

## 1. Problem Background

- The Coronavirus pandemic has continued to cause effects into 2022, affecting the maximum capacity of clients restaurants and stores can attend.
- 10,070 students have enrolled in courses for the 2022 fall semester, with 9,456 of them having at least one 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 44% of students enrolled in courses for the Fall 2022 semester.
- The UPRM administration hasn't taken any measurements apart from adding some extra tables and seats outside of the cafeteria for students to eat their breakfast/lunch.

## 2. Target

The goal to be achieved by May 1, 2021 is to develop an online platform that will allow students to order and pay for their food before getting to the cafeteria, thus reducing the traffic of students and ensuring that 6 feet distance and other safety measures can be enforced in a more efficient way.

## 3. Causes

Problem: There's too much traffic of students in the cafeteria 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 2021 but students have returned to campus, thus making traffic in the cafeteria return to pre-covid measurements demand.

Why?

Restaurants in the area near UPRM are also operating with limited capacity and some other have closed due to the pandemic, meaning that options to grab food quickly before a class are limited.

Why?

Over 83% of courses are being administered in-person, meaning that students by nature are spending more time in-campus, thus need to visit the cafeteria more often.

## 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.
5. Notify users of an estimated wait time so that they can wait while doing other activities.
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.
- Since the Covid pandemic is varying with time along with its policies, the need for this service may change its priority, but it will still be useful for efficiency and convenience of students.

## 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, such as "La Cueva de Tarzan" and the cafeteria in the ADEM building is set as a goal.
- 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.