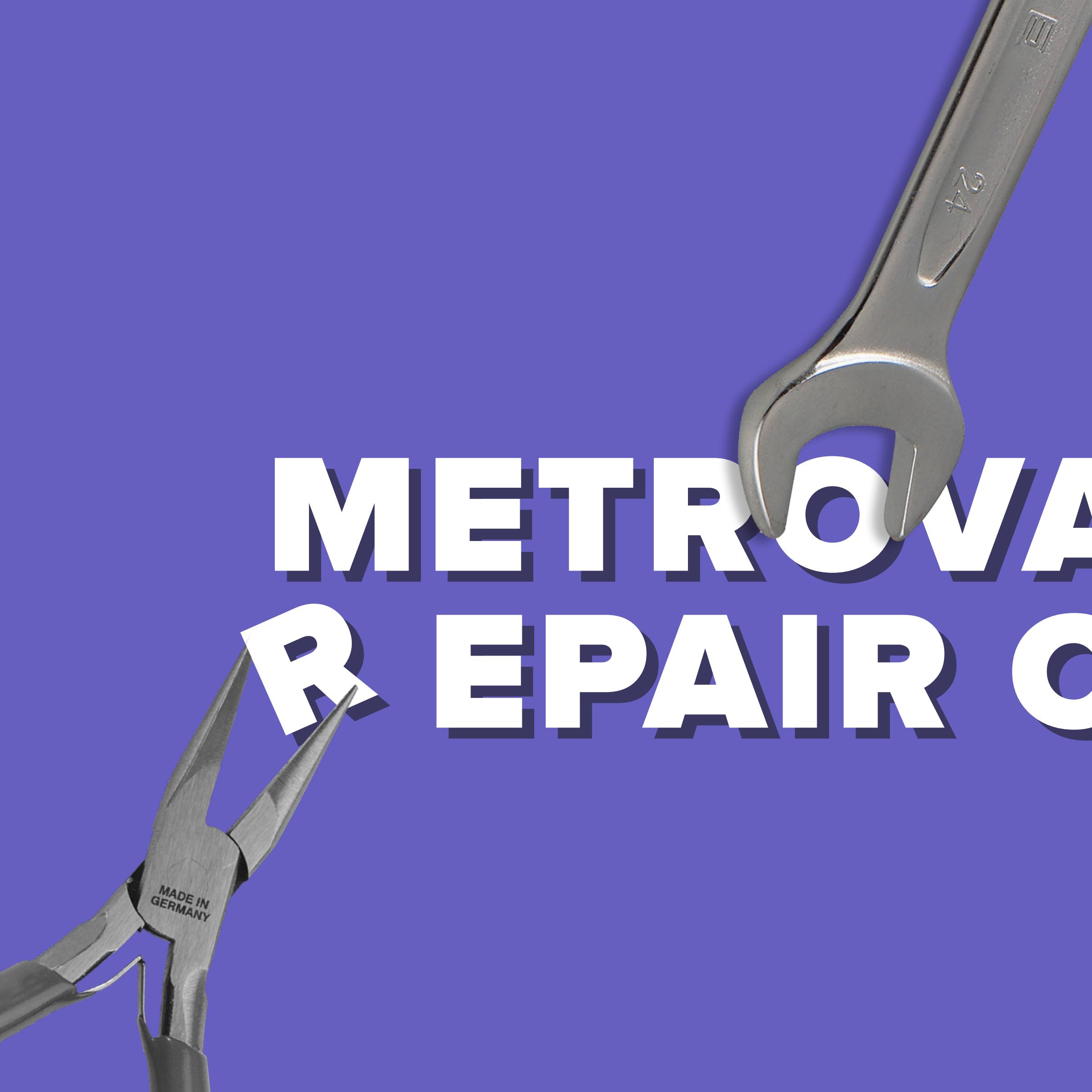
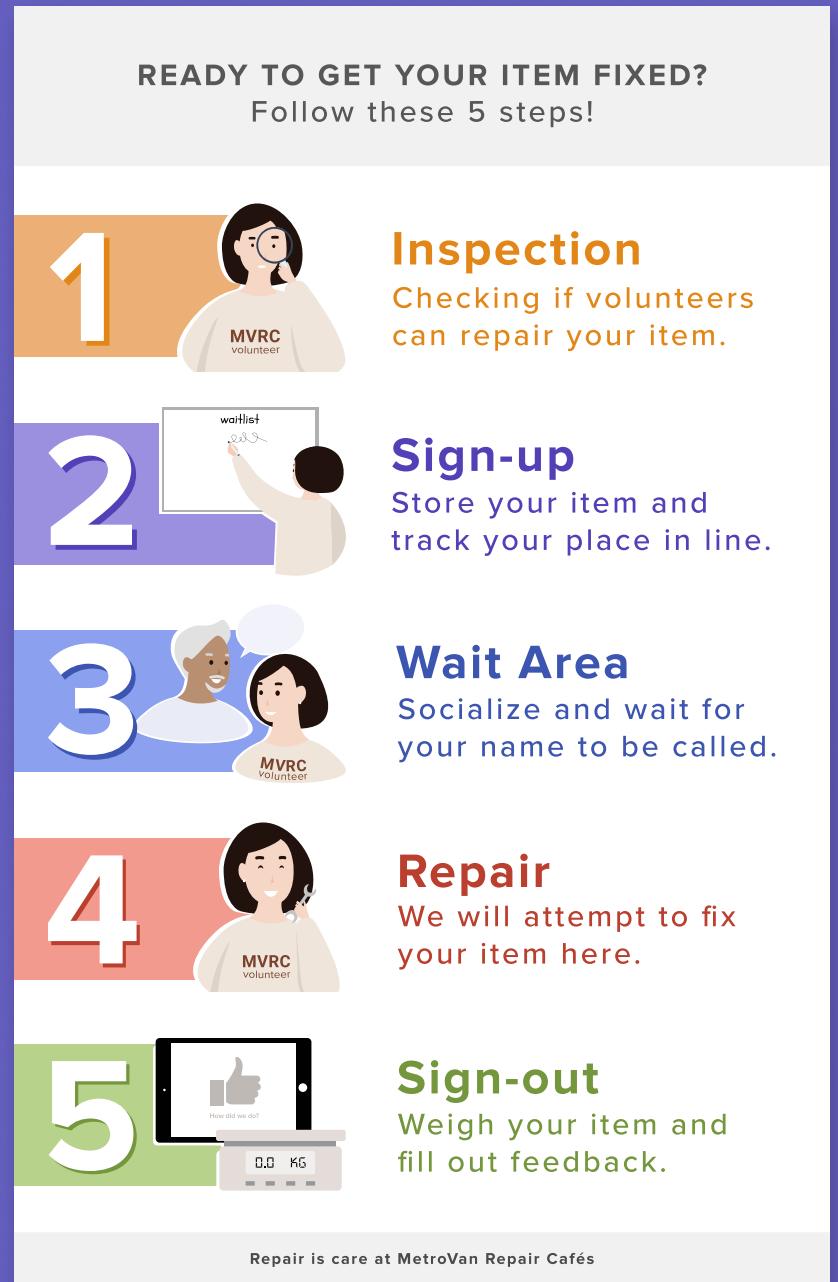


METROVAN REPAIR CAFÉS





WAYFINDING SIGNAGE

Welcome to MetroVan Repair Cafés.
Ready to repair?

