**Name: Khawaja Zain Naeem Mir**

**Roll no: FA18-BCS-037**

**Task1 Clo1:**

**Interview Protocol:**

What unusual or unexpected issues of bus does the participant make when taking buses to go from university to home or from home to university, especially in the context of Comsats university bus system?

**Introduction:**

Hey I’m zain. **I’m here to understand better how you use Bus system particularly for coming to the university**. This interview will take about 30 minutes, during which time we’ll go through some questions. Throughout, I’d like you to treat me as if you’re describing the situation to someone who isn’t familiar with Comsats bus systems. Your comments will be completely **confidential.** If we quote you in our final report, we will do so without identifying your name or specific role. This interview is **Voluntary.** If at any point you want to quit the interview you can do that. If there’s anything you really don’t want on the record, even if it’s anonymized, please let me know that, too. Do you have any questions for me? All right, then, let’s proceed.

**[Warm up]**

**Q** Are you happy with current bus system?

**[Core question1]**

**Q1:** How often do you use Comsats Bus System? When was the last time you used Comsats bus?

* What route did the bus take you home from or from which route do you come to university?
* How long does the bus wait for you on the stop?
* How does the bus driver behave with you?

**[Core question2]**

**Q2:** Are you comfortable with the route that bus takes you from?

* Does it suit your timetable?
* Does bus takes you to your university on time?
* Are you comfortable with the current bus pick and drop timing?

**[Core question3]**

**Q3:** Do you get notified by your current bus system few minutes before the buses leave?

* What issues do you face when you miss the bus by chance?
* How long do you have to wait before the next bus shift start?
* What happens if there are no seats left in the bus?

**[Core question4]**

**Q4:** Now I want you tell me something unusual happened with you while travelling through the bus? Lets just say you reached the bus stop a little late and missed the bus by chance?

* How do you notify the bus driver?
* How do you reach the university or home then?
* Do you get any help?

**[Core question5]**

**Q5:** For me one of the most interesting questionis when you used the bus in an unusual way?

* What made your trip unusual?
* Did you have any friend with you in this unusual event?

**Task2 Clo2**

**Interview 1 Transcript**

**Answers for Warmup question:**

No, I’m currently not satisfied with current bus system. That is really not comfortable for me.

**Answer for question1 and follow ups:**

I use this bus very often. Last time I used it was yesterday. I come from DHA phase 2 so the bus comes from Gt Road. This distance of the bus stop from my home is of 15 minutes so I must walk and if someday by chance i’m late 5 or 5 minutes. The bus leaves me. The drivers are not very friendly.

**Answer for question 2 and follow ups:**

Not very comfortable with the current bus route. It takes us from GT road to murree road which often takes extra time, and a nice route would be directly going to express highway. No, I’m not comfortable with current bus timings. I have class at 1 but I have to wake up at 6 so I reach the stop at 7. I reach university on time but it is too early for me.

**Answer for question 3 and follow ups:**

No, I don’t get notified by the bus system before they leave. Few days ago I was in the class till 530 and I was giving test. It takes 5 minutes to reach the university gate 3. By then the bus left. I had to call uber and it was very inconvenient because the buses don’t even wait 5 minutes. Neither was I informed that the bus will leave exactly in 5 minutes. I often have to stand in the bus if the seats are full.

**Answer for question 4 and follow ups:**

One of the unusual things was that I was late to reach bus Stop and then bus left. I had to run after the bus and there was no way to contact the driver to stop the bus. I reached the university on bus definitely, but I had to shout and run after bus, and I didn’t get any help from the bus system.

**Answer for question 5 and follow ups:**

One of the unusual trips was that I had to take bus number 17 instead of 16 and it took me an extra hour to reach my bus stop and I didn’t even recognize a single student. I was not even familiar with route. It was very unusual

**Interview 2 Transcript**

**Answers for Warmup question:**

No, its very uncomfortable system. The timings of buses are very difficult for me to follow

**Answer for question 1 and follow ups:**

Yes I use the bus every day and last time I used it was this morning. At 830. I come from Gulzar-e-Quaid. I must walk 10 minutes to reach the bus stop. The bus will leave if I’m 2 to 3 minutes late. I never had any interaction with the bus driver. They just check for the bus card. Other than that never had an interaction with the bus driver.

