

## **Appendix A: Summary Bibliography for Web-based Customer Information**

During the literature review phase of the J-09 Task 4 project, the project team reviewed approximately 65 documents that were related in some way to Web-based customer information. This bibliography includes a list of the key sources reviewed.

1. Andersen. "A Usability Analysis of Selected Federal Government Web Sites." Government Services, Experience Design Group, February 2002.
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3. Casey, Robert, Carol Schweiger, and Buck Marks et. al. "Advanced Public Transportation Systems: The State of the Art Update 2000." Sponsored by FTA's Office of Mobility Innovation, December 2000, Report Numbers DOT-VNTSC-FTA-99-5 and FTA-MA-26-7007-00-1.
4. Cluett, Christopher. "Enhancing Transit Information: Problem Introduction and Experiences." Battelle Transportation Division, No date.
5. Cox, Beth. "The Law of Averages: CRM on the Web." INT Media Group, August 11, 2000.
6. Donovan, Rachel. "Transit Trip Planning on the Internet." Texas Transportation Institute, September 1998.
7. Fathy, Nazan. "Commerce: All about Customer Relationship Management." Suite101.com, April 1, 1999.
8. Hickox, William B. "Real Time Passenger Information: Is it Possible? Is it Reliable? Is it Valuable?" Delaware Transit Corporation, No date.
9. ITS Cooperative Deployment Network. "Traveler Information from an ISP's Perspective: A Discussion with Steve Wollenberg, President of Fastline." No date.
10. Kenyon, S., Lyons, G. and Austin, J. "Public Transport Information Web Sites: How to Get it Right." Institute of Logistics and Transport, September 2000.
11. Kirsner, Scott. "Listen Up." CIO Web Business Magazine, January 1998.
12. Kirsner, Scott. "Must-Haves." CIO Web Business Magazine, August, 1998.
13. Kirsner, Scott. "Beyond the Log." CIO Web Business Magazine, October, 1998.
14. Lappin, Jane. "Who Are ATIS Customers?", Presentation at the ATIS Data Collection Guidelines Workshop, EG&G Services/Volpe Center, Sponsored by the USDOT ITS Joint Program Office, February, 2000.
15. Lappin, Jane. "Successful Practices for Disseminating ATIS to the Customer: Findings from the MMDI Evaluations", Presentation at the ATIS Data Collection Guidelines Workshop, EG&G Services/Volpe Center, Sponsored by the USDOT ITS Joint Program Office, February, 2000.

16. Lappin, Jane. "Advanced Traveler Information Service (ATIS): What do ATIS Customers Want?", EG&G Services/Volpe Center, Sponsored by the USDOT ITS Joint Program Office, January 2000.
17. Lappin, Jane. "Advanced Traveler Information Service (ATIS): Who Are ATIS Customers?", EG&G Services/Volpe Center, Sponsored by the USDOT ITS Joint Program Office, January 2000.
18. Lappin, Jane. "What Have We Learned About Advanced Traveler Information and Customer Satisfaction?" EG&G Technical Services, Volpe National Transportation Center, No date.
19. Lyons, Gregory, Reg Harman, John Austin, Alistair Duff. "Traveller Information Systems Research: A Review and Recommendations for Transport Direct." Sponsored by the Department for Transport, Local Government, and the Regions, August 2001.
20. Maclean, S.D. and D.J. Dailey. "My Bus: An APTS Based on the US TCIP Standard." University of Washington, No date.
21. Marks, Buck. "How Transit Agencies are Leveraging the Web for Traveler Information." Newsletter of the ITS Cooperative Deployment Network, No date.
22. Marks, Buck. "State of the Art in Public Transit Web Sites" presented at the Transportation Research Board's 79<sup>th</sup> Annual Meeting, Washington, DC, January 12, 2000.
23. Marks, Buck, C. Zimmerman, and J. Jenq. "Phoenix Metropolitan Model Deployment Initiative: Evaluation Report." Sponsored by USDOT ITS Joint Program Office, April 2000, Report Number FHWA-OP-00-015.
24. Marks, Buck, TransCore, Ecosometrics and Virginia Polytechnic Institute and State University. "Rural Applications of Advanced Traveler Information Systems (ATIS)." Prepared for Federal Highway Administration and Federal Transit Administration, Draft Report, November 1997, Contract Number DTFH61-93-C-00048.
25. Murray, George and Tania Costanzo. "Usability and the Web: An Overview." National Library of Canada, August 1999.
26. National Cancer Institute. "Usability Basics." No date.
27. Office of International Affairs. Internet Counts: Measuring the Impacts of the Internet. 1998.
28. Plaisant, Catherine, Phanikumar Bhamidipati, and Phil Tarnoff. "Vehicle Speed Information Displays for Public Websites: A Study of User Preferences." University of Maryland, No date.
29. Radin, Sari. "Summary Information: Transitweb, A Web Site Design Resource for Transit Agencies." Volpe Center, No date.
30. Radin, Sari. "Transitweb, A Web Site Design Resource for Transit Agencies." May be viewed at <http://transitweb.volpe.dot.gov/introduction.asp>
31. Radin, Sari, Bassav Sen, and Jane Lappin. "Advanced Traveler Information Systems (ATIS): Private Sector Perceptions and Public Sector Activities." U.S. DOT, FHA, and ITS Joint Program Office, January 2000.