This form is where you start our 5 step repair journey! Please get each page stamped by a volunteer before moving on.

But first, tell us about you and your item.

Your Name _____

Type of product* _____

Brand* _____

Visit the next step to check your item in ➔

STAMP BOOKLET

MVRC

There are few more important things we need from you to help us secure further funding and measure impact.

Was your item fixed?

Yes
 No

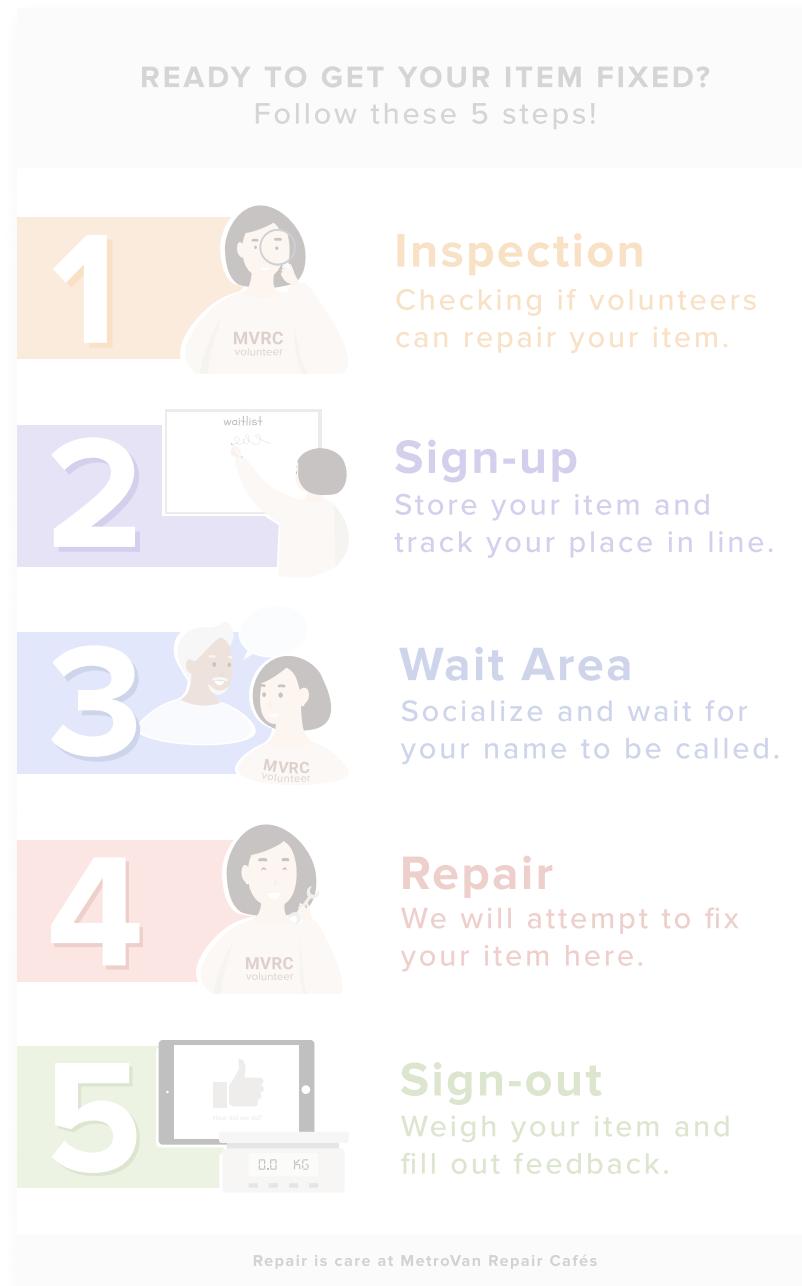
How much did your repaired item weigh?

Your answer _____

How satisfied are you with your experience?

1 2 3 4 5
Highly Dissatisfied Highly Satisfied

DIGITAL FEEDBACK



WAYFINDING
SIGNAGE

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STAMP
BOOKLET

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Yes
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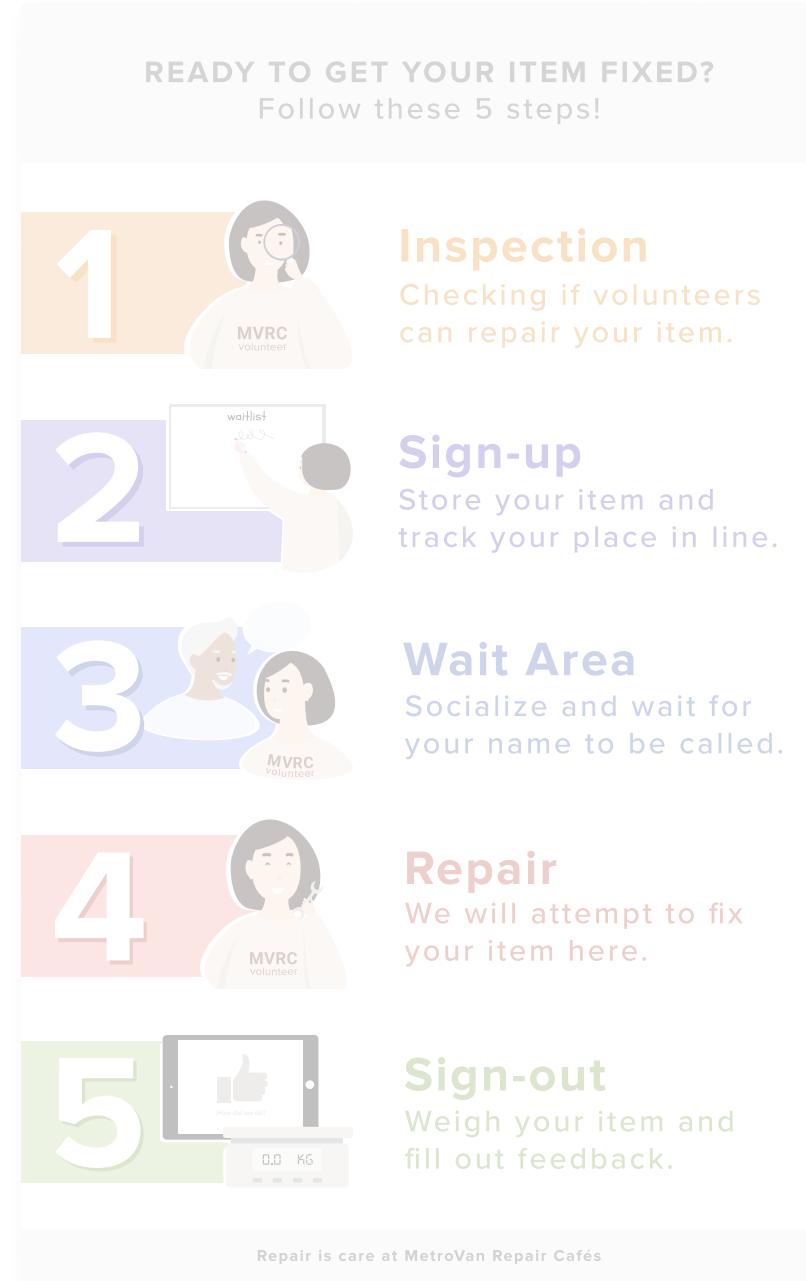
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**WAYFINDING
SIGNAGE**

