



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?



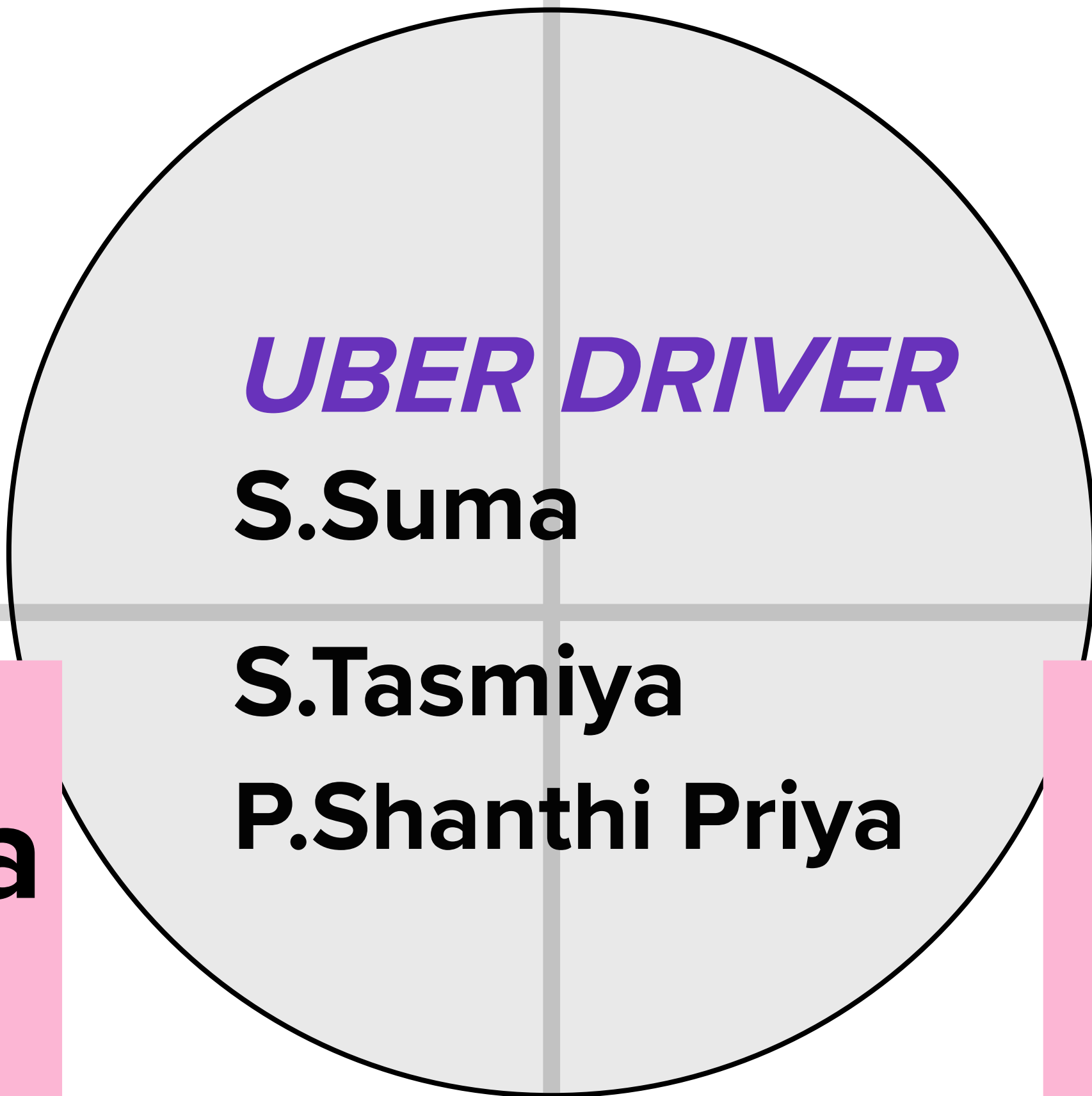
Feels

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



Does

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



if i don't like.certain destination.i don't want to drive in that area,even if the rider is good .uber should understand this

uber is a secondary source of income ,so i don;t need to drive in an emergence . but may be if i am having financial issues

i like that it's flexible and it fit in and adjust to my schedule and then it's also a great way just to make some extra many

patience and energy to drive-necessity vs to live a cetain way

the flexibility allowed me to drive as a part -time uber driver.i could do it in my own time

a lot of eats trips are availabe right how during COVID but not rides

uber is an extra income for him to pay student lons,bills,rent

thinks of uber as a necessity due to money

i get a customer code so i show the code to like the person working at the restaurant and then it has thier order information on it

usually give a landmark to the riders in a busy area.

FEELING OF UNSAFE; would reevaluate my driving risks if i had a family but i am single

FEELING OF STRESS ;don't want to be in imminent danger when picking up

usually wait at the motor center (portland)for high traffic areas and they'll have a designated spot for picking.

we call people and ask them to walk to a certain place the sad part is you are not getting paid for navigating people to the right pick-up point .

FEELING OF SECURING;uber is doing great job during events and they should do this in busy downtown as well.

FEELING OF SECURITY;good thing for drivers is that they can directly call the authorities form app