

Overview (Diana)

Description

The Wheel Deal provides a platform by which people can gain access to bikes by renting them from bike owners, in exchange for some small rental fee. Renters can search for bikes using filters such as bike type, date and time, location, and price. Before reserving a bike, users must create accounts using a valid phone number, and provide payment information. Bike owners provide specs, time availability, location, and price for each of their bike listings. Owners and renters have the ability to leave reviews about the experience.

Purpose

Our first and foremost priority at the Wheel Deal is to get people to where they want to go. We'd like to do more than just getting people from place A to place B; we want to use our platform to move the world towards a greener, healthier, and more sustainable future. We believe that we can accomplish this in two ways: by making bikes more accessible regardless of geographical location, and by reducing the amount of waste caused by discarded (but often still functional) bikes.

The first step in achieving our two-part goal is to increase overall bike accessibility. Only 46% of people in the US have access to a bike, and the main reason why people choose not to bike is because they don't have access to one. There are bike-sharing companies that allow you to rent bikes, but most of these services only exist in major cities, so all of the people outside these cities who do not own a bike are out of luck. Oftentimes, people who don't have access to bikes rely on cars instead, increasing the amount of greenhouse gas emissions in the atmosphere. In 2016, cars were the source of 60% of CO2 emissions by modes of transport in the EU. By getting more people out of their cars and onto bikes, we can cut this number down significantly. In Philadelphia alone, bikers ride 260,000 miles daily, preventing 47,450 tons of carbon dioxide emissions per year. And, people who choose to bike have also gained health benefits. From increasing bike usage from 4 to 24 minutes, riders have seen a 14% reduction in cardiovascular disease and diabetes. By increasing overall bike accessibility and getting more people on bikes, we can improve the health of the environment and the health of the people.

The second step in achieving our two-part goal is to reduce bike waste. Many bike-sharing services today make and use their own custom bikes. While this lends itself to a pretty fleet of pristine and uniform-looking bikes, after all of these bikes have seen wear and tear, where do they go? Many of them end up in large, mountainous "bicycle graveyards." An additional 15 million bikes end up discarded by their owners every year, many of which still function fine, because many people who own bikes end up rarely using them. We want to focus on getting more people to use pre-existing bikes, thereby reducing the waste caused by making and discarding bicycles.

Existing Solutions

Currently, there are three main systems of bike rental: docked bikes, dockless bikes, and touring bikes. Docked bike systems like BlueBikes set up central docking stations throughout the city, allowing users to pick up a bike at one docking station and return them to another. Dockless bike systems like Lime or Jump forego the use of centralized docking areas entirely, and users can pick up and leave bikes anywhere within the city. Touring bikes specifically target tourists who want to explore the city by bike, with one central pick-up and drop-off location. Between all of these bikesharing services, it's become easier to locate nearby bikes and cheaper to travel from one location to another. Many major cities have also seen significant environmental and public health benefits. However, each individual service comes with its own set of drawbacks.

Docked systems like BlueBikes are typically set up in a large scale by a single company, with fixed stations throughout the city. While having docking stations can make finding bikes easier, the fixed stations may also add a layer of inconvenience depending on where the user is biking to and/or from. When a user is in need of a bike, there is no guarantee that a bike will be available for use at their closest docking station. Conversely, when a user would like to return a bike, the closest docking station may be full and the user may need to go out of their way to find an open dock, spending extra time and, potentially, money.

Dockless systems forego the use of docking systems completely, thereby avoiding many of the problems associated with docked systems. However, there is no guarantee that a bike will be available when needed and, more pressingly, leaving bikes throughout the city can mean people leave them in inappropriate or even dangerous places.

Most major cities also offer rental bikes, targeting tourists who want to explore the city on a bike. However, companies offering these bikes typically only have one central location, so riders often have to go out of their way to pick up and drop off bikes. Furthermore, these bikes can get expensive and, depending on the season, riders may even have to swim through crowds of tourists to rent a bike.

Finally, all of the above systems share the problem that they are mainly offered in major cities. That means if someone didn't live in a major city with these services, or lived outside the city boundaries of where these services are offered, they most likely would not have access to a bike rental service.

