

## TIRANA'S PUBLIC TRANSPORTATION MANAGEMENT SYSTEM

**USER SCENARIOS** - narrative descriptions that illustrate how users would interact with a system or product to accomplish specific goals. They're an important tool in software design and development that help teams understand user needs, workflows, and expectations.

### Scenario 1: Route Planning

**User:** Alba, a college student

**Context:** Alba needs to travel from her apartment to the university campus for an early morning class.

**Goal:** Find the fastest route using public transportation.

**Scenario:** Alba opens the transportation app at 7:30 AM and enters her starting location and destination. She specifies that she needs to arrive by 9:00 AM. The system calculates multiple route options, displaying estimated travel times, number of transfers, and walking distances. Alba selects the route that arrives earliest with the fewest transfers.

### Scenario 2: Real-time Updates

**User:** Marko, a business professional

**Context:** Marko is waiting at a bus stop for his regular commute to work.

**Goal:** Receive accurate information about bus arrival times.

**Scenario:** While waiting at the bus stop, Marko checks the app to see when his bus will arrive. The system shows that his bus is running 10 minutes late due to traffic. The app sends him a notification when the bus is 5 minutes away, allowing him to prepare accordingly.

### Scenario 3: Trip Payment

**User:** Elena, a tourist

**Context:** Elena is visiting the city for a week and needs to use various public transportation options.

**Goal:** Purchase the most cost-effective fare option for her stay.

**Scenario:** Elena accesses the payment section of the transportation app and reviews the available fare options. She compares single rides, day passes, and week passes. After calculating her planned travels, she purchases a week pass through the app, which is then stored digitally in her account and can be validated on buses and trains.

## Scenario 4: Accessibility Requirements

**User:** Agroni, a wheelchair user

**Context:** Agroni needs to attend a medical appointment across town.

**Goal:** Find an accessible route that accommodates his wheelchair.

**Scenario:** Agron opens the app and enables the accessibility filter. He enters his destination and the system displays only routes with wheelchair-accessible vehicles and stations. Each step of the journey includes information about elevator availability, platform accessibility, and wheelchair boarding assistance.

## Scenario 5: Route Navigation

**User:** Beni, a bus driver

**Context:** Beni is assigned a new route he hasn't driven before.

**Goal:** Navigate the route efficiently while maintaining schedule.

**Scenario:** Beni logs into the driver interface of the system before starting his shift. The system provides turn-by-turn navigation specifically designed for his bus's size and weight restrictions. It also displays scheduled arrival times for each stop, allowing Beni to adjust his pace to stay on schedule.

## Scenario 6: Incident Management

**User:** Jera, a safety officer

**Context:** A minor collision has occurred involving a bus and a private vehicle.

**Goal:** Coordinate response and document the incident.

**Scenario:** After receiving an automated alert about the collision, Jera uses the incident management system to view the location, communicate with the driver, and coordinate response teams. She documents details of the incident, uploads photos sent by the driver, and initiates the required reporting sequence. The system automatically reroutes other buses around the incident area.

## Customer Service Scenarios

### Scenario 7: Complaint Resolution

**User:** Rei, a customer service representative

**Context:** A passenger has submitted a complaint about a driver's behavior.

**Goal:** Process the complaint efficiently and appropriately.

**Scenario:** Rei receives the complaint notification in the customer service dashboard. He reviews the details, including the route, time, and specific concerns. Using the system, he can access vehicle recordings from the time of the incident, driver information, and previous complaint history. Rei documents his findings, recommends appropriate action, and composes a response to the passenger.

### Scenario 8: Refund Processing

**User:** Nina, a fare services specialist

**Context:** A passenger requests a refund for an unused monthly pass due to medical reasons.

**Goal:** Evaluate the request and process an appropriate refund.

**Scenario:** Nina accesses the refund processing module and enters the passenger's account information. She can view their pass purchase history and usage data. Based on the documented medical reason and usage patterns, Nina approves a partial refund. The system calculates the refund amount, processes the transaction back to the original payment method, and sends a confirmation to the passenger.

## Scenario 9: Multi-Modal Journey Planning

**User:** Aleks, a young professional

**Context:** Aleks needs to attend a conference in a suburb that isn't directly connected by a single transportation mode.

**Goal:** Plan a journey that efficiently combines multiple modes of transportation.

**Scenario:** Aleks enters the destination address in the transportation app and sets his preferred arrival time. The system calculates several multi-modal options including bus-to-train and walking segments. Each option shows the total journey time, cost, and transfer details. Aleks selects the option with the best balance of time and convenience, and receives step-by-step guidance for each segment of the journey.

## Scenario 10: Group Travel Coordination

**User:** Maria, a teacher

**Context:** Maria is organizing a field trip for her class of 28 students.

**Goal:** Arrange group transportation that keeps all students together.

**Scenario:** Maria uses the group booking feature to specify the number of travelers, origin, destination, and travel date. The system identifies routes and times with sufficient capacity and provides group fare options. Maria reserves space on a specific bus and receives a digital group ticket with a QR code. The system also sends her notifications about any service changes that might affect the trip.

## Scenario 11: Commuter Pass Management

**User:** Iliri, a daily commuter

**Context:** Iliri's monthly pass is expiring in three days.

**Goal:** Renew his commuter pass without disrupting his daily routine.

**Scenario:** Iliri receives a notification about his expiring pass. He opens the app, reviews his current pass details, and selects the renewal option. The system offers him the same pass type or alternatives based on his travel patterns over the past month. Iliri confirms the renewal, completes payment, and his digital pass is automatically updated without needing to visit a ticket office.

## Scenario 12: Transit During Service Disruption

**User:** Lejla, a hospital worker

**Context:** A water main break has caused subway line closures on Lejla's regular route to work.

**Goal:** Find alternative transportation to reach work on time for her shift.

**Scenario:** The system sends Lejla a notification about the disruption affecting her regular route. When she checks the app, it shows her multiple alternative routes, including replacement bus services and modified train routes. The app highlights the fastest alternative given current conditions and provides real-time updates about repair progress. Lejla selects an alternative route and receives turn-by-turn directions.