32. Schaller, Bruce. "Synthesis Project SB-8: Effective Use of Transit Web Site." Transit Cooperative Research Program, No date.
33. Schneider. Trust in Cyberspace. Sponsored by the National Research Council, Committee on Information Systems Trustworthiness, 1999.
34. Shimko. "CRM on the Move in the US Government." Peppers Rogers Group, August 2001.
35. Soolman, Jonah and Sari Radin. "Features of Traffic and Transit Internet Sites." U.S. DOT, FHA, and ITS Joint Program Office, February 2000.
36. US Department of Transportation. "Metropolitan Model Deployment Initiative: Seattle Evaluation Report." May 2000.
37. W3C. "Web Content Accessibility Guidelines." May 5, 1999.
38. Wyatt, E. "E-Customer Service: What Does it Mean in Transit?" Presentation for TransITech, February 2001.
39. Zona Research, Inc. "The Economic Impacts of Unacceptable Web site Download Speeds." April 1999.

## Appendix B: Contact Information for Customer Information Survey Respondents

<b>Name and Title</b>	<b>Affiliation(s)</b>	<b>Contact Information</b>	<b>E-mail and Web Page</b>
Brockbank, Leslie Marketing Internet Specialist	Utah Transit Authority	<i>Address to be completed</i>  801-287-4544 (v) <i>Fax to be completed</i>	<a href="mailto:Lbrockbank@uta.cog.ut.us">Lbrockbank@uta.cog.ut.us</a>  <a href="http://www.utabus.com/">http://www.utabus.com/</a>
Brown, Blair Vice President/General Manager, Transit Division	NextBus Information Systems, Inc.	1321 67th Street Emeryville, CA 94608  510-420-5661 (v) <i>Fax to be completed</i>	<a href="mailto:bbrown@nextbus.com">bbrown@nextbus.com</a>  <a href="http://www.nextbus.com">http://www.nextbus.com</a>
Check, Sandra Director of Customer Service	New Jersey Transit Corporation	<i>Address to be completed</i>  973-491-7908 (v) <i>Fax to be completed</i>	<a href="mailto:scheck@njtransit.com">scheck@njtransit.com</a>  <a href="http://www.njtransit.com/">http://www.njtransit.com/</a>
Chism, Don Manager of Information Technology	Virginia Railway Express	1500 King St., Ste. 202 Alexandria, VA 22314  703-684-1001 (v) <i>Fax to be completed</i>	<a href="mailto:dchism@vre.org">dchism@vre.org</a>  <a href="http://www.vre.org/">http://www.vre.org/</a>
Duckett, Ambrose Information Technology Senior Project Manager	Southeastern Pennsylvania Transportation Authority	<i>Address to be completed</i>  215-580-7010 (v) <i>Fax to be completed</i>	<a href="mailto:aduckett@septa.org">aduckett@septa.org</a>  <a href="http://www.septa.org/">http://www.septa.org/</a>
Escudero, Emilio <i>Title to be completed</i>	San Francisco Metropolitan Transportation Commission	<i>Address to be completed</i>  510-817-3261 (v) <i>Fax to be completed</i>	<a href="mailto:Eescudero@mtc.ca.gov">Eescudero@mtc.ca.gov</a>  <a href="http://www.mtc.ca.gov/">http://www.mtc.ca.gov/</a>
Friedman, Tom <i>Title to be completed</i>	King County Metro	<i>Address to be completed</i>  206-684-1513 (v) <i>Fax to be completed</i>	<a href="mailto:tom.friedman@metrokc.gov">tom.friedman@metrokc.gov</a>  <a href="http://transit.metrokc.gov/">http://transit.metrokc.gov/</a>
Gherardi, Ginger Executive Director	Ventura County Transportation Commission	<i>Address to be completed</i>  805-642-1591, ext 104 (v) <i>Fax to be completed</i>	<a href="mailto:ggherardi@goventura.org">ggherardi@goventura.org</a>  <a href="http://www.goventura.org/default.htm">http://www.goventura.org/default.htm</a>
Harris-Huether, Susan Customer Information Manager	Washington State Ferries	<i>Address to be completed</i>  206-515-3460 (v) <i>Fax to be completed</i>	<a href="mailto:sharris@wsdot.wa.gov">sharris@wsdot.wa.gov</a>  <a href="http://www.wsdot.wa.gov/ferries/index.cfm">http://www.wsdot.wa.gov/ferries/index.cfm</a>
Kniefel, Bob Chief Executive Officer	Anchorage Public Transportation	<i>Address to be completed</i>  907-343-8484 (v) <i>Fax to be completed</i>	<a href="mailto:KniefelRE@ci.anchorage.ak.us">KniefelRE@ci.anchorage.ak.us</a>  <a href="http://www.peoplemover.org/">http://www.peoplemover.org/</a>

