Team 1 - DamnParking October 13, 2026
Contributor(s): Saul Burns, Joe Mota, Kevin Llamas, and David Vazquez
Software Project Management, FA26
Professor: Daniel Mejia

COMPETITOR FIELD STUDY

1. Competitive Landscape

1.1 Project Overview

Damn Parking proposes using existing cameras and computer vision to estimate campus parking availability. This study examines students' parking choices and reasons for switching solutions.

1.2 Competitor Identification and Classification

ParkMobile is a provisional indirect alternative: E-01/E-02 demonstrate payment use, not live campus availability. Its local space-finding features and classification still need testing. Miner Metro is indirect; arriving early and circling are status-quo alternatives. No direct competitor is confirmed by this study.

Competitor / Alternative	Category	Evidence Source
ParkMobile	Indirect (provisional)	ParkMobile
UTEP Miner Metro	Indirect	UTEP Parking and Transportation
Arriving Early	Status Quo	Sprint 1 Market Research

1.3 Competitor Comparison Matrix

Criteria	ParkMobile (provisional indirect)	Indirect	Status Quo
Solution	Parking payment; reservation claims need local testing	Campus shuttle with live tracking	Arriving early or circling parking lots
User's Primary Job	Pay for metered parking (E-01/E-02)	Reach campus destinations without searching for nearby parking	Find an available parking space
Cost	Location-based parking fees; service fees need checking	Free shuttle; permit costs separate. E-03 reports 18 minutes from lot to class.	Additional time spent searching for parking
Limitations	Live space availability unverified	Limited by routes, schedules, and stops	No guaranteed space or search time
Why users choose it	Phone payment and friend recommendation (E-01/E-02); session extension (E-01).	Lower permit cost and past delays (E-03); no car and family schedule (E-04).	Earlier arrival after difficulties (E-05); familiar lot with a short recent search (E-06).

1.4 Research Assumptions

ID	Assumption	Validation Approach
A-01	Students experience significant time loss when searching for available campus parking.	Ask about recent searches, time spent, and difficulties.
A-02	Students using existing parking applications may still lack reliable real-time information on parking availability.	Interview app users and test availability features.
A-03	Some students choose alternative transportation methods, such as Miner Metro, partly to avoid parking difficulties.	Ask shuttle users why they chose it and what else they tried.
A-04	Students maintain established parking habits, such as arriving early or circling lots, even when these approaches require additional time.	Ask drivers about their routines and why they keep them.
A-05	Switching to a new parking solution may require users to overcome concerns about reliability, convenience, or changes to established routines.	Ask about past switches, hesitation, and reasons for leaving.
A-06	Limited parking-lot coverage may reduce the usefulness of DamnParking for students whose preferred lots are not monitored.	Ask how students choose lots and respond when they are full.

2. Field Research & Evidence

2.1 Research Methodology

The study calls for eight interviews, two per student, lasting about 15 minutes. Interviews cover past actions, switching, time, and cost. P01/P02 describe off-campus searches. Participant eligibility and P05/P06 notes permission still need confirmation. The small sample cannot establish campus-wide demand. No completed competitor teardown records are included.

2.2 Interview Evidence Log

Evidence ID	Interviewer	Category	Interview Reference
E-01	Saul Burns	Indirect (provisional)	Appendix A, P01
E-02	Saul Burns	Indirect (provisional)	Appendix A, P02
E-03	Joe Mota	Indirect	Appendix A, P03
E-04	Joe Mota	Indirect	Appendix A, P04
E-05	Kevin Llamas	Status Quo	Appendix A, P05
E-06	Kevin Llamas	Status Quo	Appendix A, P06
E-07	David Vazquez	Cross-category	Appendix A, P07
E-08	David Vazquez	Cross-category	Appendix A, P08

2.3 Behavior Versus Opinion

Behavior here means self-reported past actions, not direct observation: changing transport (E-03/E-04), arriving earlier (E-05), and finding parking in three minutes (E-06). Future preferences are opinions, not proof of adoption or willingness to pay. Product websites are secondary sources, separate from interviews.