**STAMP
BOOKLET**

**DIGITAL
FEEDBACK**



REPAIR CAFÉS

Originated in the Netherlands to empower people to make repairs.

REPAIR MONITOR

The Repair Monitor form is an international tool for collecting repair data.

RepairMonitor form

RepairMonitor

Name owner: _____ Date: _____ Reference no: _____

Please answer the questions in as much detail as possible. In the online RepairMonitor the questions with * are mandatory. More answers are welcome.

ABOUT THE PRODUCT

* Kind of product (e.g. vacuum cleaner): _____

* Brand: _____

(Estimated) Year of production: _____

Model, type number and/or serial number: _____

Problem description + (probable) cause: _____

ABOUT THE REPAIR

Name repainer: _____

Defect found: _____

* Has the product been repaired? Yes Half and/or advice given No

If repaired: what did you do? _____

If partly repaired: what did you do, what advice did you give?

If not repaired: why could you not repair it?

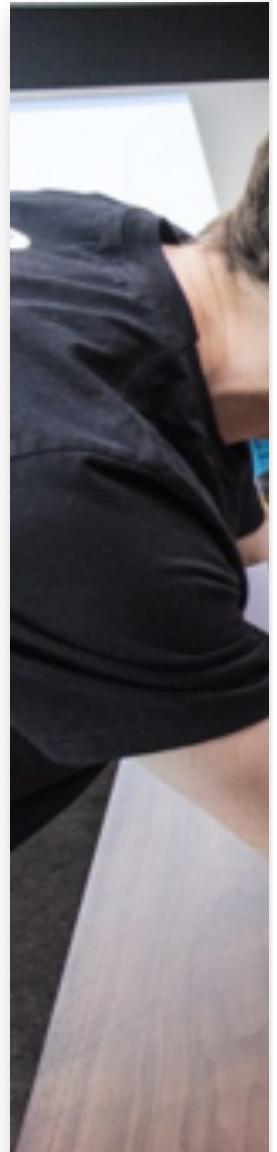
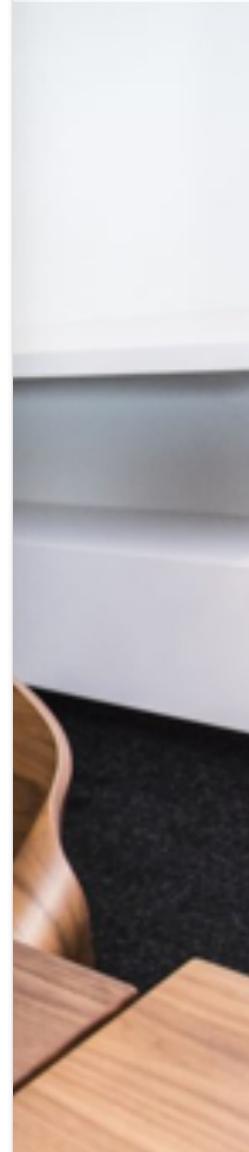
Reparability of product (1 = difficult, 10 = easy): 1 2 3 4 5 6 7 8 9 10

Was repair information available? Yes No N.a.

If yes, where did it come from? From the manufacturer Made by users

—Source repair information (url website) _____

—Do you have any suggestions for other repairers of this (or similar) product? _____

