

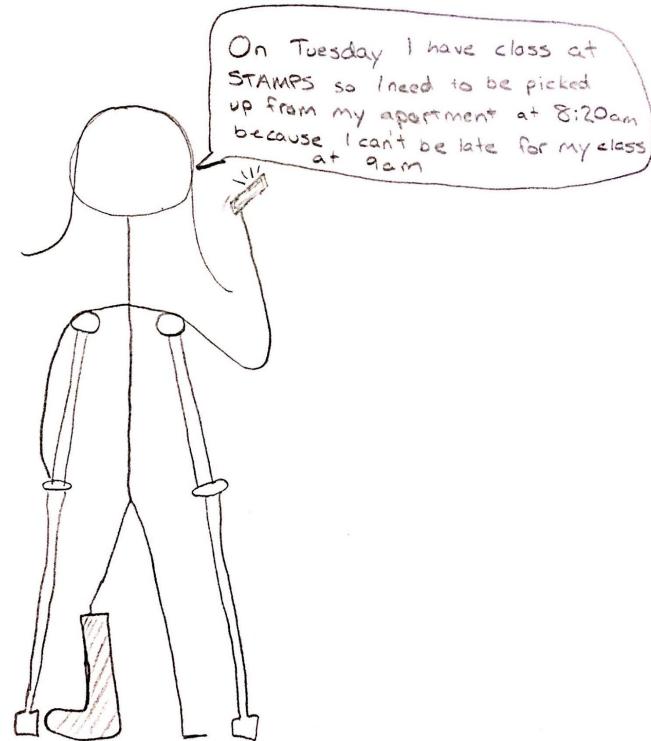
482 - Sketching Alternatives & Storyboards

Abril Vela, Max Darr, Len Shirase, Ken Kaufman, Uriel Lee

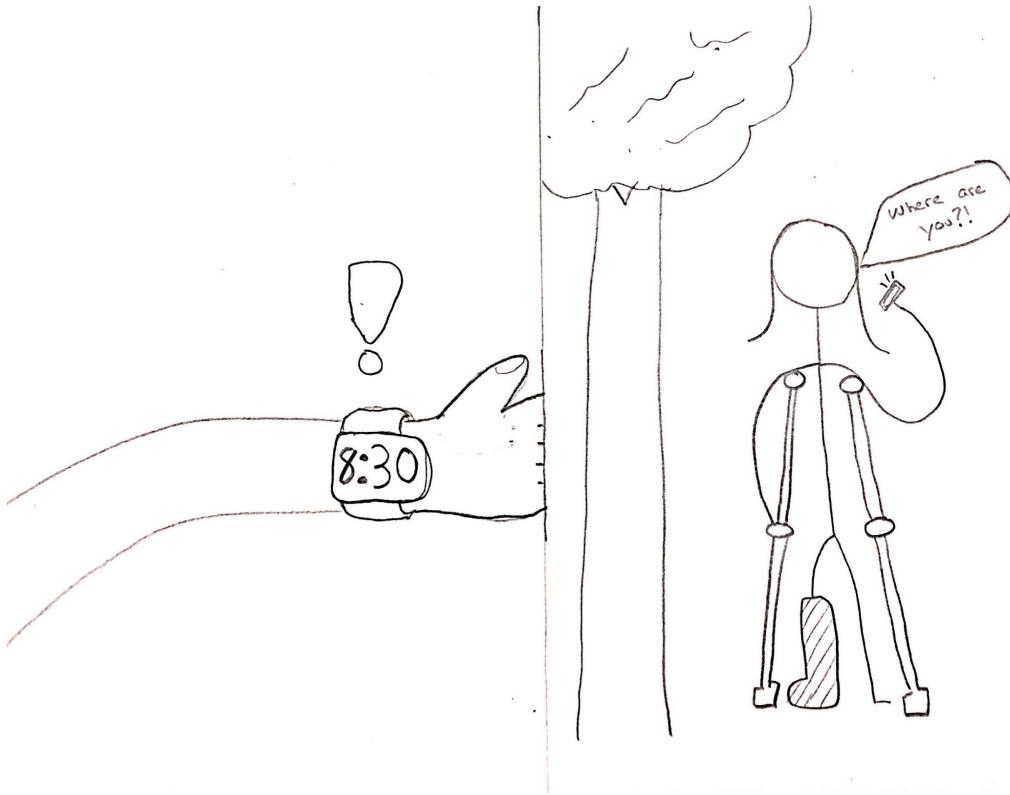
The problem that we are looking into is transportation for temporarily disabled students on the University of Michigan campus.

