Anna Spreitzer

Angela is a new bus driver that makes rounds between Pace’s Pleasantville campus, law school, and city campus. She is unsure of how many passengers she should expect, how long she should be waiting, and which route is optimal. The Pace Shuttle app can give her both an estimated general capacity and exact seat reservation number. It can also suggest alternate routes in case of accidents. Additionally, Angela can notify shuttle users when the shuttle departs and is estimated to arrive, as well as signal any delays/schedule changes.

Task 1: Display shuttle capacity

Shuttle schedule -> capacity level/seats reserved per leg

Task 2: Suggest time efficient route

If current projected route experiences accident/heavy traffic and alternate route preferred, notify user

Task 3: Adjust Schedule

Drivers and supervisors should be able to adjust schedules