**RateIT User Stories (by Claudine Moutou and Gabriel Roy)**

**RateIT User: Danielle, the Bus Passenger**

Danielle is about to leave home for work. She has to make a choice. Does she walk to the main road Busy Road where buses are frequent to the city but it can be difficult to get a seat. Or does she walk to local road Quiet Street which is just as far but in the opposite direction. Getting a seat on the Quiet Street bus is often a little bit easier but the drop off point in the city is different and not so convenient to her workplace.

Danielle doesn't leave home at the same time every day. She already uses the timetable apps and can make a decision based on waiting time. But what really frustrates her is when the bus passes her by because it is too full. The waiting time at the bus stop then becomes much larger and she becomes more agitated wondering if the next bus will also be too full.

What she would really like is to know how crowded the bus is, or likely to be when she is deciding which bus stop to go to. Danielle, is thinking the bus operators must have an idea about what buses get full and wonders if this trend data could be passed to passengers through the Rate IT app.

As a Forest Passenger I need to know how full the current services (any bus trips) are.

**RateIT User: Marco, Bus Passenger**

Marco gets on the bus and notices that someone has spilt soft drink on the floor, and when he sits down he notices chocolate smears on the window. He hopes it is not also on the seat and got onto his suit. Marco sends a complaint to the bus company through RateIT.

Marco enters data using RateIT's postIT section. He uses the drop down menus to describe the issue, the route and time. He also uses the survey form to indicate how often it occurs. He indicates in his complaint that finding a mess on the bus is a frequent event.

The complaint is immediately sent through RateIT to the Customer Service Manager at the Bus Operator.

As a Forest passenger I need to send a complaint about the cleanliness (or dirtiness- two different possibilities) of one actual bus. (APP to offer optionally for the type of dirtiness (liquid, solid, floor, seat, etc.). Locations in the bus.)

I also need to communicate how often this situation occurs. (APP to offer once a day, once a week, etc. or any other kind of measurement)

I would appreciate a response from Forest (or no response).

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

Joan, the Customer Service Manager for a Bus Operator, receives news of Marco's complaint. Joan takes a look at the schedule and sees that the driver is one of their best and actually has a reputation in the bus depot for taking great care of the cleanliness of his bus.

Joan realises that not all passengers would take the effort to submit a complaint, and if the bus company does not respond appropriately passengers like Marco will refrain from providing this important source of feedback. At the same time Joan wants to know more about the incident and to determine if it is an isolated case or as Marco suggests is happening frequently. It occurs to Joan that this may be a reason why the driver cleans his bus so regularly.

As Operations Manager I need to register an actual bus for cleaning (type: minor, major; location)

(Backend system).

Joan sends out a clean out crew to the bus so that the mess is cleaned up as soon as possible. Joan then uses Rate IT to post a response to Marco's complaint. The response includes two types of information. The first, is a static message to let passengers know the cleanup crew is on its way. The second, is a query to other passengers to capture more information about the cleanliness of the buses.

Joan uses the Rate IT standard survey template to design a survey question because this allows her to collect the information in an easy format for analysis. She includes a simple diagram of the bus layout so that passengers can indicate areas where cleanliness is an issue.

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As Operations Manager I want to send a survey about bus cleanliness to anyone wanting to participate (within the APP).

And I need to collect the data for further analysis.

Passengers respond with information through the Rate IT app. After a week Joan realizes she has enough information to understand the issue better. With the time stamp data she has identified that there is trend of bus cleanliness being fine until the afternoon, coincidentally after school students use the bus to get home. Joan recommends to management that a more frequent cleaning schedule is needed before the evening peak, and that school students should be a focus for the community engagement team.

As Operations Manager I want to identify the routes and times when buses are reported unclean.

(Backend system).

**RateIT User: Syd, the Bus Operator**

The train network has major delays in the evening peak. Buses from Chatswood station are usually full but tonight there are only a few passengers. After 7pm, the buses become less frequent and Syd, the Bus Operator is concerned about their regular passengers who he suspects are caught up in the train delays.

As Operations Manager I want to post a survey to the next Chatswood customers impacted by the train delays to indicate their best guess time of arrival at Chatswood.

I need to broadcast a message relating to the actual situation.

Syd wants to send out a message through Rate IT asking passengers for the Chatswood service to indicate if they are affected by the train delays. He posts the message as a series of short survey questions.

1. Are they affected by the train delays?
2. Where are they?
3. If the operator was to provide an additional service would they use it?
4. What is their best guess time of arrival at Chatswood?

Syd posts the message on Rate IT and also pushes the notice to those passengers who had previously indicated through Rate IT that they would like to receive updates.

The response generates an immediate response from approximately 50 percent of the expected passenger numbers. Information collected through RateIT is accessible immediately. Using this information Syd can see that the estimated time of arrival for some passengers will coincide with the next scheduled service, but that there is another group that would be better served by minibus to connect them to another frequent route. Although it involves a transfer he knows that it is easier to arrange a minibus to do a number of short shuttle runs than reorganise the whole bus schedule.

Syd posts information onto Rate IT updating passengers on their additional minibus service.