Parking NL: UX test round 4. Modes, here-price card, type icons, sheet chevron

11 Oct 2026, production. The same five **synthetic** personas and Playwright script as round 3, plus round-4 tasks: is the mode clear (MO1), does the card show the price here first (H1), are there type icons (I1), does the sheet chevron work (SC1), and does door-to-door only switch on when asked (DD). Think-aloud lines are generated from what the script observed; they are not quotes from real users. Compared with the round-3 AFTER run.

Tasks passed: round 3 55/59 → round 4 77/79.

Tasks given

How tasks were given: these are scripted tasks, not spoken prompts. Each task text below is copied verbatim from the Playwright script that ran it (`e2e/ux4.ts`); the script performed the steps on production and decided pass/fail from the page (DOM) with the success check shown. The synthetic think-aloud was written afterwards from the screenshots.

Persona	Device / viewport	Scenario
Sanne (34, commuter, iPhone, NL)	iPhone 14 profile (WebKit, 390×664 CSS px viewport, touch); nl-NL; location at Den Haag Centraal; runs as installed app (standalone)	Destination Den Haag Centraal.
Tom (visitor, Android, EN, location off)	Pixel 7 profile (Chromium, 412×839 CSS px, touch); en-GB; no location	Opens the app with no location, searches the Rijksmuseum.
Priya (fleet PM, desktop, EN, + MCP)	Desktop Chromium, 1440×900; en-GB; no location	Destination Utrecht Centraal; also checks the MCP answer.
Henk (68, iPhone, large text, NL)	iPhone 14 profile (WebKit, 390×664 CSS px viewport, touch); nl-NL; text at 130 %; location in Delft	Destination Markt Delft.
Lisa (parent, iPhone, NL, Pijnacker → Ahoy event, door-to-door)	iPhone 14 profile (WebKit, 390×664 CSS px viewport, touch); nl-NL; location in Pijnacker	Event at Rotterdam Ahoy, Friday 16 Oct 19:00 for 3 h; searches “Ahoy”.

Same script before and after; round 4 = round 3 tasks + MO1, H1, I1, SC1. “For” = which personas got the task.

Id	Task (verbatim)	Success check	For
C1	5-second comprehension: where, when, best option, price, walk, why	At least 4 of 5 visible after 5 s: place, time, price, walk/location, why-best line.	all
C2	Time to first decision (best option with price visible)	Best card with a price visible within 8 s.	all
C3	Busyness of the first view	≤ 14 interactive elements in view and ≤ 3 floating map controls.	all
S1	Search '<destination>' and keep context visible	After searching, the destination is still shown in the context.	Tom, Lisa
N1	Taps to start navigation to the best option	Navigation reachable in ≤ 2 taps.	all
MO1	Mode is clear (Mijn locatie / Bestemming / Kaartgebied) and matches the context	Mode pill visible and the “here” card has a title.	all
H1	Here-price card: price of THIS place first, cheaper alternative with saving + extra walk	The “here” card shows a price, free, or unknown.	all
I1	Type icons on card + list (no coloured dot / 'Straat' text)	Type icons present and no row starts with the word “Straat/Street”.	all
SC1	Sheet chevron: visible 44 px control toggles peek ↔ expanded	Chevron ≥ 44×44 px and its label changes when tapped (desktop: side panel, passes).	all
L2a	Change time/duration	The time control opens and offers duration options.	all
L2b	Switch ranking to cheapest; why-line updates	Sort can be set to cheapest and a why-line is shown.	all
L2c	Open the ranked list (sheet up / list visible)	At least 3 rows in the list.	all
L3a	Find walking rings	Walking-rings toggle reachable (chip or map menu).	all
L3b	Find restrictions / legend explanation	A legend/layers control exists.	all
L3c	Share the best option	The share button in the detail card produces a link.	all
P1	Installed (standalone): no install banner, safe-area header	No install banner when running installed.	Sanne
P2	Offline: reopen the app without network	Reloading offline still shows the app/results.	Sanne
D1	Tap the sheet handle to switch between map view and list view	Tapping the handle moves the sheet and a second tap returns it.	Sanne, Henk
A1	Large text: tap targets ≥ 44 px and nothing clipped	At most 3 small (< 40 px) targets and no horizontal overflow.	Henk
DD	Door-to-door from Pijnacker: drive + walk + total on the best option	Best card shows drive time or a total (round 4: after switching door-to-door on).	Lisa
M1	MCP: same best option via find_parking	MCP find_parking returns a best option with a why.	Priya

Measurement change vs round 3: C3 no longer counts the legally required map attribution links or the desktop side panel as floating controls.

