

Here's a summary of the recent 1:1 user testing for highways fault reporting at Hertford Library 12/03/19 and Hatfield Library 09/04/19.

Tasks

We focussed on the top 2 fault reporting tasks for 2018:

1. Report a pothole (19,740 reports)
2. Report a streetlight (18,381 reports)

Users started from the [Hertfordshire.gov.uk home page](http://Hertfordshire.gov.uk).

- [Pothole - You've just discovered a large pothole outside your house](#)

[Street light - You've noticed a streetlight on your road has completely stopped working](#)

Total number of users who took part	13
Total number of tests	15
Total success rate	7 out of 15 tests (47%)
Number of pothole tests	7 with 2 successful completions (29%)
Number of streetlight tests	8 with 5 successful completions (63%)
All users who were able to complete found the tests "easy"	7 (47% of total)

Findings from this sample of users:

- Users have no trouble getting to the [fault reporting page](#).
- Users find it hard to capture details of potholes (depth/width)
- Pothole image on website not immediately clear:



Pothole

- If users can't find their road on the map they quickly give up
- Wording used to record hours of streetlight fault e.g. "dusk" and "dawn" not as clear as having specific times e.g. 5pm – 7pm
- Not immediately clear when entering location details that users are to enter a road name **OR** a postcode, not both
- Having to enter additional location description after location has been specified on map caused some frustration due to perception of duplication of effort for the same task – "I've already told you where the problem is."
- On the additional information page it isn't clear enough for some users that the fault description box is a compulsory field:

Please provide details



- Users don't like the idea of registering – not immediately obvious to some that this is optional
- Users just want to 'report and go' – if it takes them too long they won't bother

Quick win recommendations – dependant on other feedback received:

- Replace pothole image with a more obvious one
- Consider making wording more specific to record hours of streetlight fault (have specific times of day/night)
- Have clearer wording/indication to show that only a road name or postcode should be entered in location details field
- Ensure compulsory fields are more clearly marked – e.g. have text in box "please give us more information" or have more visible red lines around box, not purple