General Writing Guidelines

Write in concise, simple, plain English that can be understood by non-experts and new editors. If you use jargon, make sure it's in the appropriate terminology section or the <u>Basemap Glossary</u>.

Avoid complex sentences and only communicate 1 idea per sentence.

Write direct, non-ambiguous directions and specifications.

Not Ideal	Better
Send the Radar.	Click the "Send" button to send the Radar.
Put the access point near the building.	Put the access point within 50 meters of the building.
Put the ADP in the center of the building.	Put the ADP as close to the center of the building as possible.

Software Element Formatting

Element names in Fusion, Source Catalog, and other software should be written in quotation marks. Capitalization should follow what is written in the software. If the software does not specifically name the element, it should not be capitalized.

- "Clone Ticket" button
- "Geo Ontology" field
- "Reported Context" box
- "Names" pane
- feature pane
- ticket pane

Tense

Process instructions, policy, and scenarios should be written in present tense.

Incorrect	Correct
You investigated and found that the beach has geometry, so the access point must be an AOI issue.	You investigate and find that the beach has geometry, so the access point must be an AOI issue.

Gender

When necessary, "they" should be used as a gender neutral pronoun.

Incorrect	Correct
The user is reporting an issue with the access point given to him for Gray Whale Cove State Beach.	The user is reporting an issue with the access point given to them for Gray Whale Cove State Beach.
An editor is able to access his or her tickets in Fusion.	An editor is able to access their tickets in Fusion.

Capitalization

Avoid unnecessary capitalization of terms.

Should Be Capitalized	Should Not Be Capitalized
Team and layer names, e.g., Address layer and Streets team	Feature names, e.g., address point, territory polygon, and road segment
Basemap and non-Basemap ("non" should not be capitalized)	Place names, e.g., city, province, and region, unless used within a proper noun, e.g., New York City
Software elements named within the software, e.g., "Clone Ticket" button	Software elements not named within the software, e.g., ticket pane
Do not capitalize in the middle of a word, e.g. BaseMap and OnBoarding, unless it is the correct capitalization	

for a proper noun, e.g. a software name like HipChat.

In page titles, headings, and subheadings, use title capitalization:

- All words except for articles (a, an, the), <u>conjunctions</u> (and, or, but, etc.), and <u>prepositions</u> should be capitalized.
- The first word of a title/heading should always be capitalized regardless of the type of word.
- The first word after a colon should also be capitalized.

Title examples:

- Fields in the Feature Pane
- What Is an Access Point?
- Access Point: A Commercial Example

Basemap and On Boarding

These two terms (Basemap and on boarding) are used frequently in both our training and documentation. Follow these guidelines for using these terms:

	Basemap	On Boarding
One Word or Two?	Basemap is a single word.	On boarding is a single term (e.g. "on" here is not a preposition), but two separate words.
Part of Speech	Basemap can be a noun or adjective: Noun: Add an address point to the Basemap in Fusion. Adjective: I am a member of the Basemap team.	 On boarding is a noun or verb: Noun: We'll complete the on boarding tomorrow. Verb: We'll finish on boarding tomorrow. Verb: I will on board the new editors Monday morning.

Capitalization	Basemap is capitalized if it is referring the Apple Basemap and not capitalized if referring to another basemap (e.g. a basemap in a parcel viewer). If the term is being used to describe a team, e.g. <i>Upstairs is the rest of the Basemap team</i> , then it is capitalized like any other team name. If using the term "non-Basemap," "non" is not capitalized and "Basemap" is, e.g. <i>Data Ops is a non-Basemap Maps team</i> . The "M" in Basemap is never capitalized, i.e. "BaseMap" is	On boarding is not capitalized any differently than any other term that does not describe a layer or team. When in a title or heading, both "On" and "Boarding" should be capitalized, since "on" is not preposition in this context.
	always incorrect.	

Command Form and Second Person

Process instructions, scenarios, and other actions should be written in second person or command form. This is particularly relevant for eLearning modules

Incorrect	Correct (2nd person)	Correct (Command)
The editor can look at the device location, geotagged uploaded images, and the user's suggested pin to help determine the validity of the user's suggestion.	You can look at the device location, geotagged uploaded images, and the user's suggested pin to help determine the validity of the user's suggestion.	Look at the device location, geotagged uploaded images, and the user's suggested pin to help determine the validity of the user's suggestion.
Incorrect	Correct (2nd person)	Incorrect (Command)
We investigate and find that the beach has geometry, so the access point must be an AOI	You investigate and find that the beach has geometry, so the access point must be an AOI	In this case, the command form would be inappropriate since this statement includes no instructions.

Page Titles

Pages that are specific to the Basemap team should always have the word "Basemap" in them. Certain pages follow a formula:

Page Type	Formula	Examples

Tool pages	How to Use [Tool Name]	How to Use FusionHow to Use the Wiki
Main layer pages	Basemap [Layer] Editing	Basemap Transit Editing
RAP layer pages	RAP Policies and Procedures in Basemap [Layer] Editing	RAP Policies and Procedures for Basemap Streets Editing
PC layer pages	Proactive Curation Policies and Procedures for Basemap OR Policies and Procedures for Basemap [Layer] [Project Name]	 Proactive Curation Policies and Procedures for Basemap AOI Editing Policies and Procedures for Basemap Transit Market Ramps Policies and Procedures for Basemap Transit Sunnyvale Projects
Country pages	Basemap Editing in [Country Name] ([ISO Code])	Basemap Editing in the United Kingdom (GBR)
QA pages	Basemap [QA Team] Workflow or Basemap [QA Team] Workflows	 Basemap Mentor Workflow Basemap Meta Quality Assurance Workflow Basemap Pedestrian Proactive Curation Approval Workflows
Pilot pages	Basemap [Project Name] Project	Basemap AOI Gemini Adds Project

Headings, Tables of Contents, and Icons



Tables of contents and icons must be placed in div boxes to the left of the main page content. See <u>How to Edit the Wiki</u> for instructions on how to do this.

See the <u>capitalization guidelines</u> for how to capitalize headings and subheadings.

When possible, use standardized wording and formatting for wiki titles:

Guideline	Examples
For process instructions, start the title with a gerund (the –ing form of a verb).	Interpreting a RAP Ticket Adding an Address Point
For definitions, start the title with "What Is" or "What Are."	What is a Radar? What are Forward and Reverse Geocoding?