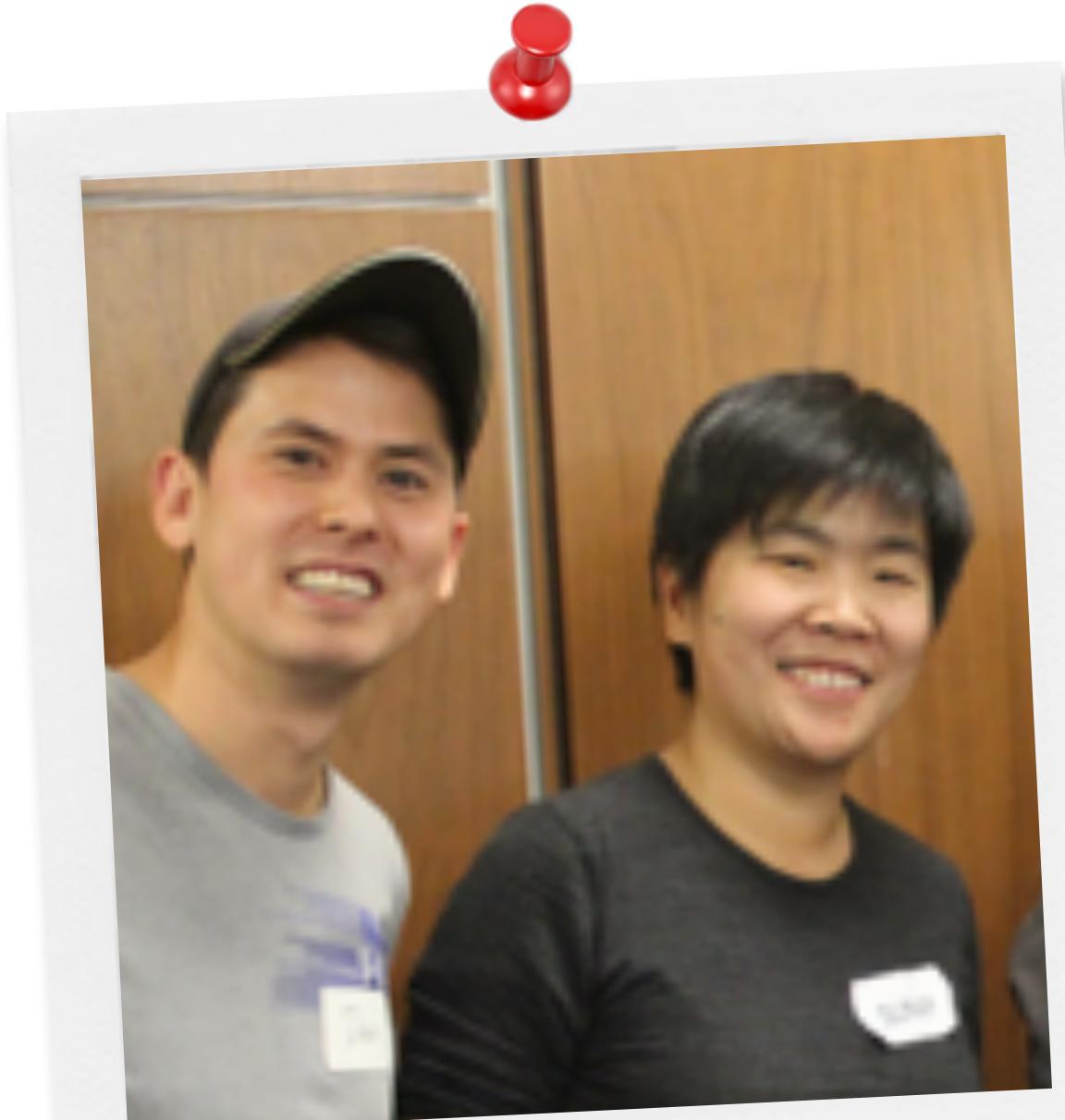



REPAIR CAFÉS

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The Repair Monitor form is an international tool for collecting repair data.



Dan and Sunny

METROVAN REPAIR CAFÉS

The Repair Café model was adopted in Vancouver 2019 by organizers Sunny and Dan.

UNDERLYING ISSUE

Adoption of this model in Vancouver spaces has lead to organizational issues.



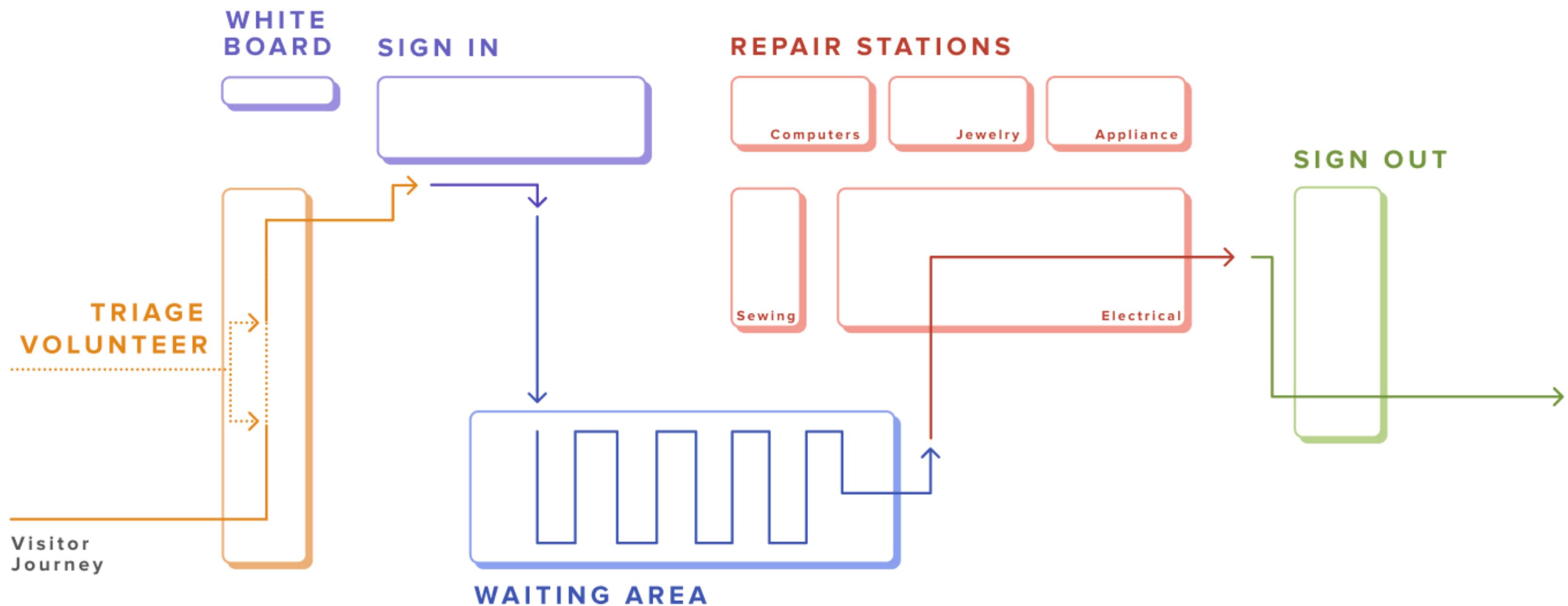
BIGGEST THREAT

Sunny and Dan quit their full time jobs to do this. If they don't get funding, they can't continue running the event.

The City of Vancouver is a potential funder through the Zero Waste 2040 strategy and LUSH initiatives.

