

RateIT User: Danielle, the Bus Passenger.

- Passenger needs to find a nearest bus station to take a bus which has seats.
- System provides recommendation of the bus routes which match passengers' requires.

User Stories

Bus Passenger (Danielle)

Passenger: Find a bus station. (fill out the form)

☒ Current location
 From
 To
 When
 Leave after
 :
☐ Use previous preferences

If new user
 System: display ~~the~~ preferences form for passenger to select.

Vehicle preferences.

☐ Low-floor bus
☐ double-decker
☐ bendy
☐ standard bus
 :

Passenger select the preferences.

System: display a list of recommended bus route.

bus route	walk	full	clean	Waiting time
<u>413</u>	500 m	90%	80%	10 minutes
<u>428</u>	590 m	50%	90%	7 minutes

[Link to see Map](#)

"Walk" is currently selected the bus route recommendation is ordered by the least walking.

RateIT User: Marco, Bus Passenger

- Passenger want to complain about the on-board experience.
- System stores the information which the passenger entered.

Bus Passenger (Marco)

Passenger to do a survey for on-board experience.

- Passenger clicks on "on-board experience" button on the Home page.
- System displays a form for passenger to indicate the issue, bus route and time.
- Passenger fills out the form.

Bus service ID	412
Time of Issue	14:30
Type of Issue	Cleanliness full safety
OK	

- System displays a survey form based on the passenger's indication.
(Assume the passenger selected "Cleanliness")

Type of dirtiness	Liquid												
where	Seat												
Location in the bus	<table><tr><td>front door</td><td>A</td><td>B</td></tr><tr><td></td><td>C</td><td>D</td></tr><tr><td>back door</td><td>E</td><td>F</td></tr><tr><td></td><td>G</td><td>H</td></tr></table>	front door	A	B		C	D	back door	E	F		G	H
front door	A	B											
	C	D											
back door	E	F											
	G	H											
How often	rarely or Once a week												
OK													

- Passenger fills out the form.
- System stores information to the database

RateIT User: Joan, Customer Service Manager for a Bus Operator

- Operator wants to view a list of issues.
- Operator needs to response the issues which are sent by passengers.
- Operator needs to send a survey (about an issue) to the passengers who want information from bus service centre. (So a function of allowing receive survey(message/notification) from service centre for passenger is needed)

Operator needs to set a regular cleaning schedule (including time, bus route);