STORYBOARD 1

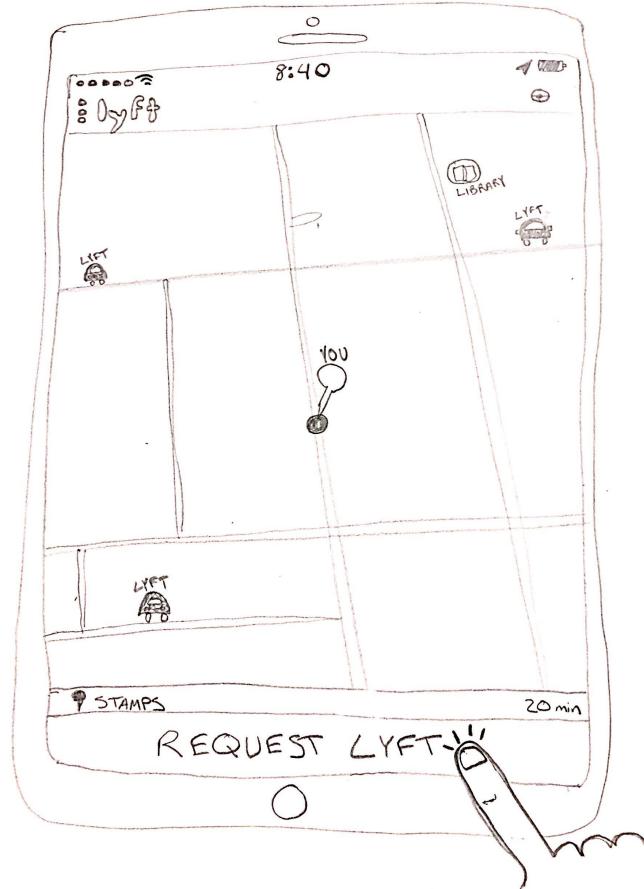
Caption: Carol calls the Paratransit Service on Sunday and schedules her bus for Tuesday morning, early so she has plenty of time.



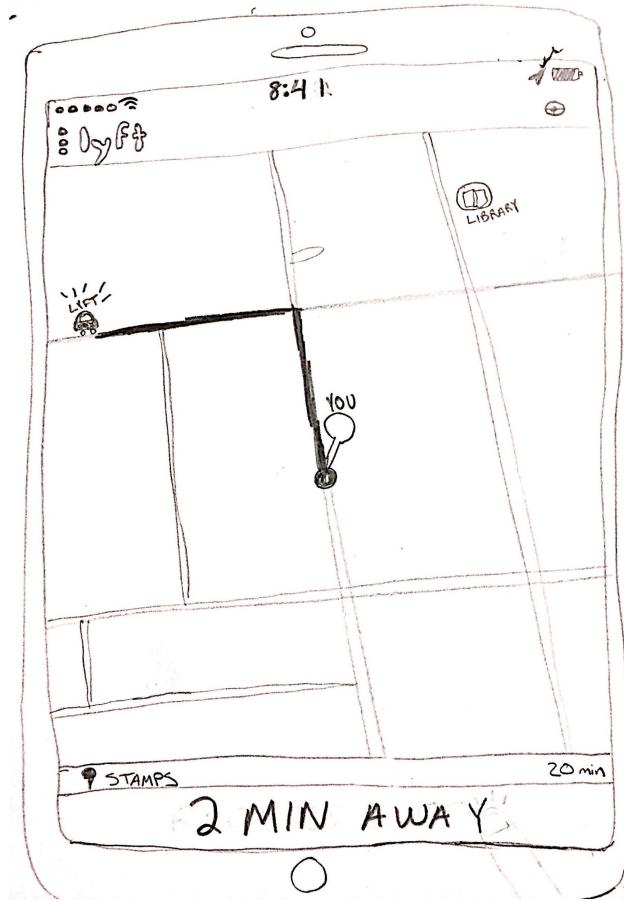
Caption: She waits outside and watches the clock, as time passes she tries to call to get the bus's location but they don't have it.



