

ROSE, THORN, BUD

ROSE

Positive

Bike availability

App is working better than in the beginning

Hotline is responsive

Seats are easy to adjust

THORN

Negative

Payment set up had to move to monthly as there is nothing between 30-60 minutes

Basket is not useful

App is not as helpful as it could be

Bike electronics not working as intended

BUD

Promising

App could be improved

Have a way to close the loop when reports are made about bike issues

Ways to get out of weather when triaging bike issues

Improve usefulness of card