Interview 10/4(1)

* Do you live outside of New York City?

Yes, in Netherlands. (live in Netherlands but are from Belgium and France.)

* If not, how long have you been staying in NYC, and planning to stay?

Today is the 5th day, planning to stay for 8 days.

Currently staying around Times Square.

* What are some problems have faced when travelling in NYC?
  1. Ex) Getting lost, traffic jam, crowded,

× No wifi on phone

× Loudness—people talk loudly

× Drugs—seeing people with drugs on the street—feels uncomfortable and unsafe

× No links between “Top Tens” (the apps suggesting places for tourists) and maps

× Crowdness and No bike lanes, would like to bike if the bikers’ safety is protected (in Netherland everyone bikes)

* In NYC, what type of navigation do you use?

Google maps on phone when WiFi is available;

Actual map to plan where to visit.

Tries to travel around the city in order to feel the city.

* 1. If yes, what frustrate you the most about using that type of navigation you mentioned?

Google map has to be used with WiFi;

The combination of actual map and Google map is a bit complicated but they enjoy that.

Plan with Google map, walk with actual map.

* In NYC, what type of transportation do you use to travel around?

Mainly walking + subway. Cab used just for going to JFK. Tour bus used for once to travel around to visit.

* What types of problems/concerns have you faced when you used the transportation you mentioned just now?

No big problems—New York is fast and easy.

Actually, the combination of top tens and maps is not convenient—getting out of subway/cab/bus and finding the direction again.

* Are you a Smartphone owner?

Yes

* Are you a bike rider?

Yes, in Netherland everyone bikes.

* 1. If yes, what's the primary purpose of using your bike?

Bikes are used both for leisure time, exercise, and commuting to work. The husband uses mostly for commuting to work, but also bikes for exercise. The wife bikes for leisure and exercise more.

* Other concerns?

Hope to see an app developed for route of biking that avoids main avenues and crowded areas to make travelling more friendly to bikers.

Hope to see audio navigation rather than screen navigations—more convenient the better.

Didn’t find Proper Restaurants (maybe add to features of product?)

Interview 10/4 (2)

* Do you live outside of New York City?

Yes, Denver

* If not, how long have you been staying in NYC, and planning to stay?

Planning to stay for the weekend. Came on Friday.

* What are some problems have faced when travelling in NYC?

Not able to communicate with friends that often

* In NYC, what type of navigation do you use?

Google map

* 1. If yes, what frustrate you the most about using that type of navigation you mentioned?

Nothing really, except that Google maps need WiFi.

* In NYC, what type of transportation do you use to travel around?
  1. Taxi(uber), walking, and subway.
* What types of problems/concerns have you faced when you used the transportation you mentioned just now?

Taxi is too expensive but uber seems ok to be an alternate.

* Are you a Smartphone owner?

Yes

Interview 10/4 (3)

* Do you live outside of New York City?

Yes, Seattle

* If not, how long have you been staying in NYC, and planning to stay?

Planning to stay for the weekend. Came on Thursday night.

* What are some problems have faced when travelling in NYC?

Google maps found to be not as updated

* In NYC, what type of navigation do you use?

Google map

* 1. If yes, what frustrate you the most about using that type of navigation you mentioned?

Google map didn’t work on the phone—it doesn’t update where she is as she go along (since there’s no WiFi)

* In NYC, what type of transportation do you use to travel around?

Walking, and subway.

* What types of problems/concerns have you faced when you used the transportation you mentioned just now?

Google map not updated, making traveling confusing.

* Are you a Smartphone owner?

Yes

* Are you a bike rider?

Yes.

* 1. If yes, what's the primary purpose of using your bike?

Mostly for exercising. Sometimes bike for leisure. Never for work because biking to work seems too dangerous.