<https://www.europarl.europa.eu/news/en/headlines/society/20190313STO31218/co2-emissions-from-cars-facts-and-figures-infographics>

<http://peopleforbikes.org/our-work/statistics/statistics-category/?cat=environmental-statistics>

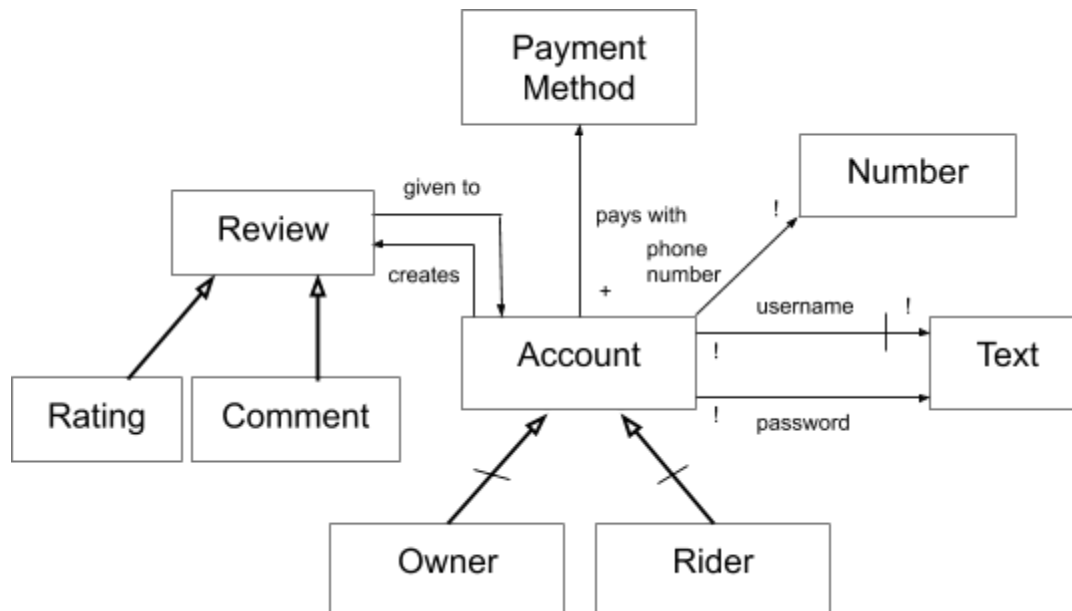
<https://www.washingtonpost.com/news/dr-gridlock/wp/2017/10/05/abandoned-vandalized-and-illegally-parked-bike-share-bikes-now-a-d-c-problem/>

Conceptual Design (Jinny)

Account

Purpose: ensure credibility of users

Structure:



Actions:

- CreateAccount(un: Text, pw: Text, pn: Number): Account
no username.un =>
username += un; password += un -> pw; phone_number += un -> pn;
- AddPaymentMethod(pm: PaymentMethod)
username.un =>
pays_with += un -> pm;
- AddUserReview(r: Review, reviewer_un: Text, reviewee_un: Text)
username.reviewer_un and username.reviewee_un =>
creates += reviewer -> reviewee -> r;
given_to += reviewee -> reviewer -> r;