List of Address Inboxes	
List of Ticket Resolutions	
Ticketing and Editing Workflow	
Ticket Resolutions Workflow	

Because the Documentation theme underlines any headings in level 1 or 2, do not use level 2 heading in any non-landing pages. See how to add heading styles in the <u>How to Edit the Wiki</u> section. Additionally, ALL headings should be numbered and the first-level headings ("Heading 1") should be bolded.

- 1. Section Title Bolded and Heading 1 style
 - 1.1 Subsection Title Heading 3 style
 - 1.1.1 Sub-subsection Title Heading 4 style
 - 1.1.1.1 Sub-sub-subsection Title Heading 5 style*
 - 1.1.1.2 Sub-sub-subsection Title Heading 5 style*
 - 1.1.2 Sub-Subsection Title Heading 4 style
 - 1.2 Subsection Title Heading 3 style
- 2. Section Title Bolded and Heading 1 style

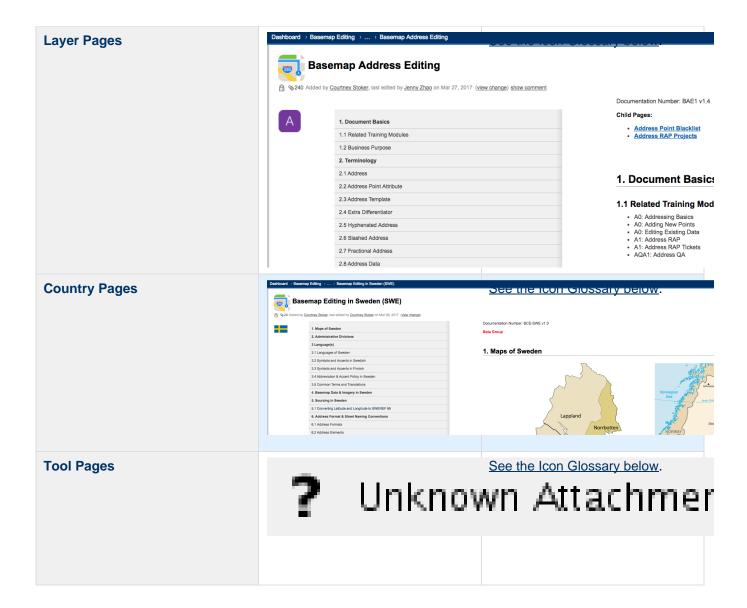
*Use sections with four figures, e.g. 2.1.2.4, very sparingly. In general, try to limit the subsections to three figures, e.g. 2.1.2.

This will lead to a table of contents that looks like the image to the right. If something in the table of contents looks off, e.g. a heading that is far too large, see the <u>How to Edit the Wiki</u> section.



The following pages require icons (50px size) in addition to the sidebar table of contents:

Page Type	Example	Icons Used
-----------	---------	------------



Columns

In general, columns should not take up the entire page, in case a reader is not reading in a fullscreen browser window. Always check your columns in the "Preview" to determine whether the effect is aesthetically pleasing in different window sizes.

Instead of	Use	Or Use
50% column + 50% column	40% column + 40% column + 20% column (leave blank)	35% column + 35% column + 30% column (leave blank)
33% column + 33% column + 33% column	A table with 3 columns, instead of Column macros	25% column + 25% column + 25% column + 25% column (leave blank)

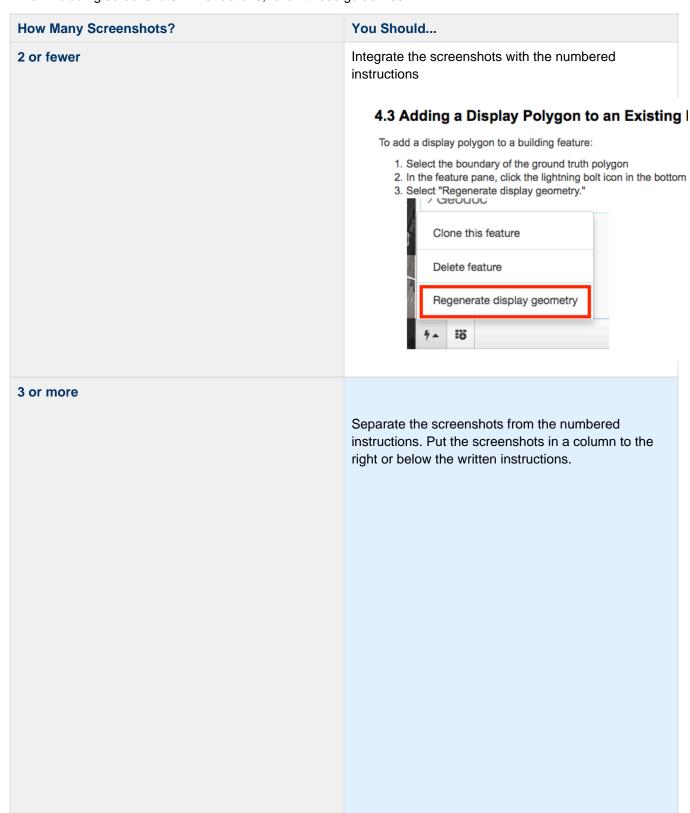
Images

See the How to Edit the Wiki section for instructions on how to add images and annotate screenshots.

Images are frequently useful in process instructions, but can make the text cluttered and less accessible. Since all images can be seen at full size by an editor clicking on them, you should use images above 500px very infrequently.

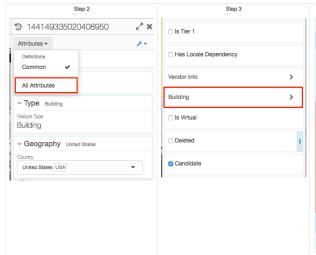
Images should almost always be left-aligned (or aligned with the text).

When including screenshots in instructions, follow these guidelines:



4.8 Adding a Name Type to a Building in Fusion

- 1. Click the boundary of the building you need to edit.
 2. Click "Attributes" at the top of the feature pane, then select "All Attributes."
 3. Scroll down to a bar that reads "Building" with an arrow to the right. Click this bar.
 4. Select "Name" in the "Name" section.
 5. Scroll down to the "Name Type" field. Select the dropdown menu.
 6. Select "Primary."
 7. Click "Attributes" at the top of the feature pane, then select "Common" to go back to the regular feature pane.



