

# Summary of findings

## COMPLAINS ABOUT BLABLAPASS

- “ I will be forced to no longer use blablacar since I will never do 10/15 rides in 6 months, so I will never pay the costs for this blablapass ”
- “ bla bla pass was a problem ... Since I couldn't ask the driver if he would have passed from there before paying, I gave up. ”
- “ I did not understand! if I pay for the 1 week blabla pass and I can't find the ride, at the end of the week the pass has expired, so I threw 1.50€.”
- “ The blabla pass is convenient only to blablacar, which takes the money and doesn't care about travels! ”



Anger  
Fury  
Disappointment

## COMPLAINS ABOUT GETTING IN TOUCH

- “ I do not understand the sense of being able to contact the driver just before completing the payment. ”
- “ I'm annoyed about receiving a thousand text messages / calls on my private phone number of people asking only for information on the trip before booking. ”
- “ As a driver you must remove as soon as possible the possibility of being contacted by blabla pass owners. Only this morning they called me in 4 to get info on my ride. ”
- “ Now I can't contact the drivers asking if they will pass for a specific point. ”



Annoy  
Confusion  
Disappointment

## TROUBLES IN THE DRIVER - PASSENGER RELATIONSHIP

- “ drivers, that are been contacted directly at their private number, didn't answer you! For two times I had to took the train! They are annoyed now that their number is public (more or less) and the passengers are penalized. ”
- “ You have only made things worse and killed communication between drivers and passengers .. There will be fewer and fewer people who will choose to travel with bla bla car. ”
- “ Often I indicate as pickup point the parking of one of the Milan metro stations. The 90% of the passengers requests are: 'Can you pick me up in front of my house?' ”
- “ A driver, who posts a ride should deign to answer quickly... Passengers wait hours without the possibility to take other decisions and this situations became really frustrating. ”
- “ Now everyone has your number and can make you absurd requests that Blablacar doesn't know nothing about. ”



Unfairness  
Frustration  
Annoy

## ONLINE PAYMENTS VS CASH PAYMENTS

- “ With the online payment the driver is protected, at the contrary, with the cash payment, the driver lose this protection because a passenger can be absent at the pickup point without penalties. This introduction (cash payment) will cause that all the passengers will choose the drivers that accept this type of payment, and the online payments drivers will be always a second choice. ”



Unfairness  
Not protected  
Disagreement

## PAYMENT PROBLEMS

- “ I booked two seats and the payment was not accepted by you. Now I have a ride tomorrow morning and I do not know what to do. ”
- “ How can I check and understand if I don't end up paying twice? ”



Frustration  
Confusion  
Annoy

COMPLAINS ABOUT PINK RIDES

- “ With the pink rides women travel with women. But also men drivers want to travel with women, so I can't find a ride and always the driver refuse me without a real explanation. ”
- “ Registered and verified doesn't mean that they can't have defects. At the beginning the feedback helped the driver to select the passengers and choose to give his phone number to them. Now you can't. I especially think also to the women drivers, that nowadays need protection (but the pink trips ??) ”



Unfairness  
Not protected  
Disagreement

COMPLAINS ABOUT PRIVACY

- “ I like the news but I do not like that my private phone number is indistinctly visible to anyone who has purchased a blabla pass on the mobile application. ”
- “ At the beginning the passengers should use the chat via the app. Only later the user can leave them his number if he wants to. It bothers me that everyone can have my number and contact me. ”



Annoy  
Confusion  
Disappointment

COMPLAINS ABOUT THE SYSTEM

- “ The system isn't cohesive! I received a request for a ride through email, I approved the request on the website, but the app didn't show me anything about it. Then I received the confirmation email for that passenger, but I received also a SMS telling me to answer at the request... so did the passenger receive the confirmation? IDK! ”
- “ The website is often under maintenance and more than one time I happened to lose rides and passengers. the button for contact the driver has disappeared. I think it is unacceptable that I can not talk to an operator in case of problems. ”
- “ I don't understand why blablacar deleted the possibility to contact the driver for ask information about the pick up point and the destination point. I don't want to book and pay blinded, I'm sorry. ”
- “ I had to uninstall ... it always gave me a connection error, it did not load the messages and it stopped, I recommend a more accurate check. ”
- “ Once I downloaded this app but sorry I did not understand anything. ”



