Capability Requirements
Level of Service Requirements

Platform
User Accounts
Usage
Payments

1. The application shall be compatible with the iOS and Android mobile platforms.
2. The application shall support a web interface for mobile devices on other platforms.

Capability Requirements
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1. If it is a users first-time opening the application, the application shall prompt the user to enter an email address, password, and credit card information.

2. If a returning user opens the application, it shall prompt the user to enter their log-in information.

Capability Requirements
Level of Service Requirements

Platform
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1. If the application loses connectivity, the application shall display an error message.

2. The application shall retrieve the users location at intervals of 120 ± 10 seconds.

3. If the user is within 150 feet of a train-stops geo-location coordinates, the train-stops name, ticket price, and incoming train information shall be displayed on the user interface.

4. If train stop information is being displayed on the applications user interface, the application shall update the train stops incoming train information at intervals of 30 ± 5 seconds.

Capability Requirements
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1. If the user selects to purchase a ticket, their stored credit card will be charged for the price of the train stops ticket.

2. If the user selects to use their ticket, the application shall signal the gate up to a maximum of 3 attempts at 20 ± 5 second intervals to open.

3. The application shall store unused virtual tickets for at least 1 year.

4. The application shall store used virtual tickets for at least 30 days.

5. The application shall allow the user to edit payment information.

LOS Requirements	Desired Level	Accepted Level
LOS-1: Concurrent Users	150000	75000
LOS-2: Start-up and user location time	7 s	15 s
LOS-3: Ticket Purchase Transaction Time	5 s	20 s
LOS-4: Update Account Information Time	10 s	30 s

LOS Requirements	Desired Level	Accepted Level
LOS-5: Tickets stored per User	1500	500
LOS-6: % first-time users able to purchase ticket without outside help	80	75
LOS-7: % first-time users able to use ticket without outside help	85	80
LOS-8: % users that ride metro at least once per week that would rate ease of use at 3 out of 5 or higher	90	80

LOS Requirements	Desired Level	Accepted Level
LOS-9: Average Time for User to Create an Account	45 s	60 s
LOS-10: Failed Ticket Purchases per 1000	0.25	1
LOS-11: Failed Ticket Uses per 1000	0.25	1
LOS-12: Hours per day that app shall purchase tickets	20	19.5

LOS Requirements	Desired Level	Accepted Level
LOS-13: Hours per day that app shall allow use of tickets	20	19.5
LOS-14: # iOS generations app shall support	3	2
LOS-15: # Android generations app shall support	3	2
LOS-16: # versions of app that Metro system shall support	3	2