Key metrics (round 3 / round 4)

Persona	Time to first decision	Taps to navigate	5-second comprehension
Sanne (34, commuter, iPhone, NL)	2600 / 1784 ms	1 / 1	5 / 5 of 5
Tom (visitor, Android, EN, location off)	1758 / 1557 ms	1 / 1	5 / 5 of 5
Priya (fleet PM, desktop, EN, + MCP)	1341 / 1413 ms	1 / 1	5 / 5 of 5
Henk (68, iPhone, large text, NL)	1357 / 938 ms	1 / 1	5 / 5 of 5
Lisa (parent, iPhone, NL, Pijnacker → Ahoy event, door-to-door)	1073 / 701 ms	1 / 1	5 / 5 of 5

All tasks

Persona	Task	Name	R3	R4	Observation (R4)
sanne	C1	5-second comprehension: where, when, best option, price, walk, why	PASS	PASS	score 5/5 {"where":true,"when":true,"price":true,"walk":true,"why":true} · best: BIJ DEN HAAG CENTRAAL · € · Centrum - Centraal Station · bij Den Haag Centraal · €2,75 ·
sanne	C2	Time to first decision (best option with price visible)	PASS	PASS	1784 ms
sanne	C3	Busyness of the first view	FAIL	PASS	{"interactive":13,"floating":3,"textNodes":19,"markers":18,"ourLayers":22}
sanne	N1	Taps to start navigation to the best option	PASS	PASS	quick navigate icon on best card: 1 tap; app choice in detail: 2 taps
sanne	L2a	Change time/duration	PASS	PASS	when control visible without scrolling: true; duration options: 18
sanne	L2b	Switch ranking to cheapest; why-line updates	PASS	PASS	1 tap(s); why before: "Bespaar €2,75" → after: "Bespaar €2,75"
sanne	L2c	Open the ranked list (sheet up / list visible)	PASS	PASS	54 rows in list
sanne	L3a	Find walking rings	PASS	PASS	in map menu (2 taps): 1
sanne	L3b	Find restrictions / legend explanation	PASS	PASS	legend/layers controls: 2
sanne	L3c	Share the best option	PASS	PASS	shared https://parking.davidbroza.dev/?lat=52.08090&lon=4.32480&t=2026-10-11T18%3A30&d=60&q=Den+Haag+Centraal&a=518%3AT01E
sanne	P1	Installed (standalone): no install banner, safe-area header	PASS	PASS	install banners: 0
sanne	P2	Offline: reopen the app without network	PASS	PASS	Naar inhoud / Skip to content Den Haag Centraal Vandaag 18:30 · 1 uur Kaart – Legenda 54 opties binnen 1.5 km · 1 uur Cheapest parking for your stay Bestemmin
sanne	D1	Tap the sheet handle to switch between map view and list view	PASS	PASS	sheet top 361 → 221 → 361 (vh 664)
tom	C1	5-second comprehension: where, when,	PASS	PASS	score 5/5 {"where":true,"when":true,"price":true,"walk":true,"why":true} · best: IN THIS AREA · No tariff data here · The municipality publishes no price here · Known pri