4.5 Moving an AOI Feature in Fusion



To move an improperly-located AOI feature:

- 1. Select the boundary of the polygon you want to move.
- 2. Click and hold on one of the sides of the geometry, then drag it over to the correct location.
- 3. Drag the representative point to the correct location.
- 4. Align the feature with the surrounding streets and/or AOI boundaries.

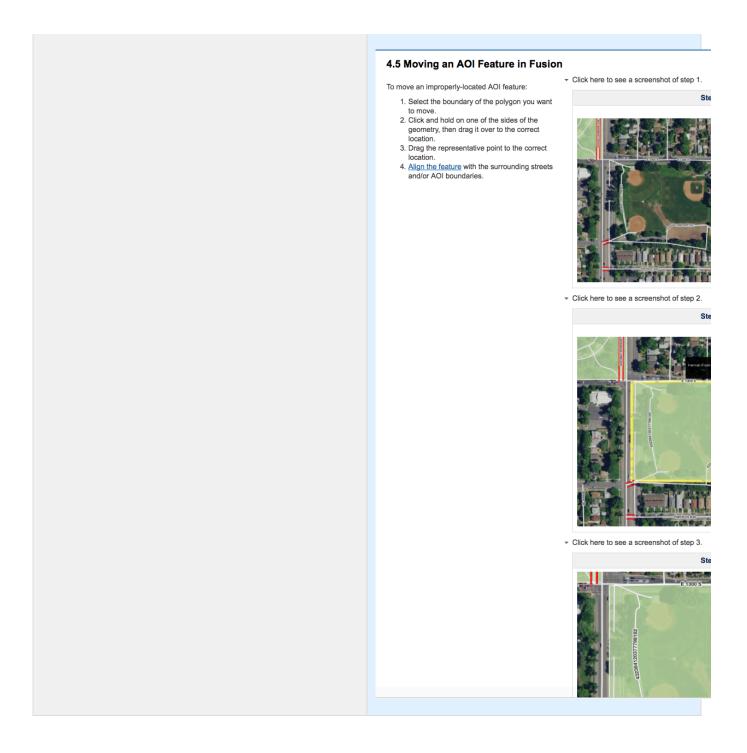
4.6 Deleting an Access Point in Fusion

To delete an access point, you can select the feature and use the delete tool. It can also

- 1. Select the feature.
- 2. In feature pane, locate the "Access Points" section. Expand if collapsed.
- 3. Hover mouse over the access point entry to show the blue ellipsis.
- 4. Hover over the ellipsis to bring the red box into view.
- 5. Click the red box to delete the access point.
- 6. The access point will no longer appear in the "Access Points"
- 7. If necessary, add additional access point(s) to content specifications. See the specs in the General Access Point Type Specifications and General Access Point Placement Specifications sections.

▶ Click here to

- ► Click here to
- Click here to
- ▶ Click here s



Tables and Table Plus Macro

See Creating Workflows for how to format a workflow table. See the Table Plus plugin documentation here.

All Tables

Table Width. If you are not using the Table Plus macro, you can use columns to ensure tables do not go all to the way to the edge of the page. If you are using the Table Plus macro, enter pixels or a percentage in the "Table width" field.

Sorting Columns. The Table Plus macro can allow editors to sort the table by columns. To make columns sortable, use the following attributes:

Table Macro Field	Value
Enable column sorting	On
Show sort icon	Off
Sort tip on mouse over	Not usually necessary

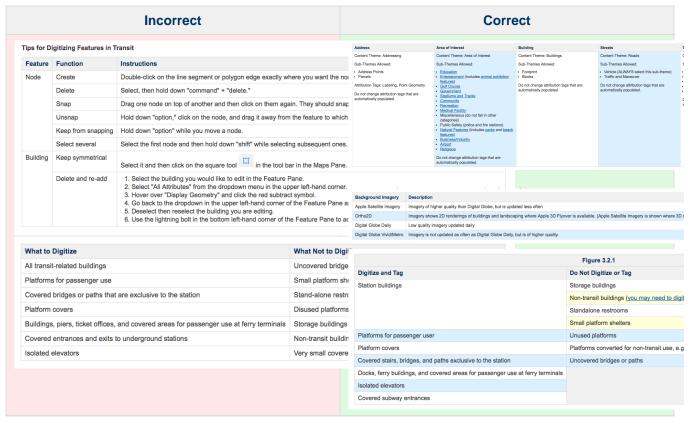
Numbering Rows. For many tables, it will help the reader to be able to reference a row number, e.g. the approver tells an editor to reference row #5 in figure 4.2.1 when rejecting their ticket. Do NOT use row numbers if a column already contains a numeric value, because this might confuse the reader.

When numbering rows, use the following attributes:

Table Macro Field	Value	Example						
Auto number on each row	On	Columns unsorted		Columns sorted				
Sort auto number colomn	On (ALWAYS toggle on when you auto number	B		Build	Building Reason Code			
	each row)		Category Error (Editor Action I					
	cacii iow)	1	Geometry	Edit geometry		Category	Error (Editor Action	
					11	General	Other	
		2	Geometry	Add geometry	1	Geometry	Edit geometry	
					2	Geometry	Add geometry	
		3	Geometry	Edit to remove overlar				
		4	Geometry	Delete building	3	Geometry	Edit to remove overl	
		5	Height	Add top height				
			rioigitt	rad top noight		Geometry	Delete building	
		6	Height	Remove height	5	Height	Add top height	
					7 Height Incre	Increase base height	6	Height
		8	Height	Increase top height	7	Height	Increase base heigh	
			9	Height	Decrease top height	8	Height	Increase top height
		10	Roof Type	Edit roof type	9	Height	Decrease top height	
					10	Roof Type	Edit roof type	
		11	General	Other				

Row and Column Colors. Tables should not be a single background color. Alternate colors to improve readability. The most neutral option is to alternate between white and light blue:





On occasion, it will help aid understanding to color certain columns or rows red (e.g., incorrect examples) and others green (e.g., correct examples). In this case, you do not have to alternate colors for each row/column:

? Unknown Attachment

The Table Plus macro will automatically alternate/band rows or columns for you, which is useful for very large tables. To alternate rows/columns in a table using the Table Plus macro, use these attributes:

What You Want	Table Plus Field	Value
Alternate row colors	Heading rows	The number of rows at the top of the table that shouldn't be banded, sorted, or numbered
	Footing rows	The number of rows at the bottom of the table that should not be banded, sorted, or numbered
	Row styles	, , background: #e6f7ff
	Retain row style order after sorting	On

Alternate column colors	Heading rows	The number of rows at the top of the table that shouldn't be banded, sorted, or numbered
	Footing rows	The number of rows at the bottom of the table that should not be banded, sorted, or numbered
	Column styles	, background: #e6f7ff, 1, 2, 1, 2 (repeat "1, 2" for all remaining columns)

Highlight Color. For most tables, you'll want to enable the highlight color, so when a reader mouses over a row, it turns a different (highlight) color.

