## **Interview transcript**

Name: Makayla Scott

Situation: Makayla is a 45-year-old, female-identifying teacher who lives in Houston, Texas. She has two dogs. Makayla has a demanding job as a fourth grade teacher. She also volunteers as a volleyball coach after school. Makayla’s partner works full-time as a pediatric surgeon and regularly switches between working the night-shift and the day-shift at a local hospital.

***[UX Researcher]*** *Can you describe your current work situation and how you take care of your dogs?*

**[Makayla]** I work as a teacher, and I coach volleyball after school, so my puppers Reggie and Snowball are often left home alone for long periods of time. My partner works on-call in a hospital, which often means 12-hour day or night shifts. When our schedules overlap, we definitely need help walking Reggie and Snowball.

***[UXR]*** *What challenges do you face managing the care of your dogs? How does this make you feel?*

**[Makayla]** I *love* my dogs! They have so much energy. If it was up to them, they’d go on five walks a day! But, with our schedules, it’s hard to take them out as much as we’d like. I can manage taking them out first thing in the morning and again in the evening. Sometimes, I pay my next door neighbor’s 17-year-old son to walk them. But, the real issue comes from our travel schedule. My partner and I like to take a lot of trips, and we can’t always take our pets with us. Planning our trips would be much easier if we could book a dog walker.

Our neighbor’s son is graduating this year, and his schedule is becoming inconsistent. I can’t rely on him at the last minute, and I worry that he doesn’t really have the right experience for when I’m on longer trips. I mean, sure, a 17-year-old kid is fine for daily walks. But what if he takes the dogs for a weekend and Snowball gets sick? How will he know what to do, or if he should call me? It definitely makes me worry, but I can’t spend the money on a doggy daycare.

There are also a lot of places I can’t bring Reggie, who is a much bigger dog than Snowball. He’s not hypoallergenic like Snowball is. And, because he’s so big, even bringing him on road trips can be a struggle. We just moved to Houston last year, and there aren’t many people we can ask for help. I’ve considered putting up an ad online, but I’m not sure how I would know who’s safe to allow in my home or who’s good with dogs.

***[UXR]*** *Is there any way in which you feel these challenges could be resolved?*

**[Makayla]** I’d love to find a dog walker that I could prescreen and learn more about. And I’d love a way to book someone consistently. Maybe someone who can do weekends regularly and can commit to specific times while I’m working. Ideally, I could schedule dog sitting days in advance. I just need a consistent dog walker that I can screen to make sure they’re safe and good with animals! I’m willing to pay a little more to get something like this instead of constantly requesting help from my neighbor.