



**Says**  
What have we heard them say?  
What can we imagine them saying?

If there is any emergency in their travel

Did you miss anything in the car?

Driver should drive the car in average speed

I need to feel safe when I travel through uber car

They give respect to the passengers .

They should be careful during bad weather.

When passengers come late they behave according to their situations.

They must obey the traffic rules.



**Does**  
What behavior have we observed?  
What can we imagine them doing?



**Thinks**  
What are their wants, needs, hopes, and dreams?  
What other thoughts might influence their behavior?

The passenger should not cheat them in money

They need the passengers should keep up timing

The passengers should have good behaviour while travelling

Working hard to get higher post.



PASSENGER

Car driver mind set wants to complete their duty properly and on time without any problems

Anxiety about their family situation

The car driver must be calm if they loss their focus during driving.

If the passenger anger and blame the car driver due to their emergency then the car driver loss their concentration in driving.



**Feels**  
What are their fears, frustrations, and anxieties?  
What other feelings might influence their behavior?