Table Plus Field	Value
Enable row highlighting on mouse over	On (rows will highlight) Off (rows will not highlight)
Highlight color	One of the colors below

The default color is "lightgoldenrodyellow." This is typically a fine color, but if the table already has a lot of yellow in it, the following colors are recommended:

lightgoldenrodyellow	
#f2ffe5	
#fff9e5	
#ffe5ff	
#ece5ff	
#ffe5e5	

Tables within Tables

Even if the larger table is not in a Table Plus macro, it's recommended you put sub-tables into one. This allows you to use different row colors: Purple and green.

For a table within a table, use the following attributes in the Table Plus macro:

Table Plus Field	Value
Heading rows	The number of rows at the top of the table that shouldn't be banded
Footing rows	The number of rows at the bottom of the table that shouldn't be banded
Enable column sorting	Off

Enable row highlighting on mouse over	Off	Basemap Data Issu 1 Feature needs to be	e	Can You Mak	
Auto number on each row	Off	or Feature exists in the real world, but is missing from		File a Radar t	infor
Row styles	, background:#f2e5ff, background:#ecffe5	Apollo and Fusion, w deleted	Apollo and Fusion, with no record and was not deleted		Te [A Ne
Table width	Leave blank			Example Description	Pli thi W fei
		Feature exists in Apc record in Fusion.	ollo with geometry, with no	Feature not i The resolution Project Basic AOI pn Incremental Other AOI p	n dep
		or Feature is invalid and or Feature is invalid and or Feature is permanen closed) but is active i		Deleting/sup File a Radar t source. If the feature I Element Title Example Description	has n Te [A is

Long Tables

Use the Table Plus macro to band rows or columns and make sure that the highlight color is enabled.

You'll usually make columns sortable if they are long enough they can't be seen on the computer screen without scrolling.

Unless there is already a column with numeric values or the table is organized by columns, always number the rows in a long table.

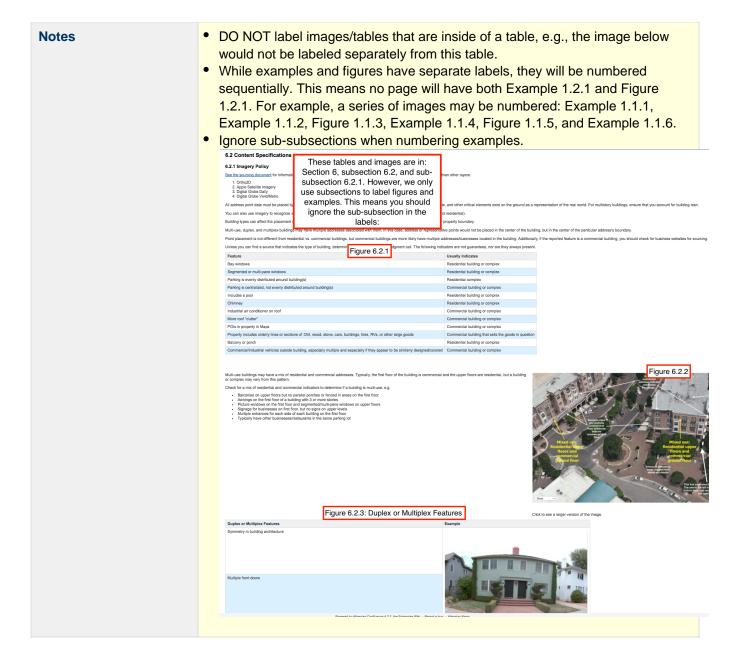
Numbering Images and Tables

All images, Glifflys, and tables must be numbered using a number template. Which template you use depends on whether the image/Gliffly/table is a step, example, or figure:



All captions/numbers should be centered above or below the image, Gliffly, or table. The other formatting, such as bolding or color, can vary. Writers should use their judgment to ensure that all captions are clear and aesthetically pleasing on the page.

Category	Steps: Images, tables, and charts that illustrate a step in a set of instructions	Example: Images, tables, and charts that provide an example of something explained in the text	Figure: Images, tables, and charts that do not fall into one of the above categories
Template	Step [Number] OR Steps [Number]-[Number]	Example [Section Number].[Subsection Number].[Figure Number]: [Optional Title] If a section does not have any subsections or the image/table is not located in a subsection, use the format: Example [Section Number].[Figure Number]: [Optional Title] Figures and examples should never have more than 3 digits.	Figure [Section Number].[Subsection Number].[Figure Number]: [Optional Title] If a section does not have any subsections or the image/table is not located in a subsection, use the format: Figure [Section Number].[Figure Number]: [Optional Title] Figures and examples should never have more than 3 digits.
Example	Step 1 Steps 4a-5 Step 5aii	Example 1.2.1 Example 3.3.3: Address Point Placement	Figure 2.2.3 Figure 2.3.15: Political Map of Hungary



Spacing

Do not place extra spaces between sections in the wiki. Erase as much space as possible between text, macros, and images. See How to Edit the Wiki for information about the Extra Spaces bug.

Linking and Repeating Information

You can see a full list of existing anchors in the wiki in the <u>List of Anchors in Wiki Pages</u> page.

See How to Edit the Wiki section for instructions on how to add anchors, link to wiki anchors (sections), link to full wiki pages, and link to the wiki from outside the wiki.

We do not include information in the wiki in multiple locations. Instead, wiki pages should link to each other.

Incorrect	Correct
In the Basemap Address Editing layer page, you copy and paste instructions on how to reset all edits fr om the Basemap Tickets page.	In the Basemap Address Editing layer page, you type "Next, reset all of the edits in your ticket." You link to the anchor in the Basemap Tickets page.

