

# User Manual for Crowded AH?

## 1 Introduction

**Purpose and Mission:** Our mission is to transform the daily commute for Singaporeans by providing real-time insights and predictive data on MRT station crowd levels and train arrivals. We aim to reduce stress and save time by empowering commuters with the information they need to make informed travel decisions.

**Background Story:** The idea for our app was born out of our own experiences as daily commuters in Singapore. We noticed that navigating the MRT system during peak hours can be overwhelming, with little information available about crowd levels until you're already on the platform. We wanted to create a solution that helps commuters plan their journeys better, avoiding overcrowded stations and trains whenever possible.

**Team Introduction:** Our team is made up of passionate web app developers - all with a deep connection to Singapore. Led by our group leader Charlton, we're committed to making public transportation more efficient and accessible for everyone.

**Key Features:** Our app offers a suite of features designed to improve your commuting experience, including:

- **Real-Time Crowd Levels:** Know how crowded your MRT station is before you arrive.
- **Forecasted Crowd Levels:** Plan ahead with predictions based on historical data and current trends.
- **Train Arrival Timings:** Never miss a train with up-to-the-minute arrival times.
- **Manual Updates for Special Events:** Stay informed during special events like concerts or parades, where stations may be exceptionally crowded.

**Vision for the Future:** Looking ahead, we plan to expand our service to include bus interchange crowd levels and integrate with smart city

initiatives. Our vision is to become a comprehensive platform that enhances urban mobility across Singapore, making public transport a more seamless and enjoyable experience.

**User-Centric Focus:** We believe that our users are the heart of everything we do. That's why we continuously gather feedback to refine our features and introduce new ones that better meet your needs. Your feedback has been instrumental in shaping our app, and we're committed to listening to you as we grow.

**Call to Action:** Join thousands of Singaporeans in making smarter travel choices. Head over to our website today and follow us on social media for the latest updates, tips, and announcements. Have a suggestion? We'd love to hear from you—reach out to us anytime!

## **2. User Manual**