2.4 Ranked Switching Triggers

Provisional ranking from E-01–E-08:

1. Parking delays: E-03 switched to a remote permit and shuttle after delays and late marks; E-05 began leaving earlier.
2. Changed needs or schedules: E-02 no longer needed metered payment at UTEP; E-04 changed the trip home when family pickup no longer fit classes.
3. Cost and convenience: E-01/E-02 adopted phone payment after a friend's recommendation; E-03 considered permit prices; E-06 paid more for another parking option.

3. Business Case Revision

3.1 Existing Business Case Assumptions

Sprint 2 assumes an existing occupancy-data service for lot lookup, availability comparison, directions, a manager view, filters, and space counts. It excludes new models, cameras, payments, reservations, enforcement, and commercial deployment. Estimates: 340 to 680 team hours (538 expected), at USD 60/hour; expected labor cost USD 32,280, excluding operating costs. Accuracy, freshness, coverage, usability, willingness to pay, and search-time savings remain unverified.

3.2 Change Note

Team decision: Narrow the target users.

The initial focus is campus drivers who regularly struggle to find parking. E-05 reports a 15-minute search despite leaving earlier; E-06 reports about three minutes. This contrast supports testing with drivers who have an ongoing problem. E-03 prioritizes permit cost, and E-04 has no car, so availability information may be less relevant to them.

E-01/E-02 show that payment apps did not solve those users' searches downtown and in San Francisco; they do not measure UTEP delays. Narrowing the initial audience changes the research focus, not the project scope, cost, or schedule estimates. Whether these drivers will use DamnParking or save time remains untested.

4. Competitive Risk Assessment

4.1 Competitive Risks Identified

Two proposed risks are that drivers keep routines that already work, or that the intended users do not need parking information. Limited lot coverage and unreliable estimates may also reduce usefulness, but these are untested concerns under A-02/A-08. None of these risks has a measured likelihood.

4.2 Candidate Risk Register

CR-01, Existing routines may limit use. Evidence: E-05/E-06; A-04/A-05. Proposed trigger: in two consecutive parking trials, a driver uses their usual routine and gains no useful information from the app. Mitigation: compare decisions with and without the app across arrival times and covered lots; record search time and check stale or missing estimates. This tests coverage and trust rather than assuming them. Owner: Saul Burns.

CR-02, The selected users may not need parking information. Evidence: E-02/E-03/E-04; A-03. Proposed trigger: a recruited tester has no current campus parking task because they do not drive or use another transport option. Mitigation: screen for car access, permit, arrival time, and recent search problems before testing. Record why other students are excluded instead of counting them as likely users. Owner: Joe Mota.

Appendix A - Individual Interview Field Notes

Individual Interview Record

Interview ID:	P01
Interviewer:	Saul Burns
Date:	10/13/2026
Duration:	15 Minutes
Category:	Indirect (provisional)
Solution used:	ParkMobile
Participant Type:	Current
Notes Permission:	Yes

1. Interview Questions and Answers

Q1. Which parking-related application do you currently use?

I use ParkMobile when I park at a metered spot. I don't use it every day, mostly when I can't find parking where I usually go.

Q2. Walk me through the last time you used the application. What happened?

Last Thursday I got to downtown around 10 a.m. I checked two parking lots, but both looked full. I ended up parking at a metered spot and used ParkMobile to pay. The app worked fine, but I still spent about 15 minutes looking for a place to park.

Q3. How did you manage parking before using the application?

I used to pay at the meter. I switched because paying with my phone is easier, especially when I need to extend my parking session.

Q4. What made you start using it?

One of my friends showed me how to use it. I liked that I didn't have to walk back to the meter if I needed more time

Q5. What difficulties have you experienced?

Sometimes I'm not sure which parking zone I'm supposed to select. But the biggest problem isn't really the payment. It's finding a space in the first place.

Q6. How much does using the application cost you?

I don't remember the exact fee, but I paid a few dollars for my last parking session. The app itself doesn't really save me search time. It just makes paying easier.

Q7. Have you tried another parking solution?

Yeah. Usually, I try my regular parking lot first, then another nearby one. If both are full, I'll look for metered parking

Q8. What would make you stop using the application?

If I stopped parking at meters, I probably wouldn't need it anymore. I'd also switch to another payment option if it was easier or cheaper.

