

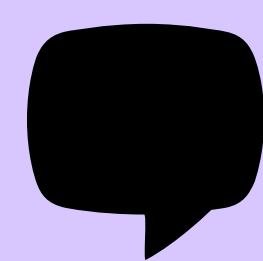
Says

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

Thinks

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

Ability to
choose the
clients they
work with.



A
profitable
option for
many.

Can I reach
on time?



Whether
the Driver
will drive
safely?

To balance the
need for change
with the need to
minimize
inherent risks.

May this
journey will
be
enjoyable?

I am eager to
know about
the upcoming
features.



Expecting
the humble
and safe
driving divers.

An
Unskilled
driver.



Aggressive,
Confrontational
and Harassing
behaviour of
drivers.

After the
journey ,giving
feedback can
improve the
services.

Getting lost
and
Arriving
late.

Does

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

Feels

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