**Answer for question 2 and follow ups:**

I’m okay with the bus route and the bus takes me to uni on time But the timings are bad and im not comfortable with it. Having to wake up at 6 when I have class at 230. Its very uncomfortable.

**Answer for question 3 and follow ups:**

There is no system which tells us that bus are gonna leave in 10 minutes before.I just reach the bus by assuming and running. I did miss the bus by 4 minutes. Had to take taxi to reach home

**Answer for question 4 and follow ups:**

One of the unusual thing that happened was that I got on the wrong bus until it was too late to realize. The bus dropped me at gt road when I had to get off at gulzar-e-quaid and I told the bus driver on the way and he said either he can drop me back in the uni after he is done with route or I have to get off at one of the stop. I didn’t get any help from university.

**Answer for question 5 and follow ups:**

Once I used a bus to get dropped at shamsabad. I don’t remember the us number but me and my friend had to go for shopping so that day we used it in an unusual way.

**Interview 3 Transcript**

**Answers for Warmup question:**

No, not a uncomfortable system. The timings of buses are very difficult for me to follow

**Answer for question 1 and follow ups:**

Yes I use the bus every day and last time I used it was yesterday. At 4:00. I come from PWD. I must walk 10 minutes to reach the bus stop. The bus will leave if I’m 2 to 3 minutes late. I never had any interaction with the bus driver. They just check for the bus card. Other than that never had an interaction with the bus driver.

**Answer for question 2 and follow ups:**

I’m okay with the bus route and the bus takes me to university on time But the timings are bad and im not comfortable with it. Having to get to university at 2:00 when I have class at 4:00. Its very uncomfortable.

**Answer for question 3 and follow ups:**

There is no system which tells us that bus are going to leave in 10 minutes before the bus leaves. I did miss the bus by 1 minute. Had to call someone from home.

**Answer for question 4 and follow ups:**

One of the unusual things that happened was that bus had an issue with the engine. The bus dropped all the students on the side of the road and they called another bus to take us home and which took 1 hour. We did get some help from university.

**Answer for question 5 and follow ups:**

Nope, never used the bus in any unsual way. Never needed to

**Interview 4 Transcript**

**Answer for warm up question:**

Not fully satisfied.

**Answer for question 1 and follow ups:**

No I don’t use the bus every day and last time I used it was Last month. While I was going on bus I had to come early to university and my classes were late. So I had to figure out my own transport. Bus drivers are not very friendly.

**Answer for question 2 and follow ups:**

I’m okay with the bus route and the bus takes me to university on time But the timings are bad and im not comfortable with it.

**Answer for question 3 and follow ups:**

There is no system which tells us that bus are going to leave minutes before the bus leaves. I did miss the bus by 6 minutes. Had to call an uber home.

**Answer for question 4 and follow ups:**

One of the unusual things that happened was that there was construction going in between the route. The bus had to change the route which took 1 hour. We didn’t get help from university

**Answer for question 5 and follow ups:**

I had to go to some other place rather than my usual route so I took bus number 1.

**Interview 5 Transcript**

**Answer for warm up question:**

Not satisfied.

**Answer for question 1 and follow ups:**

Yes, I use the bus every day and last time I used it was yesterday. At 4:00. I come from Faisal colony. I must walk 15 minutes to reach the bus stop. The bus will leave if I’m 2 to 3 minutes late. I never had any interaction with the bus driver. They just check for the bus card. Other than that never had an interaction with the bus driver.

**Answer for question 2 and follow ups:**

I’m okay with the bus route and the bus takes me to university on time But the timings are bad and im not comfortable with it.

**Answer for question 3 and follow ups:**

There is no system which tells us that bus are going to leave minutes before the bus leaves. My friends call me at gate 3. I did miss the bus by 6 minutes. Had to call an careem home.

**Answer for question 4 and follow ups:**

One of the unusual things that happened was that were no seats left and I had to stand my way home. I had a friend with me. We didn’t get help from bus system.

**Answer for question 5 and follow ups:**

Nope, never used the bus in any unsual way. Never needed to

**Interview 6 Transcript**

**Answer for warm up question:**

Not fully satisfied.

