

Group 4 WOLVES

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Theme: **Security satellite tracking for public and private service**

Interviews

Based on an interview with Lic. Mariela Gonzalez, who suffered the theft of her vehicle which could not be recovered despite having contracted a standard GPS tracking system.

- **Why is the tracking system of our project, if developed, a better option than the large number of GPS systems that exist in the current market?**

We mentioned to Mariela that our idea has many more characteristics than conventional GPS services, mainly in security, since the system cannot be easily manipulated, at all times the exact location of the vehicle is monitored and the information sent directly to the authorities in case of reporting the theft of the vehicle. Apart from having a panic button in case of any problem, remote door opening, locking and unlocking the motor system.

- **Considering the aforementioned characteristics of our project, do you think this would be a good project to invest in as a user? Do you think this would increase car safety?**

Taking into account the characteristics that were mentioned in the project, I consider it a safe option in which to invest since it not only provides unilateral security but also to both users in case the car is used to provide a service and also offers security to external factors to this as the theft of the car.

- **Do you think that new technological advances, especially in the development of new software, can help to eradicate this problem of crime in the cab transport service?**

I would not have a specific answer right now because whenever something quite important and useful comes out that seems to be the solution to the problem because later the criminals also manage to overcome these securities and thus continue in the criminal field, but these new technological advances that every day are better would eradicate and minimize the problem and at some point have an end to this issue of security in the cab transport.

- **In your opinion, how do you think the previously proposed application could be fixed or improved?**

Taking into account the proposed project, I consider that it is necessary to improve:

- * Best GPS location to have the least chance of interrupting or suspending the signal to find your stolen vehicle.
- * Doubling the security of blocking against signal inhibitors.
- * Install a system that, through a message, this device cuts part of the engine's electrical system so that the car stops.
- * Increase the security of encrypted keys

- **What do you think about the ideas proposed for the security of the members of the application?**

They seem to me quite interesting ideas, since the security of the users is very low and that this is taken as a problem and also they look for solutions is a very good thing, unfortunately I also think that it would be very difficult to achieve some proposed things since many times The same Ecuadorian police is not willing to collaborate or is not given the importance that it must have many times ignoring this type of call for help, I hope you will be successful in your project and comply with what is proposed.

User: NA

-¿What do you think about the application?

I think it can be a really good application and It seems like something that will keep improving in this kind of area about car security.

¿Do you know any other applications that do the same thing or most of them?

Most of the applications that I have used in the past provided only certain services such as real-time tracking or an integrated alarm button but they were not applications that were used specifically for this.

User: Erick Vallejo

¿What do you think about the application?

Considering the current insecurity to which a person is affected, it seems to me as a good project since it provides a tracking service which can be found basically in any other application, but it is not only that, it also helps passengers in different ways.

¿Do you know any other applications that do the same thing or most of them?

For the moment I haven't used an application that provides me a service similar to this since I have not found the need.

User: Ing. Lenin Gonzalez

¿What specific features are you as a user looking for in a vehicle tracking application?

Mainly that it is safe and that it cannot be easily manipulated, it is very common to hear that the tracking systems are disconnected or damaged. I want it to be easy to use and to tell me all the information about my vehicle when I am not using it.

¿As a user, do you think that our idea is viable and would you be interested in implementing our system in your vehicle?

With everything I have seen about your project, it sounds promising, there are still points in which to improve but it is necessary to comply with everything that has been said, especially in terms of security since it is the most important thing for the user. You are proposing a project in a market where there is a lot of competition and the only way to stand out is to be functional, simple and to meet all the requirements that constantly arise from the client.

User: Xavier Gomez

What use would you think of giving our project if it is created in the future?

I would use them mainly to be able to know where my vehicle is at all times since I share it with my children and I need to know the places they frequent for safety and to avoid problems.

What is the characteristic that you require the most as a client of our project?

A simple, intuitive and easy-to-use application that shows me all the information about the vehicle. A vehicle tracking service that I previously hired did not have a user application, everything was controlled by the dealer and had no information of any kind in real time.

Based on an interview with Mr. Jorge Rosero:

Question

1. How do I think a satellite tracking application could help you in the transportation environment?

You can help in the safety of the vehicle and the passenger of course by implementing a security capable of identifying the slightest problem on the scheduled route

as it can be in the bus service, taxi or a rental vehicle; He also believes that it would help with the ease of communication between driver and passenger

2. Have you ever used an application to request a ride?

Could you tell me about your experience at the time of application?

