Affinity Diagram

Customer Experience

Access:
Students and Travelers must be able to reach the stations or stops of the potential solution to ensure the product is effective

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Capacity:
The product must have enough seating, and consistency to supply an entire population of students and workers.

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Safety:
This product deals with the mass public and therefore there must be security to ensure patrons and workers are safe on their journey

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Consistency:
there must be enough options for travel to make this a reliable form of transportation to ensure returning customers.

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Operational Implications

Maintence:
the platforms, stations, and trains, must have routine maintence to ensure patron safety and infrastacture stability.

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Staffing:
There must be enough workers to not only run routine maitence, but also to ensure the trains are able to run effectively and efficiently

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Equipment:
There must be sufficient trains to run on a routine.

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Data Research:
There must be a team dedicated to limting waste, and finding the most cost efficient protocols

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Legal Responsibilities

State Regulations:
We must get an allocation from the state of South Carolina to get premission for a train to be run from Columbia to Charlotte

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Contracting:
There msut be a signed contract between the state and Amtrak as that is the primary train outlet in Columbia

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Land Acquisition:
To ensure that the train is able to connect to the station in charlotte there must be considerations in land acquisition.

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Departments of Transportation:
There must be sufficient communication between both North Carolina's and South Carolina's Department Of Transportations.

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Financial Requirements

Staffing:
Staff payments must be funded, likely through state or federal budgeting.

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Public-Private Partnerships:
Allow for multiple funding models to ensure that the trains remain profitable.

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Construction:
The inital need for construction will requrie significant financial resources

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Ticket Pricing:
There must be a balance between ensuring profit and students still being able to afford tickets.

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Infastructure

Stations:
To ensure that this train is profitable there must be enough locations and access to customers to ensure that there is a sustainable revenue flow

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Tracks:
There must be tracks for the trains to be able to reach charlotte efficiently

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Safety Points:
In the instance there is a life threating emergency the train must be able to get to a point where first responders are able to make contact with patrons.

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Connections:
There should be connections at stations to bus routes, taxis, or airports to ensure we are maximizing the number of people that have access to the station.

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