

# Supplementary Materials (SM)

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## Looking Further into Climate Change in Australia

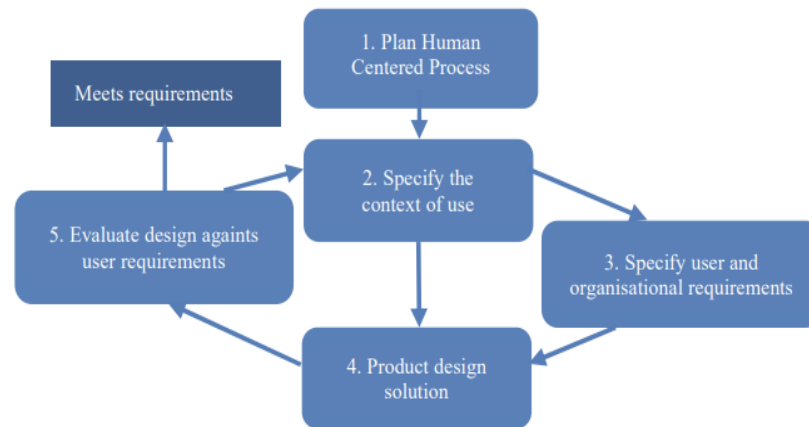
According to the Climate Action Tracker, Australia has been deemed insufficient in its efforts to reduce greenhouse gas emissions and the rate of global warming (*Australia*, n.d.). In addition to exportation of fossil fuels, a huge factor in production of greenhouse gasses is transportation and vehicle usage. While other countries now have large markets for electric vehicles, only 3.9% of the total market vehicle sales in Australia are electric (Peacock, 2022). The continued high usage of gas-powered vehicles is counterproductive in reducing greenhouse gas emissions. According to the Climate Action Tracker, Costa Rica passed a law to support electric transportation in 2018, which is now in effect and the country's emissions are decreasing (*Costa Rica*, n.d.). If Australia can model similar actions to countries such as Costa Rica and design effective climate policies, they will make strides in reducing the amount of greenhouse gas emissions in their atmosphere. Energy production is a major factor in carbon emissions, specifically with electrical power to major cities. Under the Planning and Environment Act of 1987 (Victoria), the City of Melbourne introduced the C60 Planning Amendment which requires all office developments over 2500m<sup>2</sup> to meet Energy Star performance requirements in 2005 (Bulkeley, 2012). In addition, the City of Melbourne declared that their operations have remained carbon neutral since 2012 (City of Melbourne, 2018).

## Software Interface: User-Centered Design

The process called 'RABBIT', which stands for 'Research', 'Assess', 'Balance', 'Build', 'Operative Image' and 'Test', looks into the minds of the user and the context of what the user is looking for. A case study done with EyeGuide Focus, a program that was made for athletic trainers working with athletes, found that following the 'RABBIT' process along with triangulation and communication with potential users allowed for a high-quality result (Still & Crane, 2017). A particular experiment where participants would interact with point-of-sale software and complete tasks while being timed found that the redesign of the original interface vastly improved participants' task speed. The redesigned interface was much more usable and user-centered. The redevelopment of the software followed a similar process that EyeGuide Focus used, which focused on "*understanding and specifying the context of use, specifying the user requirements, producing design solutions and evaluating the design*" (Esparza, 2021). These studies ultimately found that focusing on surveying and understanding the user yields much better results than not communicating with them.

In Tegal, Indonesia, the city government implemented a plan to create a smart city, and one of the first steps was to develop a public service mapping website similar to the Cool Routes website. The application was built with a user-centered design method that would be adaptable to the user.

### User-Centered Design Model



**Figure 1:** This figure discusses the specific user-centered design approach Tegal has taken when developing the website (Sasmito, 2021).

As seen in Figure 4 above, the user-centered design approach taken assesses the context and users they are catering to, then develop the program and make adjustments as requested by the user. “In this research, the design is focused on the user. The user interface model has been tested... which reaches an average usability percentage of 87.4%, this shows that usability is obtained in the very good category” (Sasmito, 2021). Their case study showed the effectiveness of user-centered design, with the majority of users being satisfied with the usability of the product.

## Guide For Focus Group

### Part 1: Instructions (10 minutes)

1. Ask permission to record conversation
2. Verbal Instructions (general idea, not exact script):
  - a. Elevator Pitch: explanation of our project, Cool Routes, what the participants will be doing in the focus group:
    - i. First you will bring up Cool Routes on your mobile devices and we'll ask you a few questions
    - ii. Then we will have you all use Cool Routes on a short walk
    - iii. Then we will have a discussion about your first impressions, experience using the website, and its features
3. Conversation for First Impressions:
  - a. What did you think of the website when you first opened it?
  - b. Were the instructions of the features helpful?
  - c. Did you notice all of the features that Cool Route has?
    - i. Features we would like them to notice (notes for our group only):
      1. **Locations of landmarks** highlighted on the map - and if you are interested in them

2. The **map of Melbourne - 3D buildings** and colored paths representing heat (**Thermal comfort model**) - you have the ability to turn 3D buildings or the thermal comfort model off
3. **Navigation** - the website's ability to route from point A to B and highlight the directed path
4. **Alternative routes** - if more than one path is available, Cool Routes gives the option to pick a different path
5. **Time of day** - must select the time of day to get the coolest path based on the sun
6. **Walking or cycling** - able to choose if you want to walk or cycle

Part 2: Allow them to use Cool Routes (20 mins)

1. Candace has designated locations for people to go to with a total travel time of approximately 20 minutes
  - a. Parliament reserve (next to Parliament) and back
  - b. Riverside quay (Southbank Promenade) and back
  - c. Old Melbourne Gaol and back
  - d. Guildford Lane and back
  - e. Market St open space and back
  - f. Tryptych Apartment Green Wall and back
  - g. Birrarung Marr and back

Part 3: Feedback Questions: (30 minutes) **3 minutes per question**

We asked these questions to our participants verbally, and recorded the feedback.

1. How was your experience with the tool? What stood out to you?
2. Was there a difference between the typical route you would take to get to your destination and what Cool Routes suggested?
  - a. Ex. temperature/shade cover or time of routes
3. Did you notice the blue/green infrastructure highlighted along your route?
4. Did you feel that the location's blue green infrastructure were interesting?
5. Were there any features or landmarks you saw that you would like to see highlighted?
  - a. Ex. parks, playgrounds, restaurants with outdoor seating, cool interactive locations
  - b. Would you like to see these in addition to green/blue infrastructure or replacing them?
6. Which features did you like about the website?
7. Which features were the most difficult to use? How would you address solving this issue?
  - a. For every "problem" discussed in answering this question, we have a discussion about possible solutions

- b. Ex. direction arrows, street names, live physical location updates, automated voice directions, etc.
8. Do you see yourself using Cool Routes to plan travel through Melbourne or for live navigation?
  - a. Be mindful this could change based on the knowledge people have of the city
9. Would you be more likely to use Cool Routes if the improvements discussed above were integrated into the website?

### Schedule of Work in Melbourne: Gantt Chart

Tasks:	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8
Creating surveys on qualtrics								
Setting locations or meetings to conduct surveys at								
Collecting data via surveys								
Data Analysis for survey results								
Developing recommendations								
Create final report								

**Figure 2:** This image is a breakdown of what our team worked on each week we were in Melbourne. The boxes highlighted orange represent the weeks we were working on the corresponding activities.

As shown in Figure 2, our team scheduled the main task for each of the eight weeks we were in Melbourne. The first five weeks we focused heavily on developing and executing our

survey, while the last three weeks focused on forming our recommendations and finalizing our report.

