The following list provides a synopsis to the overarching themes emerged from the Journey map activity:

* Lack of information / knowledge
  + Not having access to the information about the space and its accessibility services / features
  + No clear indication of who is responsible for the space and how they can be reached to provide feedback
* Inaccessible Information
  + Available information is confusing, complex or inaccessible for people with disabilities (blind, deaf, etc.)
  + Websites are difficult to navigate or inaccessible
  + Information is not disseminated in alternative formats, such as audio or tactile modes
  + Shared public documents are too technical and difficult to understand by non-experts
  + Not everyone is able or comfortable talking to a chatbot / machine to report an issue
* Disconnected communication system
  + Inability to access and track a chain of feedback
  + Not knowing if others share the same concerns or have the same feedback
  + No way to know whether your feedback was received or acted on
* Inaccessible Environment
  + Difficulty for deafblind individuals to locate themselves in a space when there are no tactile and sound cues
  + Disruptions of traffic flow and unpredictability of spaces due to construction
  + Insufficient or lack of accessible parkings, accessible washrooms and water fountains across the city
  + Confusing, overwhelming or inaccessible signage / wayfinding systems
  + Short traffic light cycles
* Maintenance issues
  + Not enough accessibility Pedestrian Signal (APS), and many of them are broken or do not make a sound to indicate that it has been pressed
  + No zebra crossing or faded lines
  + Potholes on crossings
* Privacy
  + Not comfortable sharing personal information when reporting an issue or sending a feedback
  + Not comfortable sharing personal information on kiosks in public spaces

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| **Themes** | **Description** | **Groups** |
| Not knowing things | (Five, the Other)- Mall  -Lack of information to navigate a shopping centre, information provided is confusing, too complex or not accessible for people with disabilities (blind, deaf, etc.)  -No clear indication of who is responsible for the space and how they can be reached to provide feedback -individual, organization (s).    (Dream Machine) – Farmer’s market  - website difficult to navigate  - Not clear who is responsible for the space-individual, organization(s).  - lack of clear chain of communication – or a consistent central station  - No information on the food provided ingredients, no signage or labels, or customer service present.  - No clear phone number on website  (Fantastic Five)- Park   * Not having access to information about history of park/features in it. * No audio or tactile modes of disseminating this information to park users. * Lack knowledge about story around the park   (Surfing the design)- APS   * Difficult to find out who to call? * Who is in charge? * Not knowing what type of service to discuss it in a community meeting. * Documents too technical, difficult to understand   (416-LABB)   * Not knowing how to access public transport, presence of healthcare provider at emergency, wait time at the hospital. | 1. Five, The Other    2. Dream Machine  3. Fantastic Five |
| Inaccessible environment | (Five, the other)- Mall  -Traffic and construction pose challenges  -Difficulty finding accessible parking.  -No clear visual or audio cues for shoppers with disabilities to navigate inside mall space.  -Difficult to move around in a wheelchair, come across many obstacles.  - Not many places to sit, hard to find washroom and water fountains.  -Information boards – overwhelming and glare on screen.  (Fantastic Five) - Park  -Difficult for deaf and blind people to know where they are in space - no tactile, sound cues to locate  - lack of accessible parking - hard to spend quality time with family member with disability  (Surfing the Design)  -APS - not enough, broken or doesn’t make a sound to indicate that it has been pressed.  - Hard to find the button and press it.  - Located too far from curb, and lack of proper lighting to see the button.  - drivers block pedestrian crossing, run the red light  - bikers come up quietly and weave in and out traffic - overwhelm pedestrians who are blind or partially sighted.  - Light cycle too short, no zebra crossing or faded lines. Potholes on crossings had for blind/partially sighted. | 1. Five, the other  2. Fantastic Five  3. Surfing the Design |
| Privacy | (Dream Machine) – Farmer’s market  -Live/online portal with a robot providing information in real time.  -Not comfortable with talking to a robot  Electronic kiosk  -feel exposed and violated sharing health related issues at the kiosk in public in times of emergencies.  - Prefer in person human interactions. | 1. Dream Machine |
| Ensuring action on feedback | (Fantastic Five) - Park   * Triage feedback and present everyone’s contributions in same format * Positive or negative feedback * Anonymous account to track feedback sent to managers. | 1. Fantastic Five |
| Disconnected system | (Dream Machine)   * Vendors lack knowledge about accessibility needs of customers/clients * Lack of transparent governance - vendors and managers not connected - can’t manage damage control   (Five, The Other)- Mall  Unclear, disconnected communication. Use different codes to communicate  (Fantastic Five)- Park  -No way to know whether your feedback was received or acted on  -No way to ask for assistance or access to amenities in the moment  -No way for people to be involved in solving the problem - told “ we will get back to you”  - No one to connect people to those responsible for the space/service  - No website to give reviews in the moment, or access information  (Surfing the Design)  -311 - either don’t pick up the phone or don’t transfer to the correct person  -Don’t take requests for APS  -No way to know what happened to complaint/request made  -Interlocking of services is fragmented and confusing. | 1. Dream Machine 2. Five, the Other 3. Fantastic Five 4. Surfing the design |

