

Meeting 4 -Requirements Gathering

Date: 7th Feb 2018

Time: 12pm

Attendees:

- Salley Vallely (Parking & Transport Operation Coordinator)
- Sonia Simpson (Associate Director Facilities Support - Client)
- Dominic Porter (Project Member)
- Hayden Woodhead (Project Member)
- Izaak Crooke (Project Member)
- Dharyin Colbert (Outside observer)

Minutes:

- Discussed Sonia and Salley's jobs in relation to the busses and ticketing system
- Discussed need for status broadcasts and updates in case of bus breakdowns/slowdown
- Sonia mentions that Pinklime is the ticket printer
- Discussed in which locations tickets can be purchased: AUT Gym's and University bookstores
- Asked transport team for their ideas on how ticketing system should be implemented
- Asked transport team if students should be allowed to go into negative balance? No
- Discussed the specifics of departmental ticketing and how they would like to see this continue
- Discussed how complaints are received and dealt with
- Discussed how timetable's are produced/printed and distributed
- Discussed how timetable should appear in the app
- Discussed reporting/analytics features and desired metrics
- Talked about a possible second phase
- Sonia agrees to send project team minutes of meeting about a previous project to implement tracking