Interview Notes

Interviewee name	Mariana Sierra	Interviewer name	Danny Camilo Munoz
Date	1/26/2025	Topic	Los Andes Parking App

Purpose of the Interview: Understand how the students feels and react about the actual parking management in the university and the high occupancy demand . With this we can model the problem and find more possible failure points about parking management at the university.

Main Hypothesis: Students waste valuable time trying to find parking on campus due to high demand at certain times and inefficient management of parking space and time.

Screening interview questions	Response notes
Basic questions	
1. What are the hours when you usually find the parking lot full?	Normally the parking lot is most crowded between 9:00 a.m. and 11:30 a.m.
2. How long does it take you to find parking?	About 20 minutes or more, depending on the time of day and the number of people in line.
3. Have you ever decided not to go by car because of parking problems?	Definitely not, my only means of transportation to get to the university is by car. When I can't find fast parking, I simply try to look elsewhere.
4. How often do you have problems finding parking at the university?	Whenever I have classes in the morning, and usually in the first 5 weeks of the semester when the university has the most flow of people.
5. What problems do you have not finding a parking space quickly?	I have arrived to many classes late because of the parking lot, it is quite tedious to arrive at the university and there is a traffic jam to park. This generates stress for me and it disrupts my day.
Specific questions	
6. What do you do when you can't find available parking?	If the line is not that long when I arrive, I wait and stand in line for a while. But if I notice that it is impossible to get in, I simply opt to look for another place to park.
7. Do you prefer the solution to focus on real time or pre-planning (e.g. reservations)?	It is preferable to have a real time solution, so one knows specifically whether to wait a little longer or simply go somewhere else to save more time. Also, reservations can become very problematic, because they can hog quotas.
8. Do you think there is a lack of communication from the university about space availability?	It seems that sometimes when I enter the parking lot I see more free spaces than I should and they still don't let others in line.
9. Would you consider it useful for the app to suggest off-peak times for parking?	It would be great, because you could know at what time to arrive so you can park quickly and try to make the shortest possible line.
10. Does the way you enter the parking lot influence the waiting time to be able to park?	Yes, the registration at the parking lot is a bit slow and rather rustic. The registration process should be streamlined, as this contributes to the wait and long lines.