		best option, price, walk, why			
tom	C2	Time to first decision (best option with price visible)	PASS	PASS	1557 ms
tom	C3	Busyness of the first view	FAIL	PASS	{"interactive":11,"floating":3,"textNodes":14,"markers":19,"ourLayers":22}
tom	S1	Search 'Rijksmuseum' and keep context visible	PASS	PASS	context: Rijksmuseum, Amsterdam · Today 18:30 · 1 h
tom	N1	Taps to start navigation to the best option	PASS	PASS	quick navigate icon on best card: 1 tap; app choice in detail: 2 taps
tom	L2a	Change time/duration	PASS	PASS	when control visible without scrolling: true; duration options: 18
tom	L2b	Switch ranking to cheapest; why-line updates	PASS	PASS	1 tap(s); why before: "Save €6,98" → after: "Save €6,98"
tom	L2c	Open the ranked list (sheet up / list visible)	PASS	PASS	34 rows in list
tom	L3a	Find walking rings	PASS	PASS	in map menu (2 taps): 1
tom	L3b	Find restrictions / legend explanation	PASS	PASS	legend/layers controls: 2
tom	L3c	Share the best option	PASS	PASS	shared https://parking.davidbroza.dev/?lat=52.36000&lon=4.88520&t=2026-10-11T18%3A30&d=60&q=Rijksmuseum&a=363%3AT12A
priya	C1	5-second comprehension: where, when, best option, price, walk, why	PASS	PASS	score 5/5 {"where":true,"when":true,"price":true,"walk":true,"why":true} · best: AT UTRECHT CENTRAAL · 0 · Jaarbeursplein e.o. · 12 min walk · Free · for 1 h · · Parking
priya	C2	Time to first decision (best option with price visible)	PASS	PASS	1413 ms
priya	C3	Busyness of the first view	FAIL	FAIL	{"interactive":32,"floating":3,"textNodes":63,"markers":39,"ourLayers":22}
priya	N1	Taps to start navigation to the best option	PASS	PASS	quick navigate icon on best card: 1 tap; app choice in detail: 2 taps
priya	L2a	Change time/duration	PASS	PASS	when control visible without scrolling: true; duration options: 18
priya	L2b	Switch ranking to cheapest;	PASS	PASS	1 tap(s); why before: "Parking here is free." → after: "Known price nearby"

		why-line updates			
priya	L2c	Open the ranked list (sheet up / list visible)	PASS	PASS	38 rows in list
priya	L3a	Find walking rings	PASS	PASS	in map menu (2 taps): 1
priya	L3b	Find restrictions / legend explanation	PASS	PASS	legend/layers controls: 2
priya	L3c	Share the best option	PASS	PASS	shared https://parking.davidbroza.dev/?lat=52.08940&lon=5.11000&t=2026-10-11T18%3A30&d=60&q=Utrecht+Centraal&a=344%3A9100
priya	M1	MCP: same best option via find_parking	PASS	PASS	Wijk C. €0 · Cheapest and closest option.
henk	C1	5-second comprehension: where, when, best option, price, walk, why	PASS	PASS	score 5/5 {"where":true,"when":true,"price":true,"walk":true,"why":true} · best: BIJ MARKT DELFT · € · Straatparkeren Gebied B · bij Markt Delft · €30,00 · voor 1 uur · B
henk	C2	Time to first decision (best option with price visible)	PASS	PASS	938 ms
henk	C3	Busyness of the first view	PASS	FAIL	{"interactive":15,"floating":3,"textNodes":19,"markers":13,"ourLayers":22}
henk	N1	Taps to start navigation to the best option	PASS	PASS	quick navigate icon on best card: 1 tap; app choice in detail: 2 taps
henk	L2a	Change time/duration	PASS	PASS	when control visible without scrolling: true; duration options: 18
henk	L2b	Switch ranking to cheapest; why-line updates	PASS	PASS	1 tap(s); why before: "Bespaar €30,00" → after: "Bespaar €30,00"
henk	L2c	Open the ranked list (sheet up / list visible)	PASS	PASS	33 rows in list
henk	L3a	Find walking rings	PASS	PASS	in map menu (2 taps): 1
henk	L3b	Find restrictions / legend explanation	PASS	PASS	legend/layers controls: 2
henk	L3c	Share the best option	PASS	PASS	shared https://parking.davidbroza.dev/?lat=52.01150&lon=4.35930&t=2026-10-11T18%3A30&d=60&q=Markt+Delft&a=503%3AB
henk	D1	Tap the sheet handle to	PASS	PASS	sheet top 221 → 361 → 221 (vh 664)

