Guided city tours

## Based on ten customer interviews and observations from the Fairplane Guided City Tours team

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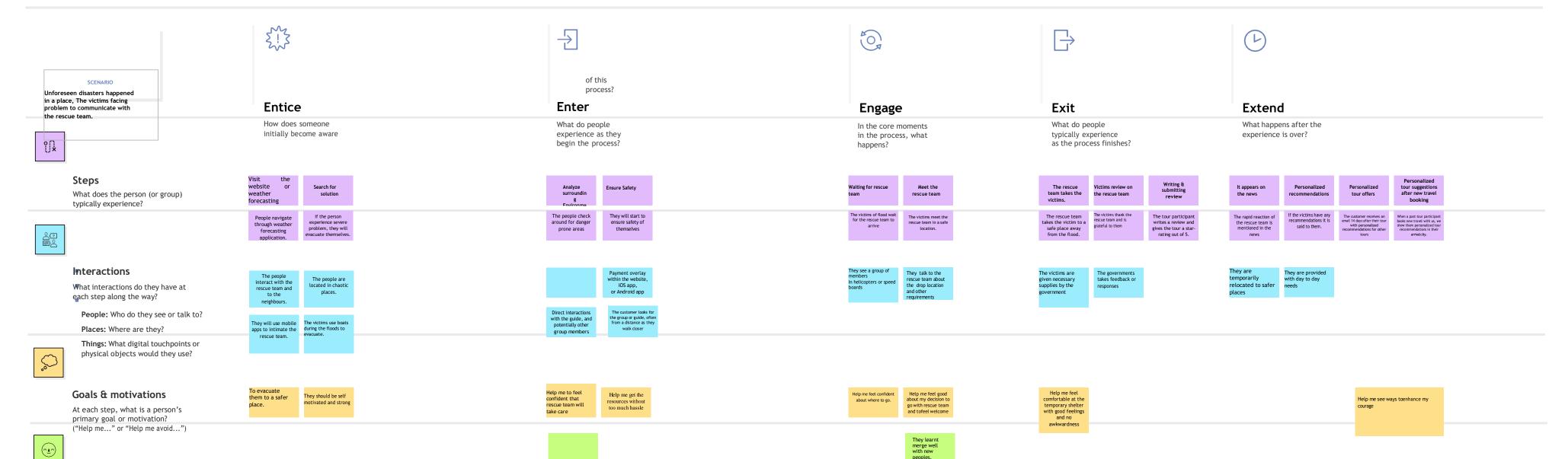


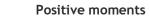


People are happy tha the rescue team did the job perfectly









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What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?

**Negative moments** 

What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?



How might we make each step better? What ideas do we have? What have others suggested?

friendly

gratitude towards the rescue team

depressed over losing their belongings

They are worried about

experienced to face Disaster in future

People are happy t be in a safe location and away from danger