

Thank you for speaking with us today and giving us a bit of your time. To give some background information, we're designing a product related to sanitization and automobiles and just wanted to gather some information on your opinions, attitudes, sentiment, and thoughts around this topic. The interview may be around 15-30 minutes, and I just wanted to double check that we had your permission to record our conversation today.

1. We'll start off with a little bit about you; who are you and what do you do in terms of life, work, school etc.
2. If at all, how have your opinions on sanitization changed in the last 6 months?
3. How would you compare your awareness of sanitization before COVID 19 compared to now?
4. What are some specific ideas or understandings that have changed, or things that you are specifically more conscious of, if any?
5. Have you developed any new habits regarding safety and sanitization?
 - a) What are they?
6. If yes, do you think these habits will stick with you after COVID 19 and how?
7. Do you own or drive a car? How often do you drive it?
8. What types of places are you driving to?
9. In terms of your travel and driving routines, how have those changed in the last 6 months?
 - a. (going out for activities, events, etc.)
10. Have you used your car in any way to socialize since COVID 19 began?
11. Are there any additional things you transport with your car? Ex. groceries, kids, etc.
12. Has COVID 19 caused you to use your car in ways you didn't before?
13. Did you ever eat in your car before COVID?
14. If yes, do you still do this?
15. Before COVID about how often would you use ride sharing services like UBER, Lyft, Taxis, etc.

16. Has your use of them in the last 6 months increased, decreased, or stayed relatively the same?

~~Do you feel less safe using a ride sharing service now?~~

17. If you have used one, was there anything that stood out to you that wasn't "normal"?

18. If it's because of sanitization, what length of measures would make you more comfortable taking them?

- a. What measures do you take in sanitizing your own car?
 - i. Why?

19. Do you ever order takeout/delivery food?

20. Do you order more than you did in the last 6 months?

21. What about ordering groceries?

22. What does your ideal shopping experience look like during this pandemic?

~~23. Would you say that owning a car has become more essential recently?~~

- a. How has your opinion on car ownership changed?

~~24. Would you be comfortable renting a car now? Or could you be cautious? ———~~

- a. What are your opinions/thoughts on ridesharing at the moment?

25. What about having work done to your car? (I.e. maintenance, cleaning) Has your willingness changed at all?

26. Is there anything else you would like to add based on our conversation?

Uber cleaning protocol that the new passenger sees before entering

- A "sanitized" sign lighting up.
- See the effects.
- Cleaning material NEEDS an odor.
 - Select your scent before entering
 - If you don't smell it, then you know they didn't do that.
- Buses are screwed.
 - No social distancing

- Could segment them.

"What if the rental car companies had a small spraycan provided for users?"

BMW pressure washer cleaning interiors

- Make this compact.
 - Uber would take off again with this revolution.