		switch between map view and list view			
henk	A1	Large text: tap targets ≥ 44 px and nothing clipped	PASS	PASS	small targets: 0 []; h-overflow false
lisa	C1	5-second comprehension: where, when, best option, price, walk, why	PASS	PASS	score 5/5 {"where":true,"when":true,"price":true,"walk":true,"why":true} · best: HIER · Geen tariefgegevens hier · De gemeente publiceert hier geen prijs · Wel bekende pr
lisa	C2	Time to first decision (best option with price visible)	PASS	PASS	701 ms
lisa	C3	Busyness of the first view	FAIL	PASS	{"interactive":11,"floating":3,"textNodes":15,"markers":18,"ourLayers":22}
lisa	S1	Search 'Ahoy' and keep context visible	PASS	PASS	context: Rotterdam Ahoy, Rotterdam · vr 16 okt 19:00 · 3 uur
lisa	N1	Taps to start navigation to the best option	PASS	PASS	quick navigate icon on best card: 1 tap; app choice in detail: 2 taps
lisa	L2a	Change time/duration	PASS	PASS	when control visible without scrolling: true; duration options: 18
lisa	L2b	Switch ranking to cheapest; why-line updates	PASS	PASS	1 tap(s); why before: "Bespaar €3,36" → after: "Geen goedkopere optie in de buurt."
lisa	L2c	Open the ranked list (sheet up / list visible)	PASS	PASS	24 rows in list
lisa	L3a	Find walking rings	PASS	PASS	in map menu (2 taps): 1
lisa	L3b	Find restrictions / legend explanation	PASS	PASS	legend/layers controls: 2
lisa	L3c	Share the best option	PASS	PASS	shared https://parking.davidbroza.dev/?lat=51.88360&lon=4.48860&t=2026-10-16T19%3A00&d=180&q=Rotterdam+Ahoy&a=599%3A201
lisa	DD	Door-to-door from Pijnacker: drive + walk + total on the best option	PASS	PASS	BIJ ROTTERDAM AHOY · € · Straatparkeren zone 201 · 28 min rijden + 5 min lopen = 33 min · €6,72 · voor 3 uur · Bespaar €3,36 · € · €3,36 · Straatparkeren zone 292 · 29 mi
sanne	MO1	Mode is clear (Mijn locatie / Bestemming / Kaartgebied)	–	PASS	pill “Bestemming” · card title “BIJ DEN HAAG CENTRAAL”

		and matches the context			
sanne	H1	Here-price card: price of THIS place first, cheaper alternative with saving + extra walk	–	PASS	here: BIJ DEN HAAG CENTRAAL · € · Centrum - Centraal Station · bij Den Haag Centraal · €2,75 · v | alt: Bespaar €2,75 · 0 · Gratis · Bezuidenhout · 1 min lopen · +1 min
sanne	I1	Type icons on card + list (no coloured dot / 'Straat' text)	–	PASS	55 type icons, 0 rows still with type word
sanne	SC1	Sheet chevron: visible 44 px control toggles peek ↔ expanded	–	PASS	44×44 · Uitklappen → Inklappen
tom	MO1	Mode is clear (Mijn locatie / Bestemming / Kaartgebied) and matches the context	–	PASS	pill “Destination” · card title “AT RIJKSMUSEUM”
tom	H1	Here-price card: price of THIS place first, cheaper alternative with saving + extra walk	–	PASS	here: AT RIJKSMUSEUM · € · Tariefzone 2 · at Rijksmuseum · €6,98 · for 1 h | alt: Save €6,98 · 0 · Free · WS Van Baerle · 10 min walk · +10 min
tom	I1	Type icons on card + list (no coloured dot / 'Straat' text)	–	PASS	35 type icons, 0 rows still with type word
tom	SC1	Sheet chevron: visible 44 px control toggles peek ↔ expanded	–	PASS	44×44 · Expand → Collapse
priya	MO1	Mode is clear (Mijn locatie / Bestemming / Kaartgebied) and matches the context	–	PASS	pill “Destination” · card title “AT UTRECHT CENTRAAL”
priya	H1	Here-price card: price of THIS place first, cheaper alternative with saving + extra walk	–	PASS	here: AT UTRECHT CENTRAAL · 0 · Jaarbeursplein e.o. · 12 min walk · Free · for 1 h | alt: —

