**Full audio**:

00:00,001 --> 00:10,340

Okay, so here we are with Daniel. First of all, I need to ask you if I have permission

00:10,340 --> 00:14,620

to record this interview. Yes, you have permission to record this interview.

00:14,620 --> 00:18,480

And do you want any of your information to be confidential?

00:18,480 --> 00:27,440

Yes, yes, probably, like, crucial information, but not all. It's okay.

00:27,440 --> 00:31,060

If you want, you can tell me which part of the interview do you want to be

00:31,060 --> 00:35,600

Confidential and at the end I'll edit it. Okay.

00:35,600 --> 00:40,000

So first of all, I want to get to know a little bit more about you.

00:40,000 --> 00:47,080

So can you tell me your full name, your age and what's your occupation?

00:47,080 --> 00:56,440

Okay, my name is Daniel Arango Cruz. I'm 20 years old and I'm currently a student

00:56,440 --> 01:02,200

and I'm also working in a part-time job as a front-end developer.

01:02,200 --> 01:08,760

Okay. You are a student at Los Andes University, right?

01:08,760 --> 01:14,440

Correct. How long have you been part of Los Andes?

01:14,440 --> 01:22,360

I've been part of Los Andes since 2021, so it would be like around three years since then.

01:22,360 --> 01:28,120

So I'm a bachelor student of the University of Los Andes since 2021.

01:28,120 --> 01:35,040

Okay. So when you come to the university, do you use the University Parking Lot regularly

01:35,040 --> 01:37,920

or do you use any other parking lot?

01:37,920 --> 01:46,160

I have been like jumping one to another, so I used the University Parking Lot,

01:46,160 --> 01:55,440

but taking into account that it's kind of busy sometimes. I used other services from other parking lots

01:55,440 --> 02:03,880

near to the university, so yeah, it depends on the availability of the parking lot.

02:03,880 --> 02:15,960

Okay. Do you think that the time you arrive at the university impacts the way you park

02:15,960 --> 02:17,280

or where you park?

02:17,280 --> 02:26,640

Yeah, definitely, because most of the students arrive in early hours in the day.

02:26,640 --> 02:34,400

So for example, at 10 a.m. of the morning, it's very difficult to find a parking lot to park.

02:34,400 --> 02:41,840

So you have to struggle to find, at least in the parking service of the university

02:41,840 --> 02:47,680

and also to near locations because you have to like share those parking lots with other students

02:47,680 --> 02:55,000

from other universities. So yeah, definitely if you arrive earlier, you will have more chances to find a parking lot.

02:55,000 --> 03:02,120

Okay. Could you please tell me about the last time you parked?

03:02,120 --> 03:05,600

Yeah, my last time to park was this morning.

03:05,600 --> 03:07,960

Okay, that's great.

03:07,960 --> 03:17,360

That was this morning. I wasn't able to find a place in the university parking service,

03:17,360 --> 03:23,280

so I have to go to a near parking service that is the one that City U offers.

03:23,280 --> 03:23,760

Okay.

03:23,760 --> 03:30,200

So I have to park there. However, it was a disaster because I arrived to the SD building to park there,

03:30,200 --> 03:45,240

but since I cannot find a parking lot there, I have to go around to the university to go to the City U parking lot and then park there.

03:45,240 --> 03:50,360

And that's kind of hard because then I have to run to my classroom, so it's very far away.

03:50,360 --> 03:59,160

Yeah, on average, how many different parking lots do you have to visit before finding the one where you park?

03:59,160 --> 04:05,960

I guess it's not a lot of them because now I know that I have to arrive earlier.

04:05,960 --> 04:13,720

But when I was a very freshman in the university, I have to go through at least two.

04:13,720 --> 04:21,320

One is the university and then the other is the near one that it's located in the Tadeo University,

04:21,320 --> 04:27,400

because that's the one that I prefer. But that's another parking service that it's very busy,

04:27,400 --> 04:34,520

so I cannot park there if I did not arrive early.

04:34,520 --> 04:38,600

Why do you prefer the Tadeo's University one?

04:38,600 --> 04:42,120

Mainly because it's cheaper than the university one.

04:42,120 --> 04:42,520

Okay.

04:42,520 --> 04:54,200

Probably some benefits of the university one is that it's covered, so you're not going to face the situations that the sun hits under your car.

04:54,200 --> 05:01,800

But the Tadeo is cheaper, so I guess that's the main reason why I decided it's kind of far away from the university buildings,

05:01,800 --> 05:05,320

but I prefer to pay less than…

05:05,320 --> 05:18,520

Yeah, not also because it's kind of bigger, kind of, because I found more parking lots in the Tadeo University parking service than in the Uniandes parking service.

05:18,520 --> 05:20,040

Okay.

05:20,040 --> 05:34,440

So, related to that, do you think that there is a particular step that is more time consuming or challenging

05:34,440 --> 05:39,000

in finding a parking spot near the university?

