

Assignment 4: User Survey

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Survey Link:

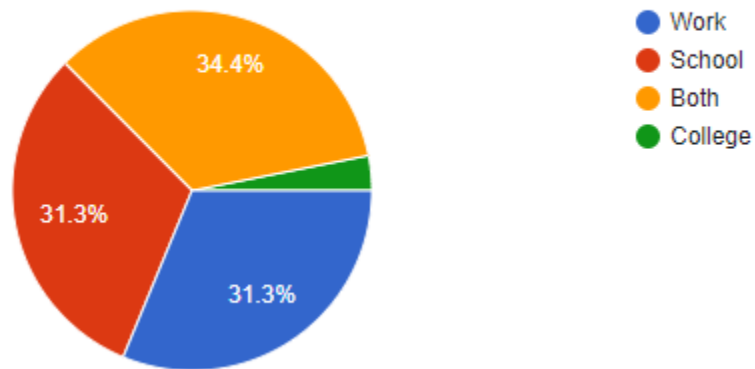
<https://docs.google.com/forms/d/1QdoO70VL3N8n21wHPL6AZVi65ITesoXJFCMh58vzfqE/edit?ts=5e49a4a8&qxids=7628>

Summary added to survey form:

This survey will be used to assist our group on adding and removing features to an app. The app we plan to make can be used by people to find out the estimated wait time for a restaurant. How it works is that a camera is set up in a restaurant to count the amount of people in a line to estimate wait times. It also takes into account other factors such as current trends (i.e. unicorn frappuccino) or weather conditions.

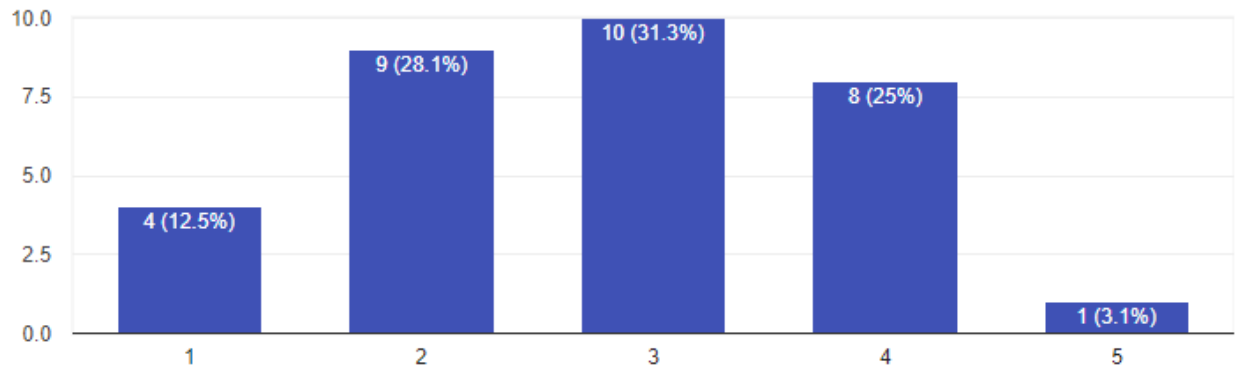
Survey questions and results

- Are you currently attending:
Work
School
Both
Other___
32 responses



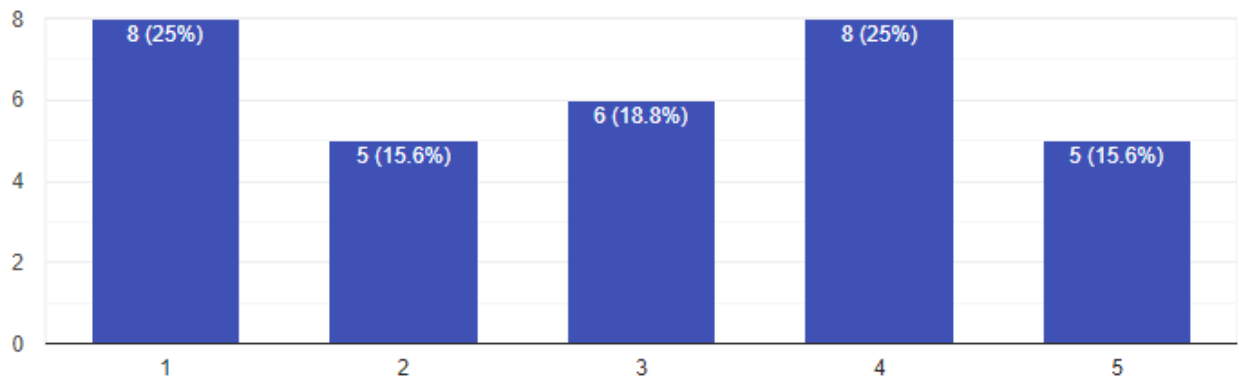
- How satisfied are you with the way you receive estimated wait time in queue?

