|  |  |  |  |
| --- | --- | --- | --- |
| **User Requirements** | **Current System** | **Proposed Changes** | **Remarks/Impact** |
| * The system must be able to show accurate BGC Bus trip schedule like minutes to wait, estimated time of arrival and departure times. | * BGC Bus company has inaccurate trip schedule that resulted to increased waiting time for all BGC Bus passengers. | * Provide a more accurate system in terms of showing data regarding arrival and departure times. Improve overall waiting time. | * Improved average waiting time by less than 10 minutes. |
| * The system must be able to show all nearest bus stops based on user’s location. | * The functionality is not currently available now. | * Show all nearest bus stop based on user’s location and view information regarding the preferred bus stop. | * Users will be more knowledgeable regarding their current location and be guided by all bus stops available. |
| * The system must have a news feature that would allow users to be well informed about the current situation. | * The news feature of the current system is not real time, making the spreading of news late and slow. | * Provide a real-time news feature that would allow all users about the current happenings and current problems at the most present time. | * BGC Bus passengers will become well informed about the current situation. Moreover, transparency between the company and the passengers will become more evident. |
| * The system must have a report issue/concern feature. | * Reporting concerns and sending issues are available but can only be accessed through SMS or via phone call. | * Produce a more reliable functionality that would make use of internet connection instead of SMS. | * Viewing reports and issues from the passengers will be available since user concerns and reports will be stored in a database. |
| * Forecast the number of passengers per bus stop. | * Congestion Forecast cannot be viewed by the BGC Bus passenger. | * Produce a forecast that is readily available for the passengers. This would allow passengers to choose their preferred less congested stop or take an alternate route. | * Knowledgeable about the current situation in a specific bus stop. |
| * The system must have a reservation feature. | * This is not available for the current system. | * Make a reservation feature that would allow passengers to reserve a spot in a specific bus. | * This would be a solution for controlling long queue lines in bus stops. |