2. Evidence Classification

Classification: Behavior

Participant previously used a parking payment app

3. Additional Observations

The participant uses ParkMobile primarily to pay for metered parking rather than to locate available parking spaces. During their most recent experience, they spent approximately 15 minutes searching across two parking lots before finding a metered space.

Although the participant described the application as convenient for payments and extending parking sessions, it did not address their difficulty finding an available parking space.

Additionally, the participant began using ParkMobile after receiving a friend's recommendation, suggesting that personal recommendations may influence the adoption of parking-related applications.

The participant also indicated that they would likely stop using ParkMobile if they no longer needed metered parking, suggesting that continued usage depends on their specific parking needs.

4. Evidence Contradicting Team Assumptions

A-02 is supported, not contradicted: P01 used the app for payment but still searched for a space. The downtown example does not establish campus availability.

Individual Interview Record

Interview ID:	P02
Interviewer:	Saul Burns
Date:	10/13/2026
Duration:	15 Minutes
Category:	Indirect (provisional)
Solution used:	ParkMobile
Participant Type:	Former User
Notes Permission:	Yes

1. Interview Questions and Answers

Q1. Which parking-related application have you used in the past?

I used ParkMobile whenever I couldn't find parking at social events or in cities that I explored

Q2. Walk me through the last time you used the application. What happened?

I remember getting to San Francisco. The regular parking lot was completely full, so I drove around for about 15 minutes before finding metered parking. I used ParkMobile to pay, but it didn't help me find the space.

Q3. How did you manage parking before using the application?

I usually look for available spaces along my journey. If everything is full, I would drive to another lot or wait until someone left.

Q4. What made you start using ParkMobile?

A friend recommended it because I could pay from my phone instead of using the parking meter

Q5. What difficulties did you experience?

The payment part was fine, but I still had to drive around to find an available spot. I also didn't like paying extra, since I most often search for public parking.

Q6. How much time or money did using the application cost you?

I spent about 15 minutes searching for a spot that day. I think parking cost me around three or four dollars, but I don't remember the exact amount.

Q7. Why did you stop using the application?

No longer needed anymore; here at UTEP, there are no parking meters in the lot. I haven't needed ParkMobile since then.

Q8. What would make you reconsider your current approach to parking?

Not enough parking slots.

2. Evidence Classification

Classification: Behavior

Participant previously used ParkMobile for metered parking

Participant spent approximately 15 minutes searching before using ParkMobile

3. Additional Observations

The participant's experience suggests that ParkMobile was used primarily as a payment solution rather than a tool for identifying available parking spaces.

P02 stopped because metered payment was no longer needed in their UTEP parking routine. The San Francisco search does not measure campus parking difficulty.

4. Evidence Contradicting Team Assumptions

Switching to a new parking solution may require users to overcome concerns about reliability, convenience, or changes to established routines.

Individual Interview Record

Interview ID:	P03
Interviewer:	Joe Mota
Date:	10/15/2026
Duration:	15
Category:	Indirect
Solution used:	UTEP Miner Metro (remote-lot permit + shuttle)
Participant Type:	Current User
Notes Permission:	Yes

1. Interview Questions and Answers

Q1. How do you normally travel to campus?

I drive in, park at the remote lot, and catch the Miner Metro. Monday through Thursday. Fridays I'm online

Q2. Walk me through the last time you used the shuttle or another transportation option.

Tuesday. Parked around 8:05, waited like nine minutes for the shuttle, the ride's about six, then a three-minute walk to class. Made it with a couple minutes to spare.

Q3. What led you to choose that approach?

Honestly, money. The remote permit's way cheaper than the close ones. Not having to hunt for a spot is a bonus, but price is why

Q4. What other transportation or parking options have you tried?

Freshman year I had a general permit and drove to the main lots

Q5. What was your experience with those alternatives?

Bad. I'd circle 15, 20 minutes before 10 a.m. classes. Got marked late twice.

Q6. How much time did your last trip take, including waiting or walking?

About 18 minutes from parking to class, around 33 from my house.

Q7. Have you ever changed your transportation routine? What caused the change?

I switched sophomore year, after the late marks and when I saw the permit prices

Q8. What circumstances would make you reconsider your current approach?