Links should be embedded in the text that refers to their content. For example, in a sentence such as "Turn all Transit Layer filters on," the word "filters" should link directly to section "3.7 Layer Filters" of the **Basic Fusion Elements** page.

Bulleted and Numbered Lists

Bulleted and numbered lists should be used sparingly. No numbered section should consist of only a bulleted or numbered list (except for tool instructions).

Incorrect	3.4 Spacing
	 Do not place extra spaces between sections in the Erase as much space as possible between text, See How to Edit the Wiki for information about the
Correct	3.4 Spacing
	Do not place extra spaces between sections in the wiki. Erase as much space as pound the Wiki for information about the Extra Spaces bug.

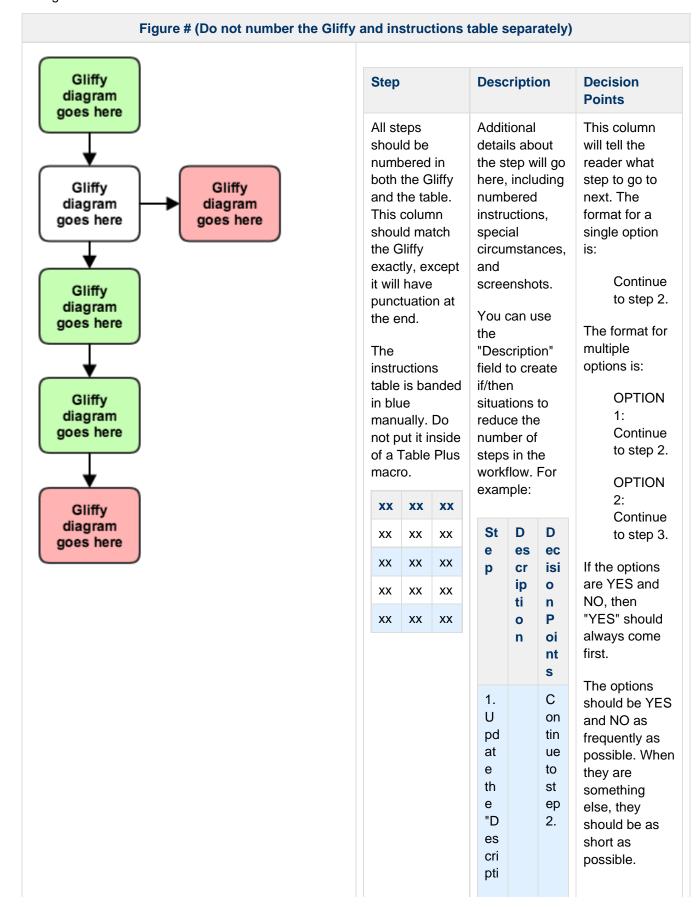
Creating Workflows

See <u>How to Edit the Wiki</u> for instructions on how to use the Gliffy macro.

Workflows are only included in project pages used by editors, approvers, and other technicians to complete a specific project. Workflows do NOT belong in general pages, reference pages, and other pages that are not specific to a project. The only exception to this rule is the general <u>Basemap Editing Workflow</u> page.



Workflows contain two elements within a single table: A Gliffy on the left-hand side and an instruction table on the right-hand side:



lf on th е fe at ur е ha s be en ed ite d be fo re in di ca te th at in th е "D es cri pti on fie ld an d pr ov id е th е fe at ur е ID nu m be r.

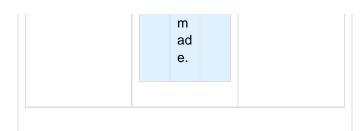
When a step ends the workflow, use this format:

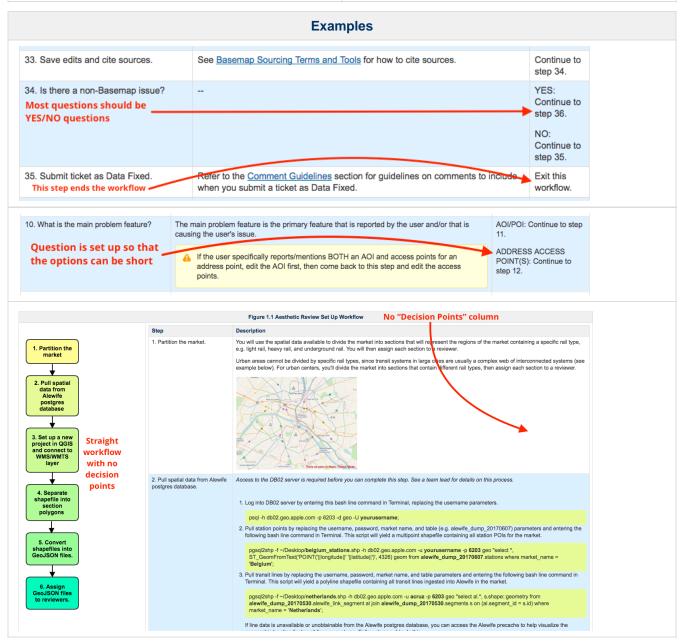
Exit this workflow.

If there are no decision points in the workflow, delete this column.

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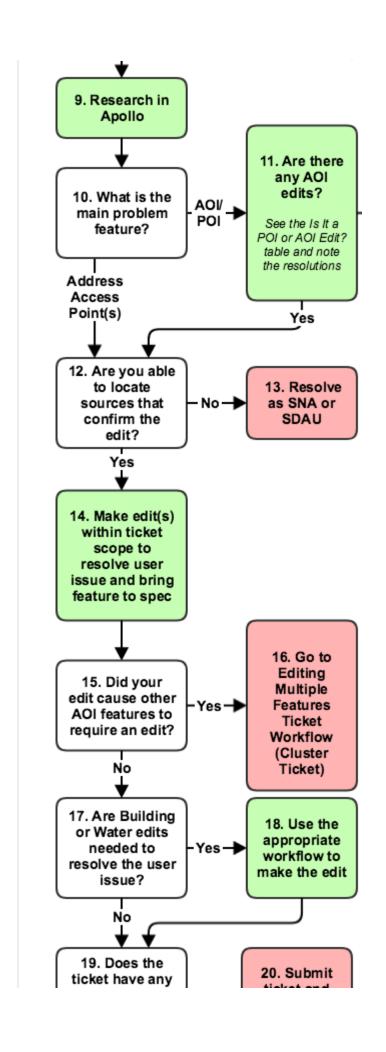


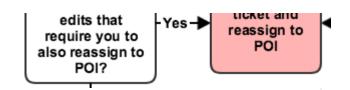


The format *above* must be followed so that workflows are consistent throughout the wiki. The guidelines *below* h ave been developed to make workflows consistent, easy-to-follow, and aesthetically pleasing. In some situations, you may need to disregard a guideline to improve clarity and appearance.

