**Desktop/Mobile Trip Planner** Proposed Requirements

**DRAFT 2**

Create a text-based trip planner interface and related tools for desktop and mobile devices in both English and Spanish.

**General requirements**

1. Deliver an experience that is optimized for the user’s device (desktop = large screen, mouse/keyboard input, etc. mobile = touch input, lightweight pages, responsive for use on tablets as well as phones, etc.)
2. Mobile site will need to have somewhat different features and navigation, to account for the unique user context and environment. Some links may point to different pages, and some content may be revealed or hidden on mobile, for example.
3. Develop all pages within reasonable weights so that bandwidth/download times are kept at desirable levels.
4. Implement redirects so that existing Text Trip Planner URLs will continue to work.
5. Needs to be ADA Sec 508 compliant.
6. Needs Spanish-language equivalent for both Desktop and Mobile versions.
7. Desktop Trip Planner will live at *trimet.org/tripplanner* as well as on the *trimet.org* homepage. Mobile Trip Planner will live at *trimet.org/m/tp.*
8. Allow for quarterly updates to app so we can remain responsive to changing customer/business needs and make ongoing incremental improvements.
9. On the *trimet.org* homepage, need to retain flexibility for Web Team to make daily homepage content updates as needed.
10. Provide Web Team with ability to control layout and presentation of content elements as needed on an ongoing basis, to the extent possible and reasonable, including page templates.
11. Provide mechanism for tracking usage of features and clicks on key buttons/links (analytics).
12. Need ability to implement modern user interface elements including modal windows, hover effects, tooltips, input form widgets (time/date selectors), show/hide effects, animation, navigation bars, etc., that are appropriate to the users’ device.

**“Must-have” features**

1. Trip preference options should include new “Travel by [modes]” and walk/bike speed options, like in the Map Trip Planner.
2. In Trip Planner input form, time/date fields need to be pre-populated with current date and time.
3. Need ability to display "TriMet ads" alongside itineraries (similar to JK's current mini-CMS), with delivery of specific ads based on date/origin/destination/route/transfer points in trip itinerary. Need ability to generate monthly reports showing how many times each ad was displayed and number of clicks on links in ads.
4. Need to use device-appropriate input types (pickers, widgets) to make data entry as easy as possible and less error-prone for users.
5. Allow users to easily copy-and-paste text in trip planner itineraries, both on Desktop and Mobile versions.
6. Need to be able to display emergency alert banner at top of all pages when alert is in effect (currently controlled by SIMS; soon to be controlled by Guy's SIMS replacement).
7. Continue to allow linking to Trip Planner with pre-populated to/from/date/time/prefs parameters in URL, both past and future (permalink), with option to execute the trip plan (instantly show itinerary).*How to handle trips planned for past dates?*
8. User input fields should be forgiving (that is, the system accepts the most common input formats without requiring the user to enter information in a specific way).
9. Need feedback mechanism/form that captures details of trip and sends email to support mailbox.
10. Need "Use current location" location-aware functionality (check: is desktop browser accuracy any better now?).
11. On itinerary, need ability to display "View on Interactive Map" link, so users can choose to use ride.trimet.org to view their current trip.
12. Need ability to display up to 3 trip options on trip itinerary (but: can app exclude “bogus” trips?).
13. Need ability to display current and future service alerts (for the lines used in the trip) in the trip itinerary.
14. Need ability to occasionally display or link to user survey widget (generated by 3rd-party service) to survey trip planner users, probably no more than once every 6 months.
15. Need unique print CSS for itinerary pages, stop detail pages and schedule-at-a-stop pages.
16. Trip Planner input form should allow users to display resulting trip on interactive map ("Use interactive Map" checkbox). (Desktop only)
17. Need ability to deliver information about stops in an itinerary (lines serving stop, stop schedules, TransitTracker arrivals, walking directions, area map, etc.) inline in trip itinerary, displayed when user chooses to reveal stop details.
18. Ensure geocoder can seamlessly handle issues like 39th/Chavez and ambigious locations with little or no extra effort by the user.
19. Smarter error handling: Identify most common error scenarios and either avoid them or deliver useful, specific error messages to users.
20. Needs to accommodate user's biking preferences in some fashion.
21. Accommodate delivery of commercial ads (vendor rfp in progress), on all trip planner-related pages.
22. Need ability to generate text string describing the trip’s elevation changes, for display on trip itineraries, to appear with bike/walk segment details.
23. Need ability to generate area maps of origin/destination/transfer points for display on trip itineraries.
24. Need to include sharing tools (email, Twitter and Facebook at a minimum) on trip itineraries.

Over

**“Nice-to-have” features**

1. Explore feasibility of adding "earliest/latest trip" options in When dropdown and on “No service” error page. *OTP?*
2. Need ability to generate trip overview map and origin/destination/transfer point area maps for display on trip itineraries.
3. Need print-friendly page allowing users to customize what is included in their printout (maps, walking directions, etc.). (Desktop only)
4. On itinerary, email sharing tool should generate and send email with entirety of trip plan included in the email itself.
5. Need ability to pre-populate *trimet.org* homepage trip planner form with origin/destination using URL parameters.
6. Add autocomplete (as-you-type) feature to location input fields in Trip Planner form.
7. Need ability to calculate money saved, C02 saved and calories burned on the user’s trip, for display on trip itinerary. *OTP*
8. Explore feasibility/desirability of displaying "next" and "previous" trips (or equivalent) so users can see what their other options are if they cannot catch the bus/train at specified time. *Need OTP help but OTP is reluctant; need to better identify user need*

**“Phase 2” features**

1. Explore feasibility of user accounts and social login (allow users to authenticate via facebook/twitter/gmail, save/access their favorite trips, and personalize their experience, and delivers valuable marketing data to TriMet).
2. Explore feasibility of using Yelp API to deliver "What's nearby" information on stop detail pages and trip itinerary pages.
3. Explore accessible interface widget for setting bike preferences.
4. Explore ability to generate static elevation chart at fixed width for display on trip itineraries, to appear with bike/walk segment details. *OTP*

**Deleted:**

1. Ul needs to include landmark selection interface that shows top regional landmarks, to make it easier to select common origins/destinations. (Mobile landmark interface will likely need to be unique given the limitations of the device's display and input controls.)  *Instead, we may explore a simple, static “top landmarks” function in front-end UI*
2. Explore feasibility/desirability of generating QR codes on-the-fly for display on trip itineraries so users can instantly transfer trip to their mobile device (either from printout or screen). *May be too complicated to implement… Is it worth it?*

Notes: Approved 12/13/12 by stakeholder committee. Next steps baseline user survey + mockups