If I knew for sure there'd be a spot close by, I'd pay for it on exam days. I can't risk being late then

2. Evidence Classification

Classification: Behavior

Parks at a remote lot and rides the Miner Metro 4 days a week. The last trip took about 9 min waiting, 6 min riding, and 3 min walking (about 18 min from the lot, 33 min from home).

Classification: Behavior

With a general permit freshman year, circled lots for 15 to 20 min before 10 a.m. classes and was marked late twice.

Classification: Behavior

Switched to the remote permit and shuttle sophomore year.

Classification: Opinion

Says permit cost is the main reason for using the shuttle and avoiding the parking search is secondary.

Classification: Opinion

Would pay for a guaranteed close spot on exam days.

3. Additional Observations

The participant identified permit cost as the main reason for using the shuttle. Interest in exam-day parking is hypothetical. The answers do not establish whether commute time or predictability improved after switching.

4. Evidence Contradicting Team Assumptions

This qualifies A-03 rather than disproving it: cost was the main reason, but parking delays also contributed to the switch.

5. Potential Follow-Up

Check the actual price difference between remote and close permits at UTEP Parking and Transportation. Ask whether they would pay a per-day fee for closer parking and, if so, how much. Ask for a referral to a classmate who switched from the shuttle to driving again.

Individual Interview Record

Interview ID:	P04
Interviewer:	Joe Mota
Date:	10/15/2026
Duration:	15
Category:	Indirect
Solution used:	UTEP Miner Metro shuttle, family drop-off and Sun Metro bus
Participant Type:	Current User
Notes Permission:	Yes

1. Interview Questions and Answers

Q1. How do you normally travel to campus?

My mom drops me off on her way to work. Between buildings I take the Miner Metro, and I take the Sun Metro bus home.

Q2. Walk me through the last time you used the shuttle or another transportation option.

Thursday she dropped me off at 7:40 even though class was at 9, because of her shift. Waited about 12 minutes for the shuttle over to Engineering.

Q3. What led you to choose that approach?

I don't have a car. The shuttle's free with my student ID. Parking isn't even something I think about.

Q4. What other transportation or parking options have you tried?

Uber a few times when I was running late, like $11 to $14 a ride

Q5. What was your experience with those alternatives?

It's fast, but I can't afford that every day

Q6. How much time did your last trip take, including waiting or walking?

About 25 minutes in the car, then 12 waiting and 5 on the shuttle

Q7. Have you ever changed your transportation routine? What caused the change?

I started taking the bus home last semester. My mom's pickup times stopped lining up with my classes

Q8. What circumstances would make you reconsider your current approach?

Getting a car. But before I paid for a permit I'd want to know where parking's actually open

2. Evidence Classification

Classification: Behavior

Gets dropped off by a parent, uses the Miner Metro between buildings and takes the Sun Metro bus home.

The last trip was about 25 min driving, 12 min waiting and 5 min riding.

Classification: Behavior

Arrived 80 minutes before class because of the parent's work schedule.

Classification: Behavior

Has used Uber occasionally at $11 to $14 a ride when running late.

Classification: Behavior

Started taking the bus home last semester after a scheduling conflict.

Classification: Opinion

Says Uber is too expensive to use every day.

Classification: Opinion

Would want parking availability information before buying a permit if they get a car.

3. Additional Observations

The participant's routine is shaped by having no car and by a family member's schedule, not by parking. They lose a lot of time waiting (arriving 80 minutes early), but they didn't describe that as a problem.

4. Evidence Contradicting Team Assumptions

This is a case where car access, not parking difficulty, explains shuttle use. It limits generalizations about shuttle users but does not disprove A-03’s claim about some students.

5. Potential Follow-Up

Ask whether they plan to get a car and when. Check Miner Metro wait times at peak hours against the 12-minute wait reported. Ask for a referral to a student who recently bought a car and a permit.

Individual Interview Record

Interview ID: P05

Interviewer: Kevin Llamas

Date: 10/13/2026

Duration: 15 Minutes

Category: Status Quo

Solution Used: Arriving Early to Campus

Participant Type: Current UTEP Parking Permit Holder

1. Interview Questions and Answers

Q1. Where do you typically park when coming to campus?