## Structure for Interview with User—Centered Design Expert, Alex Therrien:

Introductions:

- Meet our IQP team
- Meet Alex
- Introduce project
  - Project brief
  - Our research question
  - The role UCD plays in our project

UCD Interview Questions:

1. User Centered Design Introduction
  - a. What is User Centered Design?
  - b. Why is User Centered Design important?
  - c. How can we evaluate websites or other digital platforms based on their UCD?
  - d. What are features that would be considered as “good” UCD?
  - e. What are features that would be considered as “poor” UCD?
  - f. How would poor UCD prevent a user from using an application
2. Cool Routes UCD evaluation
  - a. Does Cool Routes have any stand out features that would attract users to the website?
  - b. Does Cool Routes have any stand out features that would prevent users from wanting to use the website?
  - c. What do you think about this tool in terms of overall idea? Could this tool be a successful resource given the suggestions you gave to us?

## Structure for First Meeting with Cool Routes Web Designers, Dani Bramante and Jack Barrett from Nova Systems:

1. Introduction to our project
  - a. Personal Introductions
  - b. Our project and research question
2. Cool Routes Website design
  - a. Review design process of website

- i. what are key features in the design of the website
    - ii. Talk about the skeleton of a website? What is in each level (show that we are smart and know about the skeleton)
  - b. Challenges or difficulties faced
3. Potential Changes and their respective costs - look at our own list
    - a. Possible Modifications
      - i. Cost
      - ii. Practicality
      - iii. Impact

## Structure for Second Meeting with Cool Routes Web Designers, Dani Bramante and Jack Barrett from Nova Systems.

1. Overall Progress with Data Collection
  - a. Focus Group Results
2. Changes from Focus Group (in order of importance)
  - Adding live location
  - Adding Street names
  - Adding a direction pointer/compass (shows what direction you are facing)
  - More specific directions when moving through a building/cutting through a space
  - Adding more interactive highlighted locations -parks, air conditioned places, etc.
  - Locking in your location or adding in a “press go” button
  - Adding information button and instructions button instead of initial “pop up”
    - Information about toggling and map layers
    - Instructions about how use it to navigate
  - Adding a button to toggle off/on highlighted locations so you can customize your experience
  - Automatic Time Zone Updates
  - Adding a button to toggle between angle view and bird's eye view
  - Adding audio instructions with directions (similar to google maps)
3. Questions & Comments
  - A blue dot appears sometimes during navigation
  - Not all features worked in Brave browser

## Structure for Marketing Meeting with Nicki Colls, City of Melbourne

### Questions:

1. We are not familiar with advertising, would you be able to give us a short breakdown of how campaigns work?
2. What are the different resources you use to advertise in the city? What goes into advertising a specific campaign?

3. What does it cost CoM to use these resources
4. Does it cost anything to advertise without a campaign (ex: individual posts)?
5. What resources do they advertise when the city's experiencing extreme heat (social media)?
  - a. How easy would it be to incorporate Cool Routes into these advertisements?
6. How much would it cost to advertise via city signage?
7. Could you break down the process of getting a project approved for advertisement? Is the project presented with a specific budget? Does the comms team do an assessment on what they're going to do for the intended budget or is that requested by the projects team? Who has a say in what kinds of resources (social media, posters, campaigns) are allowed to be used for different sized projects?
8. What sized campaign could you see Cool Routes be allocated for? What would something like that cost roughly? What would be included in that campaign package?
9. What is the budget for extreme heat related advertising and what department/s does that specifically fall under?
10. Are there any documents which could explain the structure of these processes which you could share with us?
11. Does the Climate change avocation team have an effective budget to support a campaign for Cool Routes? Advertising is on the lower level recommendation of our report, less than \$20k, how much money would the City be willing to spend on this?

## Structure for Heat-Related Interview with Sweltering Cities Founder and Executive Director, Emma Bacon:

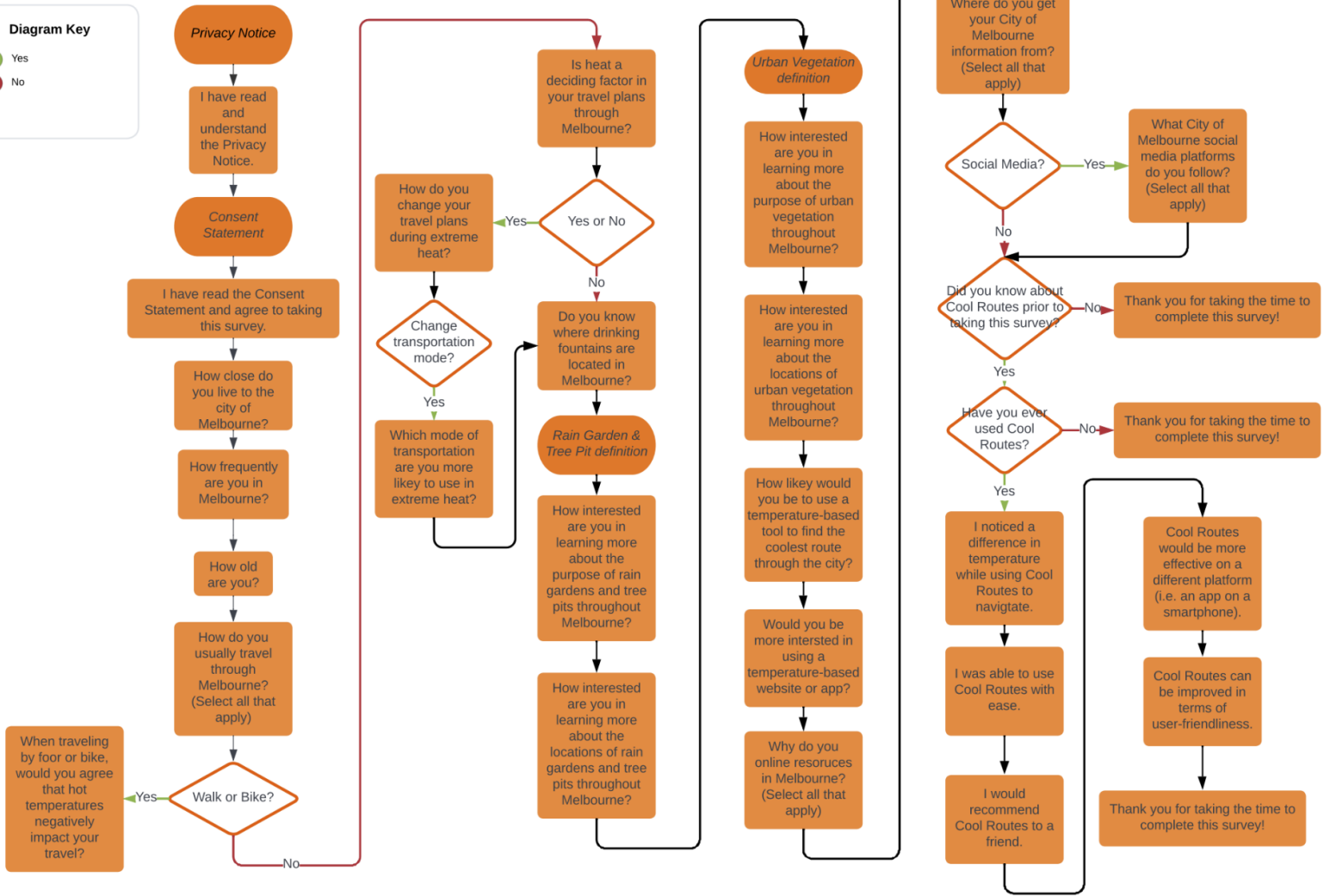
Start with broader climate related questions

1. Why is heat particularly dangerous in Australia?
2. Where does the problem start? Is it with climate change, people who provide bad housing, or government policies?
3. Do you think the climate issues Melbourne is dealing with are **similar to** or different from climate issues across Australia?
4. Has the Victorian government been successful in implementing climate adaptation initiatives?
5. What did you already know about Cool Routes prior to this meeting?
6. What could this tool do for the communities you serve?
7. How do you think we could give these people access to this tool?
8. How do you think we could advertise this tool? Would it be better pitched as a way to avoid UV rays or to be more comfortable i.e. "cool"?
9. What existing resources do you think it pairs well with?