**Answer for question 1 and follow ups:**

Yes, I use the bus almost every day and last time I used it was day before yesterday. Last time I used it was At 7:00. I come from Muree road. I must walk 15 minutes to reach the bus stop. The bus will leave if I’m 2 to 3 minutes late. I had an interaction with the bus driver, not very friendly. They just check for the bus card. Other than that never had an interaction with the bus driver.

**Answer for question 2 and follow ups:**

I’m okay with the bus route and the bus takes me to university on time But the timings are bad and im not comfortable with it.

**Answer for question 3 and follow ups:**

There is no system which tells us that bus are going to leave minutes before the bus leaves. Gate 3 is the gate where all buses are. I did miss the bus by 1 minutes. Had to call someone from home.

**Answer for question 4 and follow ups:**

No I never had unusual trip.

**Answer for question 5 and follow ups:**

Nope, never used the bus in any unsual way. Never needed to.

**Interview 7 Transcript**

**Answer for warm up question:**

Not satisfied.

**Answer for question 1 and follow ups:**

Yes, I use the bus every day and last time I used it was today At 8:00. I come from DHA. I must walk 5 minutes to reach the bus stop. The bus will leave if I’m 2 to 3 minutes late. I never had any interaction with the bus driver, they are usually strict about the bus card. They just check for the bus card.

**Answer for question 2 and follow ups:**

I’m okay with the bus route and the bus takes me to university on time But the timings are bad and im not comfortable with it.

**Answer for question 3 and follow ups:**

There is no system which tells us that bus are going to leave minutes before the bus leaves. My friends call me at gate 3. I did miss the bus by 6 minutes. Had to call an careem home.

**Answer for question 4 and follow ups:**

One of the unusual things that happened was that some guys started to dance in the bus and that caused an argument with driver. I had a friend with me. We didn’t get help from university to settle the situation.

**Answer for question 5 and follow ups:**

Yes i stopped the bus mid route had to go somewhere before checking the route.

**Interview 8 Transcript**

**Answer for warm up question:**

Not satisfied.

**Answer for question 1 and follow ups:**

Yes, I use the bus every day and last time I used it was today at 2:00. I come from saddar. I must walk 30 minutes to reach the bus stop. The bus will leave if I’m 2 to 3 minutes late. I never had any interaction with the bus driver. They didn’t let me on the bus once when I forgot my bus card. They just check for the bus card.

**Answer for question 2 and follow ups:**

I’m not okay with the bus route, I can reach university earlier if we take a different route but the bus takes me to university on time But the timings of pick and drop are bad and im not comfortable with it.

**Answer for question 3 and follow ups:**

There is no system which tells us that bus are going to leave minutes before the bus leaves. . I did miss the bus many times. Had to call a taxi home.

**Answer for question 4 and follow ups:**

One of the unusual things that happened was that the bus took a different route which got us home 1 hour late. I had a friend with me. We didn’t get help from bus system nor did they listen to our plead.

**Answer for question 5 and follow ups:**

Nope, never used the bus in any unsual way. Never needed to

**Interview 9 Transcript**

**Answer for warm up question:**

Not satisfied.

**Answer for question 1 and follow ups:**

Yes, I use the bus every day and last time I used it was yesterday. At 2:00. I come from rawat. I must walk few minutes to reach the bus stop. The bus will leave if I’m 2 to 3 minutes late. I never had any interaction with the bus driver. They just check for the bus card.

**Answer for question 2 and follow ups:**

I’m okay with the bus route and the bus takes me to university on time But the timings are bad and im not comfortable with it. My class was at 4 and I had to get on bus 2 3 hours ealier

**Answer for question 3 and follow ups:**

There is no system which tells us that bus are going to leave minutes before the bus leaves. I did miss the bus by 6 minutes. Had to call an careem home. We cannot even stop the bus or contact the driver.

**Answer for question 4 and follow ups:**

One of the unusual things that happened was that the bus engine broke down and we had to take taxi home since all other buses were busy. I had a friend with me. We didn’t get help from other buses.

**Answer for question 5 and follow ups:**

Yes, once used the bus in unusual way. I took a different bus because I had to go to some other stop, and I didn’t recognize a single student in the bus.

