

NaviLens/NaviLens GO Survey

Background: NaviLens codes have been installed at all stations on the 6 line (in addition to previously installed codes at 12 stations on the west side of Manhattan), on train cars that run on the 6 line, at Bx12, M23, and M66 bus stops/shelters and soon to be on Bx12 buses.

- NaviLens will read signs out loud and provide train arrival information in audio to help blind and low-vision riders navigate the station.
- NaviLens GO, for sighted users, will provide augmented reality navigation as well as train arrival information and service status.

Survey goals: The purpose of this survey is to collect user feedback to support a USDOT grant upon the conclusion of the project in September.

We appreciate you taking a few minutes to tell us about your experience using NaviLens/NaviLens GO.

Q1. Which of the following would you like to provide feedback for?

1. NaviLens (app that provides audio information)
2. NaviLens GO (app that provides visual service information)

NaviLens section

Q2. Where did you use NaviLens? (Select all that apply)

1. At a subway station
2. On a subway train
3. At an M23 bus stop
4. At an M66 bus stop
5. At a Bx12 bus stop
6. On a Bx12 bus

[if Q2=1] Q2a. At which subway station did you use NaviLens?

[if Q2=1, 2] Q3. Overall, how satisfied are you with using NaviLens in the subway station/on a subway train?

1. Very dissatisfied
2. Somewhat dissatisfied
3. Neither satisfied nor dissatisfied
4. Somewhat satisfied

5. Very satisfied

[if Q2=3, 4, 5, 6] Q4. Overall, how satisfied are you with using NaviLens on the bus or at a bus stop?

1. Very dissatisfied
2. Somewhat dissatisfied
3. Neither satisfied nor dissatisfied
4. Somewhat satisfied
5. Very satisfied

Q5. Have you used NaviLens in any language other than English?

1. Yes
2. No

[if Q5=1] Q5a. How satisfied are you with the information provided by NaviLens in a language other than English?

1. Very dissatisfied
2. Somewhat dissatisfied
3. Neither satisfied nor dissatisfied
4. Somewhat satisfied
5. Very satisfied

Q6. To what extent do you agree or disagree with the following statements about your experience using NaviLens?

(Strongly disagree, somewhat disagree, somewhat agree, strongly agree, N/A) *randomize*

1. It was easy and comfortable for me to use NaviLens
2. Using NaviLens helped me reach to my destination without any difficulty
3. Information provided by NaviLens is clear
4. Information provided by NaviLens is accurate
5. The app immediately captured the codes
6. The app provided enough information without overwhelming me
7. There were enough codes around the station
8. I would use NaviLens more often to navigate the subway/bus

Q7. How likely are you to recommend NaviLens?

1. Very unlikely
2. Somewhat unlikely
3. Neither likely nor unlikely
4. Somewhat likely

5. Very likely

Q8. Would you like to have more NaviLens codes in more stations / on more bus routes?

1. Yes
2. No
3. Not sure

Q9. Have you used any other wayfinding/how-to apps besides NaviLens?

1. Yes
2. No [skip to Q10]

[if Q9=1]Q9a. Which other wayfinding/how-to apps have you used? (Select all that apply)

1. Google Maps
2. Apple Maps
3. GoodMaps
4. Be My Eyes
5. Seeing AI GPS
6. Aira
7. Lazarillo
8. Other (specify)

[if Q9=1]Q9b. Which of these wayfinding/how-to apps do you most prefer?

1. NaviLens
2. [piped in all choices from Q8a]

Q10. Is there anything else about your experience using NaviLens you would like to tell us about?
[open ended]

NaviLens GO section

Q2. Where did you use NaviLens GO? (Select all that apply)

1. At a subway station
2. On a subway train
3. At an M23 bus stop
4. At an M66 bus stop
5. At a Bx12 bus stop
6. On a Bx12 bus

[if Q2=1] Q2a. At which subway station did you use NaviLens GO?

[if Q2=1, 2] Q3. Overall, how satisfied are you with using NaviLens GO in the subway station/on a subway train?

1. Very dissatisfied
2. Somewhat dissatisfied
3. Neither satisfied nor dissatisfied
4. Somewhat satisfied
5. Very satisfied

[if Q2=3, 4, 5, 6] Q4. Overall, how satisfied are you with using NaviLens GO on the bus or at a bus stop?

1. Very dissatisfied
2. Somewhat dissatisfied
3. Neither satisfied nor dissatisfied
4. Somewhat satisfied
5. Very satisfied

Q5. Have you used NaviLens GO in any language other than English?

3. Yes
4. No

[if Q5=1] Q5b. How satisfied are you with the information provided by NaviLens GO in a language other than English?

1. Very dissatisfied
2. Somewhat dissatisfied
3. Neither satisfied nor dissatisfied
4. Somewhat satisfied
5. Very satisfied

Q6. To what extent do you agree or disagree with the following statements about your experience using NaviLens GO?

(Strongly disagree, somewhat disagree, somewhat agree, strongly agree, N/A) *randomize*

1. It was easy and comfortable for me to use NaviLens GO
2. Using NaviLens GO helped me move through the station faster than I could without it
3. Information provided by NaviLens Go is accurate
4. There were enough codes around the station
5. The “scan” feature provided useful train/bus arrival and service status information
6. The accessible route function helped me navigate the station using elevators
7. I would use NaviLens GO more often to navigate the subway/bus
8. I would use NaviLens GO more often for train/bus arrival and service status information

Q7. How likely are you to recommend NaviLens GO?

1. Very unlikely
2. Somewhat unlikely
3. Neither likely nor unlikely
4. Somewhat likely
5. Very likely

Q8. Would you like to have more NaviLens codes in more stations / on more bus routes?

1. Yes
2. No
3. Not sure

Q9. Have you used any other wayfinding/how-to apps besides NaviLens GO?

3. Yes
4. No [skip to Q9]

[if Q8=1]Q8a. What other wayfinding/how-to apps have you used? (Select all that apply)

9. Google Maps
10. Apple Maps
11. MTA app
12. Transit App
13. Other (specify)

[if Q8=1]Q8b. Which of these wayfinding/how-to apps do you most prefer?

3. NaviLens GO
4. [piped in all choices from Q8a]

Q9. Is there anything else about your experience using NaviLens GO you would like to tell us about?
[open ended]

Demographics

Q1. In a typical week, how often do you use the subway or bus?

1. Less than 1 day per week
2. 1 or 2 days per week
3. 3 or 4 days per week
4. 5 days per week
5. 6 or 7 days per week

Q2. Are you currently an Access-A-Ride (Paratransit) customer?

1. Yes
2. No

Q3. How old are you?

1. Under 18
2. 18-24
3. 25-34
4. 35-44
5. 45-54
6. 55-64
7. 65+
8. Prefer not to respond

Q4. Do you identify as having one or more of the following disabilities? (Select all that apply)

1. None
2. A disability affecting my vision (blind or low vision)
3. A disability affecting my hearing (deaf or hard of hearing)
4. A disability affecting my mobility (difficulty walking or using stairs)
5. A disability not listed above (specify)
6. Prefer not to answer

Q5. Will you provide us with your email address in case we would like to follow up with you to discuss this feedback? If not, leave blank.