



Re-opening Pottruck Safely

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The Agenda:

The Problem



The User Personas



The User Insights



The Storyboard + Solution



The Problem

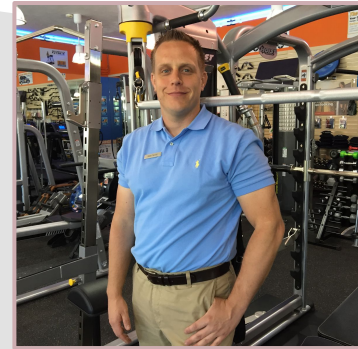
Problem

“ **Who** gets to work out at Pottruck and **when** in order to ensure the safest reopening process?”

Relevance



The User Personas



	Student using Pottruck	Pottruck Staff Member
Age	18-22	24-45
Occupation	Student	Pottruck employee
Behaviors	Utilizes Pottruck for workout sessions 3-4 times a week	Responsible for Pottruck security + maintenance + cleanliness
Frustrations	Complicated scheduling process + working out with mask + not enough equipment	Does not have a say in re-opening policy + feels unsafe a times + understaffed
Urgencies	Time slots filling up quickly	Pottruck adding slots quickly
Background	Former frequent patro who misses greater equipment availability + group workout classes	Employee for the past 3 years who is uneasy about the re-opening

The User Insights



ENTRY

Our student user interview revealed that there are a lot of anxieties surrounding being denied at entry due to improper testing compliance



NUMBERS

Our staff user interview revealed that the quickly growing occupancy rate at Pottruck has been alarming



MASKS

Our student user interview revealed that there are a lot of frustrations around having to work out with a mask on

The Problem - updated

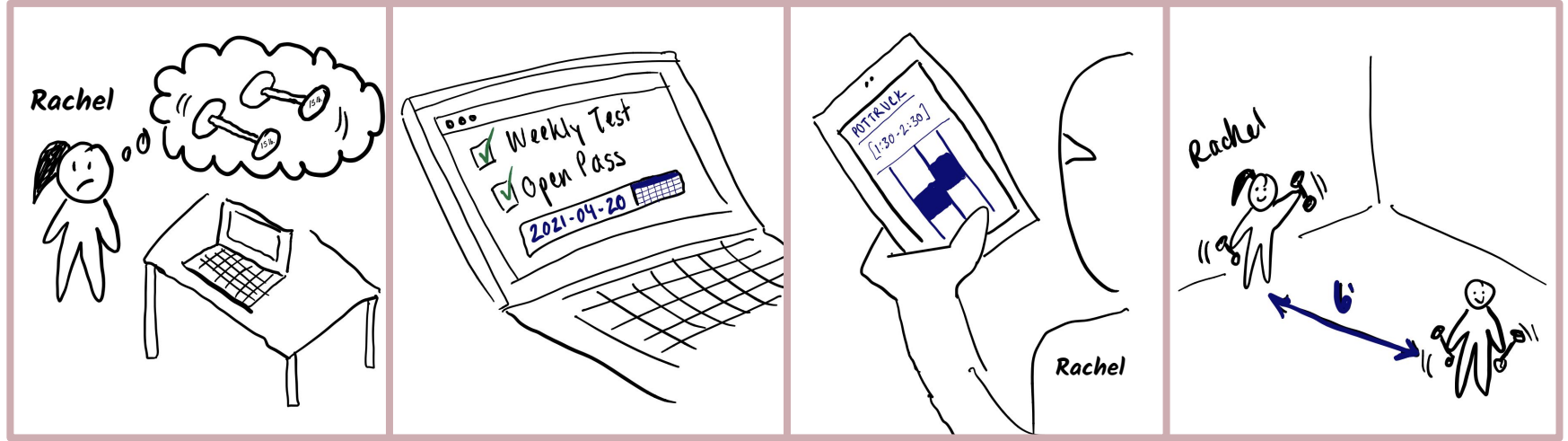
Old Problem

“ **Who** gets to work out at Pottruck and **when** in order to ensure the safest reopening process?”