<b>Name and Title</b>	<b>Affiliation(s)</b>	<b>Contact Information</b>	<b>E-mail and Web Page</b>
Lamb, Karen Director of Customer Service	Washington Metropolitan Area Transit Authority	<i>Address to be completed</i>  301-562-4690 (v) <i>Fax to be completed</i>	<a href="mailto:klamb@wmata.com">klamb@wmata.com</a>  <a href="http://www.wmata.com/">http://www.wmata.com/</a>
Lemieux, Wendy Manager, Customer Service	Virginia Railway Express	1500 King St., Ste. 202 Alexandria, VA 22314  703-684-1001 (v) <i>Fax to be completed</i>	<a href="mailto:wlemieux@vire.org">wlemieux@vire.org</a>  <a href="http://www.vire.org/">http://www.vire.org/</a>
Livernois, Don Director of MIS	Tri-County Commuter Rail Authority	800 NW 33rd St., Suite 100 Pompano Beach, FL 33064  954-942-7245 (v) <i>Fax to be completed</i>	<i>E-mail to be completed</i>  <a href="http://www.tri-rail.com/">http://www.tri-rail.com/</a>
Lowthian, Mark Manager of Passenger Services	San Diego Transit Corporation	<i>Address to be completed</i>  619-238-0100, ext. 464 (v) <i>Fax to be completed</i>	<a href="mailto:mlowthian@sdtc.sdmts.com">mlowthian@sdtc.sdmts.com</a>  <a href="http://www.sdcommute.com">http://www.sdcommute.com</a>
Molean, Dee Manager of Transit Information	Twin Cities Metro Transit	<i>Address to be completed</i>  612-349-7410 (v) <i>Fax to be completed</i>	<a href="mailto:dee.molean@metc.state.mn.us">dee.molean@metc.state.mn.us</a>  <a href="http://www.metrocouncil.org/transit/index.asp">http://www.metrocouncil.org/transit/index.asp</a>
Shock, Howard Manager, Capital Programs	Virginia Railway Express	1500 King St., Ste. 202 Alexandria, VA 22314  703-684-1001 (v) <i>Fax to be completed</i>	<a href="mailto:hshock@vire.org">hshock@vire.org</a>  <a href="http://www.vire.org/">http://www.vire.org/</a>
Torgerson, Gayle Information Systems Professional III	King County Metro	<i>Address to be completed</i>  206-684-2042 (v) <i>Fax to be completed</i>	<a href="mailto:Gayle.Torgerson@metrokc.gov">Gayle.Torgerson@metrokc.gov</a>  <a href="http://transit.metrokc.gov/">http://transit.metrokc.gov/</a>
Tyson, Bill <i>Title to be completed</i>	Greater Manchester Public Transport Executive	<i>Address to be completed</i>  44-161-242-6200 (v) <i>Fax to be completed</i>	<a href="mailto:bill.tyson@gmpte.gov.uk">bill.tyson@gmpte.gov.uk</a>  <a href="http://www.gmpte.gov.uk/">http://www.gmpte.gov.uk/</a>
Walsh, Dennis Assistant Administrator	Cape Cod Regional Transit Authority	<i>Address to be completed</i>  508-385-8311 (v) <i>Fax to be completed</i>	<a href="mailto:dwalsh2@attbi.com">dwalsh2@attbi.com</a>  <a href="http://www.capecodtransit.org/">http://www.capecodtransit.org/</a>

## Appendix C: Telephone Interview Invitation Letter

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Dear Transit Agency Manager,

I am writing to ask you to participate in a Transit Cooperative Research Program (TCRP) project exploring the use of the Web for customer information in the transit industry. The research is being conducted by Multisystems, Inc. It is part of a larger project, TCRP J-09, *eTransit: Electronic Business Strategies for Public Transportation*.