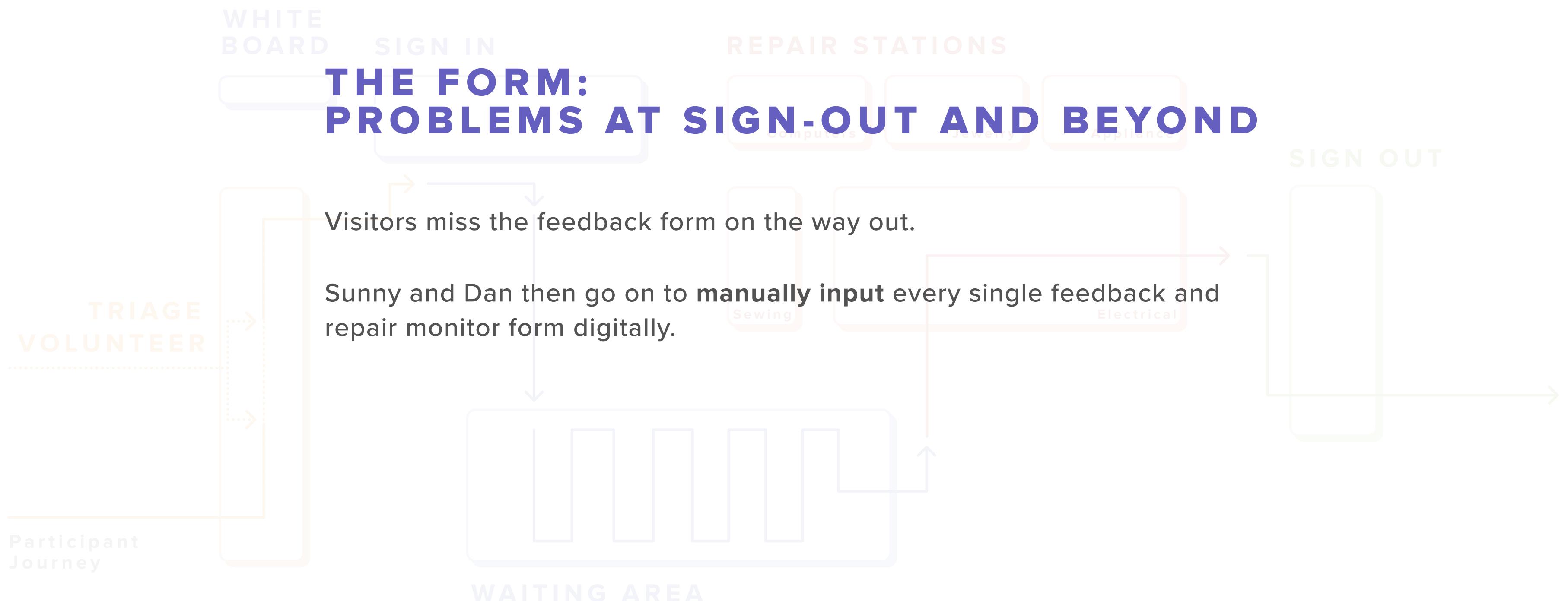
CURRENT VISITOR FLOW

Layout based on MVRC @ Vancouver Hack Space



CURRENT VISITOR FLOW

Layout based on MVRC @ Vancouver Hack Space



EVENT ISSUES



The repair form collects important data but is undervalued and underutilized.



Visitors are frustrated waiting in unorganized lines.



Constant venue changes make the event layout confusing for all visitors (new and returning).

DESIGN FOCUS

To help implement a replicable repair journey
that guides new visitors through the process
while assisting MVRC in obtaining funding.



THE INTERESTED ELDER

AGE: 67

TECH EXPERIENCE: Low

HEARD ABOUT EVENT FROM: Newspaper

CAFÉ EXPERIENCE: First time at a repair cafe

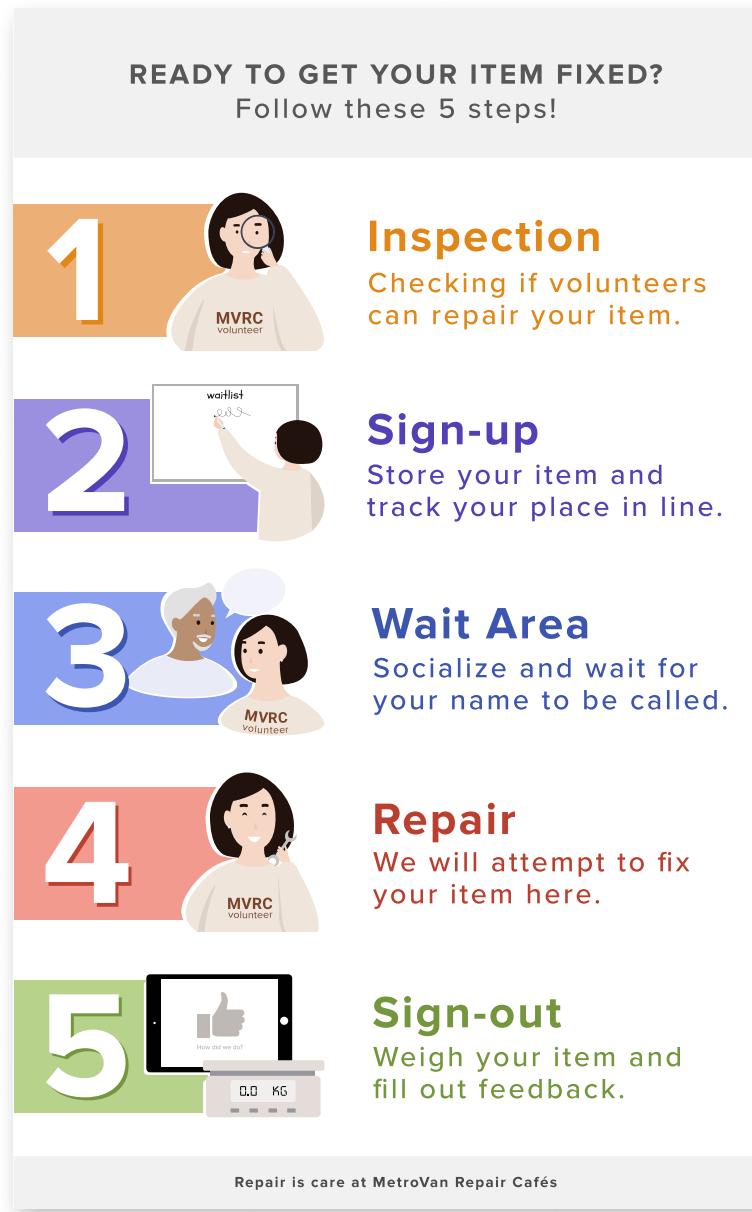
GOALS + NEEDS

Hopes to get their vacuum fixed, as they've been holding on to it for 5 years.

They also want to spend time with other people, as they get bored at home.

They need high contrast print content.

REPAIR PASSPORT STRATEGY



Welcome to MetroVan Repair Cafés.
Ready to repair?

This form is where you start our 5 step repair journey! Please get each page stamped by a volunteer before moving on.

But first, tell us about you and your item.

Your Name _____

Type of product* _____

Brand* _____

Visit the next step to check your item in ➡

MVRC
There are few more important things we need from you to help us secure further funding and measure impact.

