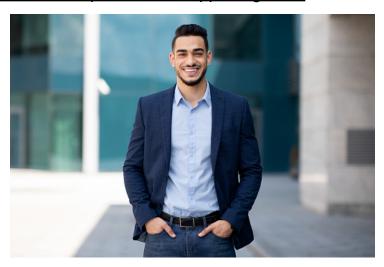Team Worksheet 3 – CS545

Name of Project: Project Pothole

List of Team Members: Isabel Hughes, Rodney Wotton, Robert Miller, Anthony Del Rosso, Caitlin Carbone

Provide a description and picture of your persona. Also indicate what data you drew from to create your persona. Give an example of a persona trait that was derived from the data and provide the supporting data.

Kevin FakeNamey:
- Age: 30.
- Daily Commutes To and From NYC.
- Fears about his morning commute due to bad potholes on the road, as many of his coworkers have gotten into accidents due to road conditions.
- Consistently reports potholes to NYC DoT to try and ensure a safer work commute.
- His coworkers and him can be heard constantly asking: **"When will there be a better system?"**

https://www.livestories.com/statistics/new-york/transportation-commute
- 5.5 million people over the age of 16 commute in New York City by car, truck, van, or taxi every single day from a report done in 2018.

https://data.cityofnewyork.us/Social-Services/Pothole-Map/wr97-8arm
- By analyzing the recent pothole data, around 5 to 6 potholes are reported every single day. Many are actually reported several times with a status of "Pending".
- NYC DoT does not provide information on the timeline of when potholes will be fixed
- Many potholes are reported on or around Broadway and Central Park, which are some of the most frequently driven streets in NYC.

https://www.diamondinjurylaw.com/blog/2018/02/28/nyc-pothole-problem/
- In 2017, there were approximately 60,712 total complaints regarding potholes. Most of these arose as street condition complaints, although there were reports of potholes on bridges and highways too.
- Average fixing time is around 3-4 days for all the boroughs

https://www.cbsnews.com/newyork/news/aaa-new-york-potholes-car-damage/
- In 2021, every 1 in 10 drivers who hit a pothole sustained significant car damage that costed an upwards of $600
- AAA reported that they responded to 135,000 calls for roadside assistance and the top reason for service was flat tires due to potholes.

Provide a user story for your project, describing a user interaction with your project.

After his scary Friday commute to work, Kevin hears his coworkers discussing something new in the breakroom for the first time. They tell him about a new website which trumps the NYC Department of Transportation. This program, called Project Pothole, allows for potholes to be fixed in a timely manner and lets other user's know where potholes are located. Since he knows the locations of the potholes he encounters on his way to work, he immediately runs to his work computer to place some reports. He can see on a map where other people have reported potholes and the estimated time as to when they will be fixed. He is already overjoyed, as this is way better than the program that the NYC DoT offers. His pothole reports there are just listed as 'Pending....', with no estimated date as to when they would be finished. Then he marks down his potholes on the

map, and starts working. At the end of the day, Kevin goes to check the Project Pothole website to see if there are any updates on his reports. To his surprise, the potholes have been listed with an estimated time that they will be completed already! He cannot believe that some would be fixed by the time he drives back to work on Monday. He leaves work with high hopes to see less potholes on Monday.

On Monday, Kevin checks the website before he heads to work and sees that several potholes that were previously reported have now been removed from the map. He gets into his car and starts driving to work. When he arrives, he is happy to start his day as his drive was not miserable and filled with road holes. All of his coworkers are also discussing the significant change that they have seen already. While it is just a new program, they are all still very happy with the outcomes. They all plan to tell their friends to start using it to ensure their safety during their commutes. Now hopefully everytime there is a pothole formed in the road, it can be reported and ensure that all those commuting to NYC for work will have a much safer drive.