I usually park in the student parking lots near the engineering buildings. I try to park in the same area every day because it's closer to my classes.

Q2. Walk me through the last time you searched for a parking space.

Last Wednesday, I got to campus around 9:30 a.m. I went to my usual parking lot, but it was already full. I had to drive around and check another space

Q3. How did you decide which parking lot to try first?

I always check the same place first because it's the closest to my classes. I've been parking there since last semester, so I'm already used to it

Q4. What happened when you arrived?

There weren't any available spaces, so I drove around for a few minutes hoping someone would leave. Eventually, I decided to try another parking space

Q5. What did you do when your preferred parking lot was full?

I went to another student parking space that's a little farther away. I found a space there, but I had to walk longer to get to class

Q6. Approximately how much time did you spend searching on that occasion?

Around 15 minutes. I wasn't late to class because I usually arrive early, but it was still frustrating

Q7. What other approaches have you tried to make parking easier?

I started leaving my house about 30 minutes earlier than I used to. That usually helps me find parking, but some days the lots are still full

Q8. Have you ever changed your parking routine? What led to that change?

Yeah, last semester I used to arrive closer to my class time, but I was having trouble finding parking. Now I arrive earlier so I don't have to worry about being late

2. Evidence Classification

Classification: Behavior

Participant changed their arrival time by approximately 30 minutes to improve their chances of finding parking.

During their most recent parking experience, they spent approximately 15 minutes searching after their preferred lot was full.

Participant checked another parking lot and walked farther to reach class.

Classification: Opinion

Participant considers arriving early an effective way to avoid being late.

Participant finds searching multiple parking lots frustrating.

3. Additional Observations

The participant relies on arriving early rather than using a parking availability application. Although this approach usually helps them find parking, it does not guarantee that a space will be available.

The participant has already changed their parking routine because of previous difficulties. This suggests that students may be willing to adjust their habits when parking becomes inconvenient.

4. Evidence Contradicting Team Assumptions

Assumption A-04: Students maintain established parking habits, such as arriving early or circling lots, even when these approaches require additional time.

The participant changed their arrival time after parking difficulties. However, arriving early is also an example in A-04, so this record does not clearly contradict that assumption.

5. Potential Follow-Up

Ask whether the participant would continue arriving 30 minutes early if a parking application could show which lots have available spaces. Investigate how much time they could realistically save using DamnParking.

Individual Interview Record

Interview ID: P06

Interviewer: Kevin Llamas

Date: 10/13/2026

Duration: 15 Minutes

Category: Status Quo

Solution used: Parking in Familiar Spaces

Participant Type: Current UTEP Parking Permit Holder

1. Interview Questions and Answers

Q1. Where do you typically park when coming to campus?

I usually park in the same student parking lot every day. It's not the closest to my classes, but I normally find a space there without much trouble

Q2. Walk me through the last time you searched for a parking space.

Last Thursday, I arrived around 8 a.m. and went straight to my usual parking lot. There were several spaces available, so I parked without having to look anywhere else

Q3. How did you decide which parking lot to try first?

I've been using that parking lot since the beginning of the semester. I know there's usually parking available around the time I arrive

Q4. What happened when you arrived?

I found a parking space pretty quickly. I think it took me about two or three minutes after entering the lot

Q5. What do you usually do if your preferred parking lot is full?

It doesn't happen very often, but when it does, I usually wait for someone to leave

Q6. Approximately how much time did you spend searching on that occasion?

Probably about three minutes. I usually don't spend much time searching because I already know where to go

Q7. What other approaches have you tried to make parking easier?

At other semesters, I would buy the cheapest parking and that was a headache.

Q8. Have you ever changed your parking routine? What led to that change?

Yeah, I changed parking lots through semesters as I found that paying that extra money was well worth it

2. Evidence Classification

Classification: Behavior

Participant changed parking options across semesters and reported paying more after difficulties with cheaper parking. The answers do not establish a change earlier within the current semester.

During their most recent parking experience, they found a space within approximately three minutes.

Participant uses a familiar lot that is not closest to class and reported usually finding a space there.

Classification: Opinion

Participant felt that paying more for a different parking option was worth it.