Was your item fixed?
 Yes
 No

How much did your repaired item weigh?
 Your answer _____

How satisfied are you with your experience?
 1 2 3 4 5
 Highly Dissatisfied Highly Satisfied

**WAYFINDING
SIGNAGE**

**STAMP
BOOKLET**

**DIGITAL
FEEDBACK**

WAYFINDING SIGNAGE

READY TO GET YOUR ITEM FIXED?
Follow these 5 steps!

The sign features five numbered steps, each with an illustration and a brief description:

- Inspection**
Checking if volunteers can repair your item.
- Sign-up**
Store your item and track your place in line.
- Wait Area**
Socialize and wait for your name to be called.
- Repair**
We will attempt to fix your item here.
- Sign-out**
Weigh your item and fill out feedback.

Repair is care at MetroVan Repair Cafés

WHY SIGNS?

They create navigational markers so visitors know where to go.

They can be used at different venue layout.

ADDRESSES FRUSTRATION

Constant venue changes make the event layout confusing for all visitors (new and returning).



Inspection

Making sure our volunteers can try to repair your item.

We'll try our best to fix your items, but sometimes things are beyond repair.

We keep our events as efficient as possible by pre-screening each item. A volunteer will check your item and stamp your booklet.

1

repair is care.
MetroVan Repair Cafes

MVRC
volunteer

DESIGN DECISIONS

VISUALS

Big font size for recognition from afar

Inspection
Making sure our volunteers can try to repair your item.

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MetroVan Repair Cafes

MVRC
volunteer

DESIGN DECISIONS

VISUALS

Icons and numbers match up with booklet

1 INSPECTION
We will check if your item is repairable.

2 SIGN UP
Sign up for waitlist and store your item.

stamp here

stamp here

waitlist

Go to the wait area ➔



Inspection

Making sure our volunteers can try to repair your item.

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repair is care.
MetroVan Repair Cafes

1

DESIGN DECISIONS

CONTENT

Guides and explains to visitors briefly what happens at each station and why



Inspection
Making sure our volunteers
can try to repair your item.

We'll try our best to fix your items, but
sometimes things are beyond repair.

We keep our events as efficient as
possible by pre-screening each item.
A volunteer will check your item and
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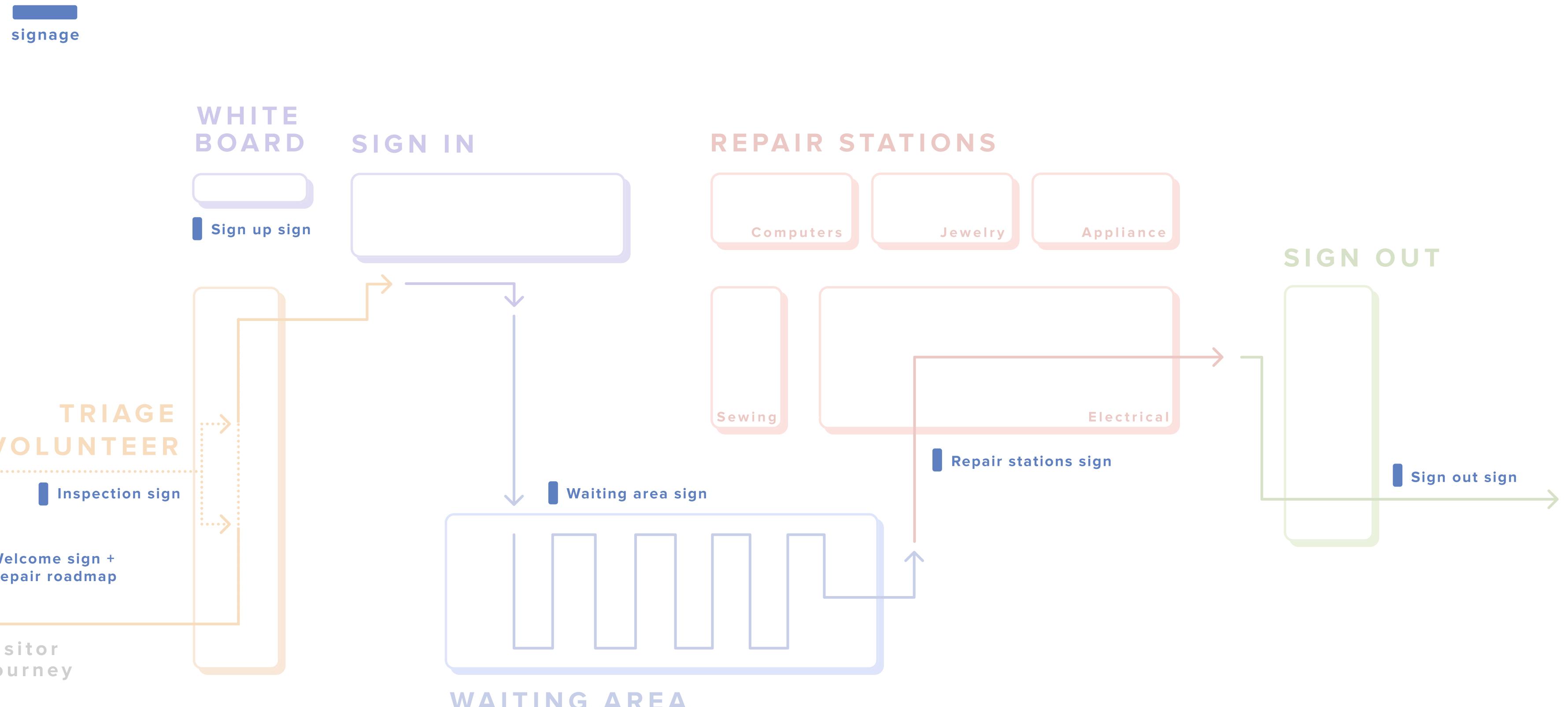
DESIGN DECISIONS

CONTENT

Takes pressure off volunteers to
explain everything

PROPOSED VISITOR FLOW

Layout based on MVRC @ Vancouver Hack Space



STAMP BOOKLET



WHY STAMP BOOKLET?

Creates a system that establishes steps and encourages people to complete each of them.

ADDRESSES FRUSTRATIONS

The repair form collects important data but is undervalued and underutilized.

Constant venue changes make the event layout confusing for all visitors (new and returning).

Visitors are frustrated waiting in unorganized lines.

5 **SIGN OUT**
Put your item on the scale
to see the impact you made!

ITEM WEIGHT:
0.0 KG

THANK YOU!
Let us know how we did by
filling out our feedback form.

