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 Machine3. 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 other2. 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 robotElectronic 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
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| 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)- MallUnclear, 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
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**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
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| 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
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| 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
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| 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.
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| 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.
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