uncomfortable, how did you cope with the situation?

I haven't had any major experiences, but I think keeping calm, keeping your composure, talking to someone else, and not being too irritated can help.

9. Is there anything that dissuades you from spending time on the Ave?

Nothing in my personal experience.

10. Is there anything else you would like to add?

Nothing comes to mind.

**References:**

<http://police.uw.edu/crimedata/60daylog/>

## S2: User Research

Han Mei

### Description of Group Project

The Ave is a busy street and mostly occupied by students commuting and living. Many students say they feel threatened by homeless people. The user group we will focus on is the University of Washington students who commute through the ave.

By understanding students' commuting status and feelings through the research, we hope to develop a mobile app to improve students' commuting experience and safety factors on the ave.

### Target User Research Interview

Interview Questions:

1. What time do you go on the ave?
2. What do you do on the ave?
3. Do you use your phone on the ave?
4. How often do you commute the ave? Does it change day by day? Weekday vs weekend?
5. How do you commute the ave (bus, walking, biking, etc.)? Are you alone when you commute?
6. Do you always take the same route, or sometimes change your route? If so, why?
7. How do you feel when you commute the ave?
8. If you have had experiences that made you uncomfortable, how did you cope with the situation?
9. Is there anything that dissuades you from spending time on the ave?
10. Is there anything else you would like to add?

User Response (S.D):

1. What time do you go on the ave?  
*Usually noon and evening around 6 to 7pm.*
2. What do you do on the ave?  
*Most of time, I am going to school or having foods on the ave.*
3. Do you use your phone on the ave?  
*Sure! I use my phone.*
4. How often do you commute the ave? Does it change day by day? Weekday vs weekend?  
*I commute the ave on every weekday.*

5. How do you commute the ave (bus, walking, biking, etc.)? Are you alone when you commute?  
*I always take the bus and walking. Emm... Sometimes with friends and sometimes alone.*
6. Do you always take the same route, or sometimes change your route? If so, why?  
*I always take the same route. I live in an apartment near the ave.*
7. How do you feel when you commute the ave?  
*When I commute the ave, I feel crowded and noisy. You know, the road is always under construction.*
8. If you have had experiences that made you uncomfortable, how did you cope with the situation?  
*There are lots of homeless people hanging out there. I try to walk with my friends if I can, it makes me feel much better.*
9. Is there anything that dissuades you from spending time on the ave?  
*The traffic was overcrowded and too many homeless people. I don't like the place too crowded and have large flow of people.*
10. Is there anything else you would like to add?  
*Nothing else. Hope for having better environment and security in the future.*

## Insights from the interview

1. Regardless of how it feels, the user inevitably has to commute and live in the Ave because it's part of the way to school.
2. The ave is crowded and busy and the user has no idea about which part is under construction.
3. The user lacks the information on the ave.
4. The user hopes the homeless people can be fewer and transportation can be more convenient.
5. The user will feel safer if he knows he is not alone.

## S2: User Research

Varun Chawla

### Description of Project

- We are going to try and improve the safety on the Ave by creating a mock idea of a phone app that people can use when they feel unsafe on the Ave. It will alert everyone around that person about the situation. Another way we're trying to increase safety is motion sensor lights on the Ave.
- Our users are people who commute the Ave.

### User Profile

- My interviewee was a 19-year-old female who lives in the dorms and commutes the Ave almost every day.

### Insights

- Some people are scared of loud noises or people being intoxicated while on the Ave.
- After the stabbing, right in front of MOD this past August, people have been scared to communicate the AVE at night.
- The person I interviewed said that they are afraid to commute the Ave alone in the mornings.
- It is manageable to commute the Ave alone as this person does every day
- People are nervous while commuting the Ave in General.

### Interview Questions

1. What time do you go on the ave?  
**Evening and night. No reason to be there in the morning.**
2. What do you do on the ave?  
**Go to friend's apartment. I go to the bookstore if I have to.**
3. Do you use your phone on the ave?  
**Yes**
4. How often do you commute the ave? Does it change day by day? Weekday vs weekend?  
**Everyday, once a day. Pretty consistent.**
5. How do you commute the ave (bus, walking, biking, etc.)? Are you alone when you commute?  
**Walking. Alone or with one other person.**
6. Do you always take the same route, or sometimes change your route? If so, why?  
**Always the same route. Most direct route.**
7. How do you feel when you commute the ave?

Nervous. Always people yelling and seeming ly intoxicated in some form. Never know when's someone's going to pull a knife right.

8. If you have had experiences that made you uncomfortable, how did you cope with the situation?

Stayed quiet and walked away as quickly as I could.

9. Is there anything that dissuades you from spending time on the ave?

No, the gain is always worth the risk. The fact that someone got stabbed by MOD Pizza keeps me from going at night.

10. Do you have anything else to add?

No not really.

#### References:

[https://www.kirklandwa.gov/depart/Public\\_Works/Transportation\\_and\\_Traffic/Pedestrian\\_Flags.htm](https://www.kirklandwa.gov/depart/Public_Works/Transportation_and_Traffic/Pedestrian_Flags.htm)

<https://kingcounty.gov/depts/dnrp/solid-waste/facilities/secure-your-load.aspx>

<https://www.seattletimes.com/seattle-news/crime/21-year-old-arrested-in-fatal-university-district-stabbing/>