How did we do?

stamp here

Once you're done, give this to a sign out volunteer!

DESIGN DECISIONS

STAMPS

Establishes a journey with set steps

Guides people and incentivizes them to finish every step of that journey (including feedback!)

This leads to more visitors consistently providing weight and feedback information - which MVRC can use for funding.

DESIGN DECISIONS

Welcome to MetroVan Repair Cafés.

Ready to repair?

This form is where you start our 5 step repair journey! Please get each page stamped by a volunteer before moving on.

But first, tell us about you and your item.

Your Name _____

Type of product* _____

Brand* _____

Visit the next step to check your item in ➔

PROGRESSIVE DISCLOSURE

Only reveal to people what they need to know at that moment

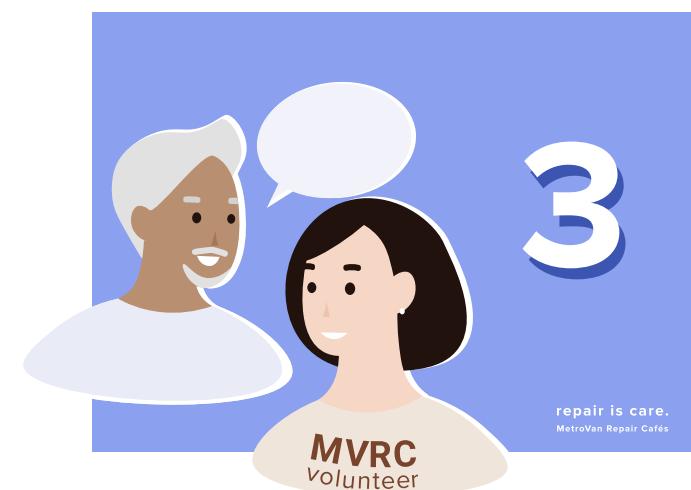
Stop visitors from being overwhelmed

DESIGN DECISIONS



VISUALS

Illustrations match up with wayfinding signage



DESIGN DECISIONS



VISUALS

Large font sizes for readability

DESIGN DECISIONS



VISUALS

Black and white for low printing costs

DESIGN DECISIONS



VISUALS

No stamp at step 3 to encourage socialization

DESIGN DECISIONS

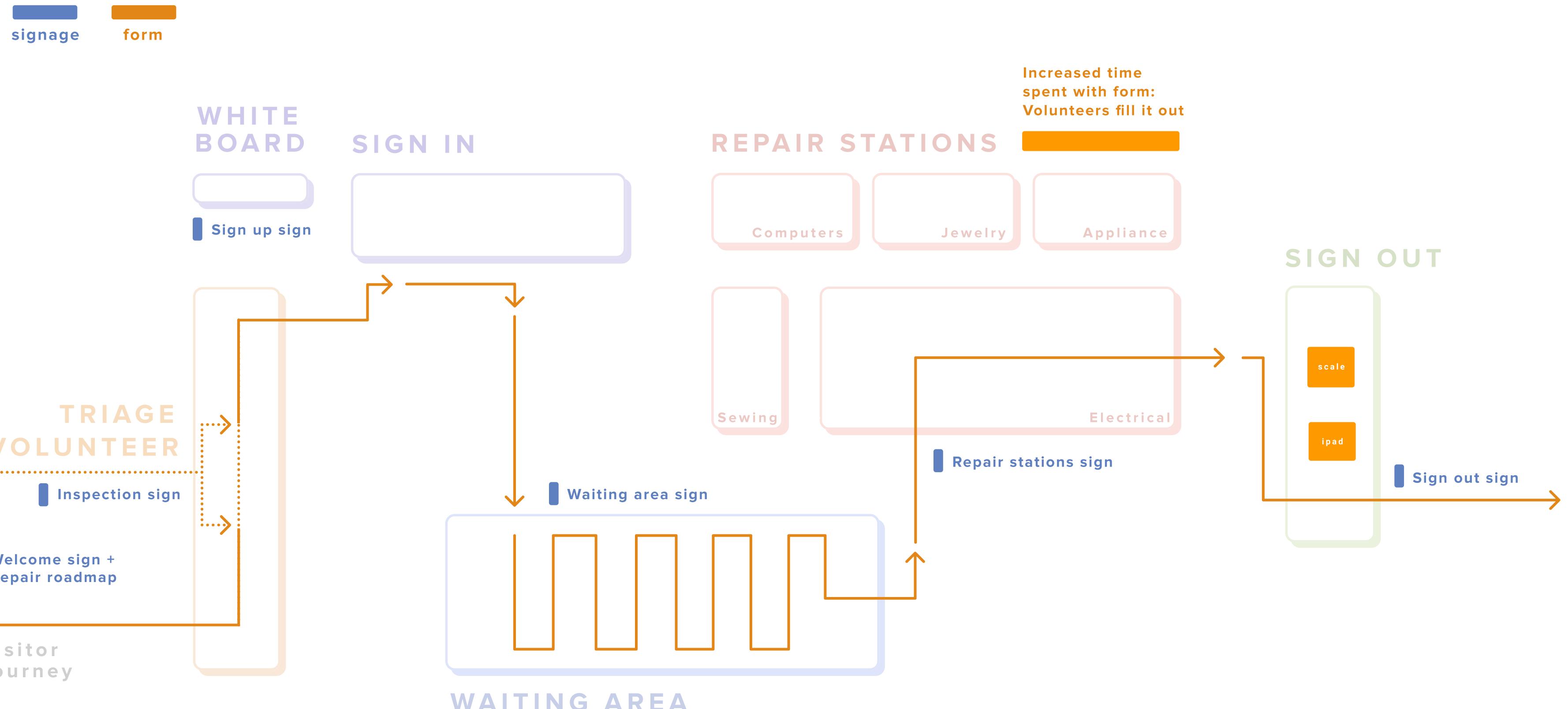


VISUALS

Stamp placed at step 4 to encourage visitors to bring the form back out

PROPOSED VISITOR FLOW

Layout based on MVRC @ Vancouver Hack Space



RepairMonitor form

RepairMonitor

Name owner: _____ Date: _____ Reference no: _____

Please answer the questions in as much detail as possible. In the online RepairMonitor the questions with * are mandatory. More answers are welcome.

