V: Which mobility PSS have you used during the last 6 months? #00:00:21-9#

B: Hm, scooter sharing, the Felyx system and a biking system in Valencia, shared bikes. I use Mobike every once in a while. So, I have used Mobike in The Hague. #00:00:56-3#

V: How often are you using Felyx and Mobike? #00:01:25-0#

B: Felyx I use really quite often, I think once every 2 weeks. Mobike I only use when I don’t have any other option so that would be more like once every 3 months. If it is even that much. #00:01:43-9# #00:01:49-1#

V: Since when are you using Felyx? #00:01:56-0#

B: Quite a while I think, a year ago or 9 months ago. Mobike I started using summer 2018 so 1.5 years ago. #00:02:19-1#

V: What contributed to a good or bad experience with these services? #00:02:29-8#

B: Hmm, the app working well, being actually true so. Sorry, I also used electric scooters. Because that is the example I am using now. So the app would sometimes say there is a scooter somewhere and it wasn’t there and vice versa and that is very annoying when the app doesn’t work very well. Also when the technology doesn’t work well. So, with Felyx I had it once that I couldn’t log in for some reason. So then you were just standing there and couldn’t log in and keep adding minutes, keep adding costs, that is very annoying. And Felyx once in a while, there are just no Felyxes around and you have to walk for a while and then the whole advantage of time saving goes out of the window so that’s annoying. Negative for Mobike is the bikes themselves are just really heavy and clunky. So the comfort of the product itself. Positive experience is when the interaction is smooth. So, I think Felyx has quite a smooth interaction - you look at it, you swipe. The whole damage thing is a bit weird. #00:04:03-6#

V: Could you describe what the steps are to access a Felyx? #00:04:04-8#

B: So, you open your app, you find where one is. I generally look how far the battery is, I think it goes until 30% and then it’s not accessible anymore. You go to it, you find it, you look at the app to see what the number plate is - that’s the way I identify them. What my girlfriend always does is she always reserves them but I never do that. Then you swipe or push a button so that you can rent it. Then it says how many damages there are. You can click on it to see which damages there are and to check whether it matches with the actual thing. It never matches, it is really weird. It often says like it doesn’t have… Even things like the mirror, it would say like there is no mirror and there are mirrors and vice versa. #00:05:00-0# It’ll say there are big damages but there are no damages and it is just really weird. So that is a bit annoying every once in a time. Because you are used to the car rental system where you are very precise and you report every damage and you get really scared that they’ll ask you to pay a lot more extra money if you bring it back and it has an extra scratch while here it is like meet, it doesn’t really matter how many damages there are you sort of go like okay, whatever, sure it is fine. You swipe then you can use it, I think you have to turn it off and on so that you can actually use it. On the machine itself as well. So you can turn it off [in the app] while the button on the machine still says on, so that is bit confusing. So you park it, you get off, you press sort of lock but then the physical button still says on so before actually driving away on a Felyx you have to turn it off and on again on the scooter itself and then it works. So you scooter around, drop it and then I think you swipe on your phone again when you are done and I think that’s it. #00:06:01-9#

V: What would happen if you would run out of battery? #00:06:05-6#

B: I don’t know, it never happened to me. #00:06:30-0#

V: Does the smartphone play a role while driving? #00:06:37-0#

B: No, it doesn’t but it would be nice if it does because there is a holder on it. Like a phone holder which is really nice. So you can use that to navigate. But it doesn’t link to a navigation app what would be nice because you do need it cause you are only allowed to park in certain areas. So there is what they call service areas where you are allowed to park it. So that is a bit of an annoying thing as well, so at the end of a ride every once in a while you park it somewhere and try to lock it and then it says ‘ah, you are outside of the service area’ and then you have to open the Felyx application to find out where the service area is and rive to it. So that doesn’t connect. It would be nice if there would be like a navigation app that includes the borders of service areas. #00:07:31-0#

