

RateIT User: John, Bus Passenger

John finishes work at 6pm and his co-workers invite him for dinner. He wants to go home early so he refuses the invitation. He goes to the bus stop and waits for the bus.

As it is a peak hour, the first few buses do not even stop in front of him. When the buses do stop in the bus stop, he cannot squeeze himself in the bus and has to miss the bus again. After waiting for the bus for a long time, he finally can get on the bus and go home.

John looks at the time, he spends more than 3 times of the travelling time to get home than normal just because he does not know how full the buses are and how long he has to wait for the buses.

What he really wants to know is how crowded the buses are at a specific time. If he knows that all the buses that he can board are full, he can decide to have some rest or go out for dinner instead of rushing to the bus stop and arrives home at similar time as coming back home from dinner. He wants to know how long it takes him to travel home instead of waiting in the bus stop for such a long time.

As a passenger, I need to know how crowded the current buses are at the specific time.

RateIT User: Sarah, Bus Passenger

Sarah waits for the bus in the bus stop. It is winter and a late night, Sarah has been waiting for the bus for a long time. When her bus comes, she did not get on the bus because the light that showing the bus number is not turned on. She thinks it is a different bus and is not aware that it is the one she should aboard. It happens to her a few times and she keeps missing her buses. Sarah sends a complaint to the bus company through RateIT.

Sarah users her username and password to enter RateIT's login section, and selects rate infrastructure which is listed in the rating list. She selects the bus number and describes the issue, route and issue. She indicates in the complaint that how inconvenient it is when she cannot see the bus number in the front especially in the night time.

As a passenger, I can send a complaint about the bus infrastructure such as the light on one actual bus so that I would not have to miss my bus and wait in the dark for a long time again.

RateIT User: Esther, Bus Passenger

Esther comes from overseas and it is her first time to travel by bus. As she is not familiar with the places and streets in the city, she does not know where to get off the bus and where to go. She asks the driver for help and wishes the driver can tell her about the route. However, the bus driver does not have good communication skills and is not kind at all. The driver ignores all her questions and in the end, she missed her bus stop which she should get off. Esther sends a complaint to the bus company about the bus driver through RateIT.

Esther uses her username and password to enter RateIT's login section. She selects rate driver listed in the rating list. She chooses the bus number she is on board, and indicates the issue, route and time. She also gives a score of how rude the bus driver is or how bad communication skills the bus driver has.

As a passenger I need to send a complaint about the bus driver on one actual bus.