Use cases

1. System display options of different parking lots around campus with a interactive map.
2. System display option to pay citation.
3. System prompt user to search nearby parking lots through a search bar.
4. User choose a parking lot they want.
5. System check for available parking spot.
6. System prompt user to buy/renew parking permit.
7. If the lot is full, system prompt user the option to trade spot from other students,

Personas

Name: John

Background:

- 20, male
- Shy
- Comfortable communicating using technology

Motivation:

- Video game enthusiast
- Like new technology

Frustration:

- Spending too much time finding spot at CPP

John is a student majoring mechanical engineering at cal poly pomona. He is a big video game fan, and technology enthusiast. He loves play all kinds of console games at free time, and try out all kind of new electronics. He complaints a lot about CPP's parking system took too much of his "gaming time", since it took so long to find a spot.

Task scenario

John driving to school, pull out the phone, opened CPP parking app to find a parking spot. He searched the nearest parking lot by Build 8, and found Lot J. Then he clicked on Lot J, a list of available spot showed up, then he clicked on one of the available spot, and finally payed for the permit.

On the other day John drove to school at a busy hour, he found out that all the spot at Lot J is taken. He then opened the app and trying to trade the spot with one of the student who is leaving. The other student proved his request, and he parked right away.