For this part of the project, the project team is focusing on three advanced features that are becoming the state-of-the-art on transit agency Web sites: Itinerary Planning, Real-time Information, and E-mail Notification. We are recruiting a small number of agencies and organizations that have these advanced features to participate in our study. During our literature search and Web site review we identified your agency as having either Web-based automated itinerary planning, real-time information display, or an E-mail notification service. We would like to emphasize that the report will focus on *best practices*, and we have selected your site because your application has interesting characteristics. Specifically, your name was provided by [insert name of person who recommended them here], who felt that you would be the best person at [insert organization here] to speak with about this subject.

If you have been contacted recently by other researchers, I would like to assure you that this study is unique and important for a number of reasons. Firstly, our study focuses specifically on the advanced features mentioned above, while previous studies have tended to review all aspects of transit agency Web sites. Secondly, our study is part of a high-profile TCRP project and will be distributed electronically to a wide audience. The final electronic version will include live links to the participating agencies' Web sites.

In order to learn more about your [insert advanced feature here], I would like to conduct a telephone interview with you. The interview will be approximately one hour in length and will cover the following areas:

- Current [advanced feature] on-line practices;
- [advanced feature] system design;
- [advanced feature] administration and maintenance;
- Potential improvements;
- Current and planned software and technology;
- Project objectives;
- Value creation; and
- Implementation issues and lessons learned.

Your input on this subject is very important for us to compile the best practices report. If it is convenient for you, I would like to schedule the interview within the next couple of weeks. Please feel free to respond to me by phone at 617-864-5810, ext. 205, by e-mail at [jconklin@multisystems.com](mailto:jconklin@multisystems.com), or by fax at 617-864-3521 to schedule the interview. I'll contact you by phone if I do not hear from you within a couple of days. Also, if you feel there is someone else at your organization who would be a better interview candidate on this subject, I would greatly appreciate it if you could let me know who that person is.

I look forward to speaking with you. Thank you.

Joana Conklin  
Multisystems, Inc.

## **Appendix D: Survey Outline for Itinerary Planning**

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**Introduction:** This survey is part of a Transit Cooperative Research Program study on the best practices in transit Web site design for customer information. The purpose of the survey is to obtain information from people like you with policy-level responsibility for the development, administration, and/or operation of transit agency Web sites. The information we are seeking involves what we have identified as advanced Web site features on your site. You have been selected to participate based on a review of many transit and non-transit Web sites, a process which indicated to us that your Web site has some of the advanced features we want to explore.

The survey is organized into the following sections:

- Introductory Questions
- Current Itinerary Planning On-line Practices
- Itinerary Planning System Design
- Itinerary Planning Administration and Maintenance
- Potential Improvements and Enhancements
- Current and Planned Software and Technology
- Project Objectives / Realization
- Value Creation / Perceived or Actual Benefits
- Implementation Issues and Lessons Learned

### **Introductory Questions**

We are going to start with several general questions about the current advanced features of your Itinerary Planning page.

1. To confirm our on-line review, which of the following advanced features do you currently have on your agency Web site? (Note: If respondent is answering more than one advanced feature questionnaire, it is only necessary to ask this section of questions once.)
  - Real-time information or near-real time information (*give an example of near real-time information and then ask respondent to specify*) \_\_\_\_\_ (a)
  - Automated Itinerary Planning system \_\_\_\_\_ (b)
  - Automatic e-mail notification (*or similar system and ask if it is connected to real-time if they have it*) \_\_\_\_\_ (c)
  - Web site or advanced feature registration to personalize customer experience (*provide example if necessary*) \_\_\_\_\_ (d)

2. *(Ask only if they have more than one advanced feature)* Of the advanced features that you have on your site *(review previous list)*, which do you think is the most important to your customers and why?
3. Are you planning on adding any of these advanced features?
4. How important do you think it would be to add the following advanced features that you don't already have on your site? *(Only include features they do not have.)*
  - Real-time information or near-real time information (a)
  - Automated Itinerary Planning system (b)
  - Automatic e-mail notification (c)
  - Web site registration to personalize customer experience (d)

