

Julia Cassella

Saul Garza

Ethan Romney

Avery Vandenberg

Deliverable 5

Customer Feedback

The customers emphasized the importance of having a link to the USD official parking service website. This was already part of our overall plan. Because they emphasized this point we will make the link in a very prominent spot to make sure that the users can easily locate it on the page.

Customer also talked about a feature that allows the user to have an estimate on the available spots at a given time. The customer mentioned another feature that requires user participation to check into our website saying "Parking Spot Taken" and have the customer check out through our website so people know who is leaving. These are some of many customer changes to our website. There was some concern the customer had about an influx of "traffic" in the Missions Structure. There was the concern that many people would try to go for the X-amount of parking spots when there would already be Y-amount of people looking for these spots, hence increasing traffic in the structure and in turn wasting people's time rather than shortening it.

In the case that there is an on campus event (ex. Basketball game) we give a warning that the parking structure will most likely be full and that the campus will be busy. We will also give advanced notice of dates that there are events around campus planned. The customer wanted us to incorporate a system that allows us to take all the feedback we get from users of the website pertaining to possible open spots and make sure that it is valid data. We will also add support for average times that the parking structure is full throughout the week.

Key Changes

- Make the link to the parking service page prominent
- Have a way to update if there is going to be an event that is reserving spots on campus.
We would have to get this information from parking services.
- Adding the function to estimate the availability for a future time based on the weekly statistic. We store the availability in a database based on the time cars were parked and use that to allow the user to select a time to see the average availability for that time.

Not (necessarily) Implementing

The last key change that was suggested, to predict future availability would be a functional goal, but in the time frame of the project it might be hard to implement. If we have remaining time before the final project is released we will go back and attempt this step.