# Survey Questions Flowchart

## Cool Routes Survey Questions



**Figure 3:** This image shows the order of our survey questions. The orange rectangles are questions and the white diamonds are answers that determined which of two questions was the next asked.

We created our survey using Qualtrics. The order of our survey questions is shown in Figure 3

## Finalized Survey Questions:

### *Privacy Notice:*

Hello and thank you for choosing to participate in the following survey. This survey was designed by a team of undergraduate students at Worcester Polytechnic Institute researching the analysis and uptake of the Cool Routes Climate tool, designed by the City of Melbourne. Before accepting this notice, you must be fully informed about the procedures, objectives, and any dangers you could experience as a result of your participation. This survey will not require any personal information and will remain fully anonymous. The following questions will be used for general analytical use only. The estimated length of this survey is approximately 5-10 minutes and all questions are optional.

Here is a link to the Cool Routes climate tool: <https://www.coolroutes.com.au>

- I have read the Privacy Notice.

### *Consent Statement:*

By completing any questions in the following survey, I agree that any information in this survey can be used for the purpose(s) mentioned in the privacy notice above.

- I have read the Consent Statement and agree to taking this survey.

### *Demographic and Travel Questions:*

How close do you live to the city of Melbourne?

- I live in Melbourne
- I live in Victoria, outside of Melbourne
- I live in Australia, outside of Victoria
- I live outside of Australia

If you live outside of Australia, what region are you from?

- TEXT

How frequently are you in Melbourne?

- Everyday or nearly everyday
- A few times a month
- A few times a year
- Every few years
- This is the only time I've been to Melbourne
- I haven't been to Melbourne yet

How old are you?

- 12 and under
- 13-17
- 18-24

- 25-34
- 35-55
- 55+

How do you usually travel through Melbourne? (Select all that apply)

- Walk
- Bike
- Car
- Bus
- Tram
- Train
- Rental bike/scooters
- Other (please specify)

\*\*When traveling via foot or bike, would you agree that hot temperatures negatively impact your travel?

- Yes
- Somewhat yes
- Not really
- No

Is heat a deciding factor in your travel plans through Melbourne?

- Yes
- No

\*\*How do you change your travel plans during extreme heat? (Select all that apply)

- I choose a different mode of transportation
- I change my route through Melbourne
- I choose to travel to fewer destinations
- I seek out cool places in Melbourne other than my home
- I choose to stay home

\*\*Which mode of transportation are you more likely to use in extreme heat?

- Walk
- Bike
- Car
- Bus
- Tram
- Train

- Rental bike/scooters
- Other (please specify)

*Infrastructure Questions:*

Do you know where drinking fountains are located in Melbourne?

- Yes, I know many
- Yes, I know a few
- No, I don't know where drinking fountains are located in Melbourne

An example of a rain garden or tree pit is shown below. These help with water management and flood control, while providing shade to streets. (Student Photo)

How interested are you in learning more about the purpose of rain gardens and tree pits throughout Melbourne?

- Scale, 0 = Not Interested and 5 = Very interested

How interested are you in learning more about the locations of rain gardens and tree pits throughout Melbourne?

- Scale, 0 = Not interested, 5 = Very interested

An example of vegetation found on roofs, facades, and walls is shown below, this can be referred to as urban vegetation. These help cool the city and filter its air. (Photo by City of Melbourne)

How interested are you in learning more about the purpose of urban vegetation throughout Melbourne?

- Scale, 0 = Not interested, 5 = Very interested

How interested are you in learning more about the locations of urban vegetation throughout Melbourne?

- Scale, 0 = Not interested, 5 = Very interested

*User - Centered Design Questions:*

How likely would you be to use a temperature - based tool to find the coolest route through the city?

- Scale, 0 = Not interested, 5 = Very interested

Would you be more interested in using a temperature-based website or app to find the coolest route through the city?

- I would be more likely to use an app
- I would be more likely to use a website
- I would be equally as likely to use an app or website
- I would be equally as unlikely to use an app or website

Why do you use online resources in Melbourne? (Select all that apply)

- To navigate
- To find public transportation
- To find restaurants
- To find parks
- TO learn information about the city
- TO find activities and events
- To rent scooters/bikes
- I don't use online resources while I'm in the city
- Other (please specify)

Where do you get your City of Melbourne information from? (Select all that apply)

- Website
- Social Media
- Billboards/Signage
- Newspaper
- Television
- Other (Please specify)
- None

\*\*What City of Melbourne social media platforms do you follow? (Select all that apply)

- Instagram (@cityofmelbourne)
- Instagram (@whatsonmelb)
- Twitter
- Facebook
- LinkedIn
- YouTube
- Tik Tok
- Other (please specify)

Did you know about Cool Routes prior to taking this survey?

- Yes
- No

\*\*How did you hear about Cool Routes?

- City of Melbourne website
- Social Media
- Family or Friend
- City Signage

- Other (Please Specify)

*Use Experience Questionnaire:*

**\*\*Have you ever used Cool Routes?**

- Yes
- No

I noticed a difference in temperature while using Cool Routes to navigate.

- Strongly Agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

I was able to use the website with ease.

- Strongly Agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

I would recommend Cool Routes to a friend.

- Strongly Agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

Cool Routes would be more effective on a different platform (i.e. an app on a smartphone)

- Strongly Agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree

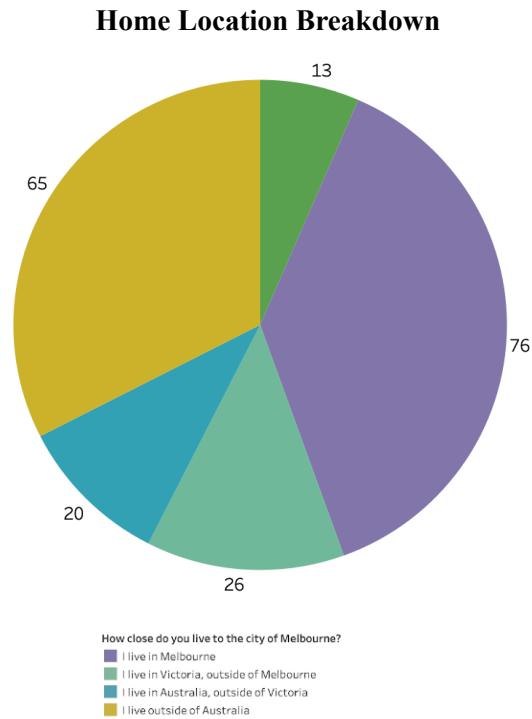
Cool Routes can be improved in terms of user-friendliness.

- Strongly Agree
- Agree
- Neither agree nor disagree
- Disagree

- Strongly disagree

If you have any specific comments or suggestions after using Cool Routes, feel free to leave them below.

- TEXT



**Figure:** The pie chart shows the breakdown of where respondents live relative to Melbourne. Note that 13 respondents chose to not disclose their location.