### **Current Itinerary Planning On-line Practices**

5. Overall, what aspect of your Itinerary Planning service do you consider most useful for your customers and why?
6. Have you visited Itinerary Planning sites for other agencies? If so, which ones? (a)  
Compared to these other sites, how would you rate yours? (b)
7. On the Itinerary Planning sites we've looked at, we've found a number of different features on the input screen. On a scale of 1 to 5, please tell us how important you think it is for an Itinerary Planning input screen to have the following features.
  - Ability to enter origin and destination by intersection\_\_\_\_\_ (a)
  - Ability to enter origin and destination by landmark\_\_\_\_\_ (b)
  - Ability to choose landmarks from a pre-specified list\_\_\_\_\_ (c)
  - Ability to enter origin and destination by address\_\_\_\_\_ (d)
  - Option to specify a desired departure or arrival time\_\_\_\_\_ (e)
  - Option to specify the day of week\_\_\_\_\_ (f)
  - Specification of desired criteria for planning an itinerary (i.e. minimize travel time, number of transfers, etc.)\_\_\_\_\_ (g)
  - Option to specify the maximum acceptable walking distance\_\_\_\_\_ (h)
  - Ability to choose only wheelchair accessible route\_\_\_\_\_ (i)
  - Specification of desired mode(s)\_\_\_\_\_ (j)
  - Specification of fare category\_\_\_\_\_ (k)



8. As you may know, Itinerary Planning sites often allow the customer to specify parameters in developing itineraries (such as minimizing travel time or fare). Of the following possible parameters, which do you think is most important? *(Ask all responses regardless of whether respondent's Web site has the option, except in obvious cases such as where there is only a single mode.)*

- Minimize travel time
- Minimize fare
- Minimize walking distance
- Minimize transfers

9. *(For agencies that have parameters as in question 8)* In terms of the parameters listed above *(repeat if necessary)*, have you collected any data indicating which of these parameters gets used most often? (a) If so, which is it? (b)

10. *Insert input form questions specific to the agency here. Note: This will be prepared as we finalize the list of agencies and finish reviewing their Itinerary Planning tools.*

11. In our review of Itinerary Planning sites including yours, we have observed that a wide range of potential itinerary output exists. On a scale of 1 to 5, how important do you think the following types of Itinerary Planning output would be to your customers?

- Presentation of multiple itinerary options \_\_\_\_\_ (a)
- Written walking directions \_\_\_\_\_ (b)
- Walking map \_\_\_\_\_ (c)
- Fare calculation for each itinerary \_\_\_\_\_ (d)
- Calculation of total travel time for each itinerary \_\_\_\_\_ (e)
- Direct link to an on-line version of the route map and/or schedule \_\_\_\_\_ (f)
- Option to automatically plan the trip in reverse \_\_\_\_\_ (g)
- Direct or automatic link to service changes/disruptions that may affect a particular itinerary \_\_\_\_\_ (h)

12. *Insert output form questions specific to the agency here. Note: This will be prepared as we finalize the list of agencies and finish reviewing their Itinerary Planning tools.*

13. Can a customer customize their Itinerary Planning experience so that if they return to the site it recognizes their preferences? (a) If not, how useful (scale of 1-5) do think customers would find this if it were added to your system? (b)

14. Do you know approximately how long it takes the average customer to generate an itinerary on your Web site?

### **Itinerary Planning System Design**

15. Approximately when was the automated Itinerary Planning feature added to your Web site? (*Prompt for why it was added*)

16. When designing the site, who was the primary market you had in mind (existing customers, tourists, occasional customers)? (a) Is this still the case? (b)

17. Did you do market research in designing your Itinerary Planning site?

18. Was the Itinerary Planning system added by in-house staff, or was it contracted to an outside vendor? (a) If so, may we ask which vendor supplied it? (b)

19. (*If Itinerary Planning system was contracted...*) Which parts of the Itinerary Planning site were part of the vendor's package and which parts were customized?

20. Approximately how much did it cost to develop your Itinerary Planning feature? (a) Approximately what percentage of your current Web site investment does this constitute? (b)

21. Which of the following issues did you consider when designing your Web site Itinerary Planning system?

- Customer ease of use
- Attracting new customers
- Attracting return customers
- Reducing telephone inquiries
- Ease of keeping the system up-to-date
- Other considerations?