05:39,000 --> 05:41,640

Oh, and you said step, what do you mean?

05:41,640 --> 05:47,480

I mean, you've told me some steps to find where you park.

05:47,480 --> 05:57,640

You've told me that you first try to find one and then you search inside that one if there is availability.

05:57,640 --> 06:04,360

What's the most time consuming part of your process of finding a parking lot?

06:04,360 --> 06:07,240

Okay, definitely.

06:07,240 --> 06:14,440

Like, when you find out that you don't have a parking lot in a specific, for example,

06:14,440 --> 06:20,680

you cannot park in the parking lots in the university, you have to find another parking service.

06:20,680 --> 06:31,080

So, probably the time that you spend going from one parking service to another parking service is one of the most time consuming.

06:31,080 --> 06:41,880

Because if you spend more time finding one, the streets that are near to the university usually has a lot of traffic.

06:41,880 --> 06:57,800

So, you have to pass through that traffic a couple of times if you don't find a parking lot or a place to park your car.

06:57,800 --> 07:07,320

So, if you could remove one step from your usual routine finding a parking spot, what would it be?

07:07,320 --> 07:11,400

Like, replace to make it better?

07:11,400 --> 07:13,400

Replace or remove completely

07:13,400 --> 07:31,960

Okay, I would definitely like to avoid the fact of trying to find which parking service or which building or which are those spaces that are not busy, for example.

07:31,960 --> 07:43,480

If I have the information that the Uniandes Service Parking Service isn't available, it doesn't have more parking lots.

07:43,480 --> 07:46,520

Definitely, I will not go to the university.

07:46,520 --> 07:56,040

So, I will go to another parking service because in that way I will decrease the time that I spend going through the Parking Service at the university.

07:56,040 --> 07:58,920

Find out that I cannot park there and then go to another.

07:58,920 --> 08:00,920

So, yeah, definitely.

08:00,920 --> 08:12,440

Okay, regarding the part where you told me that you prefer the Tadeo's University parking lot, how did you find out it was cheaper?

08:12,440 --> 08:28,440

Definitely, if just going one to another and ask, or just try them, for example, one day I park in the Tadeo's and the other day I park in the Union Service Parking Lot.

08:28,440 --> 08:33,720

And other time I park in wherever other parking lots that are in the University.

08:33,720 --> 08:45,560

And when I find and I pay the full price for the day and then I compare those prices, like, okay, Tadeo's is cheaper.

08:45,560 --> 08:51,560

So, it's basically just to manually go through every parking lot.

08:51,560 --> 08:53,080

Okay, okay.

08:53,080 --> 08:54,760

But you need to experience it.

08:54,760 --> 09:02,120

Yeah, so you have to go through the parking lot and ask or pay it and then you will find out which is the cheaper one.

09:02,120 --> 09:13,240

Okay, so, what's the maximum you would pay for a solution to those problems you've described me?

09:13,240 --> 09:24,680

Okay, probably, I will not, I mean, the time is important because if I have to find a parking lot, it means that I have to wake up earlier.

09:24,680 --> 09:29,400

And if I have to wake up earlier, that means that I have to sleep earlier.

09:29,400 --> 09:32,440

So, probably, it's a solution that is very important.

09:32,440 --> 09:41,240

However, I will not want to pay a lot because, for example, if I want to park in the Tadeos because it's cheaper,

09:41,240 --> 09:54,600

but I will pay a lot because I pay a lot for a solution and now the full price will be equal to parking another expensive one.

09:54,600 --> 09:56,600

So, it will not be worth it.

09:56,600 --> 10:08,680

So, I guess that probably I will pay a monthly something that doesn't like impact directly my economy.

10:08,680 --> 10:21,800

So, I would say probably in pesos, I would say around 20,000 pesos.

10:21,800 --> 10:40,760

And, yeah, do you feel that having better information about parking availability would like make your university experience better or at least your sleep time?

10:40,760 --> 10:47,720

Yeah, definitely because I could sleep more time because I'm aware of which parking lot I could.

10:47,720 --> 10:49,720

I mean, where can I find a parking lot?

10:49,720 --> 10:58,680

So, when I go to the university in the morning, I could find where are those parking lots that are available.

10:58,680 --> 11:10,680

So, I can just go straight to those parking lots and not going through all the parking lots that I knew and find out which are the ones that actually have a space for me.

11:10,680 --> 11:14,440

Okay, so, thank you so much.

11:14,440 --> 11:18,840

I promised I would ask you, do you want anything to be confidential?

11:18,840 --> 11:20,840

No, it's okay.

11:20,840 --> 11:22,840

Okay, thank you so much, Daniel.

11:22,840 --> 11:24,840

And, yeah, that's it.


11:24,840 --> 11:26,840

Okay, thank you.