Topic: Cafeteria Traffic	Autor:José Serrano Rivera	Date: 01/28/22

1. Problem Background

• The Coronavirus pandemic has persistent to cause effects into 2022, distressing the maximum capacity of clients in restaurants and stores can attend.
• Over 12,000 students have enrolled in courses for the 2022 spring semester, with the majority of them having at least the second dose of a Covid-19 approved vaccine.
• The UPRM Cafeteria counts 20,696 square feet in its second level and 6,085 square feet in its first level, meaning that maximum capacity at a time if assuming a 6 square feet distance per person, would be of around 4,460 students in both levels, which is only around a 37% of students enrolled in courses for the Spring 2022 semester.
• The UPRM administration hasn't taken any measurements apart from totaling some extra tables and seats outside of the cafeteria for students to eat their breakfast/lunch.

2. Target

The goal to be attained by the of the semester is to develop an online platform that will allow students to order and pay for their food before getting to the cafeteria, thus lessening the traffic of students and safeguarding those 6 feet distance and other safety measures can be imposed in a more efficient way.

3. Causes

Problem: There's too much traffic of students in the canteen and health regulations are not being met.

why?

No new measurements have been made by the administration to make the process of buying food in the cafeteria more efficient

why?

The Coronavirus pandemic has extended into 2022 but student have returned to campus , thus making traffic in the cafeteria return to pre-covid measuremts demand

4. Countermeasures

1. Allow users to order food for pickup from the cafeteria anywhere where they have an internet access.
2.Send notifications to users of daily menus and specials.
3. Save users payment information so that ordering time is less.
4. Allow users to specify a pick-up time so that they can order ahead of time.
6. Send users a digital receipt/proof of purchase so that they can pick up their order.

5. Check/Evaluate

•The project's success will be evaluated by determining if there is a reduced traffic in the cafeteria's peak hours and by the quantity of users that prefer ordering for pickup instead of waiting in line.
•Project failure will be designated by the inability of reducing traffic and the drop of users.

6. Act/Standardize

•Feedback from students and any other users will be taken into consideration for future implementations.
•Further expansion to other food services around campus, like the one in the ADEM building
•Promoting the service while making sure it's available and usable by all will ensure that this is a long term project with lots of usability.