Overarching Theme	Finding	Sentiment	Type	Notes & Next Steps
Icon choice	Thought the bookmark icon was clear	Positive	Mental Model	was meant to save the route
	Noticed the Service Status alert feature	Positive	Visibility	feature
	Did not realize the community alerts was community alerts	Negative	Visibility	Change the community icon to a bell
communication of features	Didn't know how to delete saved item	Negative	Usability	Changing bookmark icon to trash icon
	Non-New Yorkers were not able to figure out what "Service Status" meant	Negative	Usability	to what the feature is and what it is for.
	What are different lines	Negative	Usability	examples for low-confidence travelers
	Were able to locate the language option	Positive	Visibility	language option in profile section and
	Accessibility Icon toggle feature	Positive	Usability	feature
	Accessibility Icon was noticed	Neutral	Visibility	accessibility feature
icon choice	Were able to locate the saved routes	Positive	Visibility	routes using the bookmark app
Customization	Were able to get swipe feature for deleting the saved route	Positive	Usability	were able to get the swipe feature for
	Liked the customisation feature in saved route	Positive	Usability	to customise saved route based on
	Could locate the card details for payment	Positive	Visibility	refilling the card
communication of features	Travelling from location A to location B	Neutral	Usability	location A to location B
icon choice	Indentified the icons accurately	Neutral	Visibility	Users were well aware about the icons
Communication of features	Felt pop ups were distracting	Negative	Usability	more difficult to use
	confusion between cause of delay and existance of delay	Negative	Usability	where the existance of delay would be
Accessibility	Users appreciated the language feature	Positive	Usability	feature helpful and the location is
Communication of features	users appreciated the map feature	Positive	Usability	concept of the map feature helpful