Not frustrated	Occasionally frustrated	sometimes	Frustrated Most of the time	Angry all the time
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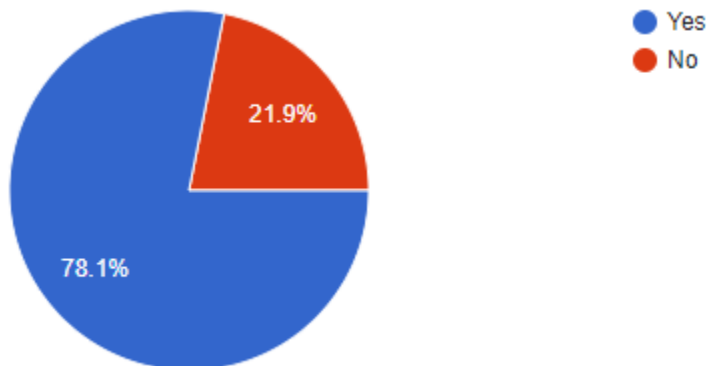


- How often do you bring lunch from home?

never	Occasionally	sometimes	Most of the time	All the time
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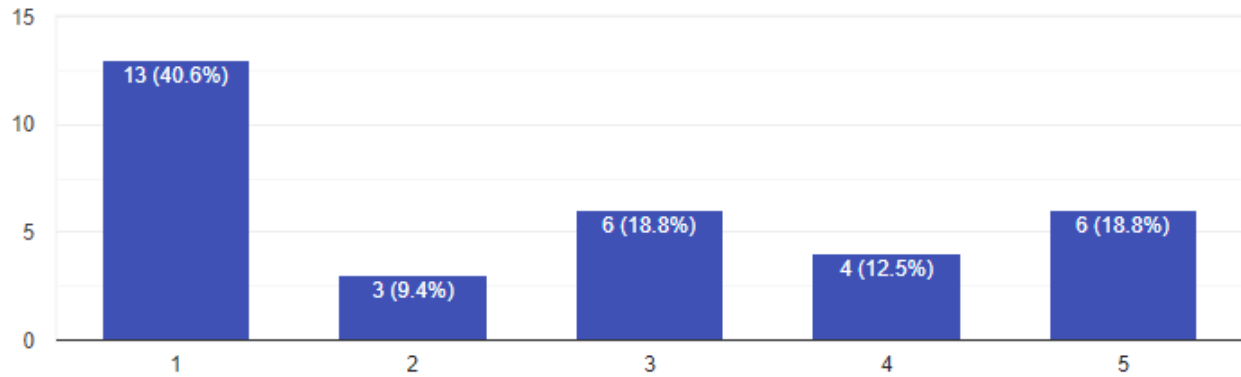