The answers suggest that the current lot usually works, but the participant did not state whether they would reject a new parking app.

3. Additional Observations

P06 reported a recent search of about three minutes, compared with P05's 15 minutes. One recent trip does not establish that P06 never has parking difficulties.

P06 uses a familiar lot and has paid more for parking across semesters. The answers do not establish that walking farther was the reason for those changes.

This could affect DamnParking's adoption because students who are satisfied with their current routines may not feel the need to use another application.

4. Evidence Contradicting Team Assumptions

Assumption A-01: Students experience significant time loss when searching for available campus parking.

The recent three-minute search is a counterexample to treating significant delays as universal. It does not establish how often other students experience delays.

Arrival time and lot choice may help explain differences, but this interview does not establish their effects.

5. Potential Follow-Up

Ask whether the participant would use DamnParking to find spaces closer to their classes. Investigate whether reducing walking distance would be enough to encourage them to change their current parking routine.

Interview ID: P07
Interviewer: David Vasquez
Date: 10/17/2026
Duration: 10min
Category: Direct
Solution used: Google Maps
Participant Type: Current
Notes Permission: Yes

A. Interview Questions And Answers

a. How do you currently handle finding parking or transportation?
  i. "Mostly with google maps , whenever i go i look for parking i look up "parking" on there and just look around in the map"
  ii. "Some times i look at the live feature that it has to gauge how much busy the parking is but alot of the locations have them "
  iii. "But for day to day I don't do that, theres no point no matter how busy i still have to go."
    1. You said the live busyness feature isn't something you use daily. When have you used it, and did it actually change what you did?
      a. "It lets me know whether I should leave early or if i have time to spare"

b. Any other issues that came with using that app
  i. "I guess its not really a parking app, like i said i woulndt use it daily"

c. What other alternatives did you consider?
  i. " I have never really thought about using anything else, i looked at parking apps once when i visited houston"
  ii. "But it was too complicated– or at least they felt more like ads for parking garages"
    1. What were you hoping the parking app would do?
      a. "Cut and dry where i am allowed to park "
    2. You mentioned the Houston apps felt too complicated. At what point did you stop? What was the step that lost you?
      a. "There was alot of signing up involved *laughter* i just didnt "want to do all that
    3. How was the final result of you finding parking?
      a. "Street parking, the place was sketch though, would not do it park there again "

d. Was there anything that almost stopped you from switching?
  i. " i already use google maps for navigation so, its more of a 2 in one i guess"

B. Evidence Classification

- Behavior: he searches "parking" in Google Maps and looks around the map, sometimes checks its live busyness feature to decide whether to leave early, looked at parking apps once in Houston, stopped at the sign-up step, and used street parking instead (A-02, A-05).
- Opinion: he says Google Maps "isn't really a parking app," that the Houston apps felt too complicated and like ads for garages, that checking busyness isn't worth it day to day, and that he wants something "cut and dry." He also felt the Houston street spot was unsafe and wouldn't park

there again (A-05).

C. Additional Observations

- His interview supports A-05, since sign-up effort and his habit of using Google Maps as a 2-in-1 for navigation kept him from switching. There is no evidence for A-03, A-04, or A-06. He looked at parking apps once and never used one, so he is likely a non-user of competing apps, not a former user. In Houston he wanted to know where he is *allowed* to park, not where spots are open, and parking location safety mattered to him.

D. Evidence Contradicting Team Assumptions

a. A-02: Google Maps' live busyness already gives him an availability signal he finds useful, though he didn't use ParkMobile or similar apps.

E. Potential Follow-Up

a. What would "cut and dry look" look to them?
b. How accurate was Google Maps' busyness feature?
c. Is there a scenario where the results from an app would justify the "effort"?

