1. Who are we empathizing with?

* We are empathizing with Alex Torres.

Who is the person we want to understand?

* Alex Torres is a commuter who relies on the ferry to get to work due to limited transportation options. They prefer not to drive and embrace the ferry as their primary mode of transportation.

What is the situation they are in? What is their role in the situation?

* Alex finds themselves in a situation where they need to commute to work using the ferry, which has inconsistent departure times. Their role is that of a commuter navigating the challenges and uncertainties of relying on ferry transportation.

2. What do they need to DO?

* Alex needs to plan their daily commute based on the ferry schedule, allowing sufficient time for potential delays or changes. They need to monitor the ferry updates and stay informed about any disruptions. Additionally, they need to find alternative ways to reach their destination in case the ferry is unavailable.

What do they need to do differently?

* Alex may need to adjust their daily routine to accommodate the inconsistent ferry departure times. They may need to prioritize punctuality and flexibility, being prepared to adapt their plans accordingly. Exploring other transportation options or arranging alternative routes may also be necessary.

What job(s) do they want or need to get done?

* Alex needs to fulfill their job responsibilities and arrive at work on time. They want to have a reliable and efficient mode of transportation that allows them to commute comfortably and consistently.

What decision(s) do they need to make? How will we know they were successful?

* Alex needs to make decisions about managing their time effectively, exploring alternative transportation options, and adapting their plans when faced with inconsistent ferry times. Success will be evident when Alex arrives at work on time and feels more in control of their commuting experience.

3. What do they SEE?

* They notice the impact of inconsistent departure times on fellow passengers. They may also witness the ferry staff managing the boarding process and handling any schedule changes.

4. What do they SAY?

* Alex may express their frustrations about the inconsistent ferry times and share their experiences with friends, colleagues, or family members. They may discuss

5. What do they DO?

* Alex monitors the ferry updates regularly, planning their commute based on the latest schedule information. They may arrive at the ferry terminal ahead of time to ensure they don't miss the departure. They also explore backup options, such as using public transportation or carpooling, in case the ferry is unavailable or delayed.
* alternative commuting options and seek advice or suggestions from others who have faced similar transportation challenges.

6. What do they HEAR?

* Alex hears announcements and updates from the ferry authorities regarding any changes in the schedule. They may also hear fellow commuters discussing the ferry's reliability and potential disruptions. Additionally, they listen to advice and recommendations from friends or colleagues who have experienced similar commuting challenges.

7.What do they THINK and FEEL?

* Alex may experience frustration or anxiety due to the uncertainty of the ferry schedule. They think about the potential delays and how it may affect their punctuality. They also feel a sense of reliance on the ferry system and hope for smoother and more predictable commuting experiences.

PAINS GAINS

What are their fears, What are their wants,

frustrations, and anxieties? needs, hopes, and dreams?

* Fear of being late for work - Reliable and consistent ferry schedule
* Frustration with delays and changes - Smooth and hassle-free commuting experience
* Anxiety about finding alternative routes - Efficient and comfortable transportation
* Concerns about missing important meetings - More control over their commuting routine