priya	I1	Type icons on card + list (no coloured dot / 'Straat' text)	–	PASS	39 type icons, 0 rows still with type word
priya	SC1	Sheet chevron: visible 44 px control toggles peek ↔ expanded	–	PASS	desktop: side panel, no sheet
henk	MO1	Mode is clear (Mijn locatie / Bestemming / Kaartgebied) and matches the context	–	PASS	pill “Bestemming” · card title “BIJ MARKT DELFT”
henk	H1	Here-price card: price of THIS place first, cheaper alternative with saving + extra walk	–	PASS	here: BIJ MARKT DELFT · € · Straatparkeren Gebied B · bij Markt Delft · €30,00 · voor 1 uur | alt: Bespaar €30,00 · 0 · Gratis · Straatparkeren Gebied C · 8 min lopen · +
henk	I1	Type icons on card + list (no coloured dot / 'Straat' text)	–	PASS	34 type icons, 0 rows still with type word
henk	SC1	Sheet chevron: visible 44 px control toggles peek ↔ expanded	–	PASS	57×57 · Uitklappen → Inklappen
lisa	MO1	Mode is clear (Mijn locatie / Bestemming / Kaartgebied) and matches the context	–	PASS	pill “Bestemming” · card title “BIJ ROTTERDAM AHOY”
lisa	H1	Here-price card: price of THIS place first, cheaper alternative with saving + extra walk	–	PASS	here: BIJ ROTTERDAM AHOY · € · Straatparkeren zone 201 · 5 min lopen · €6,72 · voor 3 uur | alt: Bespaar €3,36 · € · €3,36 · Straatparkeren zone 292 · 17 min lopen · +12
lisa	I1	Type icons on card + list (no coloured dot / 'Straat' text)	–	PASS	25 type icons, 0 rows still with type word
lisa	SC1	Sheet chevron: visible 44 px control toggles peek ↔ expanded	–	PASS	44×44 · Uitklappen → Inklappen

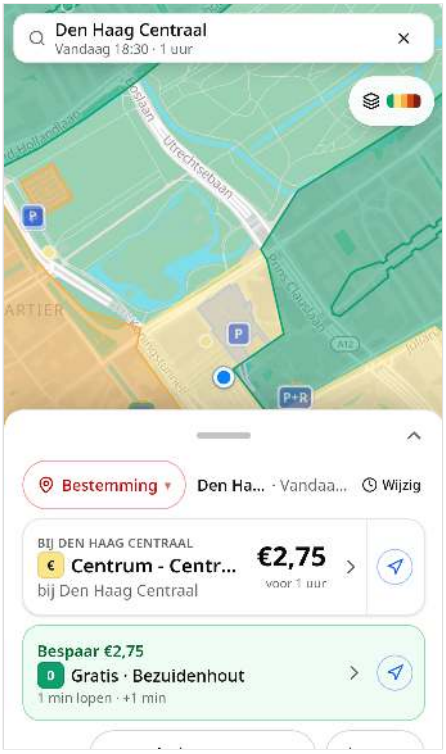
Fixed during this round (critical/major)

- Switching to “Mijn locatie” from destination mode did nothing while waiting for a fresh GPS fix. It now uses the last known fix at once and refines it afterwards.
- Flying the map to your location flipped the mode to “Kaartgebied”. Camera moves the app makes itself are now ignored for 3 s.
- The GPS dot was announced as a button and counted as a floating control. It is now role=img and not focusable.
- Drive time appeared without an origin. It is now opt-in (door-to-door switch in the time panel), and DD tests that switch.
- Test-script updates for the new UI: the sort control selector, and the destination now shown in the search bar instead of the time line.

