**Act/Standardize**

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* Get feedback from students who use the web app to determine if they utilized trolleys more often once having access to the information.
* Get feedback from trolley operators to identify if there was any perceived difference in the utilization of the trolleys based on their experience.
* More students utilizing the trolley system and reporting a higher preference for it as their main method of transport to class is an indication of the target being met.

**Check/Evaluate**

1. A web app where students can find routes, the number of trolleys on that route and the scheduled operating hours of that route.
2. Provide expected times of arrival for the trolley based on historical data.
3. A self reporting feature to report the actual arrival times of trolleys at the stop.
4. A check-in/check-out feature where students can anonymously report they have gotten on the bus to allow for the tracking of trolley capacity, allowing people to know if the trolley they are expecting to get on is already full.

**Countermeasures**

Why?

Why?

Why?

Why?

**Causes**

The goal by the end of this semester is to make the trolley system a more convenient, predictable, and desirable method of transportation for students to decrease the number of vehicles in campus and increase student satisfaction with the service.

**Target**

* Students use their personal vehicles for short commutes into the university, increasing traffic within the campus and parking congestion.
* Students also walk long distances in weather that can impede timely arrivals to their classes and lead to discomfort during class due to being drenched in sweat and/or rain.
* The trolley system only provides routes and the start and stop times of the service, leaving people to guess arrival times at their stop.

**Title: Trolley Tracking and Information Resource**

**Date:** 01/27/2022

**Problem Background**