Individual Interview Record

Interview ID: P08
Interviewer: David Vasquez
Date: 10/17/2026
Duration: 15
Category: Direct
Solution used: ParkMobile
Participant Type: Current
Notes Permission: Yes

A. Interview Questions And Answers

a. 1. How do you currently handle finding parking or transportation?
    i. "I schedule four or five drives a week all across all over Austin, and I usually have my marketeers find street parking closest to the event. Personally, I occasionally have to make sure we secure a parking spot for air conditioned trucks in advance and all the minis for the bigger events . So for that i turn to park mobile and pay with them
b. Tell me about the last time you changed this approach?
    i. Recently when I had to organize for acl the whole process had become hectic with the park mobile not cutting it.
        1. What issues arrived with park mobile?
            a. Park mobile only handled paying and only at places that used it, so there was better parking other places
            b. Nothing was available on the app that fit our needs and location

c. We needed to be near the festival not in a garage

c. What was your new approach now?
    1. Instead of using an app we had contacted a restaurant to purchase parking spaces from them that were closer to the festival. It cost 10,000, for parking for the 6 days we used it.
d. Were there any other alternatives that you did consider?
    1. "We did look into a lot, we just needed these spots locked down "
e. Was there anything that stopped you from switching?
    i. "The fact that I didn't have to deal with other people and could just buy the spots through my phone was nice, but then again, not what I was looking for.
        1.

B. Evidence Classification

Classification:

- Behavior: she pays for advance parking for the AC trucks and Minis through ParkMobile, has her marketers find street parking near events, and for ACL dropped the app to buy spaces from a restaurant for $10,000 over 6 days (A-02, A-05).
- Opinion: she says ParkMobile "only handled paying," that nothing on it fit the needed location, and that buying by phone was convenient but "not what I was looking for" (A-02, A-05, A-06).

C. Additional Observations

- Their interview supports A-05, since she switched when ParkMobile couldn't meet her need, and A-06, since spots had to be near the festival and not in a garage. Her real need is guaranteed, reserved spots near the venue rather than live availability, and the $10,000 spend shows how much that certainty is worth to her. There is no evidence for A-03.

D. Evidence Contradicting Team Assumptions

- Their problem with ParkMobile was coverage and location, not unreliable availability data (A-02), and her fix was to lock spots down in advance, which a live availability map would not provide. She reserves ahead for the vehicles that matter and her marketers handle street parking.

E. Potential Follow-Up

- Do you see yourself returning to park mobile?
- What went well finding parking directly from an establishment rather than using a park mobile?
- Is this a method you think you'd prefer over park mobile for future events?

Appendix B - Individual Contradiction Memos

Individual Contradiction Memo

Student Name: Saul Burns

Interview IDs: P01, P02

Evidence IDs: E-01, E-02

Date: 10/19/2026

1. Team Assumption Being Challenged

We treated ParkMobile as a possible direct competitor. P01/P02 used it for payment after finding a space, which supports A-02 and questions that classification. It does not establish the app's full capabilities.

2. Contradicting Evidence

P01 (E-01) searched two downtown lots for about 15 minutes before using ParkMobile to pay at a meter. The app helped with payment, not that search. This was not a campus parking experience.

P02 (E-02) described a 15-minute search in San Francisco. They stopped using ParkMobile because they no longer needed metered payment at UTEP, not because of a schedule change. Their comment about meters describes their experience, not a verified campus-wide fact.

For these two users, the app helped with payment, while finding parking remained a separate task.

3. Implications for DamnParking

These participants used ParkMobile for payment. Damn Parking aims to show availability before drivers reach a lot.

We should check actual availability features before deciding whether an app is a direct competitor.

P02 shows that an app can become irrelevant when the task it serves is no longer needed.

4. Personal Recommendation

I recommend checking ParkMobile's classification and testing apps that show parking availability.

Before expanding development, we should test whether reliable availability information helps drivers who struggle to find parking.

This would help us identify who could benefit from Damn Parking.

Individual Contradiction Memo

Student Name: Joe Mota

Interview IDs: P03, P04

Evidence IDs: E-03, E-04

Date: 10/19/2026

1. Team Assumption Being Challenged

A-03: Some students choose alternative transportation methods, such as Miner Metro, partly to avoid parking difficulties.

We expected parking frustration to be a main reason for shuttle use. A-03 only says it is part of the reason for some students.

2. Contradicting Evidence

P03 (E-03) uses a remote permit and Miner Metro four days a week. They said: "The remote permit's way cheaper than the close ones. Not having to hunt for a spot is a bonus, but price is why." Past searches of 15–20 minutes and two late marks also contributed to the switch.