22. When answering calls, do your customer service agents use the same Itinerary Planner as that used by customers on your Web site?

## **Itinerary Planning Administration and Maintenance**

23. How are the features of your Itinerary Planning site kept up to date (for example, so that they link to the most recent schedules/routes)? (a) Which departments are involved? (b)
24. How often are routes and schedules updated for your Itinerary Planning site?
25. What kind of quality control is done for your Itinerary Planning tool? For example, does anyone make sure that the itineraries provided are correct and most efficient?
26. How do you track usage of your Itinerary Planning system?
27. Based on how you track usage of the Itinerary Planning system, how does it rank in popularity among all your Web site pages?
28. How much repeat use of your Itinerary Planning system do you get?
29. *(Ask only if respondent indicated in previous questions that they do track usage of itinerary planning feature)* How has your customers' use of your Itinerary Planning tool changed over time? In what ways?

## **Potential Improvements and Enhancements**

30. Since the automated Itinerary Planning feature was added to your Web site, has it been modified or redesigned? (a) If so, in what ways was it modified? (b) Why was it modified? (c)
31. What do you hear most from customers in terms of aspects of the Itinerary Planning site that could be improved?
32. How could you make the input form(s) of your Itinerary Planning site better for customers?
33. How could you make the output of your Itinerary Planning site more useful for customers?

34. Do you have any plans to add other functionality or make modifications to your Itinerary Planning feature? (*Prompt if necessary with list from Current On-line Practices section*) (a) Please describe. (b)

### **Current and Planned Software and Technology**

35. Did implementation of Itinerary Planning require you to upgrade your Web server hardware or software? (a) If so, how and why? (b)

36. What were the hardware requirements or changes required for implementing your Itinerary Planning system?

37. What were the software requirements or changes required for implementing your Itinerary Planning system?

38. Was the software used to create the Itinerary Planning system or any of its functions ever an issue? (a) If so, how? (b)

39. Was your Itinerary Planning system developed using any of the TCIP standards?

### **Project Objectives / Realization**

40. What were the main objectives in adding Itinerary Planning to your site? (a) Do you feel that these objectives have been realized? (b)

41. On a scale of 1-5, how well do you think your Itinerary Planning site is meeting your customers' expectations? (*Probe for rationale if appropriate.*)

42. On a scale of 1-5, how well do you think your Itinerary Planning site is meeting your agency's expectations? (*Probe for rationale if appropriate.*)

### **Value Creation / Perceived or Actual Benefits**

43. Do you feel that your Itinerary Planning feature adds value to your "business"? How? (a) Do you think the benefit is greater than the cost of developing/maintaining this feature? (b)

44. Can you describe the value or benefits (either quantitative or qualitative) that your Itinerary Planning feature provides to your customers?

45. Has the Itinerary Planning system had any impact on your more traditional transit information services, such as telephone agents? (a) For example, has there been any demonstrable reduction in the number of calls to customer service agents as the result of your Itinerary Planning tool? (b)
46. Do you feel there is a possibility of “overselling” the Internet’s role in providing customer information via the Itinerary Planning feature? *(If necessary, probe: Has your focus on the Itinerary Planning feature lessened the resources available for other customer service functions, even though these functions might be necessary? Do you think your customers have higher expectations for the Itinerary Planning site than what can be delivered?)*

### **Implementation Issues and Lessons Learned**

47. Have you faced any significant implementation or operational issues with your Itinerary Planning feature?
48. Can you describe any other “lessons learned” that you would like other transit agencies designing an Itinerary Planning service to know?

Abbreviations used without definitions in TRB publications:

AASHO	American Association of State Highway Officials
AASHTO	American Association of State Highway and Transportation Officials
ASCE	American Society of Civil Engineers
ASME	American Society of Mechanical Engineers
ASTM	American Society for Testing and Materials
FAA	Federal Aviation Administration
FHWA	Federal Highway Administration
FRA	Federal Railroad Administration
FTA	Federal Transit Administration
IEEE	Institute of Electrical and Electronics Engineers
ITE	Institute of Transportation Engineers
NCHRP	National Cooperative Highway Research Program
NCTRP	National Cooperative Transit Research and Development Program
NHTSA	National Highway Traffic Safety Administration
SAE	Society of Automotive Engineers
TCRP	Transit Cooperative Research Program
TRB	Transportation Research Board
U.S.DOT	United States Department of Transportation