



Rides Center

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Introduction

Every week, hundreds of students rely on a shared rides system to get to and from church. While the goal is to have an **easy, community-oriented** transportation system, instead, it often becomes a source of **logistical frustration** and **anxiety** for everyone involved.

This project began from our own frustrations as weekly ride participants. We wanted to discover what exactly makes the process so difficult and how we could design an interface to combat and solve these issues.

User Research

Stage 1: Survey for experienced users (45 responses)

- Establish the status quo and identify key logistical pain points of an existing shared rides system

Stage 2: Semi-structured interviews on both experienced users and new users (12 interviews)

- Gain deeper insight into the major friction points of a shared rides system from various points of view

People forgetting to communicate changes/drops/plans etc. Drivers get frustrated looking for someone who isn't there anymore.

Sometimes it can take until very close to the time of Friday service to find out my ride and it can be kind nerve wracking to not know if I have a ride or not that day.

Would be great to have an autofill option to expedite the sign up process. Maybe keeping track of who goes early and making sure it is even.

Key Findings

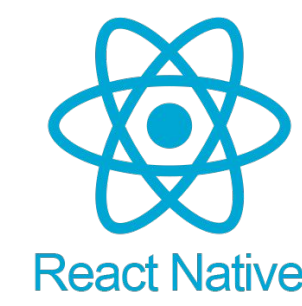
- **Logistically confusing:** rides are released late or pickup times are sent last-minute, leading to anxiety and unclear expectations
- **Driver burden:** unresponsive or last-minute cancellations from passengers add stress, especially when drivers must manage changes on the day of the ride

System Overview and Approach

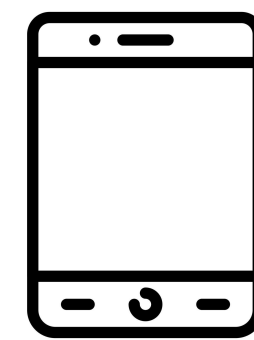
Problem Statement: Coordinating rides to church is often a logistically burdensome and socially uncomfortable process for everyone involved. Riders, drivers, and ride coordinators want greater flexibility, timely accountability, and social ease to create a smoother, more reliable carpooling experience.

We introduce Rides Center as a shared rides coordinating app that focuses on transparency and accountability within the shared rides system. It automatically generates car assignments and allows users to create a profile, sign up for carpool rides, and view their ride assignments and driver/passenger information.

UI Frontend



Backend



Removing Redundancy: Profile Creation

Profile Sign Up

Welcome! Create your profile

First Name *
Sam

Last Name *
Park

Phone Number *
3691472580

Address *
☒ Hill (De Neve Turn Around)
☐ Apartment (Enter Address)

Create Profile

Rides Sign Up

Where are you located? *

☒ Hill (De Neve Turn Around)
☐ Apartment (Enter Address)

Accountability: Driver + Passenger Hub

Driver Home

← Back View All Rides

Your Passengers

Pickup times submitted successfully.

Barack Obama
Address: 555 Albenwue
Phone: 3107043327
8:50am
Acknowledged: NO

Justin Choice
Address: Hill
Phone: 9099099099
8:55am
Acknowledged: NO

Passenger Home

← Back View All Rides

Welcome back!
Justin Choice

Action Needed
Please confirm your pickup time below

Your Ride Details

Driver
Name: Mark Lee
Phone: 1231231233

Pickup Details
Time: 8:55am
Location: Hill

Confirm Pickup Time

Please confirm your pickup time to secure your spot. Unconfirmed rides may be reassigned.

Passenger Home

✓ All Set!
You've confirmed your pickup time

Your Ride Details

Driver
Name: Mark Lee
Phone: 1231231233

Justin Choice
Address: Hill
Phone: 9099099099
8:55am
Acknowledged: YES

Reliability + Transparency + Automation: Rides Algorithm + All Rides List

Rides Home(s) when Rides not released:

Rides Home

Hi michael porter!

Weekly Ride Sign-Up

Sign up for rides and connect with your church community.

This Week's Deadlines

Please sign up before these times to guarantee your spot:

- Thursday 10PM for Friday rides (6/6)
- Friday 10PM for Sunday rides (6/8)

Sign Up for a Ride

You may only view the full rides list if you signed up for that week.

← Back View All Rides

Welcome back!
michael porter

We're Organizing Rides!

Car assignments haven't been released yet. Check back later for your pickup details!

Typical Update Schedule:

- Friday mornings at 8:00 AM
- Saturday evenings at 6:00 PM

Edit Your Sign Up

All Rides List:

Groupings by preference

Car 2

Early Felly

DRIVER

Ohm Jjj

PASSENGERS (4)

Sam Kim (Early • Felly)
michael porter (Early • Felly) [You]
Jane Dow (Early • Felly)
johnny park (Early • Felly)

Car 3

Regular Felly

Uber groups for extra passengers

Uber 1

Regular No Felly

PASSENGERS (6)

barney li (Regular • No Felly)
luly chee (Regular • No Felly)
Victoria Choice (Regular • No Felly)
ba wan (Regular • No Felly)
Kelvin Cheng (Regular • No Felly)
Banana Man (Regular • No Felly)

Uber 2

Regular No Felly

PASSENGERS (3)

Sarah Chi (Early • No Felly)
Elijah Lee (Early • No Felly)
hgg khg (No Preference • No Felly)

Evaluation Results

Evaluator Comments

- Users enjoyed our system's autofill options in sign up forms and having to fill out less information in rides sign up forms
- Passengers liked seeing their driver information and drivers liked seeing their passenger information on one page
- Users thought the app was intuitive and easy to use

Future Directions

- Chat feature to accommodate additional needs
- Push notifications for reminders