Screens



sanne · C1 PASS



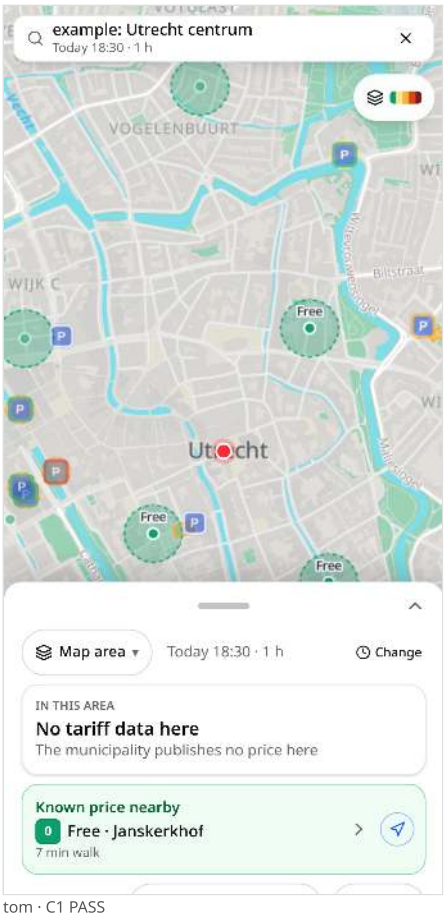
sanne · MO1 PASS



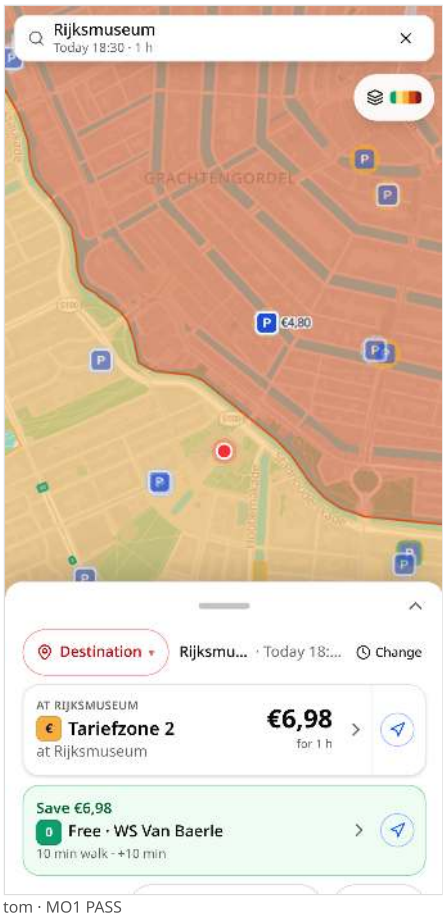
sanne · H1 PASS



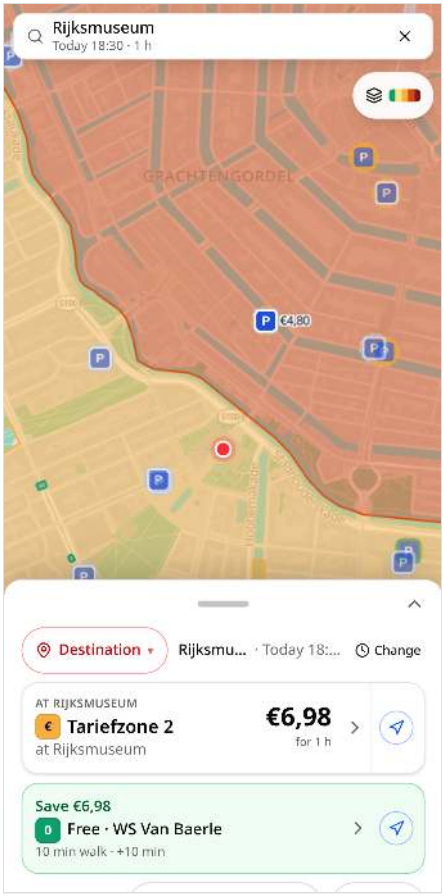
sanne · SC1 PASS



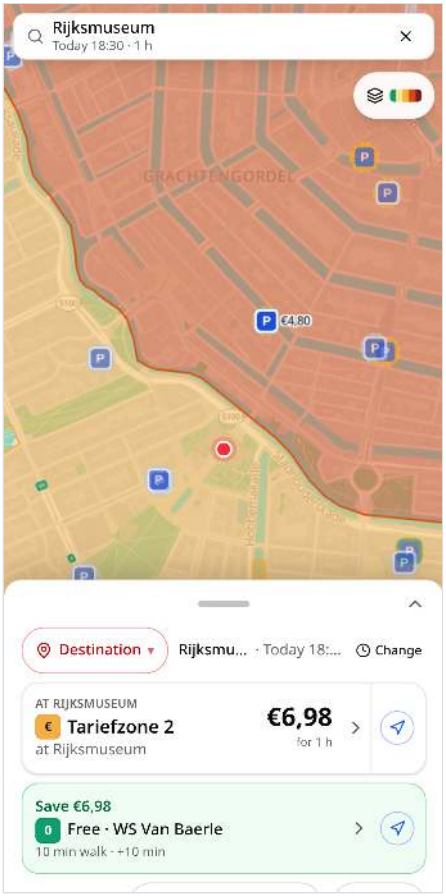
tom · C1 PASS



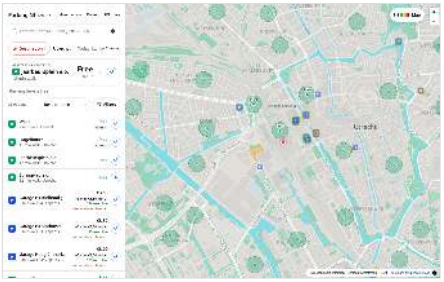
