

Project Overview & Team

Team 4 DriveShare

Koji Miura kmiura@sfsu.edu Team Lead

Russ Mukhtar rmukhtarov@sfsu.edu

Bart Beltran bbeltran4@sfsu.edu

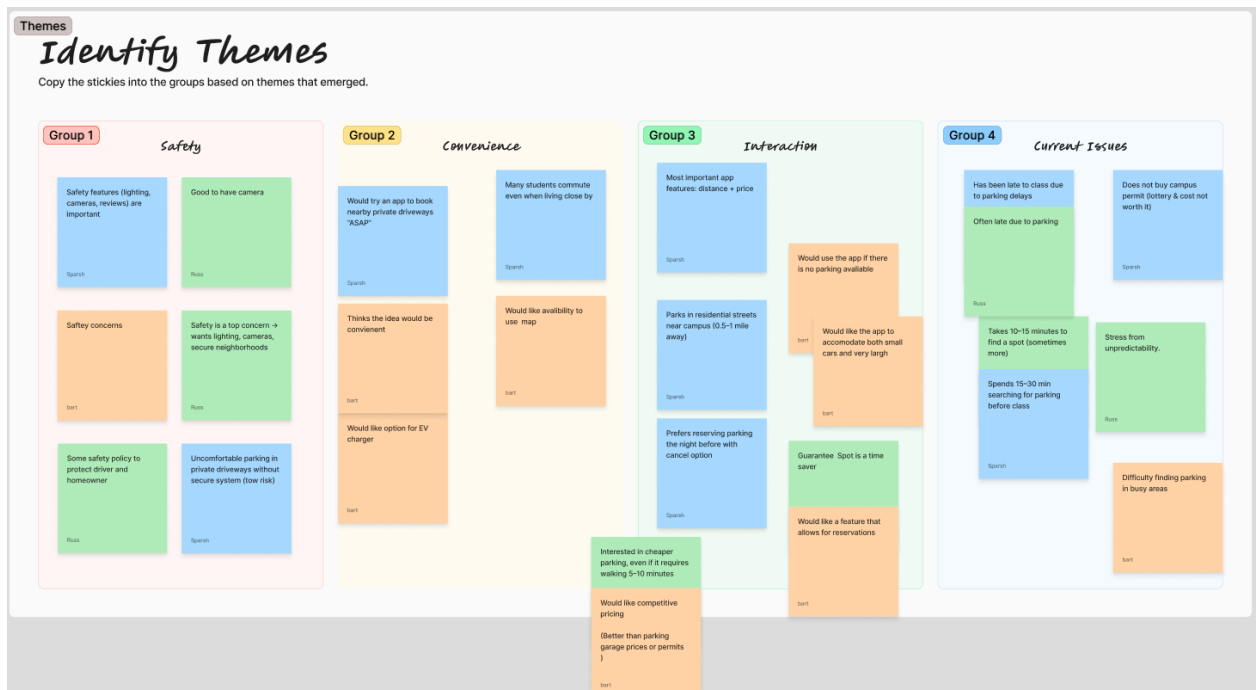
Sparsh Nayak snayak2@sfsu.edu

Figma Link:

<https://www.figma.com/board/eJV0RLI4pfxEZ70YkDWSWi/Fall2025-HCI?node-id=0-1&p=f>

Website: <https://driveshare-app.vercel.app/>

Affinity Diagramming



Empathy Map

HEARS

(What are they hearing from others?)

- Parking is expensive at school parking is expensive at large events
- Parents complain about space being wasted parking. Frustration is remaining stationary for an hour. Frustration talking about things they'd like to park
- Telephone complaint about parking congestion near campus/community
- Discovery of a student from community

SEES

(What do they see in their environment?)

- There are a lot of empty driveways
- All parking spots are taken
- Parking garages are dark and kind of shady
- Parked residential vehicles around street every morning. No parking. "This bus!" sign near entrance. Campus parking lot full of cars and vans. Other students walking and driving from parked cars.
- Empty driveway during the day with cars at work
- Other students' comments pointing around looking for parking
- Access of high parking costs in nearby busy areas

SAYS & DOES

What do they say out loud? What actions do they take?

- Sign: "I'll leave earlier just for the parking!" Checks maps/apps for open spots before leaving. Parks 15-20 min away and drives/walks to class. Complains about history parents and costs to classmates
- My driveway is empty most of the day
- I'd like to earn a little extra income.
- Complains about wasting time finding parking near her office.