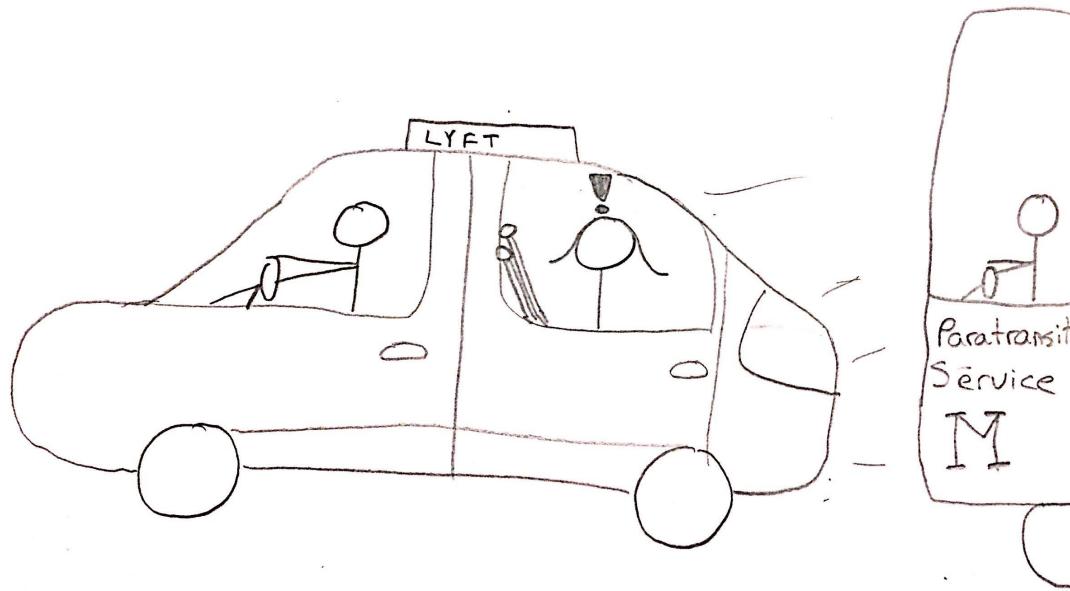
Caption: Carol decides to orders a Lyft because she doesn't know when the bus is going to come.



Caption: She tracks the Lyft the whole way and can see how far away it is.



Caption: Carol gets in the Lyft to go to class and then she notices the Paratransit bus pull up and she has no way of cancelling it.



STORYBOARD 2

USER GOAL: Collin is trying to make it to his English 125 class in Mason Hall from his dorm, South Quad.

Collin leaves for his english class early in the morning from his dorm



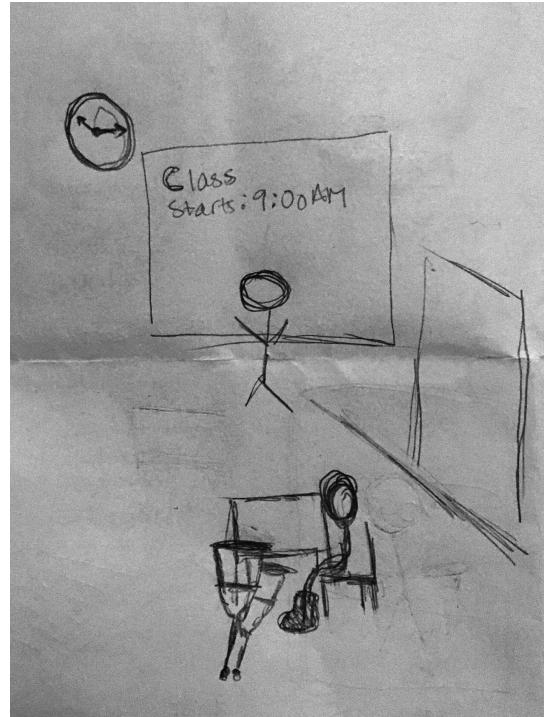
USER GOAL: Collin is trying to make it to his English 125 class in Mason Hall from his dorm, South Quad.