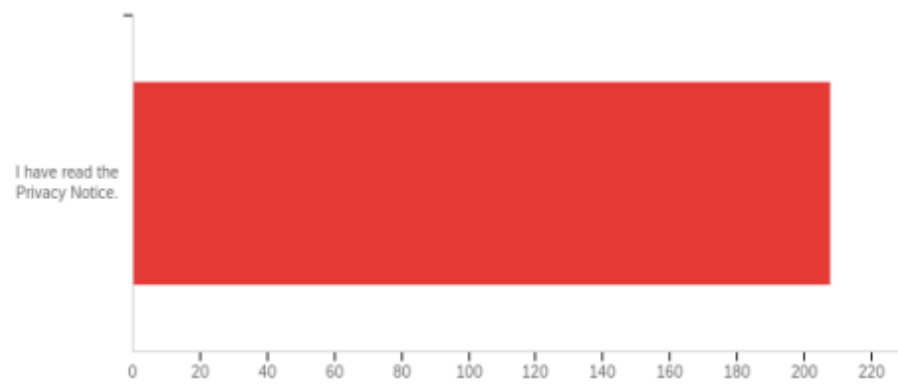
# Default Survey Report

## Default Report

*Cool Routes Survey*

March 1st 2023, 4:26 pm MST

**Privacy Notice - Hello and thank you for choosing to participate in the following survey. This survey was designed by a team of undergraduate students at Worcester Polytechnic Institute researching the analysis and uptake of the Cool Routes Climate tool, designed by the City of Melbourne. Before accepting this notice, you must be fully informed about the procedures, objectives, and any dangers you could experience as a result of your participation. This survey will not require any personal information and will remain fully anonymous. The following questions will be used for general analytical use only. The estimated length of this survey is approximately 5-10 minutes and all questions are optional. Here is a link to the Cool Routes climate tool: <https://www.coolroutes.com.au>**

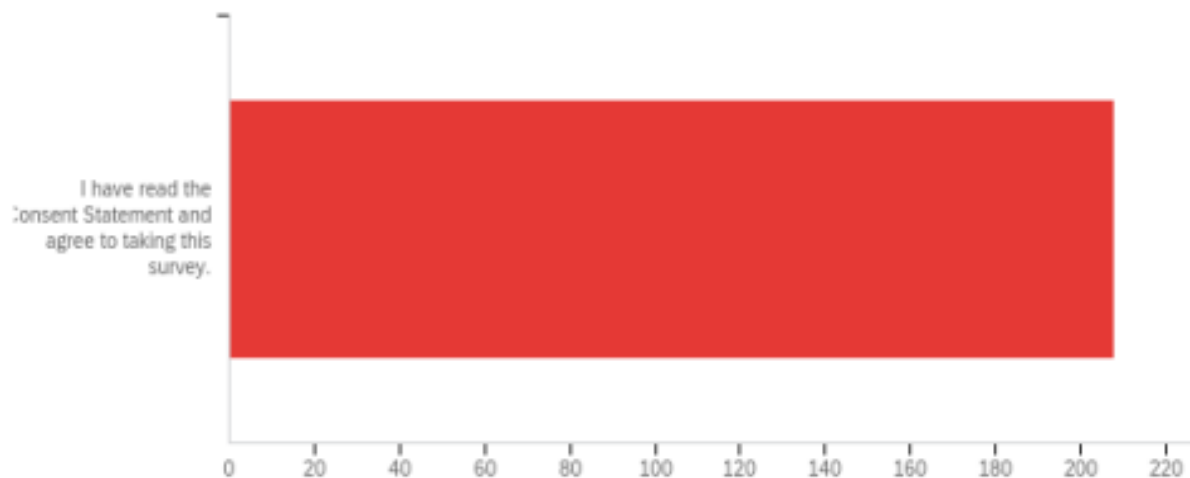


# Answer % Count	
I have read the Privacy Notice.	100.00%

**Consent Statement - By completing any questions in the following survey, I**



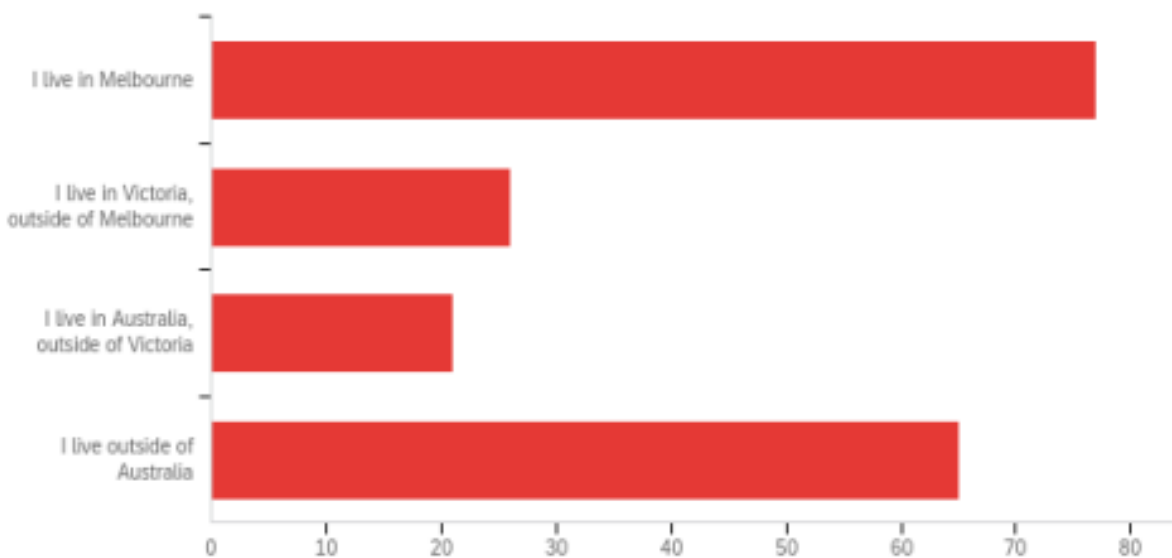
agree that any information in this survey can be used for the purpose(s) mentioned in the privacy notice above.



# Answer % Count

I have read the Consent Statement and agree to taking this survey.	100.00%
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**Q3 - How close do you live to the city of Melbourne?**



I live in Melbourne	40.74%
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I live in Victoria, outside of Melbourne	13.76%
I live in Australia, outside of Victoria	11.11%
I live outside of Australia	34.39%

#### Q4 - If you live outside of Australia, what region are you from?

If you live outside of Australia, what region are you from?

