

Customer Needs

No.	Importance	Need
CN1	1	The cot supports 1 male shelter guest lying down.
CN2	2	The cot is comfortable for sleeping.
CN3	2	The cot is easy to enter and exit for older guests.
CN4	1	The cot materials resist bedbugs.
CN5	2	The cot materials resist bacteria or are easy to disinfect.
CN6	2	The cot materials resist permanent contamination from body fluids.
CN7	2	The cot materials are easy to clean.
CN8	1	The cot dimensions allow at least 12 cots to be placed in the hospitality room simultaneously.
CN9	1	The cot is lightweight.
CN10	3	The cots can be hung quickly (change over time from night to day).
CN11	1	The cot costs less than \$200.
CN12	1	The design is safe to use.
CN13	2	The cot does not have any sharp edges.
CN14	3	The cot can be stored easily in the off-season.

Importance Scale:

1: High Importance

2: Medium Importance

3: Low Importance