Workflow Guidelines		
Туре	Guideline	
Organization		

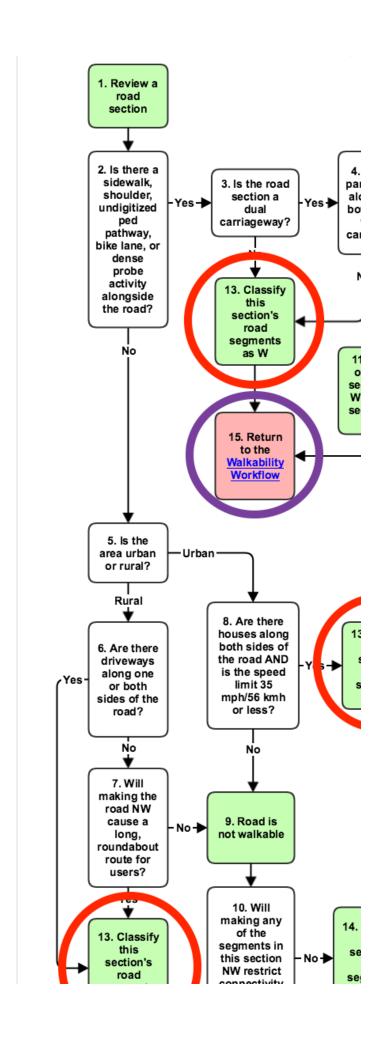
Numbering should be progressive. Ensure that each step continues to a step with a larger number UNLESS the editor is being asked to go back and repeat steps. Click here for an example.	
Chick field for all example.	

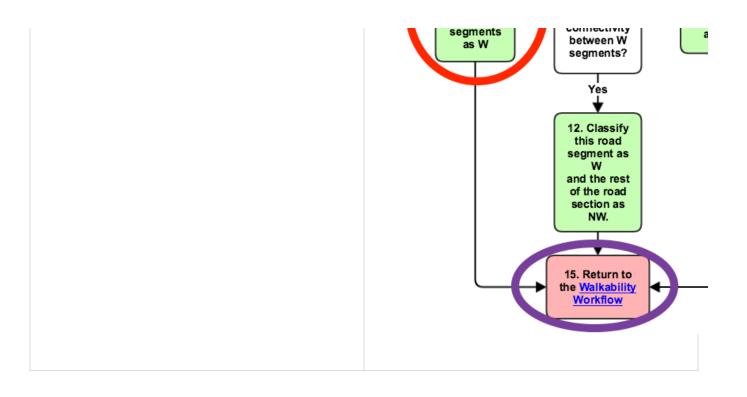




To do this, you may need to list a step twice in the Gliffy workflow.

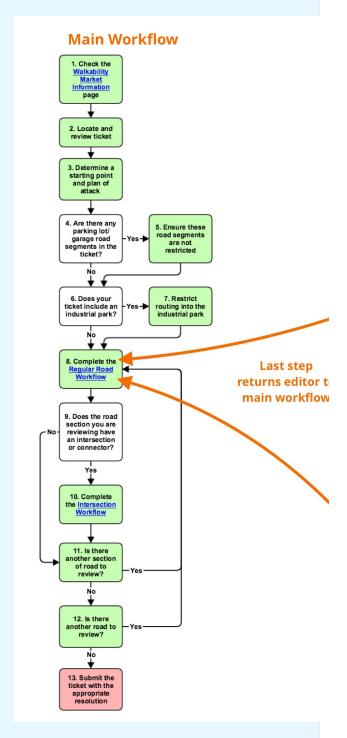
Click here for example.



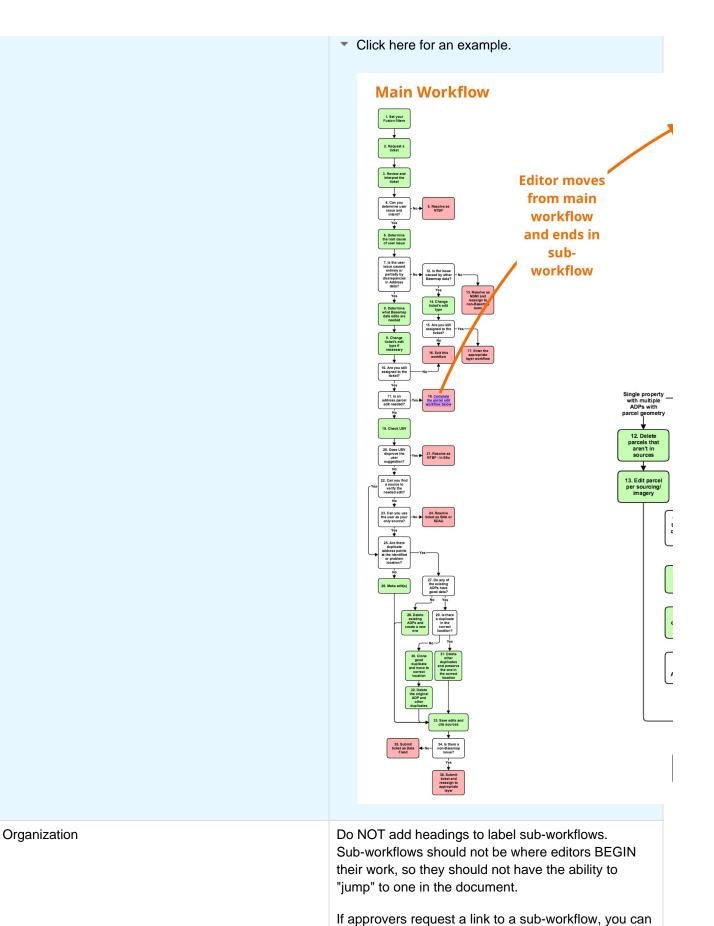


Organization When an editor does need to repeat steps, trigger going back with a question. Click here for an example. 8. Complete the Regular Road Workflow 9. Does the road section you are reviewing have an intersection or connector? Yes 10. Complete the Intersection Workflow 11. Is there another section of road to Yes review? No 12. Is there another road to Yes review? Organization Do NOT create hyperlinks in the actual Gliffy diagram unless you are directing the editor to another workflow or sub-workflow. Otherwise, place all hyperlinks in the corresponding table instead. Organization Create sub-workflows only when absolutely necessary. As frequently as possible, have the sub-workflow bring the user back to the original workflow.