tom · MO1 PASS



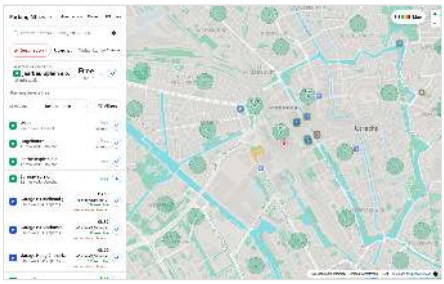
tom · H1 PASS



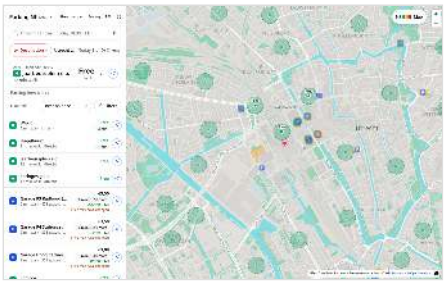
tom · SC1 PASS



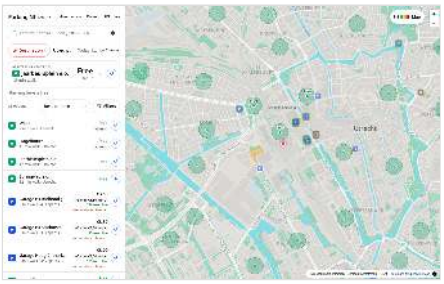
priya · C1 PASS



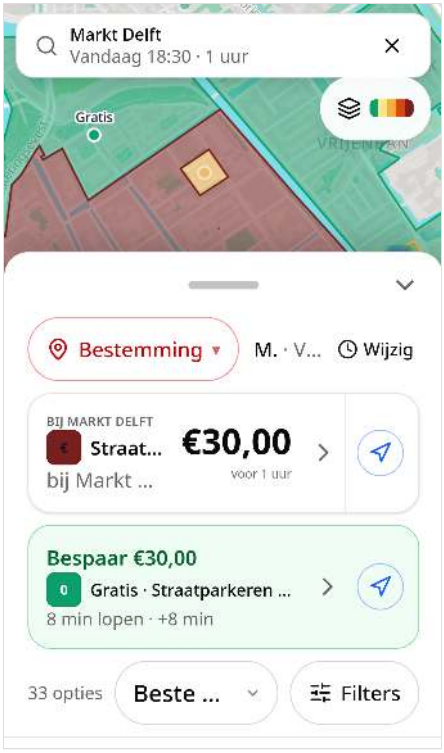
priya · MO1 PASS



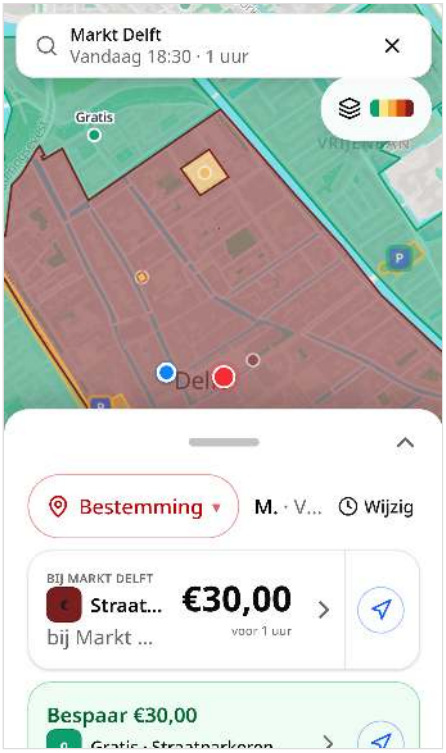
