



Reservation System

Amended Requirements - FINAL

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The requirements in this attachment comprise those that KT originally included in their RFP for the project, as well as supplementary requirements that were developed during this project as the team interviewed peers, customers and KT personnel. We have edited the requirements for consistency of language and clarity.

User Requirements

1. Reservation Experience

- 1.1 The system will allow customers to book a boarding reservation between two hours and one month in advance
- 1.2 The system will allow customers the to book daily or weekly reservations from a single screen.
- 1.3 The system will allow customers to complete a reservation in less than one minute
- 1.4 The system will allow customers to reserve and purchase tickets for special events
- 1.5 The system will allow customers to cancel a reservation less than two hours before the scheduled departure
- 1.6 The system will allow customers to look up and access stored reservations (Riders will have multiple reservations for multiple days)
- 1.7 The system will allow customers to show reservation confirmation from a printed document or mobile device
- 1.8 The system will allow customers to easily access reservation system through personal computers and mobile devices
- 1.9 The system will register a unique account by user creating a login and password, followed by one-time user authentication wherein user clicks on verification link sent to email address they provided at registration.
- 1.10 The system will allow a customer to easily cancel a reservation from a mobile device
- 1.11 The system will be convenient and intuitive for both regular and occasional riders
- 1.12 The system will allow users to create an account and will not require users to sign-in using another account (e.g. Google, Facebook)
- 1.13 The system will require only a limited amount of personal information from users and will be barred from selling, marketing, or profiting from user's personal information in any way
- 1.14 The system will include a mobile application
- 1.15 The reservation window for each reservation sign-up period will be configurable by Kitsap Transit
- 1.16 The system's reservation calendar will default to the first date of the current reservation period, or the current date, whichever is later
- 1.17 The system will remove past and cancelled reservations from a user's main reservation list. Past and cancelled reservations should still be viewable by a customer in their account history or similar for a specified amount of time
- 1.18 The system will be Americans with Disabilities Act compliant, particularly with regard to user experience
- 1.19 The system will allow users to sort their reservations by various attributes including sailing date and time and order date and time
- 1.20 Each reservation, regardless of order, will be represented individually in a customer's online account
- 1.21 The system will display a loading icon when processing a request
- 1.22 The reservation process will not be interrupted and restarted by requiring customers to log-in or create an account while a reservation is underway
- 1.23 The user experience will be streamlined, minimizing the number of clicks required to complete a reservation
- 1.24 If a customer's preferred sailing is full, customer will not need to manually unselect that sailing when making a reservation
- 1.25 The system will provide an easy way to browse and search sailings with available reservations
- 1.26 The system display, instructions, and selection buttons will be easy to read, understand and use
- 1.27 The system will allow users to self-manage their accounts including reservations, cancellations, ticket retrieval, password resets, etc. to limit the need for customer service assistance

2. Kitsap Transit Customer Service

- 2.1 Kitsap Transit customer service will be able to book or cancel a reservation for a rider
- 2.2 Kitsap Transit customer service will be able to override reservation limits (for example size of party)
- 2.3 Kitsap Transit customer service will be able to look-up a reservation for a rider

3. Operations

- 3.1 The system will allow KFF operations to use a handheld device on the dock
- 3.2 The system will allow KFF operations to validate rider reservations through electronic means at a speed of no less than 100 reservation confirmations within 5 minutes
- 3.3 The system will allow KFF operations to mark as redeemed reservations that can't be read
- 3.4 The system will allow KFF operations will be able to look up reservations from the handheld device during the validation process by name or reservation number
- 3.5 The system will provide a manual validation process as a backup for electronic system failure
- 3.6 The system will be capable of supporting a Kitsap Transit configurable check-in cut-off time, including settings less than 10 minutes prior to sailing?
- 3.7 The system will provide each user of the system with a unique ID
- 3.8 Kitsap Transit will be able to easily extract data from the system for analysis and reporting