Angry  
Frustration  
Confusion

COMPLAINS ABOUT LACK OF RIDES/PASSENGERS

- “ I offer and I take ride with blablacar, but in southern Italy, especially in Sicily, I can not take advantage of the sharing service. I offer passages but nobody wants them! Also if I search a ride I never find the one I want to take. ”
- “ Every time I need a ride I can't find it. I'm sick of driving all the time. ”
- “ Is it possible that during holidays I can't find any ride? ”



Tire  
Frustration  
Disagreement

NEGATIVE EXPERIENCE

- “ I had two negative experiences, I had to do a trip from Puglia to Rome, but just one minute before the ride, the driver contacted me telling me that his car is broken and he had to delete the ride. I was really scared about the trip and I contacted a girl who had to do quite the same trip. She said to me that the ride is fine and we could meet in the same point where she had to pick up another guy. I said to her that it's ok, but I had to search somebody that could bring me at that point. I called her few minutes later to give her my confirmation but she didn't answer.. moreover she deleted the ride without an explanation.. At the end of the story I didn't find a ride and i had to took the bus (that doesn't say no to me for sure). :( ”



Impatience  
Frustration  
Fear

COMPLAINS ABOUT COSTS

- “ Not only on € 24 of booking I get only € 20.50 refunded, but I can not even give negative feedback to the driver! ”
- “ Among other things, the suggested rate for the driver has significantly decreased while diesel and tolls are pretty sure that they have not become cheaper. ”
- “ All very nice but as a long-time user, I find that the amount of money that Blabla takes is now really too much. ”
- “ The Rimini -Forlì section for example. The blablacar average price is about 7 euros, but the ticket of the regional train of Trenitalia costs about about 5.50 / 6 euros. ”
- “ Not only the passes now cost as much as a bus trip but they do not give any warranty, as opposed to what is stated on the official website of blablacar. ”
- “ A few weeks ago, looking for a ride for my son, I noticed the "leavening" of prices! ”



Annoy  
Angry  
Disappointment

COMPLAINS ABOUT FEEDBACK

- “ I would like to get some informations because I can't understand. I've written many reviews about drivers which gave me a ride, but I didn't received any feedback from them. So how can I level up if I wrote review but I didn't receive any feedbacks? ”
- “ For example: the system should release the payment for the driver only after he give a feedback. Doing this, it become mandatory. ”
- “ I don't understand how it's possible to increment my trust in the community if the feedbacks are not mandatory. After several month I don't receive feedback about my trip. In my opinion you should revise your feedback system, because it penalize the new users. ”



Annoy  
Frustration  
Disagreement

TRUST

- “ I contacted two different drivers for the ride Modena-Milano and both refused me without a real explanation. I think that the blablacar idea is great, but I'm a man and also if i offer guarantees I remain a stranger for other people. ”
- “ You can trust the drivers? Have they to meet certain requirements in order to give a ride? ”
- “ Hello, has anyone used blablacar? Can I trust it? ”
- “ When I'm a passenger I would like to know who I'm riding with ”



Fear  
Confusion  
Mistrust

AXA INSURANCE

- “ I had a negative experience with AXA insurance. On December 8th, I take a ride from Bari to Rome because I have a flight in the afternoon. I get on my way and after 15 minutes in the car the wheel explodes. All safe, but the car is not equipped with a spare tire because it is powered by natural gas. We call the AXA service provided by blablacar because they "guarantee your arrival at your destination". They can't help us and tire dealers and shops are closed for the holidays. We are in the middle of a road. Luckily it happened a short distance from where I live, so relatives and friends can help us and finally we find a very expensive wheel. After 3 hours of delay we can start again. At the end I arrived late to the airport and I lost my flight to New York and 250 euro. Blablacar has not assumed any responsibility until now and their guarantee of arrival at destination is pure FAKE ADVERTISING !!!!! ”



Angry  
Not protected  
Teased