Mighty Bikes

1. The goal is of this data gathering session is to see if user’s preferring LimeBike vs HubWay, what they like or dislike about LimeBike and HubWay.
2. The target users are urban commuters, tourist, and students.
3. The interview should be recorded by taking notes or audio. Video isn’t need for this type of interview.
4. Questions
   * Do you ride a bike? If so, how often?
   * How do you current commute to school/work?
   * Do you plan on changing the way you commute?
   * What do you do for fun in the city? Or what do you consider fun to do in the city?
5. Acceptance factors
   * If they can find and use a bike.
   * If they comfortably ride the bike.

Questions

* Was the bike comfortable to ride? If not, what was uncomfortable about it?
* Were there any major issues with the app?
* Once you found a bike were you able to use it? If not, what was wrong with the bike?
* What did you find unenjoyable about the service?
* What did you find enjoyable about the service?
* What did you do if the bike didn’t work as expected? Did you find another bike or did you give up?