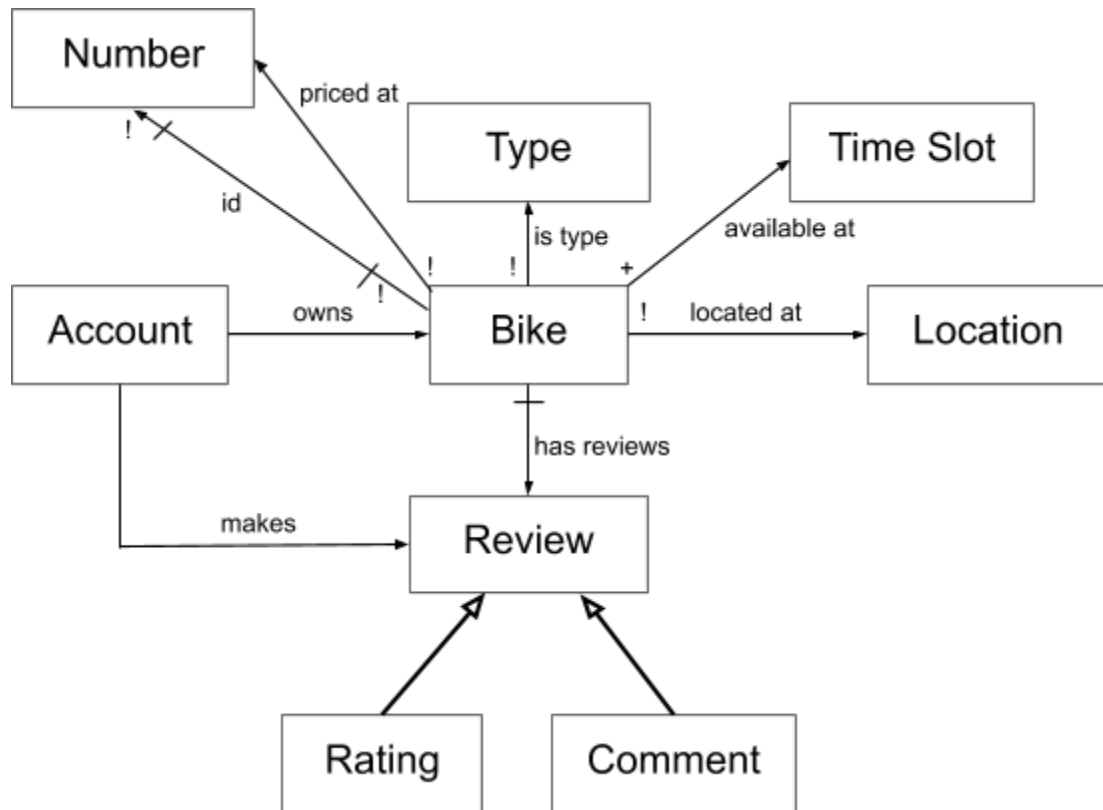
Tactics:

- If CreateAccount is successful, AddPaymentMethod
- After CreateAccount and finishing their ride, the user decides to AddUserReview for the owner of the bike

Bike

Purpose: exchange reliable method of transit for currency

Structure:



Actions:

- `CreateBike(a: Account, t: Type, bike_id: Number): Bike`
no `id.bike_id =>`
owns += a -> bike_id; is_type += bike_id -> t;
- `DeleteBike(bike_id: Number, owner: Account, reviewers: set Account)`
`id.bike_id =>`
id -= bike_id;
priced_at -= bike_id;
is_type -= bike_id;
available_at -= bike_id;
located_at -= bike_id;
has_reviews -= bike_id;
owns -= owner -> bike_id;
makes -= reviewer -> bike_id for each reviewer in reviewers;
- `SetLocation(l: Location, bike_id: Number)`
`id.bike_id =>`
located_at += bike_id -> l;

- SetAvailability(availability: TimeSlot, bike_id: Number)
id.bike_id =>
 available_at += bike_id -> availability;
- SetPrice(p: number, bike_id: Number)
id.bike_id =>
 priced_at += bike_id -> p;
- AddBikeReview(reviewer: Account, r: Review, bike_id: Number)
id.bike_id =>
 makes += reviewer -> r;
 has_reviews += bike_id -> r;
- SeeBikes(l: Location): set Bike - see available bikes based on location
result = { b | b -> l in located_at };

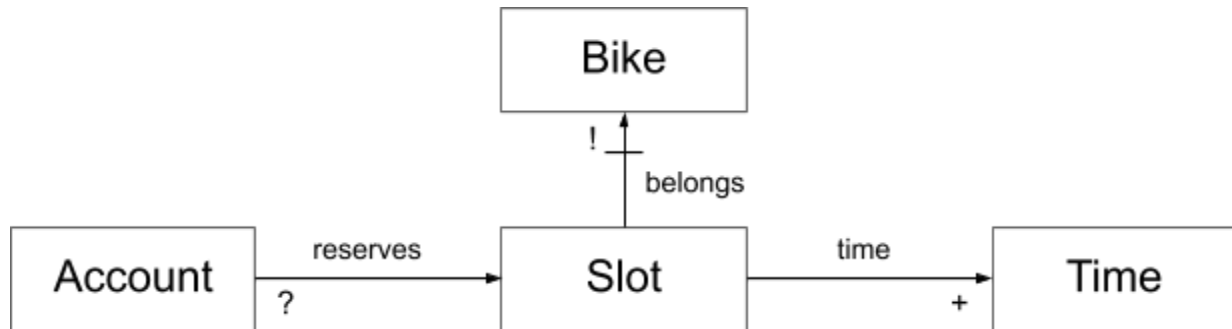
Tactics:

