

SEA-TAC PARKING RESERVATION SYSTEM (MOBILE DEVICE)

USER STORIES

Story 1:

Customer A arrives at Sea-Tac airport at 5:30pm to pick up his wife. He wants to meet her in the terminal, but it takes him over 20 minutes to find a parking spot.

Story 2:

Customer B arrives at Sea-Tac airport on Monday morning at 7AM to travel to Silicon Valley for her consulting job. The airport is extremely busy, and it is difficult to find a parking spot. Customer B almost misses her flight.

Story 3:

Customer C is planning to take a long trip to Europe. He is travelling with his whole family, and they have young children and lots of baggage. He would like to be able to reserve a parking spot close to his airline, because it's difficult to get the whole family to the ticketing area. He is unable to do that now, and is forced to hunt for parking that is far away from his airline's ticketing area.

Story 4:

Customer D is arriving at Sea-Tac after a week-long trip. She has forgotten where she parked her car and lost the parking ticket. She spends an hour finding her car and pays a high penalty for losing the ticket.

PROBLEM STATEMENT

Customers want to be able to park their cars when they travel or pick up arriving passengers at Sea-Tac Airport. However, it's often difficult to find a spot during busy times, and it's impossible to reserve a spot. Also, customers sometimes forget where they parked.

CAMELLIA POWERS

SOLUTION

This solution proposes building an app that:

- Allows customers to reserve parking spots ahead of time as close as possible to their ticketing area
- Assigns spots on-demand when they arrive at the Sea-Tac garage, saving the time of hunting for parking
- Remembers the customer's parking spot, so they can easily find it when returning from a trip
- Automatically handles payment for parking when the customer exits the garage

USER FLOW

Reserving the parking spot:

- Enter the start (and optionally end) date and time
- Enter license plate number, airline name (optional)
- Make request and confirm parking spot

Parking:

- Scan QR code upon arriving at the garage
- View parking spot location
- Park the car at the given location

Leaving:

- View parking spot location in the app
- Use map in app to find the car
- Drive car to exit
- Scan QR code at exit (payment automatically processed)