United States

United Kingdom

New Zealand

Los Angeles

Singapore

Malaysia

USA

boronia

Malaysia

Australia

USA

South Korea

norway

United States

United States

United States

America

New Hampshire

Malaysia

Malaysia

UK

United Kingdom

America

United States

United States

USA

USA

US

United States

USA

US

Worcester

USA

United States

America

United States

Usa

USA - NH

Massachusetts, US

USA. Visited Melbourne for IQP  
during B term 2022 Northeast US

United States

MA, USA

Worcester, MA

Worcester

US

New Hampshire

United States

NSW

United States

United States of America

US

America

Non ya

USA

MA/USA

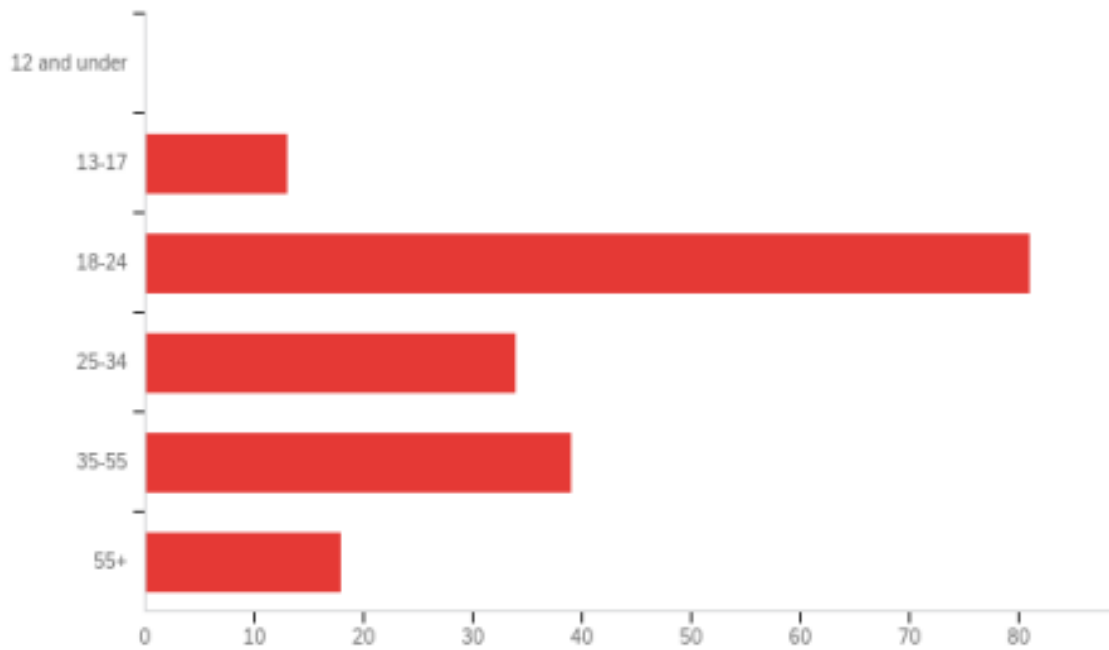
United States

America

usa

Worcester

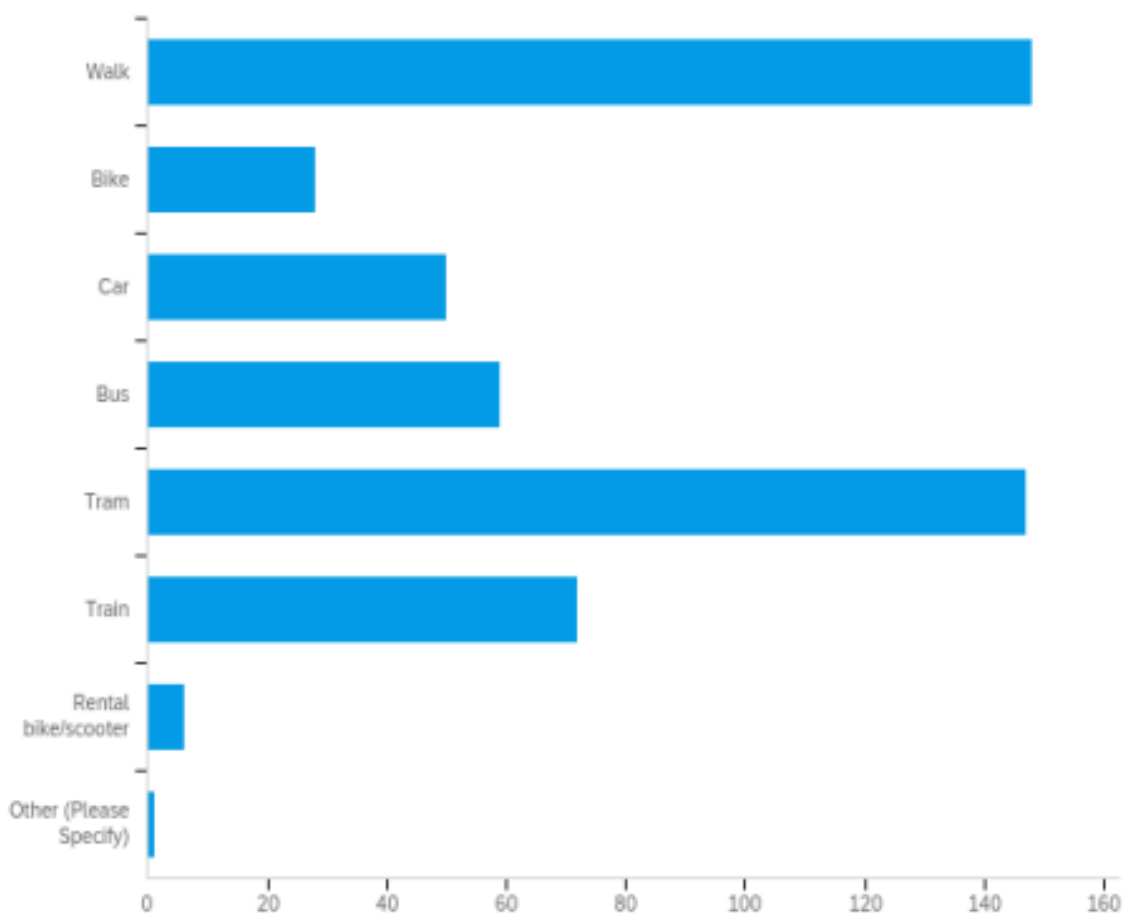
**Q5 - How old are you?**



12 and under	0.00%
13-17	7.03%
18-24	43.78%

25-34	18.38%
35-55	21.08%
55+	9.73%

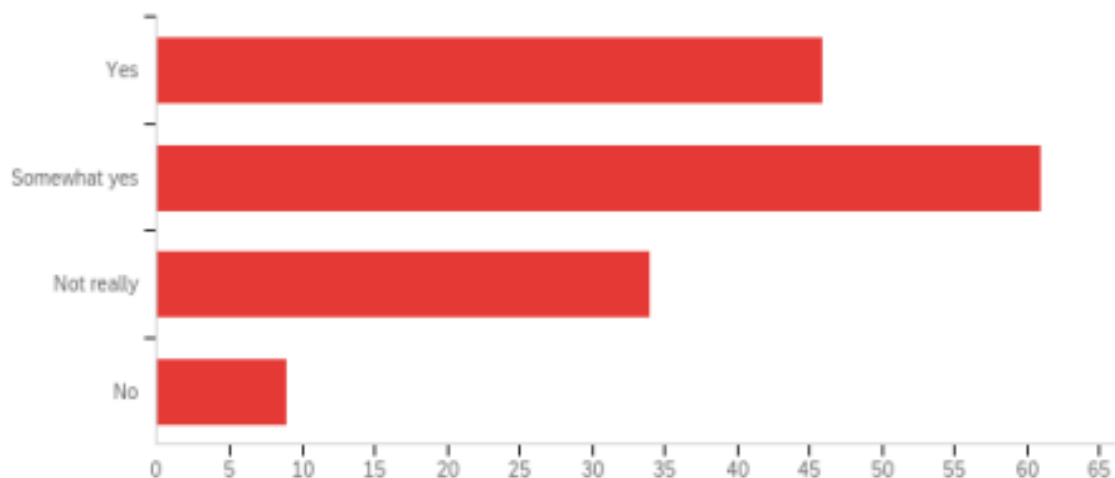
**Q6 - How do you usually travel through Melbourne? (Select all that apply)**



Walk	28.96%
Bike	5.48%

Car	9.78%
Bus	11.55%
Tram	28.77%
Train	14.09%
Rental bike/scooter	1.17%
Other (Please Specify)	0.20%

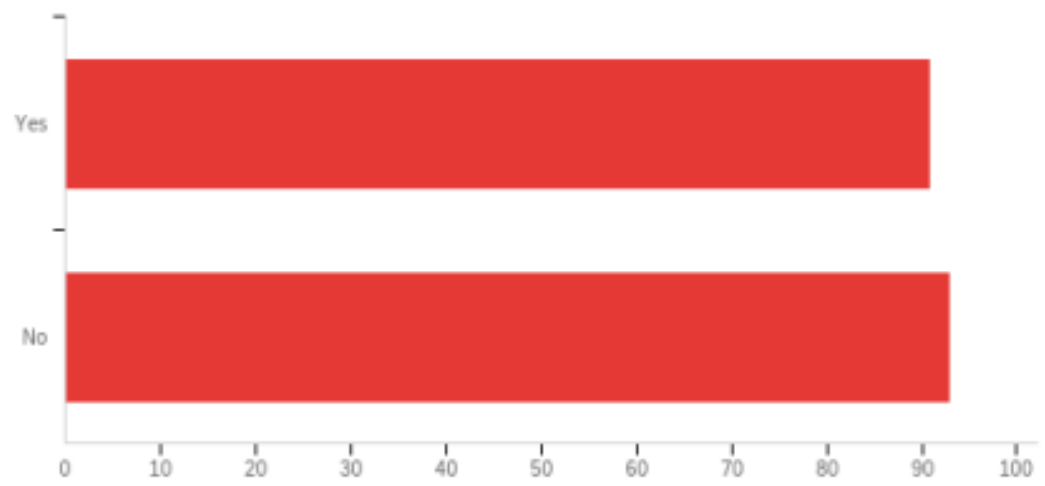
**Q7 - When traveling via foot or bike, would you agree that hot temperatures negatively impact your travel?**