- Have you ever left a restaurant because the queue was too long?
 - Yes
 - No



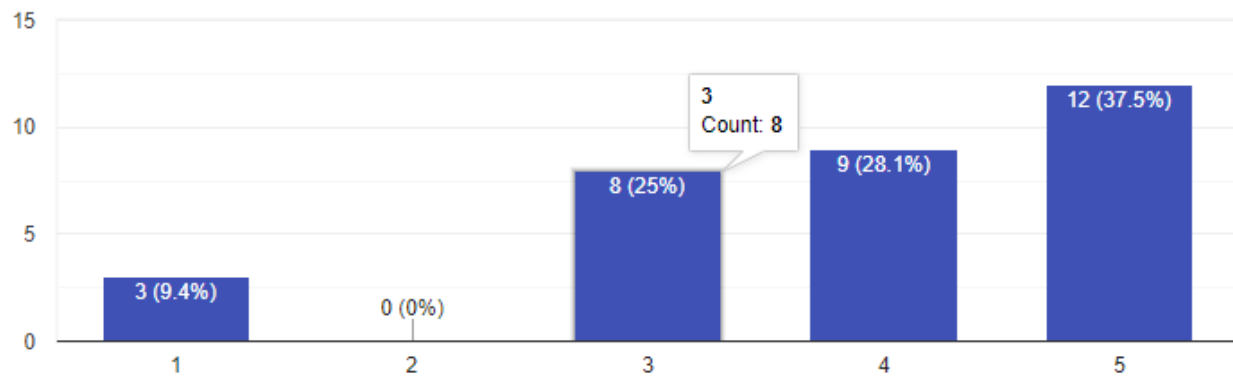
- Do you use the google feature which tells users how busy a store is?

Not frustrated	Occasionally frustrated	sometimes	Frustrated Most of the time	Angry all the time
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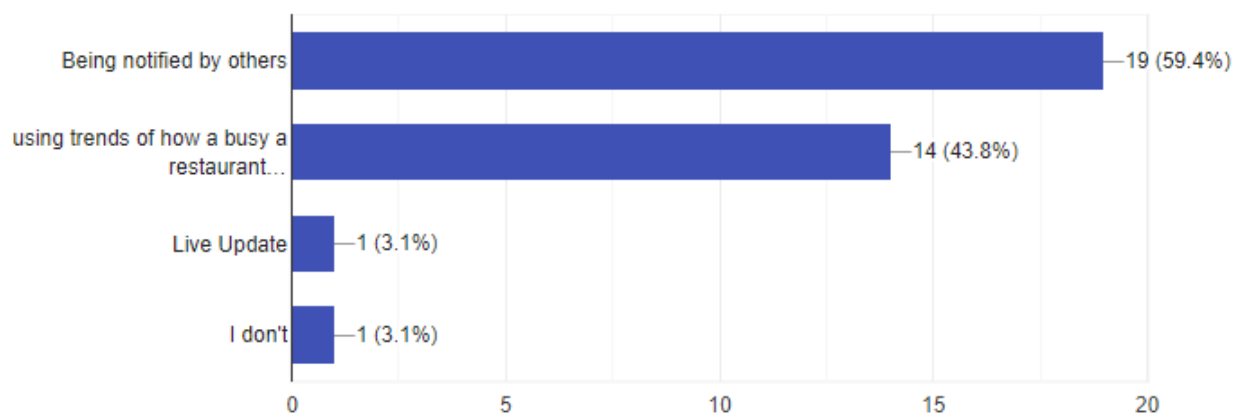
- How frustrated do you get when a line is too long?

Not frustrated	Occasionally frustrated	sometimes	Frustrated Most of the time	Angry all the time
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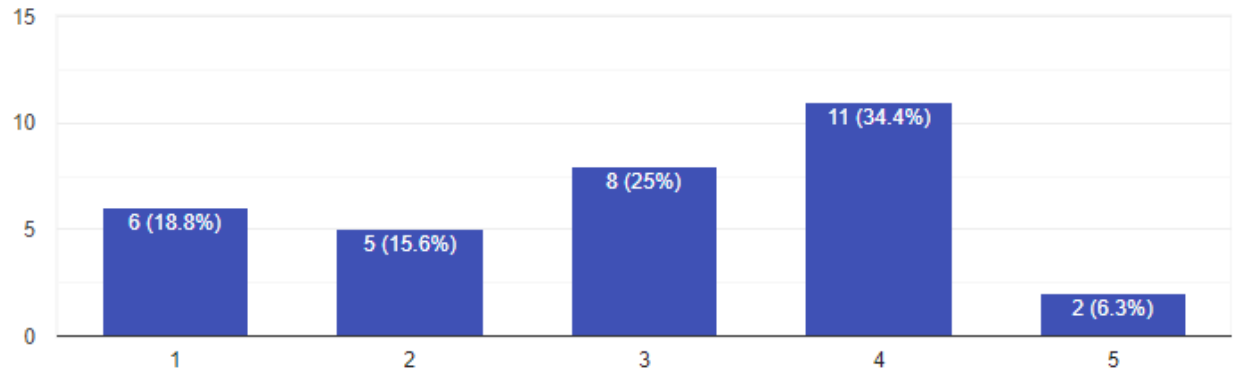
- How do you receive estimated wait times?

