Affinity Diagram

Most basic features (essentials)

- Real-Time Shuttle Tracking: Display the live location of each shuttle on a map.
- Departure and Arrival Times: Clearly list the schedule of each shuttle at every stop.
- GPS Integration: Automatically detect a user's location and suggest nearby stops.
- Route Maps: Include a visual representation-of each shuttle route.
- Search Functionality: Allow users to search for specific stops or routes easily.

Feedback from users

- Survey Feature: Implement a feature for users to provide feedback after using the app.
- Customizable Alerts: Let users customize what types of notifications they want to receive
- In-App Help and FAQ: Address common user issues and questions through an easy-to-navigate FAQ section.
- Feedback on Route Accuracy: Allow users to report if shuttle times are inaccurate.
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Platform/application type

- Mobile App for iOS and Android: Ensure the app is available and optimized for both major mobile operating systems.
- Compatibility with Smart Assistants: Integrate with Siri, Google Assistant, or Alexa for voice-based queries.
- Wearable Integration: Develop support for smartwatches, allowing quick access to shuttle information.

Hurdles (things in the way)

- Data Accuracy: Ensuring real-time tracking data is consistently accurate and up-to-date.
- Integration with Campus Systems: Aligning shuttle data with school schedules and campus events.
- Server Downtime: Managing server reliability to prevent app crashes during peak usage.
- Budget Constraints: Funding for maintaining and updating the app regularly.

Long-term support

- Continuous User Feedback Integration: Regularly incorporate user feedback into updates.
- Regular App Updates: Maintain frequent updates to address bugs and introduce new features.
- Automated Customer Support: Use chatbots for basic user inquiries and support.