# Answer % Count

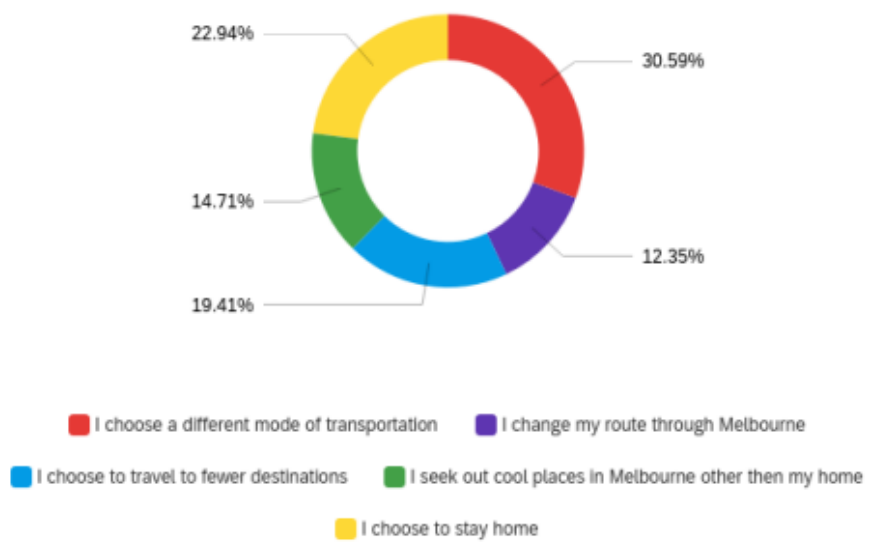
Yes	30.67%
Somewhat yes	40.67%
Not really	22.67%
No	6.00%

**Q8 - Is heat a deciding factor in your travel plans through Melbourne?**



Yes	49.46%
No	50.54%

**Q38 - How do you change your travel plans during extreme heat?**

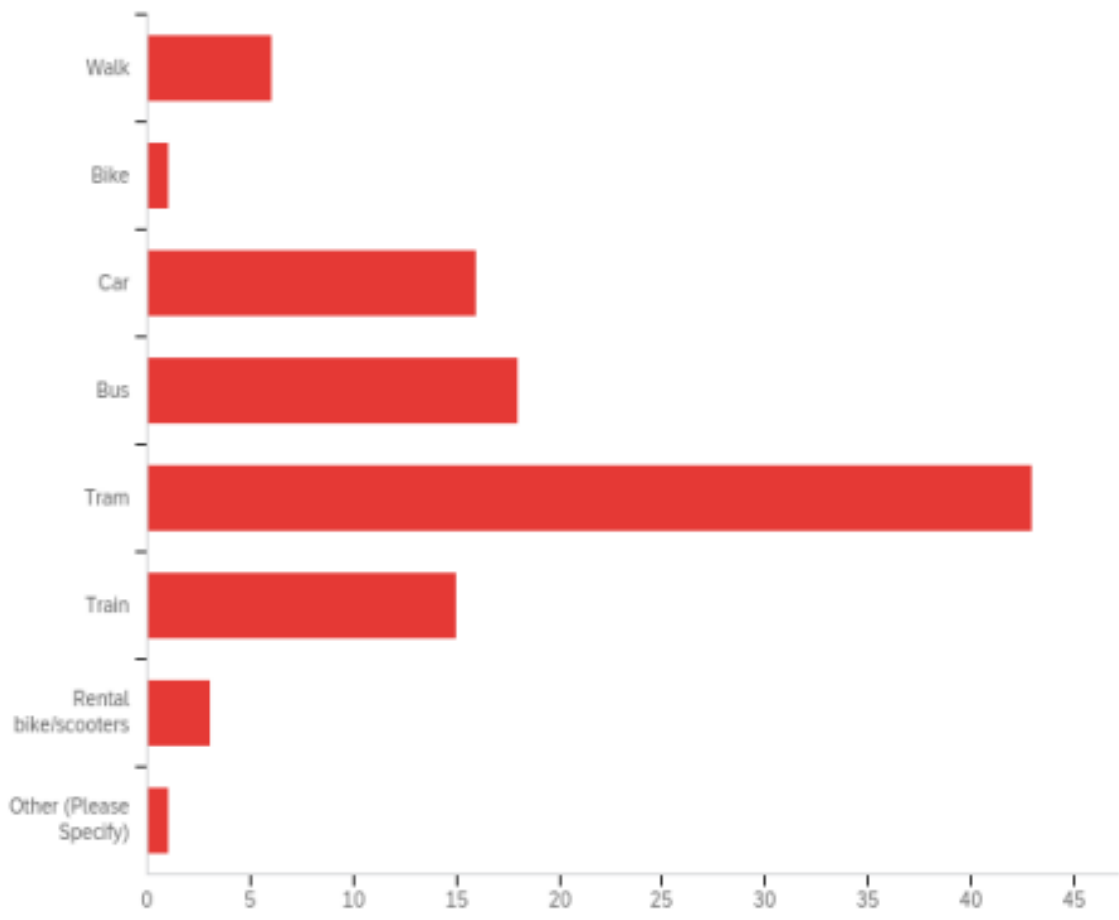


# Answer % Count

I choose a different mode of transportation	30.59%
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I change my route through Melbourne	12.35%
I choose to travel to fewer destinations	19.41%
I seek out cool places in Melbourne other than my home	14.71%
I choose to stay home	22.94%