priya · H1 PASS



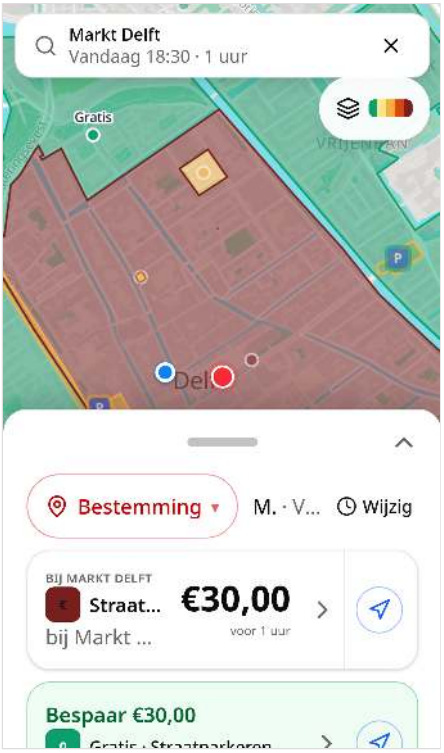
priya · SC1 PASS



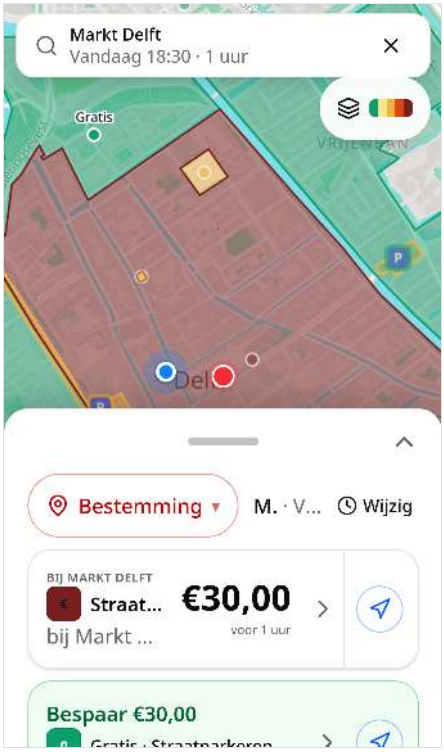
henk · C1 PASS



henk · MO1 PASS



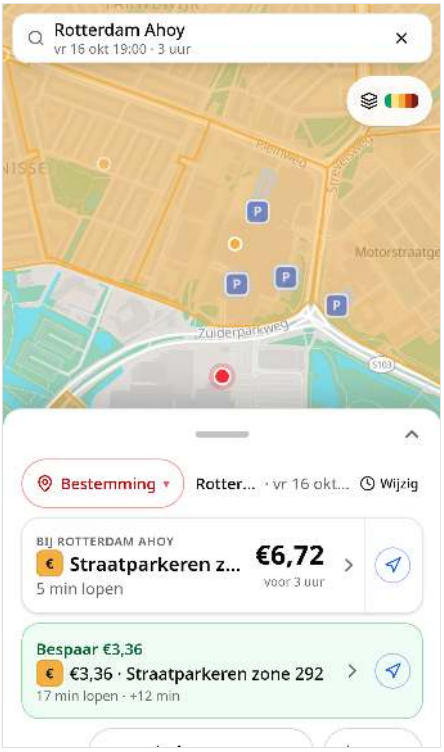
henk · H1 PASS



henk · SC1 PASS



lisa · C1 PASS



lisa · MO1 PASS



lisa · H1 PASS



lisa · SC1 PASS