System Requirements

4. Back Office Reservation Set-up and System Management

- 4.1 The system will allow additional sailings to be added by Kitsap Transit at anytime
- 4.2 The system will allow schedules for future months, including different sailing times, to be added by Kitsap Transit anytime that can be inactive until reservation window opened
- 4.3 The system will create standard reports and a database accessible for ad hoc reporting using readily available platforms such as MS Office Suite

5. Distribution & Availability of reservations

- 5.1 The system will verify reservation availability in real time (not at the end of the transaction)
- 5.2 The system will show status of available reservations (and open walk up) in real time

	5.3	The system will include a configurable limit to the number of sailings for which a unique rider can book a reservation each day. The configurable limit may include number of reservations, direction of sailing and sailing times.	
	5.4	The system will include a configurable limit to the number of boardings (size of party) that can be reserved per trip (currently two "seats" per reservation)	
	5.5	The system will recognize return users through use of an account	
	5.6	The system will calculate repeat "no shows" and generate a reminder/warning email	
	5.7	The system will allow for future reservation prioritization based on customer characteristics (for example monthly pass holders)	
	5.8	The system will allow cancelled reservations to be made available again to interested riders by means of a waitlist, notification, or similar approach	
	5.9	The system will provide protection against malicious bots, scripts, and other non-human attempts to create a reservation	
	5.10	The system will allow a customer to cancel any individual segment of a reservation including a single seat, date, or direction	
6. Customer Information and Communication			
	6.1	The system will retain contact information for each reservation	
	6.2	The system will be capable of issuing alerts to all riders on a specific sailing, group of sailings, or all sailings by email, text, and on the reservation screens	
	6.3	The system will allow riders to opt in for alerts	
	6.4	The system will allow for users to turn on auto-notifications/reminders (email/SMS alert 3 hours before their scheduled sailing for which they have reservation, gives them an opportunity to cancel it)	
	6.5	Automatically generated emails to customers will be clear and will contain distinguishing information such as reservation date and time in the subject line	
	6.6	The system will provide customers the ability to call in to make or cancel a reservation will receive an email with their order details	
	6.7	Customers who cancel a reservation will receive an automated email with the cancellation details	
	6.8	The system will provide the ability for customers to self-request resend of their confirmation email or otherwise retrieve their reservation confirmation details including ticket in the case of a lost original confirmation email	
	6.9	The system will automatically open the reservation window at the advertised time for each reservation sign-up period	
	6.10	The reservation system vendor will be responsible for maintaining an agreed upon percentage uptime	
	6.11	All changes to the reservation system will be thoroughly tested before delivery to the production system. Delivery of all system changes to the production system will occur during off-peak hours and at least three business days prior to the open of the next reservation window, unless otherwise mutually agreed to by Kitsap Transit and the system vendor	
7. Interfaces			
	7.1	The system will allow for later coordination with electronic fare payment systems	
	7.2	The system will provide interface for reservation and real time schedule adherence information displays at terminal locations and on computers or mobile devices including real time number of seats available on each sailing	
8. System Performance and Security			
	8.1	To the extent applicable, the recommended systems must conform to the National Intelligent Transportation System (ITS) Architecture and Standards as required by 23 U.S.C. Section 517(d), 23 U.S.C. Section 512 note, and 23 CFR Part 655 and 940, and follow the provisions of the FTA Notice, "FTA National ITS Architecture Policy on Transit projects," 66 Fed. Reg. 1455 et seq., January 8, 2001, and any other implementing directives the FTA may issue at a later date, except to the extent the FTA determines otherwise in writing.	
	8.2	The system will not be housed on Kitsap Transit servers	
	8.3	The system will be optimized for access through mobile devices, but must also have responsive design for access on Kitsap Transit desktops and laptops.	
	8.4	The system will process up to 20,000 reservations per month with 80% occurring on the first day of each month.	
	8.5	The system will provide the usual system security features including virus protection and system override reporting	