As he walks, Collin sees his friends ahead. However, he has to take breaks to let his arms rest and they leave without him.



USER GOAL: Collin is trying to make it to his English 125 class in Mason Hall from his dorm, South Quad.

He makes it to class and sits down, late



USER GOAL: Collin is trying to make it to his English 125 class in Mason Hall from his dorm, South Quad.

He is very sweaty and so tired that he has a hard time paying attention in class



INDIVIDUAL SKETCHES

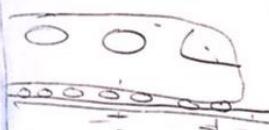
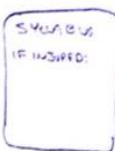
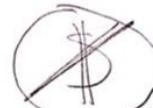
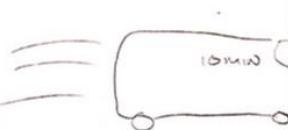
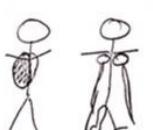
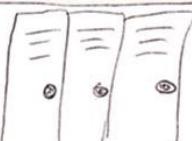
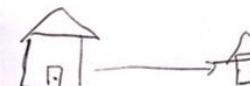
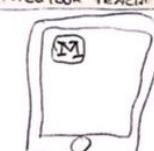
Kennedy Kaufman

<p>user can't find pickup</p>	<p>car delayed but user not updated</p>	<p>algorithm finds efficient route</p>	<p>mobile vibrates when near</p>	<p>adjustable start/end dates</p>
<p>Long travel distance</p>	<p>user encumbered by objects</p>	<p>mini-bus fits many students</p>	<p>user home highlighted in red</p>	<p>available to students and staff</p>
<p>real time feedback w/ ETA</p>	<p>Poor weather unsafe</p>	<p>alternative options are expensive</p>	<p>multiple options for pick up points</p>	<p>non-emergency hospital drop-off</p>
<p>contact driver voice</p>	<p>Lyft subsidize alternative options</p>	<p>desktop application available</p>	<p>day and night operation</p>	<p>healthy snacks for riders</p>
<p>contact driver via messaging</p>	<p>Hello Student access thru iOS and android app for mobile</p>	<p>feedback from real person</p>	<p>driver reviews for quality assurance</p>	<p>physical therapy drop-off available</p>
<p>upload schedule directly</p>	<p>notify driver of time conflicts</p>	<p>Spotify connects to speakers</p>	<p>shake phone for ETA voice update</p>	<p>pain relief for riders</p>
<p>digital imports</p>	<p>user misses bus</p>	<p>wheelchair assessable</p>	<p>injury in sports</p>	<p>phone buzz to alert delayed drivers</p>
<p>user injures self spontaneously</p>	<p>F stress/burden poorly affects grades</p>	<p>bus space to hang items and store equipment</p>	<p>drop-off available at bus stop</p>	<p>reminders auto-set 10 min b4 arrival</p>

Maximilian (first 20)



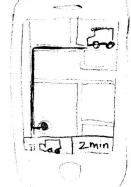
Maximilian (2nd 20)

