

Los Andes Parking App - Interview Transcript

Interviewer: Juan Andrés Eslava

Interviewee: Nicolás Antolinez

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****Q:**** Before we begin, do you consent to your voice being recorded for this interview? It would be used solely for academic purposes related to the Mobile App Development class.

****A:**** Yes, I consent to having my voice recorded for this interview, as long as it's only for academic purposes related to the Mobile App Development class.

****Q:**** How often do you use the university parking lot?

****A:**** I usually use the university parking lot about three to four times a week, depending on my class schedule and whether I have extracurricular activities on campus.

****Q:**** What challenges do you usually face when trying to park at the university?

****A:**** One of the main challenges is the uncertainty. I never really know if there will be a spot available when I arrive, so I often end up leaving my house much earlier than necessary just in case. Sometimes I spend 15–20 minutes waiting in a line at the entrance, and during peak hours it can be even longer. It's also frustrating because there's no clear estimate of how long the wait will be, and I've had days where I'm already stressed about arriving late to class and this just makes it worse. On top of that, when I finally get in, I might have to drive around the lot looking for a free space, which wastes even more time.

****Q:**** How do you currently decide whether to drive to the university or choose another transport option?

****A:**** It's usually a mix of factors. If I have early morning classes, I tend to drive because public transport is slower at that time and I can get to campus faster by car. But if my classes start later, I sometimes take public transportation to avoid the hassle of finding parking, especially if I know there's going to be a big event or peak traffic. Weather also plays a role — on rainy days I prefer to drive even though parking might be stressful, because arriving soaked isn't fun. I also check the group chats with friends who drive to see if parking seems more available that day, but it's still a bit of a gamble.

****Q:**** Have you ever arrived and decided to leave because there were no available spots?

****A:**** Yes, it's happened to me a couple of times. I remember once I had a class in the afternoon, and when I arrived, the line to get into the parking lot was incredibly long. I waited for about 25 minutes without moving much, and I realized I was going to be late anyway. In the end, I decided to just leave my car at a private parking lot a few blocks away and walk to campus. It was more expensive and inconvenient, but at least I made it to class. That experience made me more hesitant to drive on certain days because I don't want to waste time and money like that again.

****Q:**** Would real-time information about parking availability change your decision to come by car? How?

****A:**** Definitely, it would make a huge difference. If I could check an app before leaving home and see exactly how many spots are available — or even just a percentage of occupancy — I could make a more informed decision. For example, if I see that it's 90% full and I'm leaving during peak hours, I'd probably choose public transport or look for an alternative parking lot nearby. On the other hand, if it shows there's plenty of space, I'd feel more confident driving and wouldn't have to leave excessively early just to secure a spot. It would save me both time and stress.

****Q:**** Have you ever used a parking app or a similar system before? If yes, what did you like or dislike about it?

****A:**** Yes, I've used a parking app once when I went to a shopping mall in another city. What I liked was that it showed the number of available spots in real time and even highlighted which floors of the parking building had more availability. It made finding a space much faster. However, what I didn't like was that sometimes the information wasn't accurate — it would say there were spots free, but when I got there, they were already taken. That delay in updating the data was frustrating, so I think any similar system would need to be very reliable and update almost instantly to really be useful.

****Q:**** If you could reserve a spot in advance through an app, how likely would you be to use that feature?

****A:**** I would be very likely to use it, especially on days when I know campus will be busy — like during midterms, special events, or rainy days. Having the certainty of a reserved spot would take away a lot of the anxiety and planning I currently have to do just to park. That said, I'd only use it if the reservation process was quick, user-friendly, and didn't

involve extra fees that made it unreasonable. If it also allowed me to choose a specific zone in the parking lot or gave me a grace period before the spot was released, that would make it even more appealing.

****Q:**** Would you find value in features like indoor navigation to the exact spot or a virtual queue with notifications? Why or why not?

****A:**** Yes, I think both features would be very valuable. Indoor navigation would save me the time and frustration of driving around the lot trying to spot an empty space, especially during peak hours when every minute counts. A virtual queue with notifications would be even more useful — I could join the queue while I'm still a few blocks away, and the app could alert me when it's my turn to enter. That way I'm not wasting fuel idling in line, and I could use that time to grab a coffee or review class notes. Both features would make the whole parking experience much smoother and less stressful.