What client said:

About current system:

Current System is just a terrible excel spreadsheet, they welcome any kind of improvement.

Department sends an email saying: hey we got a professor big week coming to do whatever, we need a parking spot for it, we have bookable parking bays around campus, and what we do is that we look up the terrible excel spreadsheets, and see what is available and when it is available, and we book it in (Yellow color coded timeframe: actual booking/ Green coded: gap between each booking, allow for changeover), and a FO will physically go over there and put a reserve sign in the site.

A bit of history:

Anybody can park in those parking bays for 30mins for free unless it is reserved.

Years ago, UWA students devised a similar program for UniPark, but during the various website updates over the years, no longer worked, and they have to resort to terrible excel spreadsheet again. (lifetime of our website ? perhaps we are still gonna face this problem, how could we solve it? Making our masterpiece alive in this uni for the next decade hopefully? )

About current parking spaces:

Some of the carpark have numbered bays, and some of them don’t, some of the numbering doesn’t make sense, some of them does. Back in the day, we personalized the sign with person’s name, registration number, what timeframe they are gonna be there, but what happened to that is that customers change their bay bookings from time to time due to various reasons, so everytime clients cancel or change it, we have to physically go out there and change the sign. (Laboring-intensive). (how do we avoid that this time?)

Some departments don’t have bookable bays near them, so we encourage them to use a specific carpark which is the optimal choice for them but still across the campus a bit, we got limited bays for these people to use, we tried to make sure they get bays near where they are, but doesn’t always work out. Can’t afford Charging stations. pity:(

Expectations:

If we have multiple bookings a day from multiple different customers, we tried to have a 15 mins gap between each booking, just to ensure there’s fit of spacing between them, (allow for enough time for previous customer to leave. some meetings go over and some goes earlier, give them time to get to their car and find the bay, not everyone knows the campus) doesn’t always happen that way.

Only handle requests from UWA community.

In terms of how customer can see the available bays on the website, we prefer the bays grouped by carpark. i.e Carpark# -> Bay#

concern: I can’t remember where the carparks are, if we can make it as simple as possible for customers to get to a specific carpark area and tell them which bay is, i think that is going into too much detail and how you explain that without over complicating it.

Based off $100 test, this is optional. (only worth $3 out of $100).

No batch email, a waste of time to get thru requests. Each time a request is made, get onto that straightaway.

Confirmation & Notification System.

Diagram:

Clients -> request -> waiting for response

↓

Notify the clients <- Confirm the request <- Get the request

It would be better if we got a set of rules specifying how to cancel bookings. i.e cancel is only accepted at least one day beforehand, because FOs put the sign out there in the morning and just leave it there.

We prefer that the customer can fill in the form with their information and system generates a PDF for us and we just grab that, print it out and hang on the sign in the morning.

We still want to keep the feature of color-coded thing, it is easy for us to recognize what/when is available. Simple.

No need to keep historical information, what’s gone is gone.

Could have a checkbox to confirm the booking is not for staff with a current permit.

Prefer an overview of the carpark bookings in order to see which bay is blocked, which is on, to guide customers to book or book one on the behalf of them.

(implementation: could summarize the # of available bays at each carpark, users can see it without going deep down to the submenu of parking space under each carpark group).