Click here for an example.

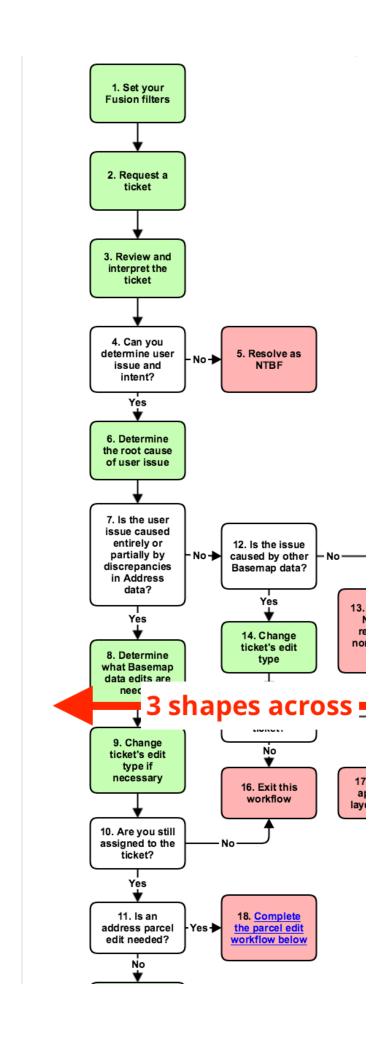


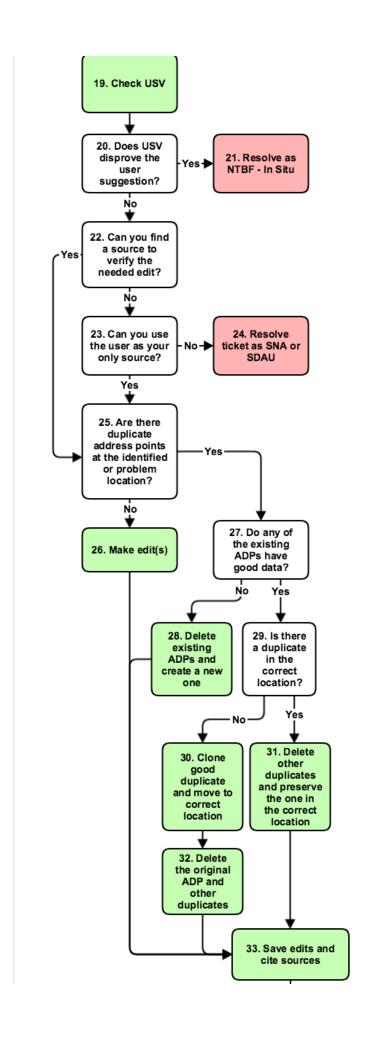
Sometimes it makes more sense to have the editor end in the sub-workflow.

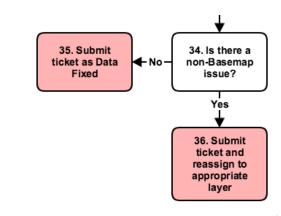


provide them with a link to the anchor.

Wording	Make Gliffy steps as short as possible.
Wording	Do not put punctuation in the Gliffy unless there is more than one sentence or a question.
	If there is more than one sentence, use punctuation for the first one(s).
	If there is a question, end it in a question mark.
	Click here for an example.
	20. Does USV disprove the user suggestion?
	No ▼
	Yes 22. Can you find a source to verify the needed edit?
	23. Can you use the user as your only source?
	Yes ▼
Wording	Format questions in a YES/NO format. If doing this will add excessive length to the workflow, collapse the question into a step or format with different options.
Visual	Gliffy should be as thin as possible, so it can be easily read next to the instructions table. Try to avoid having more than three shapes horizontally. Click here for an example.



