Group members	Chen Liu, Suyu Luohong, Peggy Luo, Guanting She, Grant Zhou	
1	Questions	hypothesis
Big Questions	Are there any additional services or facilities you wish were available at subway stations (e.g., benches, elevators, restrooms)?	Senior subway riders may experience a lack of adequate facilities and services tailored to their needs at subway stations, potentially affecting their use and perception of the subway system's accessibility and comfort.
Other Questions	 How frequently do you use the New York Subway? √1-Daily 2sometimes 3seldom 4-Rarely For what main purpose do you use the New York Subway? √ Commuting to work or appointments Shopping or running errands Visiting family or friends Leisure or recreational activities Other (please specify) How accessible do you find the subway stations, particularly in terms of stairs, escalators, and elevators? 1-Very accessible 2 not bad √3 so-so 4-Not accessible at all Are the signs, maps, and audio announcements in the subway stations and trains clear and easy to understand? 1-Always clear 2 sometimes 3 seldom √4-Often unclear ✓4-Often unclear ✓4-Often unclear ✓4-Often unclear ✓ 1-Note of the New York № Yelean № New York № New York	

Group members	Chen Liu, Suyu Luohong, Peggy Luo, Guanting She, Grant Zho	u
	 How would you rate the overall cleanliness of the subway stations and trains you use? 1- Very clean 2 Sometimes √3 seldom 4-Poorly cleaned Do you feel safe using the subway, considering both the station environment and the trains themselves? 1-Always safe √2 Sometimes 3 Seldom 4-Often feel unsafe Have you experienced any difficulties when purchasing tickets from machines or passing through turnstiles? 1-Frequently encounter difficulties √2 Sometimes 3 seldom 4- Never encounter difficulties What has been your experience with subway staff when you needed help or information? 1-Very helpful and courteous √2-Somewhat helpful 3-Not very helpful 4-I haven't needed to interact with them Would you be interested in a workshop or program designed to assist seniors with navigating the New York Subway more efficiently? 1-Yes, definitely 2-Maybe, depending on the details √3-No, not interested 	

Group members	Chen Liu, Suyu Luohong, Peggy Luo, Guanting She, Grant Zhou	
2	Questions	hypothesis
Big Questions	Are there any additional services or facilities you wish were available at subway stations (e.g., benches, elevators, restrooms)?	Senior subway riders may experience a lack of adequate facilities and services tailored to their needs at subway stations, potentially affecting their use and perception of the subway system's accessibility and comfort.
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3	Questions	hypothesis
Big Questions	Are there any additional services or facilities you wish were available at subway stations (e.g., benches, elevators, restrooms)?	Senior subway riders may experience a lack of adequate facilities and services tailored to their needs at subway stations, potentially affecting their use and perception of the subway system's accessibility and comfort.
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	 ○ 1- Very clean ○ 2 Sometimes ○ √3 seldom ○ 4-Poorly cleaned ● Do you feel safe using the subway, considering both the station environment and the trains themselves? ○ 1-Always safe ○ √2 Sometimes ○ 3 Seldom ○ 4-Often feel unsafe ● Have you experienced any difficulties when purchasing tickets from machines or passing through turnstiles? ○ 1-Frequently encounter difficulties ○ √2 Sometimes ○ 3 seldom ○ 4- Never encounter difficulties ● What has been your experience with subway staff when you needed help or information? ○ √1-Very helpful and courteous ○ 2-Somewhat helpful ○ 3-Not very helpful ○ 4-I haven't needed to interact with them ● Would you be interested in a workshop or program designed to assist seniors with navigating the New York Subway more efficiently? ○ 1-Yes, definitely ○ 2-Maybe, depending on the details ○ √3-No, not interested 	

Group members	Chen Liu, Suyu Luohong, Peggy Luo, Guanting She, Grant Zho	1
4	Questions	hypothesis
Big Questions	Are there any additional services or facilities you wish were available at subway stations (e.g., benches, elevators, restrooms)?	• Senior subway riders may experience a lack of adequate facilities and services tailored to their needs at subway stations, potentially affecting their use and perception of the subway system's accessibility and comfort.
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Group members	Chen Liu, Suyu Luohong, Peggy Luo, Guanting She, Grant Zhou	
	when you needed help or information?	

Group members	Chen Liu, Suyu Luohong, Peggy Luo, Guanting She, Grant Zho	1
5	Questions	hypothesis
Big Questions	Are there any additional services or facilities you wish were available at subway stations (e.g., benches, elevators, restrooms)?	Senior subway riders may experience a lack of adequate facilities and services tailored to their needs at subway stations, potentially affecting their use and perception of the subway system's accessibility and comfort.
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6	Questions	hypothesis
Big Questions	Are there any additional services or facilities you wish were available at subway stations (e.g., benches, elevators, restrooms)?	Senior subway riders may experience a lack of adequate facilities and services tailored to their needs at subway stations, potentially affecting their use and perception of the subway system's accessibility and comfort.
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Group members	Chen Liu, Suyu Luohong, Peggy Luo, Guanting She, Grant Zhou	
7	Questions	hypothesis
Big Questions	Are there any additional services or facilities you wish were available at subway stations (e.g., benches, elevators, restrooms)?	 Senior subway riders may experience a lack of adequate facilities and services tailored to their needs at subway stations, potentially affecting their use and perception of the subway system's accessibility and comfort.
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8	Questions	hypothesis
Big Questions	Are there any additional services or facilities you wish were available at subway stations (e.g., benches, elevators, restrooms)?	• Senior subway riders may experience a lack of adequate facilities and services tailored to their needs at subway stations, potentially affecting their use and perception of the subway system's accessibility and comfort.
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Big Questions	Are there any additional services or facilities you wish were available at subway stations (e.g., benches, elevators, restrooms)?	 Senior subway riders may experience a lack of adequate facilities and services tailored to their needs at subway stations, potentially affecting their use and perception of the subway system's accessibility and comfort.
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Big Questions	Are there any additional services or facilities you wish were available at subway stations (e.g., benches, elevators, restrooms)?	• Senior subway riders may experience a lack of adequate facilities and services tailored to their needs at subway stations, potentially affecting their use and perception of the subway system's accessibility and comfort.
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