- Owner:
 - If CreateBike is successful, the owner SetPrice, SetLocation, and SetAvailability of the bike to start lending bike out to other users
 - If the owner wants to update their bike information, they can once again SetPrice, SetLocation, and/or SetAvailability to meet their circumstances
 - If bike becomes permanently no longer available, DeleteBike
- Rider:
 - While the rider is looking for a bike, they can SeeBikes nearest to their desired location; after the rider has completed their ride, they may decide to AddBikeReview for others' reference

Ride

Purpose: guarantee a bike for a specific time frame and location

Structure:



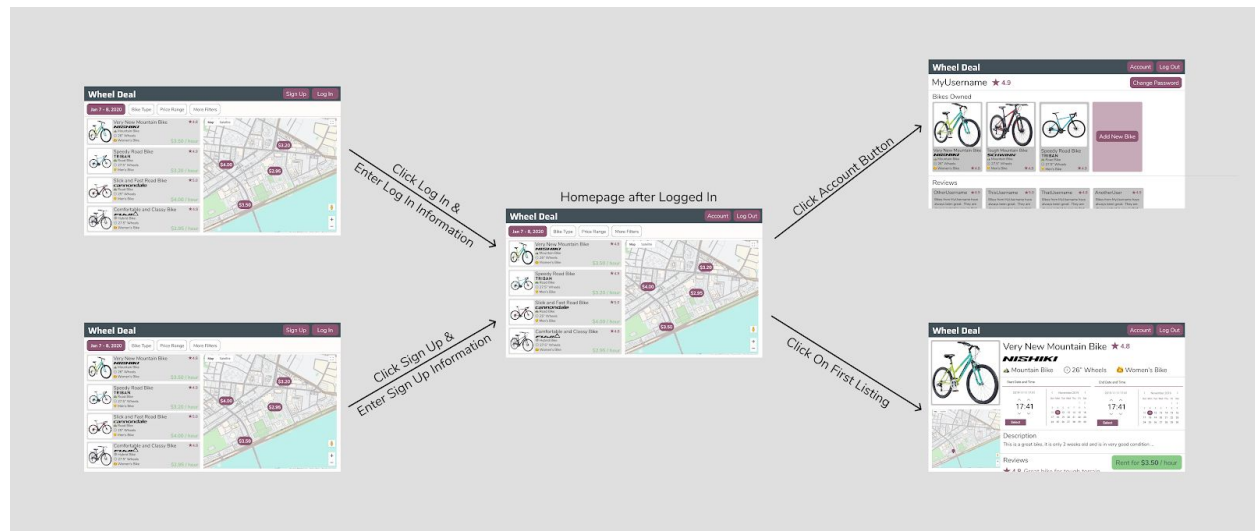
Actions:

- CreateRide(b: Bike, s: Slot): Ride
no belongs.s =>
belongs += s -> b;
- ReserveRide(a: Account, s: Slot, b: Bike, t: Time)
s -> b in belongs =>
reserves += a -> s;
time += s -> t
- CancelRide(a: Account, s: Slot)
a -> s in reserves =>
reserves -= a -> s;
- UseRide(a: Account, s: Slot, b: Bike)
a -> s in reserves and b -> s in belongs =>
reserves -= a -> s;

Tactics:

- If CreateRide is successful, and ReserveRide and no CancelRide, then can UseRide and pick up the given bike at the given time slot and location

Wireframes (Linnea)



<https://www.figma.com/file/RoH856bq42b4hXpkMY0JWc/Untitled?node-id=0%3A1>

Design Commentary (Linnea)

Who can write reviews for bikes and users? How many reviews can be written? Can reviews be edited?