 <p>HAVE PICKUP LOCATIONS ALL OVER CAMPUS.</p>	 <p>HAVE THE ABILITY TO CALL BUS DRIVER IF LATE</p>	 <p>BUILD A TRAIN SYSTEM THAT WILL TAKE THEM EVERY WHERE</p>	 <p>HAVE UNIVERSITY CARS PICK PEOPLE UP</p>	 <p>SCHOOL IF INJURED</p>
 <p>SHAKE TO LIVE TO CLASS SO YOU CAN INTERACT</p>	 <p>9-10:10 PICKUP 11:30-11:40 PICKUP</p>	 <p>MAKE THE SERVICE FREE SO IT IS ACCESSIBLE TO EVERYONE</p>	 <p>SHOW YOUR PROGRESS AND WHEN YOU WILL MAKE IT TO CLASS</p>	 <p>BUS NOTE</p>
 <p>HAVE MORE BUSES BUT DRIVERS</p>	 <p>SET A LATE POLICY FOR THE BUS TO LEAVE IF SOMEONE DOESN'T COME</p>	 <p>ASSIGN EACH PERSON SOMEONE TO HELP THEM TO CLASS</p>	 <p>PARATRANSIT</p>	 <p>FILL OUT AN INJURY FORM ON WOLVERINE ACES THAT WILL LET ALL YOUR TEACHERS KNOW</p>
 <p>HAVE EACH STUDENT HAVE THEIR OWN DRIVER</p>	 <p>SET YOUR PICKUP LOCATION w WEARABLE</p>	 <p>HAVE LOCKERS IN THE BUILDINGS SO THEY DON'T HAVE TO CARRY BOOKS</p>	 <p>ALLOW PICKUPS FOR PLACES LIKE OTHER HOUSES INSTEAD OF CLASSES</p>	 <p>ADD THE INTERFACE TO THE MICHIGAN APP</p>

Uriel Lee

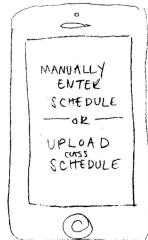
(first 20)

PROVIDE LIVE FEEDBACK ON LOCATION/ETA FOR SCHEDULED RIDES.



APP/ONLINE

PROVIDE MULTIPLE WAYS TO UPLOAD CLASS SCHEDULE.



APP/ONLINE

PROVIDE NUMBER TO PARATRANSIT THROUGH APP.



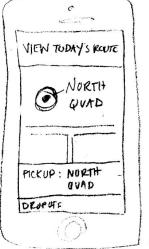
APP/ONLINE

TEXT USERS w/ ALERTS + NOTIFICATIONS.



APP/ONLINE

ALLOW OPTION FOR USER'S NEOLOCATION.



APP/ONLINE

PROVIDE EMERGENCY LINE → ACCESS TO UHS / UVM HOSPITALS.



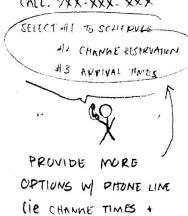
APP/ONLINE

PROVIDE ABILITY TO TEXT PARATRANSIT.



APP/ONLINE

① CALL AUTOMATED MESSAGE
CALL: XXX-XXX-XXX
SELECT #1 TO SET RULE
#2 CHANGE RESTRICTION
#3 ARRIVAL TIMES



APP/ONLINE



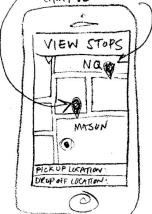
APP/ONLINE

PROVIDE USERS w/ PRE-SET ROUTES.



APP/ONLINE

PROVIDE GENERIC STOPS FOR ON CAMPUS.



CREATE STOP SIGNS WHILE OTHER BUS SIGNS EXIST.



APP/ONLINE

DISPLAY SERVICE ON CC. LITTLE MONITOR



CC. LITTLE

SCHEDULE VIA AN AIDE.



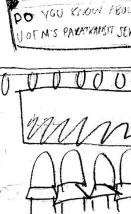
APP/ONLINE

PROVIDE STUDENTS w/ AN AIDE.