P04 (E-04) has no car. A parent drops them off, they use Miner Metro on campus, and they take Sun Metro home. They said, "Parking isn't even something I think about." They reported occasional Uber rides of 11–14, which they cannot afford every day.

Cost and car access matter in these cases. P03 still supports A-03 because parking delays were one reason for switching.

3. Implications for DamnParking

These two cases suggest that parking information may not meet every shuttle rider’s needs. P03 expressed interest in a guaranteed close spot on exam days; P04 wanted availability information if they got a car. These are future preferences, not proof that they would use Damn Parking.

4. Personal Recommendation

I recommend testing A-03 with more shuttle users before changing it. We should ask how cost, car access, and parking difficulties affect their choices, and explore whether new drivers or permit buyers need availability information.

Individual Contradiction Memo

Student Name: Kevin Llamas

Interview IDs: P05, P06

Evidence IDs: E-05, E-06

Date: 10/19/2026

1. Team Assumption Being Challenged

A-04: Students maintain established parking habits, such as arriving early or circling lots, even when these approaches require additional time.

We expected students to keep their parking habits despite delays. The interviews show that some change them. However, P05's earlier arrival also fits A-04, so it does not clearly contradict the assumption.

2. Contradicting Evidence

P05 (E-05) began leaving about 30 minutes earlier after parking difficulties but still reported a recent 15-minute search. P06 (E-06) changed parking options across semesters, paid more, and recently found parking in about three minutes. These cases show that habits can change, but they do not disprove A-04. P06 also limits the idea that all students face long searches under A-01.

3. Implications for DamnParking

Changing a parking routine is not the same as adopting an app. P05's recent difficulty supports testing with drivers who still struggle; P06's short search suggests some routines already work. Neither interview shows that DamnParking would change their decisions or save time.

4. Personal Recommendation

I recommend focusing on students who often struggle to park, especially at busy times or across several lots.

We should review A-04 to better understand when students keep their habits and when they change them.

Damn Parking should test reliable information for busy lots. We should also check whether finding a closer space would help drivers who already have a working routine.

Individual Contradiction Memo

Student Name: David Vasquez
Interview IDs: P07, P08
Evidence IDs: E-07, E-08
Date: 10/20/2026

1. Team Assumption Being Challenged

We assumed (A-02) that students using existing parking applications still lack reliable information about real-time parking availability. P07 and P08 suggest that availability was not the problem that led these two users to look for something else. P07 already gets a usable availability signal from Google Maps, and P08 needed reserved spots, not availability information.

2. Contradicting Evidence

P07 uses Google Maps to search "parking" and sometimes checks its live busyness feature to decide

whether to leave early or whether he has time to spare. He said checking it is not worth it day to day because he has to go regardless. He looked at parking apps once in Houston, stopped at the sign-up step, and ended up on street parking. He never used a parking app, and this was not a campus parking experience.

P08 schedules four or five drives a week across Austin and uses ParkMobile to pay for advance parking for the air-conditioned trucks and Minis. For ACL, she said the app only handled payment and only at places that accept it, and nothing on it fit the location they needed. She bought spaces from a restaurant instead, at a cost of $10,000 for 6 days. Her reason was location and certainty, not unreliable availability data.

For these two users, availability information was not the missing piece. P07 already had a signal he found useful, and P08 solved her problem by guaranteeing spots.

3. Implications for Damn Parking

- Damn Parking aims to show live availability. P07 suggests Google Maps' busyness feature is our real comparison for casual users, not parking apps, so we must be clearly better than it.
- P08 suggests some users value a guaranteed spot over knowing what is open, which our slice excludes (reservations are out of scope).
- Both participants cared about something else first: simplicity and knowing where they are allowed to park P07, and location near the venue P08. Neither is covered by our current stories.

4. Personal Recommendation

recommend that Damn Parking not be framed only around students. P07 is a casual driver and P08 manages event parking for a company, and both had real parking problems that look different from a student’s daily commute. P07 would use availability for occasional or unfamiliar trips, and P08 needed spots near a venue for large vehicles. Our current assumptions (A-01 to A-06) are all worded around students, so we may be missing users who would benefit most.