**Co-Design 1: Notes from Wish Board**

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| **Group Name** | **Context** | **Wishes** |
| Surfing the Design | Street | * Accessible pedestrian signals should be on crosswalks too * Lights activated as pedestrians cross the street * colour code curb to clarify where people stand based on need * Feedback isn’t accessible: document need to be easy to understand and not too technical * More benches * Wider berths with raised bumps as well as designated priority? area for people w/ disabilities and access needs |
| Fantastic Five | The Park | * Explore or improve “311” Feedback system for parks.   + Things to incorporate: More volume, natural input mechanisms * Auto prioritization for feedbacks (receiving perspective) * Continuous update during feedback response process * Textual way-finding in parks (Specific to wayfinding) * Give you a reward for # of problems you have reported that get fixed * Volunteer to help fix the problem (Maybe engage student volunteer for credit) * Track stage of your feedback (Both sides can see) * Information as public art * Park Ambassadors - student volunteers * Story telling beacons in parks for information on park amenities * Triage Feedback - present in same method |
| Dream Machine | Farmer’s Market | * Privacy Options – Access to Services without relinquishing privacy – option to opt-out * Proactive vendors/quick response * Transparent data collection and most importantly non-tech human interaction for help * Accessible OMBUDSMAN when there is conflict or confusion – to mediate and identify solution with clear way to identify them (Mediation) * Integrated, transparent communication system (from cleaners to emergency response) in Real-Time for live support * Transparent and accountable governance at all levels (cops, owner, government levels, who and how and responsive with action) * Food Governance at Market Level – labelling, and supply chain (transparent, coherent) * Accessible Rates to washroom – signage and includes when there are changes/construction * Better Accessibility Education – Beyond AODA ( Better public training) * Customized and specific, includes allergies for examples. * Transparent and posting on website – feedback, complaints, what complaints are, who they are from, * Database on site with complaints, response, action. * Legislation around transparent governance * Human interactions during emergencies rather than robots * Connected supply chain from vendor to consumer * Vendors and operators educated on food accessibility needs |
| Five, The Other | Shopping Mall | * A visible way to see how the feedback is implemented * A place that learns from its usage and adapts to it * Having an entity/person responsible for the feedback ( Knowing who is responsible for certains spaces- architects, designers, owners, managers. Knowing where your feedback goes/lives. Humane/dignified wayfinding) * Individualized feedback channel with different options, including: app, person, telephone, feedback box, text message, feedback board. |
| 416-LABB | Hospital | * Hospital Services Feedback * Education - In location of hospitals/clinics * Use of tech, multiple locations, languages * Intelligent systems * Transparent Information on who runs hospitals and who is making decisions * Overnight staff specialists- complex, chronic ( autoimmune), surgery and pharmacy. * Organizational structure of institutions and outsourced services (private/public) * Feedback/information on when ambulance should be called and how much it will cost * Better design and service of public transportation to hospitals * More reasonable and affordable parking in hospitals * Develop policies to encourage walk-in clinics to provide service during irregular hours (Clear information that guides efficientprocess) * (Community support group) * Provide access for transportations in the hospital (useful easy to understand language) * Public education about emergency health care * Finger/eye scanning system to replace health cards * Education for emergency + volunteer room staff on how to properly communicate with people in crisis * Public Education about accessing healthcare- prior and on location. |