ABOUT THE PRODUCT

* Kind of product (e.g. vacuum cleaner): _____

* Brand: _____

(Estimated) Year of production: _____

Model, type number and/or serial number: _____

Problem description + (probable) cause: _____

ABOUT THE REPAIR

Name repairer: _____

Defect found: _____

* Has the product been repaired? Yes Half and/or advice given No

If repaired: what did you do? _____

If partly repaired: what did you do, what advice did you give? _____

If not repaired: why could you not repair it? _____

Reparability of product (1 = difficult, 10 = easy): 1 2 3 4 5 6 7 8 9 10

Was repair information available? Yes No N.a.

If yes, where did it come from? From the manufacturer Made by users

Source repair information (url website): _____

Do you have any suggestions for other repairers of this (or similar) product? _____

REPAIR MONITOR FORM

Changed to match the booklets aesthetic
Input method fixed: Manual to digital

For Volunteers

Volunteer Name: _____

Defect found: _____

Model/Serial Number: _____

Year of production: _____

Was the item fully partially not repaired?

Difficulty of Repair: 1 2 3 4 5 6 7 8 9 10
easy difficult

What did you do?

Any suggestions for other repairers of this (similar) product?

Was there information available?

yes no

If yes, where did you find the information?

manufacturer user-made

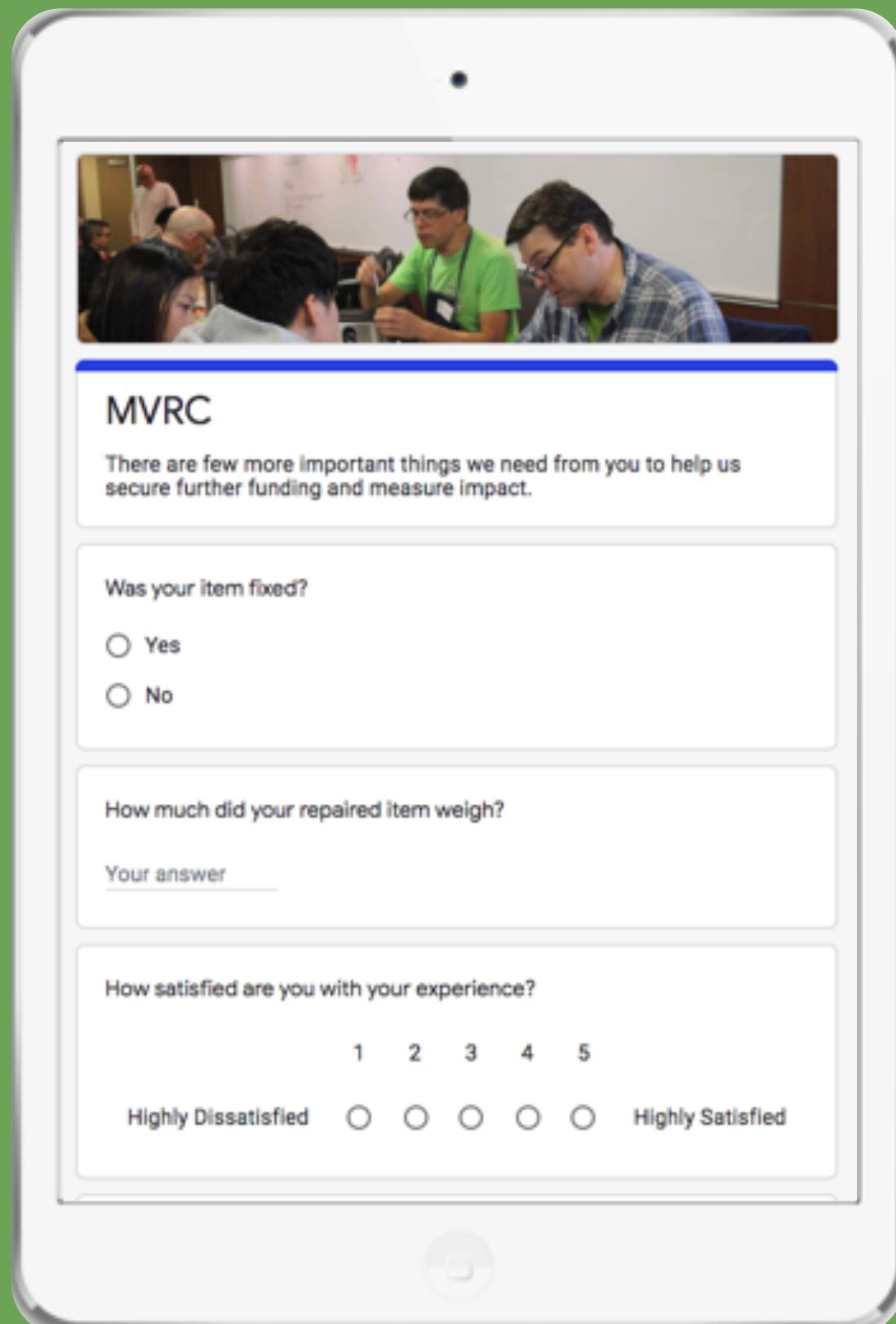


Fold and give the form back to the visitor. 

REPAIR MONITOR FORM

Changed to match the booklets aesthetic

Input method fixed: Manual to digital



GOOGLE FORMS

Speed up data collection process
Categorize everything after inputting

QUESTIONS FOR BETTER METRICS

How heavy is your item?
How likely are you to come back?
How satisfied are you with your experience?

Answers to these questions can help
MVRC submit a pitch with better
impact statistics to the COV

COV WILL FUND REPAIR INITIATIVES BASED ON:

WASTE DIVERTED

How heavy is your item?

SOCIAL IMPACT

How satisfied are you with your experience?

SUSTAINABILITY

How likely are you to come back?

FUNDING PROPOSAL

208kgs

of waste diverted
from landill so far

COV WILL FUND REPAIR INITIATIVES BASED ON:

WASTE DIVERTED

How heavy is your item?

SOCIAL IMPACT

How satisfied are you with your experience?

SUSTAINABILITY

How likely are you to come back?

FUNDING PROPOSAL

90%

of visitors had an
enjoyable experience

COV WILL FUND REPAIR INITIATIVES BASED ON:

WASTE DIVERTED

How heavy is your item?

SOCIAL IMPACT

How satisfied are you with your experience?

SUSTAINABILITY

How likely are you to come back?

FUNDING PROPOSAL

98%

of visitors said they
would return

VALUE PROPOSITION

TANGIBLE

Low cost
Physical wayfinding

INTANGIBLE

Sense of organization

ASPIRATIONAL

Being a bigger part of the repair movement

CLIENT FEEDBACK

“ We are very happy about the outcome, we will definitely implement it, and I think it will be very helpful to us — Sunny

“ It feels now unified — Dan

VALUE PROPOSITION

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