THINKS & FEELS

(What are their thoughts and what emotions do they experience?)

- Believes extra income could be useful for family
- "Parking sucks up so much of my day!" Frustrated and stressed when looking for a spot. Worries about getting walking for an hour. Excited by the idea of a guaranteed, cheaper driveway space
- Finding a parking spot is frustrating and causes stress
- Someone just stole that last parking spot and now I'm angry
- Proud that she could help disabled and commuters

PAIN

- Unpredictable parking around town, long walks, and late arrival. Safety concerns in poorly lit neighborhoods
- Frustration from her own parking struggles during work commutes

GAIN

- A reserved driveway close to campus saves time and stress. Cheaper than campus permit with flexible cancellation/return options
- Extra income with minimal effort.
- Feeling of helping students/commuters

Experience Map

Experience Stage	Morning	Commuting	Parking search	Work day	Evening return
User actions <small>What action does the user take during each step?</small>	<ul style="list-style-type: none"> Leave driveway clear while at work 	<ul style="list-style-type: none"> Drive to the office for 30 - 40 mins 	<ul style="list-style-type: none"> Circles block for 15 mins 	<ul style="list-style-type: none"> Leave car parked far from office 	<ul style="list-style-type: none"> Walk back to distance spot and return home to empty driveway
Goals & experiences <small>What is the user trying to accomplish?</small>	<ul style="list-style-type: none"> Want to get to work on time 	<ul style="list-style-type: none"> Safely arrive on time Avoid stress 	<ul style="list-style-type: none"> Find affordable safe parking 	<ul style="list-style-type: none"> Focus on work Don't worry about car 	<ul style="list-style-type: none"> Make better use of driveway Passive income
Feelings and thoughts <small>Use the emoji below to help illustrate how the user might be feeling. 😊 😐 😞 😡 😖</small>	<ul style="list-style-type: none"> Starts day 😊 positive but then anxiety sets in about parking 😞 	<ul style="list-style-type: none"> 😞 Frustrated about traffic parking taking too long 	<ul style="list-style-type: none"> stressed 😞 Sometimes late 	<ul style="list-style-type: none"> Distracted from worrying about car 😞 	<ul style="list-style-type: none"> 😞 Relief from car being fine Reflective about empty driveway
Pain points <small>What's not working well? What causes friction? How many people does this affect? On a scale of 1 (nobody) to 5 (everyone), how bad is this pain?</small>	<ul style="list-style-type: none"> Driveway wasted while not occupied 	<ul style="list-style-type: none"> Wasting time looking for parking spots 	<ul style="list-style-type: none"> High cost of parking Unpredictability 	<ul style="list-style-type: none"> Safety risk No guarantee about belongings 	<ul style="list-style-type: none"> long inconvenient walk dangerous in sketchy neighborhoods
Opportunities <small>How might we address these pain points? How big is the opportunity if we correct this pain point? What are new ways to serve this person?</small>	<ul style="list-style-type: none"> Potential to better financial state Side income 	<ul style="list-style-type: none"> Provided a guaranteed parking spot 	<ul style="list-style-type: none"> Offer a more reliable option 	<ul style="list-style-type: none"> Driveway with reduced security systems 	<ul style="list-style-type: none"> Manage driveway securely

AI Disclosure and Contribution Statement:

For AI, I used OpenAI's Whisper to transcribe my audio interview. From that point, ChatGPT was used to give me an overview and highlights of the transcript. Specifically, the question that was asked was, "Give me a thorough summary along with the highlights on the different topics and ideas that arose during the interview." The interview was based on a shared document of key questions to ask. Along with those questions, I also used about half of my own questions, including some questions that I came up with off the top of my head as the interview progressed in different directions. Besides the interview portion, I contributed a number of ideas of both my own and those of my interviewee. The ideas that my interviewee came up with were then expanded upon and polished by me. This interview allowed me to make more contributions by adding information to Figjam's analysis of research. The interview analysis allowed me to add to the different qualities of our app, including safety and block appointments. The interview analysis also allowed me to contribute a persona report along with attributes to add to the empathy map. - Bart Beltran

I used Chatgpt to transcribe the other three member's interviews and break down similar key points between the three of them to use for the affinity diagram as well as used it to help create a profile to use for the Empathy map. - Koji