V: How do you interact with Felyx? #00:08:48-8#

B: Well, there is setting up the account which is bit of an interaction where you are supposed to photograph your drivers license and they check. The account is in the app but there are a couple of emails when they are checking your drivers license and when they have checked it, so there are a couple of milestones but those are the only emails you get in the beginning. Then they send emails every once in a while with tips like ‘you can go and take your Felyx to wherever’, so Felyx is very city based and then they have like 10 cool Rotterdam thingies and then you get a discount if you show your Felix trip towards that specific location. I am assuming they have partnerships. Which is really nice, I think I have used it once or twice. And then they are really accessible via phone. They have a really big button on their app that says like ‘call us’ that you can use when there is a technical error which I’ve had a couple of times. But also I saw one of the scooters in the water once so I called them like ‘I saw your scooter in the water right here and you might want to take it out’ and they were like ‘Yeah, you are like the 10th person who called we are going to take it out.’ So that is the other interaction that I had with the company and that is about it. #00:10:15-4#

V: We were talking about damages earlier; can you report them in the app? #00:10:17-9#

S: No, you call. It is really annoying because then you have to get in line. So you call for a damage you think you are doing them a favour and then you have to wait in line which you don’t do, so you just hang up and you don’t report the damage. #00:10:37-6#

V: How do the digital components influence your use experience? #00:11:11-2#

B: I think the digital components in terms of the app working with the scooter I think it adds convenience because you know where they are specifically. How does it influence my experience - I guess I wouldn’t imagine how it works without the digital elements in it, to be honest. It guides the interaction, making it simple and easy to use and showing you which buttons to press to get it started. #00:12:11-7#

V: What are the key elements of digitalisation in this service for you that you couldn’t imagine this service without them? #00:12:25-8#

B: The whole system of finding them, locking it. I guess you could have a card that you scan and then it identifies you and then you can use it and then you scan it again to lock it or something like that. But through the app you get a lot more sense of control or so I guess; you know where they are, you know whether they are locked or not, you can look at it and it gives you feedback. It shows you that you have locked it, unlocked it and you have used it for this many hours. I sometimes look at the overview of the rides that you have taken. It gives you information on costs, I think that is really important. So it shows you directly how minutes you did go, how many € did that cost. #00:13:15-3# The service areas I think would have been very difficult without the app. Maybe they could have otherwise made signs saying ‘you are leaving the Felyx service area’ but I think that is quite unfeasible in a city like Rotterdam. So I think those are the elements that are most connected to using the app. #00:13:37-3#

V: Did digitalisation of this service change your user behaviour? #00:13:46-6#

B: Well I never used to use a scooter so the fact that Felyx is there right now does make me use it as a supplementary travel service. I always used to use either public transport, walk or use my bike and now there are actually use cases where I go ‘yes, this is perfect for using the Felyx’. I don’t think it is the app that changes my behaviour but the fact that the service itself is there. #00:14:30-1#

V: When did you first start thinking about using this service? #00:14:28-1#

B: I guess seeing the scooters drive around. They are quire visible. #00:14:47-8#

V: Did you then inform yourself more? #00:14:51-8#

B: I think I just downloaded the app. Because I sort of understand, I have seen these systems around, be it scooters, be it steps, be it little cars, bikes, whatever. By now when you are in a city seeing these vehicles driving around with a big sign on it that says ‘Lime’ or ‘Felyx’ or whatever you already recognise them as being shared vehicles. So you just go ‘Ok, let me download the app and use this system’. #00:15:46-1# I like scooter riding - I never had a scooter myself. The trip itself is more enjoyable. #00:16:17-0#

V: How do you feel the digital aspects change the proposition of Felyx or Mobike? #00:16:24-9#

B: I am not sure that they really changed the proposition itself. I think it just becomes a lot more convenient cause they are easier to find. #00:16:47-8# I am thinking about how the payment works. There is a difference between Mobike and Felyx. Mobike has a balance that you can top up and then you use it until it is 0. Whereas Felyx has a normal credit card subscription system. You just link your credit card and they bill you once a month. #00:17:44-2#

V: Is there anything else you would like to add?

B: The public transport and Felyx seem to be somehow connected but not in the app. That is also a thing by the way. In London there is this app called Citymapper which maps your location from where to where you want to go and it offers all the different modes of transport to get there whereas our Google Maps only has walking, using a car and public transport and Uber every once in a while. But like Citymapper does like everything, you can use the electric bike, you can use electric steps, you can use a normal bike, you can use a car , you can use scooter or a combination and I still don’t understand why the NS doesn’t ever advise me to take a train somewhere and then an OV-bike. I really don’t understand why that has never been implemented. I think that is how digitalisation should be, I should just be able to use Google and get the five ways to get there with associated costs and then make an informed decision. #00:20:55-3#