While allowing anyone to reviews for every bike and every user would be much easier to implement, it is important to limit the reviews to people who have actually used a bike or interacted with an owner. Thus, we decided that user X may only make a review for bike B if they've had a ride on B and likewise for user-to-user reviews. While it may seem simpler to only allow user X to review bike B a single time, we decided that every time a user rides a bike they will have the opportunity to write a new review. So, if user X rides bike B one time and then rides bike B again 2 weeks later, they can write a total of two reviews. We decided to allow multiple reviews to be written so that changes in the condition of the bike over time can be accounted for. Further, users can edit a review up to 2 weeks after their ride. However, after 2 weeks the review is locked to prevent users from giving inaccurate feedback. So, if user X rides bike B seven times over the course of a year and has a bad experience on the 7th ride, they will not be able to go back and change all their previous reviews in order to skew the ratings.

Should users be able to change their username and password?

While Fritter allowed usernames to be changed, since we are dealing with physical bikes worth a great deal of money, we decided that disallowing users from changing their usernames would help prevent fraud and make sure that users are more easily able to give accurate reviews. For example, if user A rents bike B to user Z, then user A changes their username, and later user Z goes to review A, Z might get confused if they initially rented the bike from a different username. However, since people frequently forget their passwords, and frequently changing

passwords is proven to make accounts more secure, we decided that changing an account's password will always be permitted.

How should the bike listings be displayed? With a list? With a map?

While we considered making listings list only, communicating locations is difficult. On the other hand, a map view is great for identifying spatial location, but can get cluttered if you try to show all the details on the map (especially if many bikes are close to each other). Thus, we decided to combine the two and show both a map view and list view side by side. This way, if a user clicks a pin on the map, the list will scroll to that listing so that the user can get more details. Likewise, if a user hovers over a specific listing, the corresponding pin on the map will be highlighted (with a different color) so that users can seamlessly transition between the two views and easily use the benefits of each view to improve efficiency and comprehension. That being said, because showing both views is not optimal small screens, we will incorporate a toggle feature that will allow you to hide the map view so that smaller screens don't get too cluttered.

Can a user delete their account?

While we considered enabling users to delete their own accounts, for the safety of all the users we have decided to disallow account deletion for the time being. First of all, we don't want reviews deleted along with accounts because these reviews themselves are public data and likely remain true after the original reviewer wants to delete their account. Second, if a user posts something inappropriate or fraudulent, we want to have as much data as possible to provide to law enforcement so that they can identify and find the perpetrator more easily. While storing account data on our platform does take up space on our servers, we value the safety of our users first and foremost.

How is the rating of a user and/or bike calculated?

While a typical way to do ratings is to just average all the ratings across all time, we want to encourage users to continue performing well in the future even if they already have a great rating. Further, bikes deteriorate with use and time, so it would be best to value more recent ratings higher than past ratings in order to account for the current state and condition of the bike. Thus, we will use a weighted moving average to determine ratings of both users and bikes.

Social/Ethical Design (Carlos)

Key Stakeholders:

- Bike riders
- Bike owners

As an application where users will interact with each other's real world property at specified locations, there are a variety of ethical concerns that arise that are common to ride-sharing apps and other dockless bike or scooter apps. These can be related to location data usage, fee structure, and how to handle stealing or damages to the property in question.

Location Data Usage:

A key concern arises around the use of location data. Collecting this data from both the app user and the bike is necessary for preventing bikes from being stolen, verifying rides, and improving rider experience. However, this data can easily be abused. The extent of the abuse could range from unwanted location aware ads to something very serious, such as kidnapping. For this reason, we decided to make the user's location be inaccessible to all other users. Similarly, the bike location is available only to the owner and the rider, and the owner can only access the exact location when there is not a ride in progress.

Stealing/Damaging Bikes:

The stealing or damaging of bikes belonging to users is another important ethical concern. Unlike many other bike-sharing apps where the bikes are owned by the company, in our case the bikes are owned by users, making it even more important to ensure they are protected. In light of this, we would need to have each bike equipped with a tracking unit, containing a location sensor and alarm (The hardware would be part of a future implementation and is out of the project scope within 6.170). On the side of damages, owners could report damages and submit repair costs, while riders would take pictures to prove they did not significantly damage the bike.

Fee Structure:

A third important consideration would be the payment structure. In this case, we are going for a model where the full price of a ride is displayed upfront, similar to most ride-sharing apps. In this way, we will avoid users feeling that they were tricked or treated unethically when they discover that they paid more than they thought they would at the end of a ride. Obviously, certain fees, such as damage fees, will need to be added after the fact, but these will be the exception, not the rule.