

## Customer Need

## Product Attribute

## Engineering Specification

Customer Need	Product Attribute	Engineering Specification
Quickly Dispenses Correct Helmet	Time to rent helmet [minutes]	< 2 minutes (returning user) < 5 minutes (new user)
Quickly Accepts Helmets	Time to return helmet [minutes]	< 1 minute
Should store enough helmets for a few days' cycle	Machine capacity [helmets]	24 - 36 helmets
Standalone power	Operational time [hours/day]	24 hours/day
Operates normally under typical weather conditions	Durability [years]	>2 years
Machine is difficult to tamper with, damage, or steal from	Ability to withstand tampering/ consistent with Hubway security [boolean]	TRUE
Minimal area footprint	Area [square feet]	< 16 square feet
Requires minimal service	Time to service machine [manhours/week]	< 2 manhours