- Trends
- Being notified by others
- Other...



- Do you use weather conditions to determine the length of a queue?

never	Occasionally	sometimes	Most of the time	All the time
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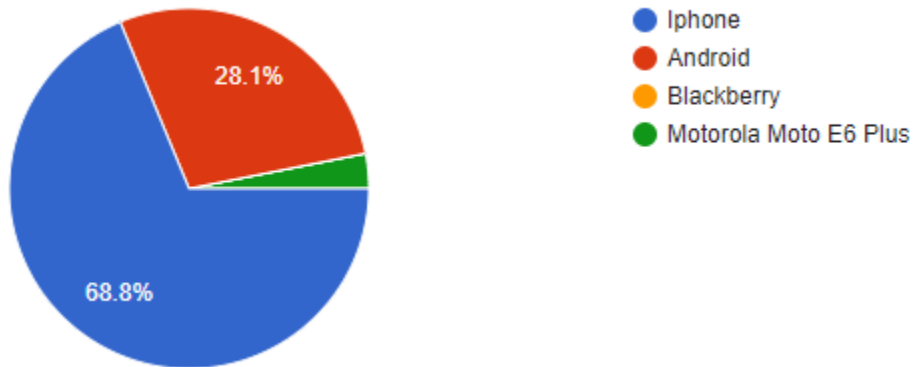
- Which smartphone do you own?

Iphone

Android

Blackberry

Other____



- Would you find it convenient to know the estimated wait time for queues from your smartphone using our application? If so, why?

32 responses

Yes

yes

Yes

Yes, So I can save time and go to another nearby Tim Hortons and save time

No

no

So I won't have to waste my time waiting

Depends on how effective it is

Not at all

Yes because it allows me to easily access info on how long my wait time will be and thus will make my decision easier to whether I stay in line or leave.

Yes of course so I know how long im going to wait instead of yoloing it

Not really.

It will help me plan accordingly.

Yes, because it would be very convenient to have that information at my finger tips, also helpful to have if I'm in a rush so I know I will be able to get a coffee and not wait in line

Because in that way I won't go that way or I won't go to that place if it's too long of a wait

Yes because it is very helpful to know the estimated wait time beforehand so that we can manage our other activities.

Yes, so I would get my stomach feed without suffering from hunger.

Yes because

I never used my smartphone to estimate the queue.

Yes because we can go when the wait time is less

Yes is fine coz u dont have to stand in cold

Yes it will be helpful

Yes, because it will save a lot of time

Yes, because I can schedule my time accordingly

Saves time

- Would you like to suggest any other features to the app we mentioned at the top of the page?

32 responses

No

no

I think it's an great idea to know that we would still have to wait for this long once we reach there. But if this all can be seen on a smartphone and we can still do online orders from there so I don't know 🤖.

No

nah

Maybe if there are long lines in certain restaurants the app can help direct users to other restaurants nearby with less waiting time for people who don't want to wait

No not really sorry.

Maybe add virtual queues like sheridan's Qless app.