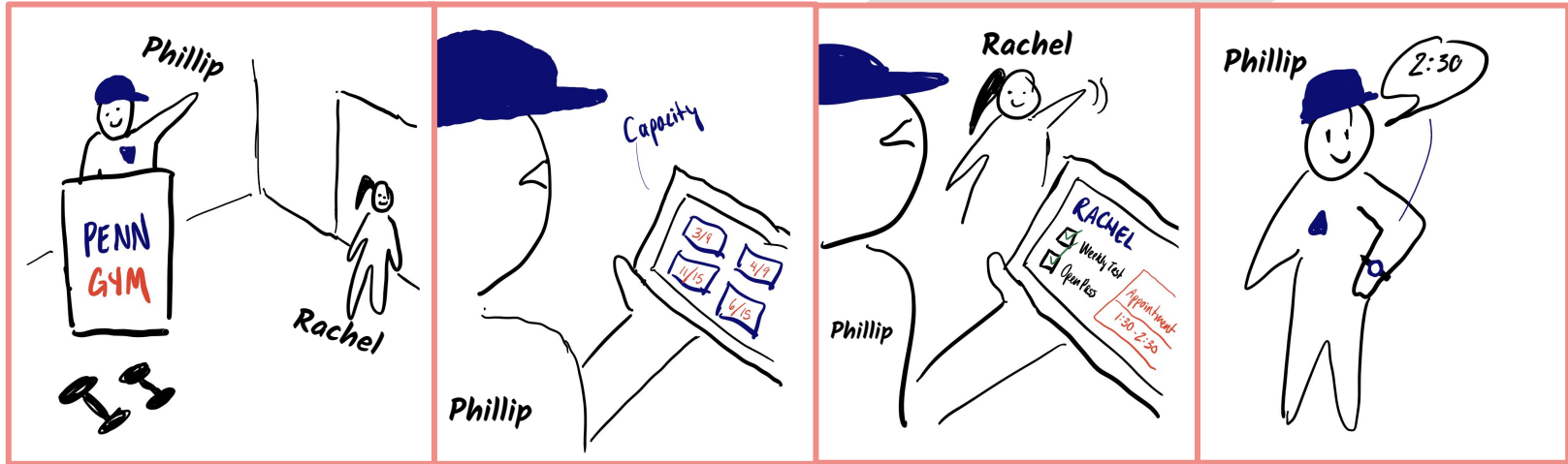
New Problem

“ **How many** people can work out at Pottruck while ensuring the *safest* reopening process?”

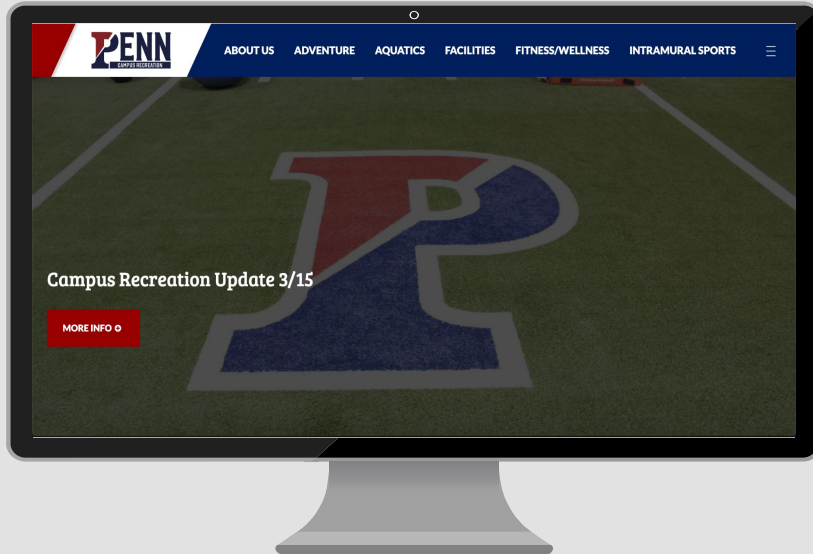
The Storyboard I



The Storyboard II



The Solution



- 1 Allowing more people in if they're vaccinated**
These people shouldn't count towards the "cap"
- 2 Separate rooms for vaccinated people**
Where mask wearing isn't required
- 3 Verifying Green OpenPass online**
To minimize the chances of being rejected on-site

A low-angle, close-up shot of a person's legs in motion, running on a dark surface at night. The person is wearing black athletic leggings and dark running shoes with bright orange and green accents. The background is a dark, blurred night sky with some horizontal light streaks. The word "Questions?" is written in a large, white, serif font across the center of the image. Two thin white horizontal lines are positioned on either side of the text, one above and one below.

Questions?