**Q37 - Which mode of transportation are you more likely to use in extreme heat?**

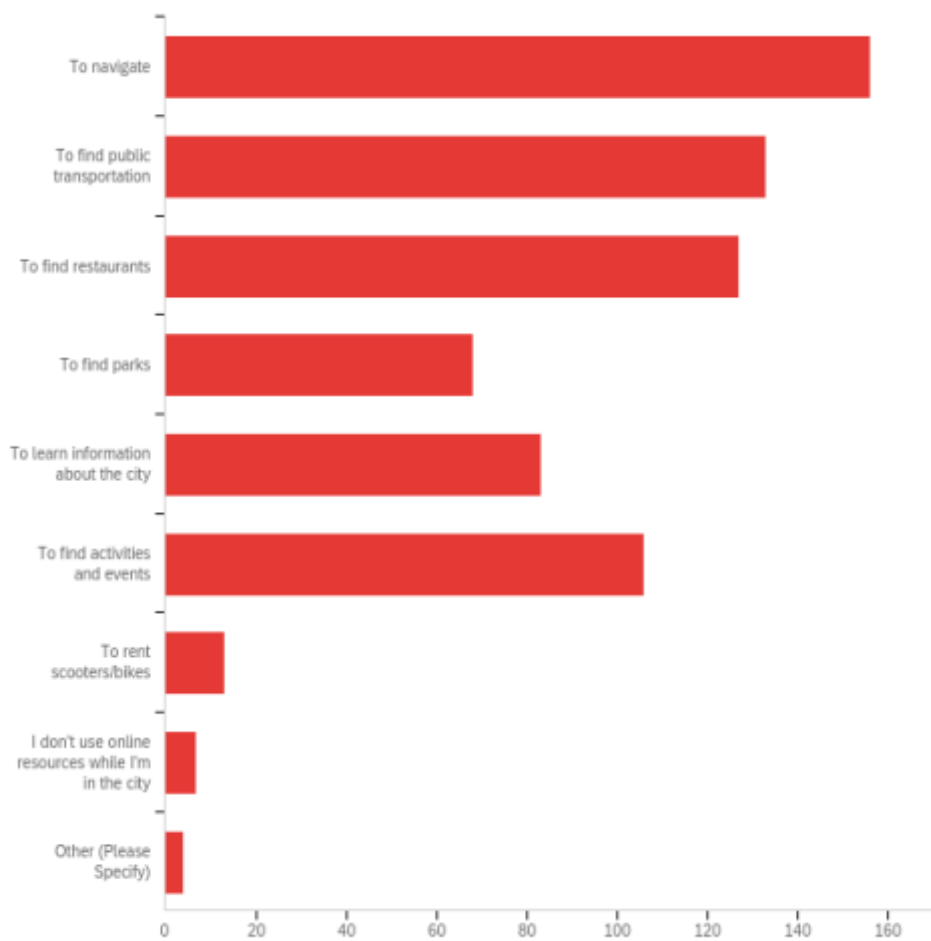


Walk	5.83%
Bike	0.97%



Car	15.53%
Bus	17.48%
Tram	41.75%
Train	14.56%
Rental bike/scooters	2.91%
Other (Please Specify)	0.97%

### Q33 - Why do you use online resources in Melbourne?



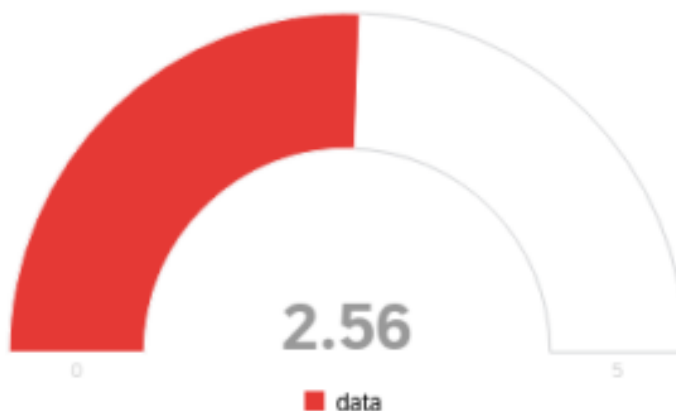
### Q13 - Do you know where drinking fountains are located in Melbourne?

Yes, I know many	6.21%
Yes, I know a few	28.81%
No, I don't know where drinking fountains are located in Melbourne	64.97%

**Q35 - How interested are you in learning more about the purpose of rain gardens and tree pits throughout Melbourne?**

Minimum: 0 Maximum: 5 Mean: 2.56

Average Interest in PURPOSE of rain gardens and tree pits



**Q16 - How interested are you in learning more about the locations of rain gardens and tree pits throughout Melbourne?**

Minimum: 0 Maximum: 5 Mean: 2.12

Average interest in LOCATIONS of rain gardens and tree pits



**Q36 - How interested are you in learning more about the purpose of urban vegetation throughout Melbourne?**

Minimum: 0 Maximum: 5 Mean: 2.78

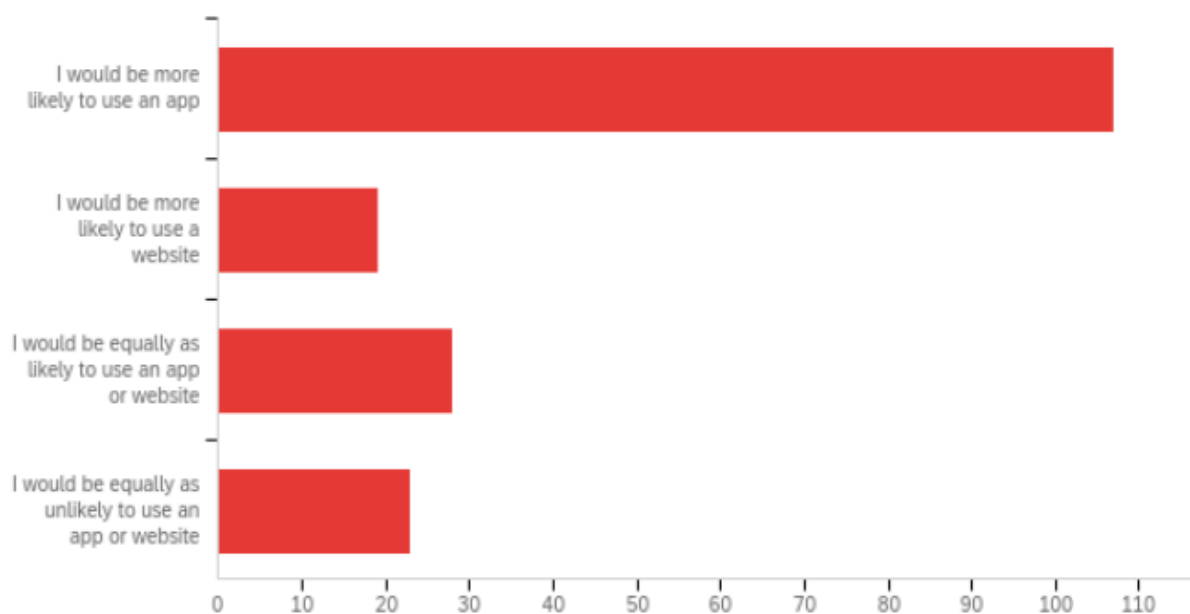
**Q19 - How interested are you in learning more about the locations of urban vegetation throughout Melbourne?**

Minimum: 0 Maximum: 5: 2.40 Mean

**Q24 - How likely would you be to use a temperature-based tool to find the coolest route through the city?**

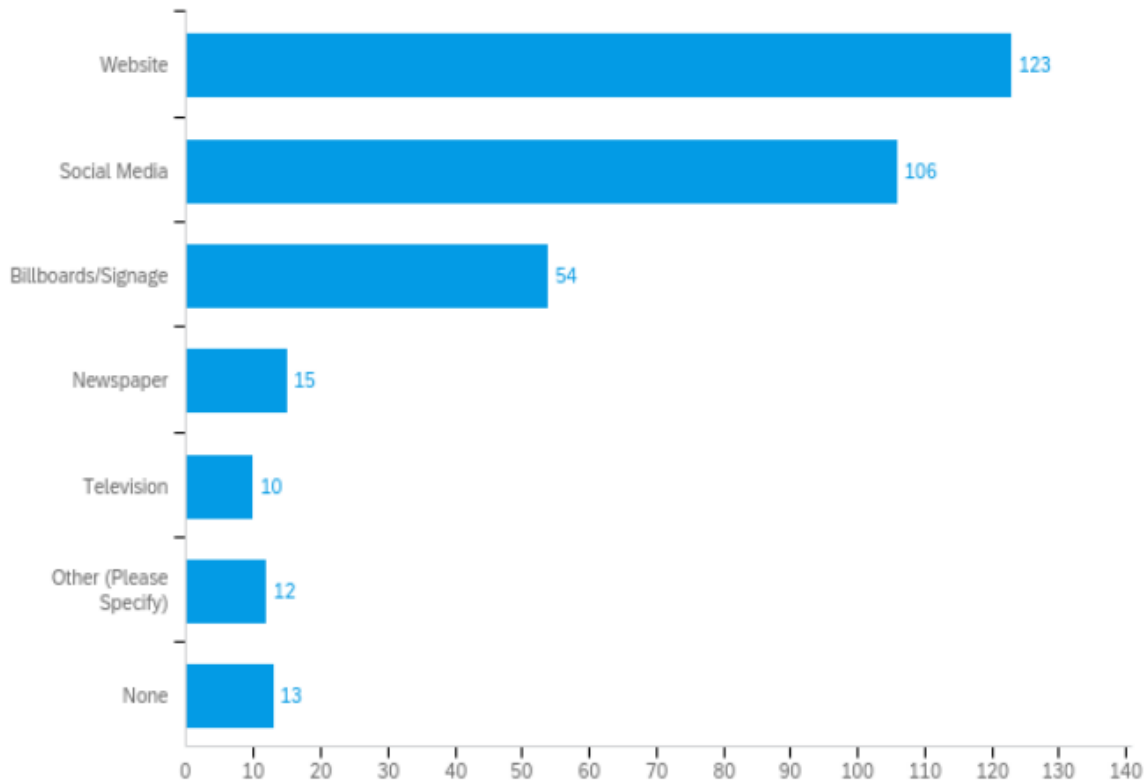
Minimum: 0 Maximum: 5 Mean: 2.60

**Q25 - Would you be more interested in using a temperature-based website or app to find the coolest route through the city?**



