Summary of the Interview:

On Saturday 8th Nov I had an interview with Joe Johnson. It turns out he works for a tourist agency in Cambridge. He complains about the current system and asked me to help to solve it.

1. What is the current problem?
   1. Currently, the office uses printed timetables for all Stagecoach buses in Cambridge for the tourists to find how to get from place to place. This requires a lot of time. The tourists often ask for help at the desk with trivial problem of what bus will take them to their destination. The workers have to memories where each bus is going and if they don’t know they often have to look at a map themselves. They spend time answering this question which could otherwise be spent answering other questions. In addition, they are unable to answer questions on the time of journey and are unable to say if there is a quicker route. Printing timetables for each tourist who wants one is also expensive and often unnecessary when the tourists just want to know about one bus journey there and back.
2. What problem would you like to solve with the application?
   1. Having computers in the office with an application that would calculate their journey for them would be very useful to the tourists. They would be able to find the bus routes they need without coming up to the help desk or asking the workers.
3. Who is going to use this application?
   1. The application would be used by the tourists or anyone that needs to know how to get from a place to place.
4. When and where is the user going to use this application?
   1. While at the office and it would also be possible to download the application to a desktop so a tourist can look at it in their free time.
5. How is the user to use this application?
   1. The user will enter the start and destination bus stop, the desired time of departure and date.
   2. The bus journey will be calculated based on the information given by the user and based on Stagecoach schedule in Cambridge.
   3. At least three bus routes will be displayed showing the time of start of the journey and the time of arrival at the destination, and number of bus changes, total time of journey.
   4. Upon selecting a route more details will be shown including: the time and place of the bus changes, the bus name/number of the buses, time of the journey on each bus and waiting time.
   5. When selected, the route will be displayed on a map, showing all bus stops and bus changes.