

eLocker | Book secure shared bicycle parking

Introduction

All the six users were able to complete both the tasks without any major surprises. Three participants were men and the other three were women. Four of these participants were initial participants of my user research for this project while the other two were new.

Four of the participants did the usability testing in front of me on my laptop where I could also observe what they were doing and their gestures. The other two did it online via Zoom. I took notes while the participants navigated through the two tasks given.

Task 1: Log into their account and book a rental of the lower level eLocker from their Dashboard.

Task 2: Add 15 minutes to their start time of their existing rental booking.

Summary of the feedback

The feedback I received could be summarized into three categories:

1. Usability feedback
 2. Functionality feedback
 3. Technical feedback
- There should always be a few eLockers available on site for users that have not booked the lockers
 - The ratio of these available lockers could be determined based on usage at each transit station location
 - There should be a way to prevent hogging of lockers/abuse of lockers
 - Any benefits for regular on-time users?
 - Reward/Penalty system
 - What would be the penalty for not showing up for booking, several times in a row?
 - Booking feature could be disabled for a few weeks
 - Is there a possibility to book for an entire month if you are going to use the eLocker daily?
 - How can demand drive the planning of adding future eLockers to the busiest transit station?
 - Detailed maps and directions of the eLocker locations at each transit station will help transfer logistics.
 - What happened when your booked eLocker is occupied (late rental is going on)?
 - There should be spare eLocker available where the booking could be shifted
 - Is the connection to the eLockers via the internet or blue tooth?
 - What happens when my phone dies and cannot use the app?
 - Is there an alternate mode of access to the locker like a card or something?
 - Will there be live updates of available eLockers at various locations or can I check what is available in real-time at various transit stations?
 - Should there be an option of adding time to your reservation if you are running late?
 - How long should that be?
 - How many times would you allow that?