A check in feature, where I can check in to the line via my smart phone and it will tell me what my place in line is so I'm able to reach the restaurant when I'm closer up the line especially when going out to eat on a date.

yes

No

Add a location feed so when you approach near a restaurant, it will tell you the wait times instantly

I don't know

It is very helpful for the direction

-

If the particular restaurant is busy what others are open and not busier with substitute products

Analysis of the data

Features ranked by importance:

1. Get live updates on how long a queue will be.
2. Using trends of past wait times to predict the current wait time.
3. Use weather conditions to predict the wait time in a line.
4. Direct customers to the closest chain restaurant for which the proximity and wait time in line are accounted.
5. Send user to Google maps with directions to the desired location.

Features initially considered:

1. Using trends of wait times to predict current wait time.
2. Get live updates on how long one will be in line.
3. Use weather conditions to predict the wait time in a line.

Since a decent amount of people use

Features not considered:

1. "Maybe add virtual queues like sheridan's Qless app."

We wouldn't necessarily consider this feature completely as many restaurants already implement this in their own app (i.e McDonalds, Tim Hortons, Starbucks, etc) thus it would be difficult to get such companies' permission to do this as it

would make their own applications useless. Otherwise such a feature would be great.

2. "Maybe if there are long lines in certain restaurants the app can help direct users to other restaurants nearby with less waiting time for people who don't want to wait"

Such a thing sounds annoying as it seems close to just getting advertisements in an app. it would be especially annoying if someone wanted a certain food but then the app starts telling the user of other locations with different types of foods.

Final List of features:(high priority to low)

1. Get live updates on how long a queue will be.
2. Using trends of past wait times to predict the current wait time.
3. Direct customers to the closest chain restaurant for which the proximity and wait time in line are accounted.
4. Send users to Google maps with directions to the desired location.
5. Use weather conditions to predict the wait time in a line.

User Scenario

Kyrie Urso



"As someone who tries to be their best self, it gets very difficult when work gets in the way. It especially considering the fact that I take my work very seriously."

Age: 35

Work: Marketing Manager

Family: Married

Location: Ontario, Mississauga

Earnings: \$65,200.00

Needs

As Kyrie is a person who likes to stay balanced, she always remembers to keep healthy in terms of the food and drinks but as she is a hard worker, her objective to stay balanced gets very unbalanced as it may cause her to focus on work completely and forget about the rest of her surroundings

Frustrations

- As I'm a person who is serious when it comes to the work place, I strongly dislike being late for work as it can slow down a project's progress.
- Having to skip eating breakfast due to work

Results

As a result of using our app, Kyrie has become a much more positive person, as our application allows her to manage her work life and personal life with ease. With our app she is able to get things done such as shopping or getting food while still making it on time to work

Meet Patel



"I am a student and management of time is very important for a student. A student saves his/her time wherever possible. I often buy food from restaurants. Personally, I need an application which will estimate the wait time in the queues in the restaurants that will guide me to manage my time for my studies and other activities."

Age: 24

Work: Student

Studies: networking and web security

Family: Single

Location: Ontario, Brampton

Earnings: \$30000 per year

Needs

1. I need an application which can tell me the estimated wait time in the restaurants.
2. It should evaluate the nearest and less waiting restaurant for me.
3. The application should also predict the waiting time in accord to weather conditions too.
4. The wait time should increase or decrease based on the current events like promos and trends.

Frustrations

- Most of the time, I am late for the class because of the long queues in the food court.
- I don't have a car, so I use the bus to navigate, so I have to be on time to catch the bus, but the queues are in my way.
-

Results

Ever since he started using our application, he has been able to pick the convenient restaurant that saves his time. It helps him manage his time properly for his other activities. Now, he is able to catch his bus on time and he is never late to his classes.

Steve



"As a restaurant manager, it is critical to have an easy way to assess customer satisfaction, in order to grow our business"

Age: 19

Work: Restaurant Manager

Family: Single

Location: Brampton

Needs

- A platform to measure customer satisfaction
- Boost productivity
- how to manage resources and menu items over time

Frustrations

- Potential customers leaving due to long lines
- Dissatisfied customers
- Unable to properly gauge the number of customers throughout the day

Results

Ever since Steve uses the app, he is able to take appropriate actions in order to improve customer satisfaction. He is also able to allocate resources based on the number of customers, in order to improve efficiency and productivity.