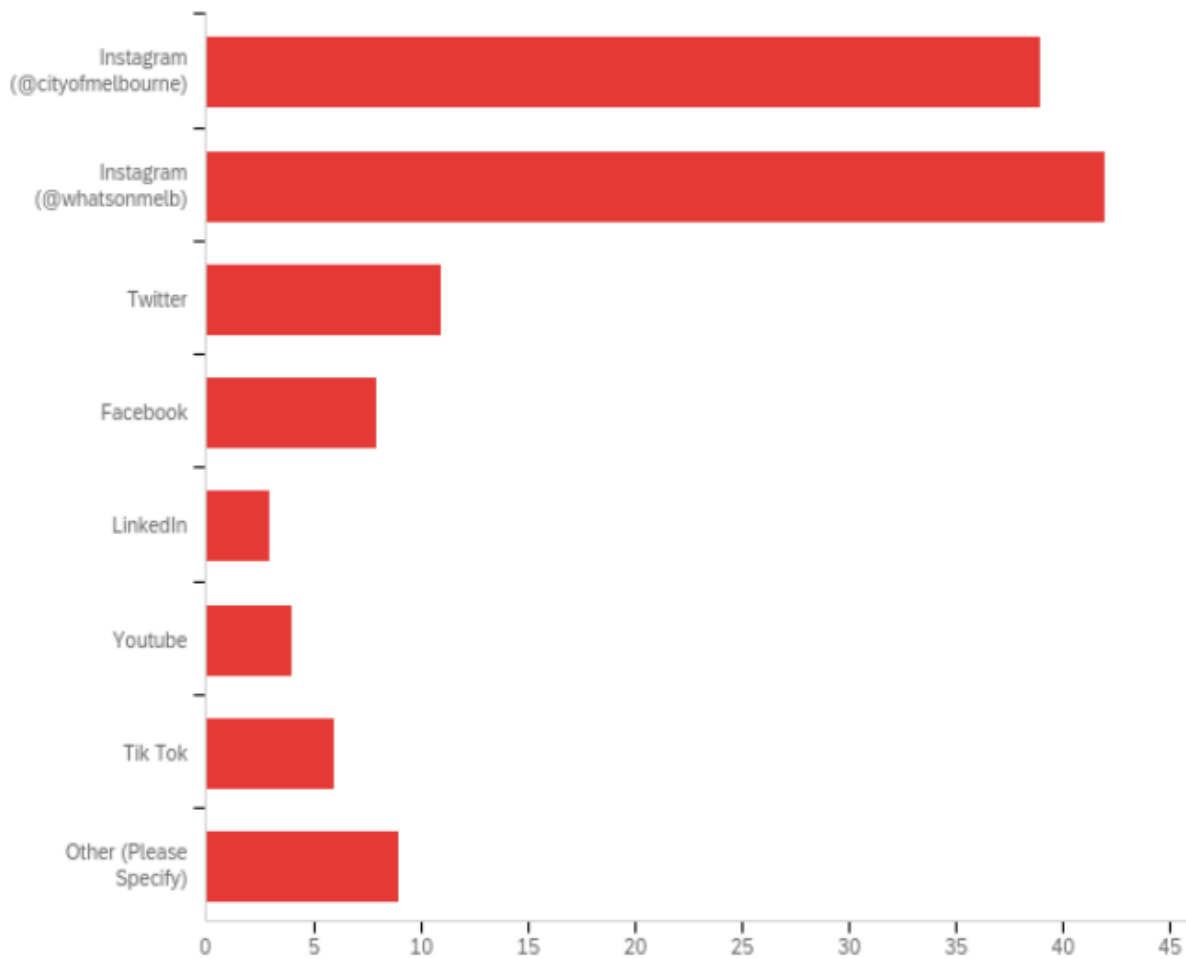
I would be more likely to use a website	10.73%
I would be more likely to use an app	60.45%
I would be equally as unlikely to use an app or website	12.99%
I would be equally as likely to use an app or website	15.82%

**Q22 - Where do you get your City of Melbourne information from? (Select all that apply)**



Website	36.94%
Social Media	31.83%
Billboards/Signage	16.22%
Newspaper	4.50%
Television	3.00%
Other (Please Specify)	3.60%
None	3.90%

**Q23 - What City of Melbourne social media platforms do you follow?  
(Select all that apply)**



Instagram (@cityofmelbourne)	31.97%
Instagram (@whatsonmelb)	34.43%
Twitter	9.02%
Facebook	6.56%
LinkedIn	2.46%
Youtube	3.28%
Tik Tok	4.92%

Other (Please Specify) - Text

None

Lord Mayor's instagram

Lord Mayor's instagram

None

None

Broadsheet

goodbye

None

**Q20 - Did you know about Cool Routes prior to taking this survey?**

Yes	18.50%
No	81.50%

**Q21 - How did you hear about Cool Routes? (Select all that apply)**

City of Melbourne website	31.25%
Social Media	12.50%
Family or Friend	31.25%
City signage	6.25%
Other (Please Specify)	18.75%

Other (Please Specify) - Text

Colleague at City of Melbourne

Colleague

Colleague

ID2050

discussion with city of Melbourne people  
people asking to do the survey

**Q26 - Have you ever used Cool Routes?**

Yes	8.33%
No	91.67%

**Q27 - I noticed a difference in temperature while using Cool Routes to navigate.**

Strongly Agree	0.00%
Agree	60.00%
Neither agree nor disagree	40.00%
Disagree	0.00%
Strongly disagree	0.00%

**Q28 - I was able to use the website with ease.**

Strongly Agree	0.00%
Agree	20.00%
Neither agree nor disagree	40.00%
Disagree	30.00%
Strongly disagree	10.00%

**Q29 - I would recommend Cool Routes to a friend.**

Strongly agree	10.00%
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Agree	20.00%
Neither agree nor disagree	50.00%
Disagree	20.00%
Strongly disagree	0.00%

**Q30 - Cool Routes would be more effective on a different platform (i.e. an app on a smartphone).**

Strongly agree	33.33%
Agree	33.33%
Neither agree nor disagree	33.33%
Disagree	0.00%
Strongly disagree	0.00%

**Q31 - Cool Routes can be improved in terms of user-friendliness.**

Strongly agree	55.56%
Agree	22.22%
Neither agree nor disagree	22.22%
Disagree	0.00%
Strongly disagree	0.00%

**Q39 - How frequently are you in Melbourne?**

Every day or nearly every day	36.11%
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A few times a month	17.22%
A few times a year	11.11%
Every few years	7.22%
This is the only time I've been to Melbourne	28.33%
I haven't been to Melbourne yet	0.00%

**Q32 - If you have any specific comments or suggestions after using Cool Routes, feel free to leave them below.**

If you have any specific comments or suggestions after using Cool Routes, feel free to leave them below.

- Have more layers of information on it like walking your info
- The tool would be more helpful if it navigated live (turn left in 100m etc). It would benefit from automatically pre filing the correct time of day which would eliminate user error. When the route goes through a shopping centre, it would be helpful to include information about what entrance and exit to take (e.g. level one Lonsdale street)