



InVision Link: <https://invis.io/6DW6XJREBTv>

Hotspots:

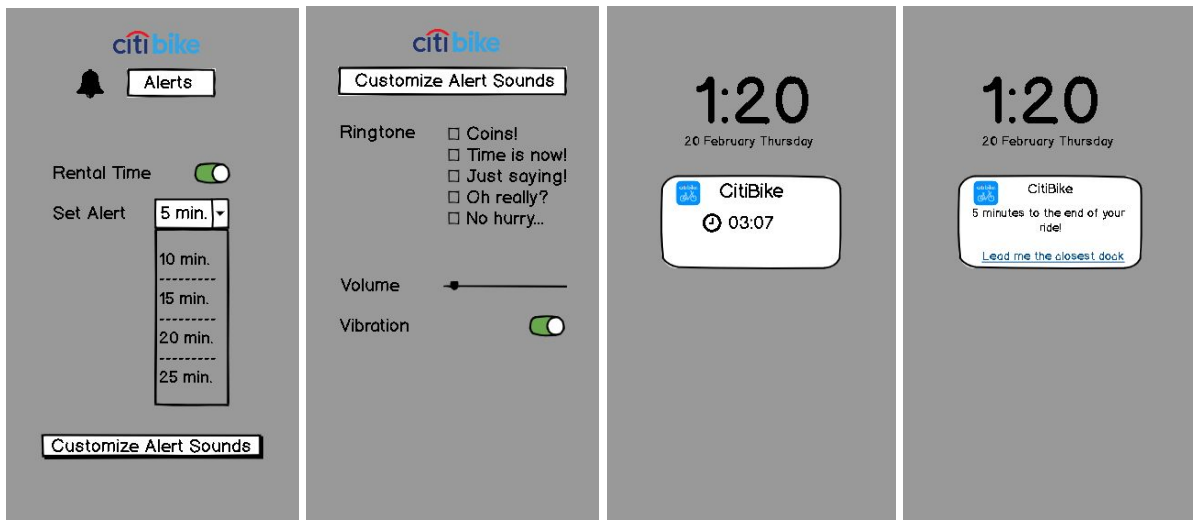
- Alerts
- Timebank
- Customize Alert Sounds
- Lead me to the closest dock

PROBLEMS

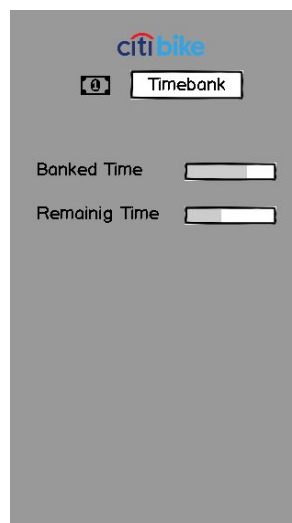
1. Unexpected fees
2. Lack of reward-system for members
3. Low volume docking stations in certain areas

SOLUTIONS

1. Additional feature on mobile app (Alerts) that allows the user to set an alert to get notifications to the upcoming end of the rental time to avoid extra fees. Users can,
 - set customizable alerts (5-10-15-20-25 minutes)
 - set countdown for the rental time (this feature requires an additional equipment/design feature: phone holder on the bike)
 - customize the ringtone, volume and vibration



- Additional feature on mobile app for “members only”, that allow them to bank time. Users can,
 - add 1 minute to their bank when returning the bike to a low volume docking station.
 - use their banked time as a grace period when docking late, to avoid late fees.



- Timebank reward-system will motivate the users to use “unpopular” docking stations more often, leading to even distribution of bikes.