Toronto PATH Navigation Interview

Script:
Hello! We are a team of graduate students in the Faculty of Information at UofT. This interview is collecting data for INF1602 where we are currently researching the pedestrian's navigation experience of Toronto's PATH. We will not be collecting any personal data and any information collected during this interview will only be used within the context of completing this assignment. Thank you for your participation! Before we begin do you have any questions or concerns?

Question 1 (Screener):
Have you attempted to use the Toronto PATH system to reach a destination within the last 5 years?

Are you a resident of Toronto/GTA?

If <mark>YES</mark>, continue the interview.
If <mark>NO</mark>, end the interview

Let's begin:
Take us through your journey through the PATH.
- How do you know where to start and where to go?
- How do you keep track of where you are while in the PATH?
- How frequently do you use the PATH?
- What are the reasons for your use of the PATH?
- Do you plan your trip through the PATH ahead of time? If so, how?
- Do you use any supplementary resources or tools (e.g. navigation apps, websites) when you navigate the PATH?
- What is your main source of information for wayfinding when you navigate the PATH?
- What are some of the factors that may discourage your use of the PATH?

1. When you experience difficulty in navigating as a pedestrian, how do you seek information to gain a better sense of direction?

2. How significant are the use of navigation apps when navigating as a pedestrian?

3. How do the current wayfindings (signage, maps, kiosks) through the PATH network shape your journey?

4. Have you experienced any challenges with navigating the PATH? If so, can you elaborate on those challenges? How did you overcome those challenges?

5. Have you used any of the services within the PATH, ie. fast-food restaurants or shops?

6. In your opinion, how could your navigation experience of the PATH be improved?