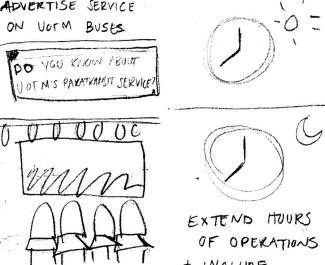
APP/ONLINE

ADVERTISE SERVICE ON VFORM BUSES



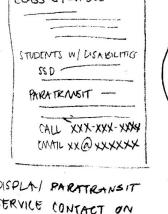
APP/ONLINE

EXTEND HOURS OF OPERATIONS + INCLUDE WEEKENDS.



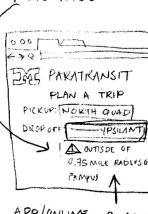
APP/ONLINE

CLASS SYLLABUS



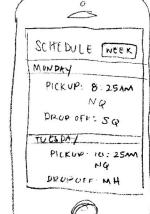
APP/ONLINE

PROVIDE FEED BACK ON ALLOWED DISTANCE FOR RIDES



APP/ONLINE

PROVIDE VISIBILITY OF DAILY/WEEK SCHEDULE



APP/ONLINE

Uriel Lee

(last 20)

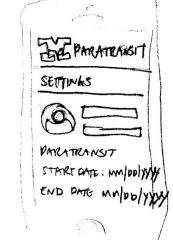
BLUE CABS AUTOMATICALLY ARRIVE IF PARATRANSIT IS LATE.



ELIMINATE 24 HR SCHEDULE POLICY.



PERSONALIZE ACCOUNT FOR EASIER ACCESS (IE DURATION OF SERVICE REQUIRED).



PROVIDE USER W/ DRIVER INFO. AND ABILITY TO INSTANTLY CALL DRIVER.



REPEAT WEEKLY/DAILY PICKUP TIMES.

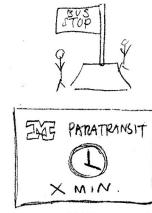
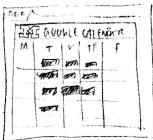


ALLOCATE AN ENTIRE BUS FOR PARATRANSIT STUDENTS, NOT JUST A SMALL VAN.



* HELP PREVENT OVERFLOW

SCHEDULE PICKUP VIA GOOGLE CALENDAR.



PROVIDE AMPLE WAIT TIMES FOR USERS TO GET TO THE DICK UP LOCATION.

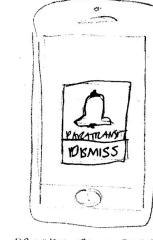
ABILITY TO SCHEDULE THROUGH VHS, DURING/POST APPOINTMENT.



STOP REQUESTED



PROVIDE USERS WITH ABILITY TO PULL THEIR STOPS.



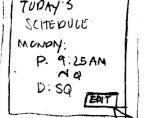
PROVIDE REMINDERS FOR BUS PICKUPS.

LIVE FEEDBACK ON BUS OCCUPANCY ONLINE w/ SEAT AVAILABILITY, BASED ON TIME.

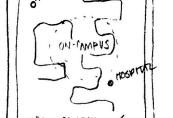


APP/ONLINE

EASILY EDIT SCHEDULE VIA APP / ONLINE



EXTEND SERVICE KIND OF OFF CAMPUS TO IDEAL LOCATIONS.



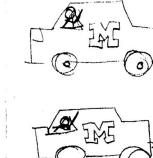
NOTIFY USER THE ARRIVAL OF BUS.



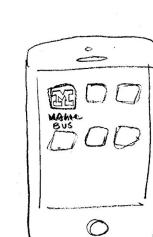
REFUND USERS FOR LATE/UBERS IF BUS IS LATE BY X MIN



HIRE STUDENT DRIVERS w/ CARS AS A PART OF PARATRANSIT SERVICES FOR MORE VEHICLES.



PROVIDE STUDENTS w/ EMAIL TO SEND TO PROFESSORS AS EXCUSE FOR TARDINESS.



INCORPORATE SERVICE BY EXISTING APPS (IE MICHIGAN OR MAINIC BUS)



Len Shirase