**Interview 10 Transcript**

**Answer for warm up question:**

Not fully satisfied.

**Answer for question 1 and follow ups:**

Yes, I use the bus when I don’t have my own convence and last time I used it was Last week. At 7:00. I come from Pakistan town. I must walk 10 minutes to reach the bus stop, I usually come on bike. If some day I have to use the bus and im a little, the bus will leave if I’m few minutes late. I never had any interaction with the bus driver. They just check for the bus card.

**Answer for question 2 and follow ups:**

I’m okay with the bus route and the bus takes me to university on time But the timings are bad and im not comfortable with it. I have to wake up at 6 am to get on bus at 7 and reach university at 8 to take class 12.

**Answer for question 3 and follow ups:**

There is no system which tells us that bus are going to leave minutes before the bus leaves. I usually run towards gate 3 at bus timings. I did miss the bus by 6 minutes. Had to wait in university for 2 hours

**Answer for question 4 and follow ups:**

One of the unusual things that happened was when I went home at 7 pm bus and the bus was almost empty. I had a friend with me. We reached reached late due to traffic.

**Answer for question 5 and follow ups:**

One unusual event was I missed the bus on the bus stop and had to chase after it till the next stop with my dad on bike.

**Task3 Clo2**

**Key Findings**

Almost everyone has issues with bus timings. No way to tell that if the bus is going to go off early or late. No way to contact the driver to stop the bus or wait. Too much gap before each bus shift. No way to get notified that bus is going to leave in few minutes. If you miss the bus at stop you either have to get it on the next stop or wait for 2 hours for the next bus to come.

**Task4 Clo4**

**Personas:**

**Persona1:**

(Ali/bachelor/age:20/Cs student)

**Background:**

Ali a young university going student. Who is doing Cs from Comsats university Islamabad. He lives in Rawalpindi, and he lives with his parents and 1 sister. He takes bus to go to university and comes back home using bus. He must walk 20 mins from home to reach the bus stop. He is currently in his 5th semester.

**Technical proficiency:** He is comfortable with using technology and is active on social media.

Ali has to come university and his class timings go from 830 to 230 few days and 8 30 to 11 30. If he misses the bus by chance he misses his class and has to wait 230 hours for the next bus to arrive. This costs him his early morning class. He wants an app that can notify him that is bus is going to reach or he can check at which stop next the bus is going to go or he can notify the bus driver somehow to wait 1 or 2 minutes more. He also has to stand in bus on his way to university or home because seats were fulled.

**Persona 2:**

(Ayesha/Bachelor/19/BBA student)

**Background:**

Ayesha a young university going student. Who is doing BBA from Comsats university Islamabad. She lives in Rawalpindi, and she lives with her parents and 1 brother. She takes bus to go to university and comes back home using bus. she must walk 20 mins from home to reach the bus stop. She is currently in his 3rd semester.

**Technical proficiency:** She is comfortable with using technology and is very active on social media.

Ayesha has to come university and her class timings go from 230 to 530 few days and 8 30 to 11 30. If she misses the bus by chance, she misses her class and has to wait 230 hours for the next bus to arrive. This costs her a lecture. She sometimes even reaches home very late and even the drivers don’t wait for her when she is late my 3 4 minutes. She wants an app that can notify her that bus is going to reach, or she can check at which stop next the bus is going to go or he can notify the bus driver somehow to wait 1 or 2 minutes more.

**Task 5 (CLO4)**

**Scenarios:**

**Context scenario :**

Ali has started using the new bus application and he was facing multiple issues before using the new app and now his problems are solved. He is notified by the application 10 mins before the bus reaches the stop and Even then he misses the bus by chance he can send emergency stop notification to driver and bus will wait for him for 10 mins. He is even notified by the application if the bus is a little late. When the bus is about to leave from university he is also notified then. He can see the location of bus when he waits for it on the stop and is even notified that the bus will be 2-3 minutes late. he is even notified that the bus seats are full, and he is notified when 10 seats are left in the bus.

**Task 6 (CLO4)**

**Text

Description automatically generated**

**A picture containing letter

Description automatically generated**