If I used it in the Ktaxi.

At the time of sending the location, there are inconveniences for the client since their address is not defined correctly, which brings location problems and causes a delay in transportation.

3. According to you, GPS is a good system to help reduce vehicle theft?

GPS system is favorable to the safety of the vehicles so that criminal acts are not commented on in addition to robberies since this can also reduce the number of kidnappings that are carried out in taxis and have greater security for the Community

Based on an interview with Mrs. Andre Bastidas:

He had a case of theft of his vehicle in the city of Cuenca, thanks to the tracking system of the Chevrolet company, he recovered it a few hours later.

Question

1. Could you tell me about your experience at the time of the trace request?

At the time of requesting I had to call, they asked me for certain personal information, model of the vehicle, then they contacted the police where they issued an arrest warrant for my vehicle in the vicinity.

2. How do I think a satellite tracking application could help you in the transportation environment?

It helps us to verify new routes, traffic jams and provides us with a function of how to find our vehicle in case of theft.

User: Andrés Bahamonde

Would you be a user of our application?

Yes, the realization of this application seems to me a great idea to give us

a support to us taxi drivers, providing security and help when it comes to
Get the service because right now it is very difficult to get it on a day-to-day basis.

Do you think this application would help you and in what way?

Security has now drastically worn down and gotten worse over time

The support that the application would give us would be very great, giving us greater security

to be able to work, since it is very difficult to do it without knowing if something bad will happen to us

In addition to that, it helps us to get work because now it is complicated by the pandemic.

User: Fernando Calle

Would you use our application?

I think it would be a good idea but unfortunately most taxi drivers do not

They agree to perform the service in this way, obviously there are more users that are adapted to the present time but right now most people watch these programs or apps as a bad thing.

Do you think this application would help you and in what way?

I think it would help me in the field of security since it is a reality that security currently it is very bad.

User: Charlie Hernández

This mister used to use certain applications to go to work or to move around the city, but since he was a victim of robbery and kidnapping attempts, he stopped using them.

Have you used any transportation service that has provided you with security at the time of travel?

I used to use certain applications such as uber and indriver that provide this service to get to my work, which I considered safe, until a few weeks ago I was the victim of theft of my cell phone and money and this reason made me go back to using public transportation to get around.

What requirements do you think mobility applications should implement for your safety when using them?

In my case I would recommend that the application allows us to know the personal data of the driver before requesting the trip and thus know if it is advisable if it has a good rating, read the comments of previous users and be supervised by the authorities of the country, as many times it has happened to me that I feel unsafe to get into the vehicle without knowing who that person is.

User: Cristobal Armijos

This Mister was an uber driver but due to insecurity issues in the trips made with his vehicle, he has stopped working for this application.

Do you consider it important to develop a satellite system for public and private transportation?

For me it would be of great importance since I have a vehicle that I used to work in uber but for reasons of insecurity and being a victim of constant robberies I stopped working in this. For that reason I would consider very helpful the development of an integral satellite system very safe for drivers and users, and so I would return to work in this application that implements this system.

Have you requested a satellite security service for your vehicle?

I have not really contracted any of these services because from the experience of friends and relatives, they do not meet the most required needs for vehicle safety, and they also cost a high value.

Conclusion

As a conclusion of the user stories we can have different opinions and variations on what people believe about the creation and use of this application as well as its functionality, currently people understand that daily life is changing and they have to adapt to the advances that are made in how evolution is life in a world of technology. As a general idea we came to the conclusion that most people consider this project a viable project in different ways.

Most of the people who were interviewed were victims of robbery, so we consider their responses relevant to our project.

For the most part, all the interviewees have used similar applications such as Uber or DiDi, but they do not consider them safe.

Request

- The user must enter his information to be recognized as the owner of the car so the user will be able to use the app
- GPS device configuration for Server connection.
- The system shall be safe and difficult to manipulate.
- The system should facilitate the control of the vehicle with remote switching off, on and opening of doors.
- The user must agree to share their location at all times to monitor the service
- The system shall send all the vehicle information in real time for better security.
- The user must agree to share their registration and license information with the system in order to verify ownership
- Determine the investment structure, costs and income