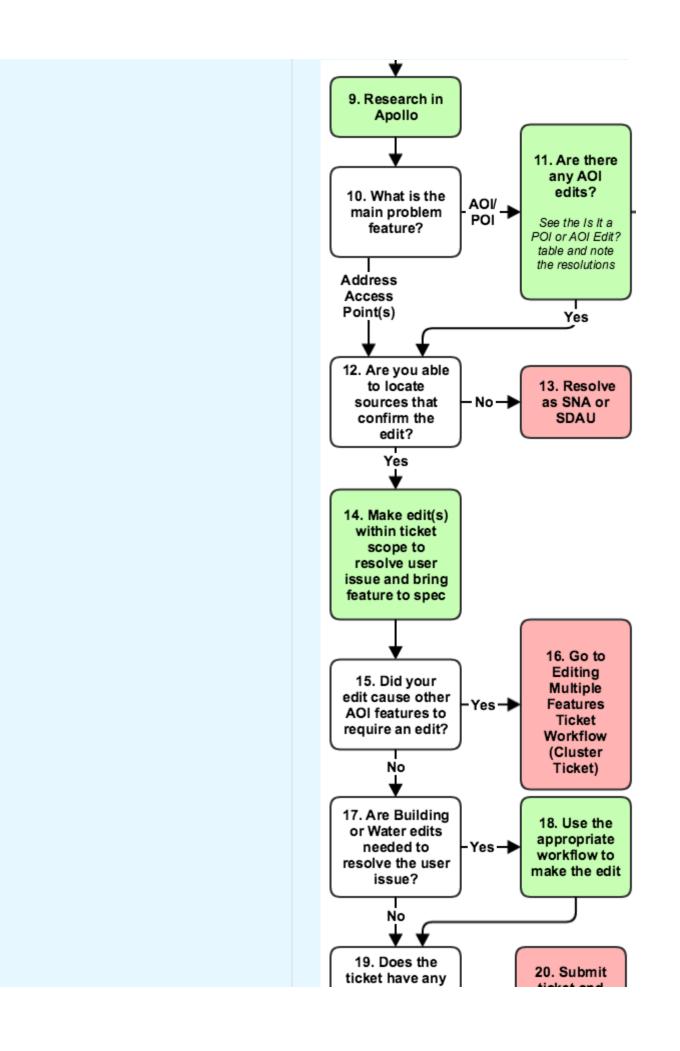


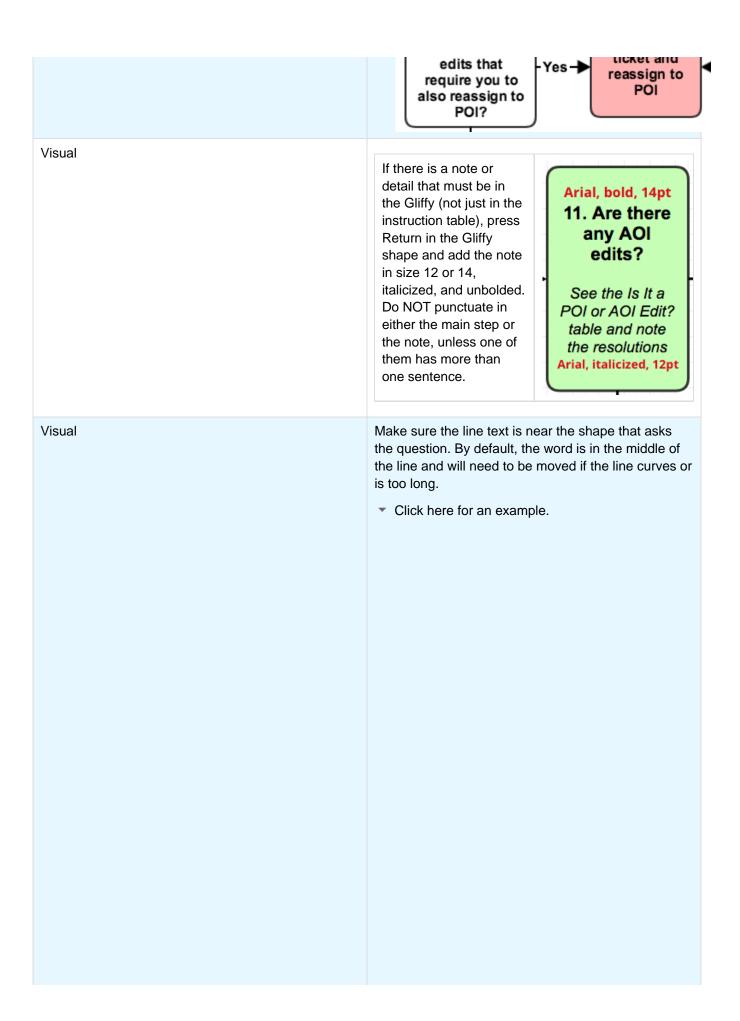


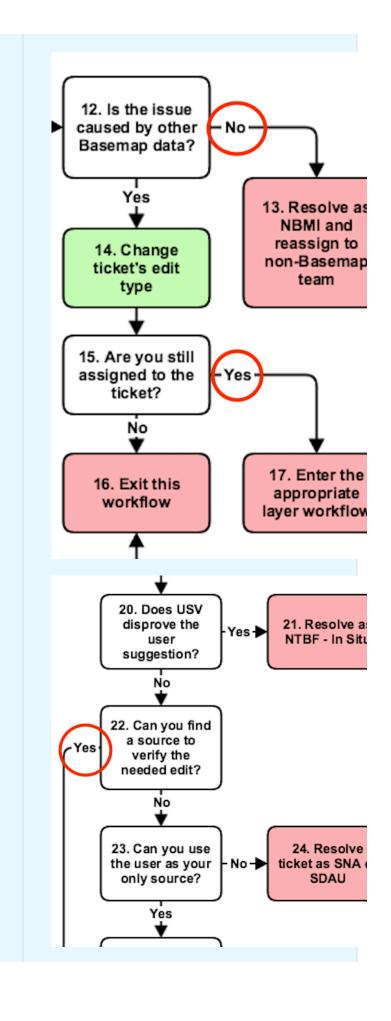
Visual

When a question has two options, put one option to the right and one below the question.

Click here for an example.





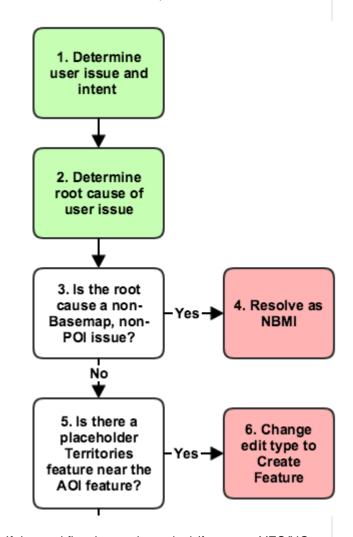


Visual

If the workflow contains 2+ YES/NO options, use the following color scheme:

Step	Color	Hex
Steps the reader must complete	Green	#C6FFB3
Questions	White	#FFFFFF
Steps that end the workflow	Red	#FFB3B3

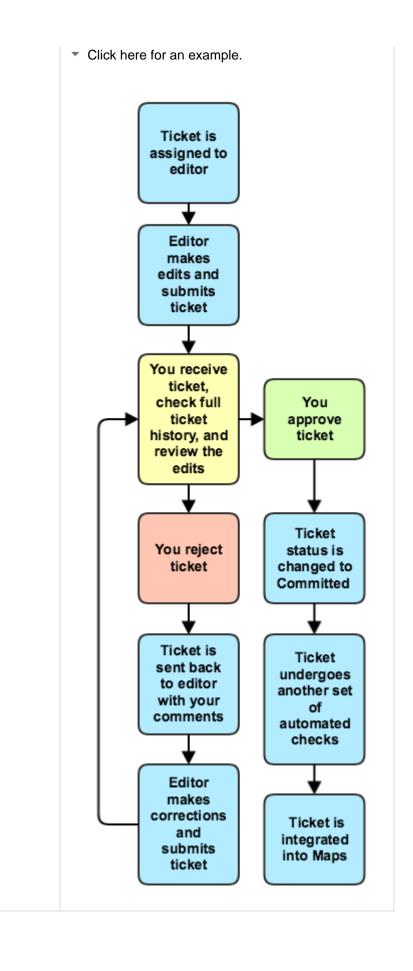
Click here for an example.

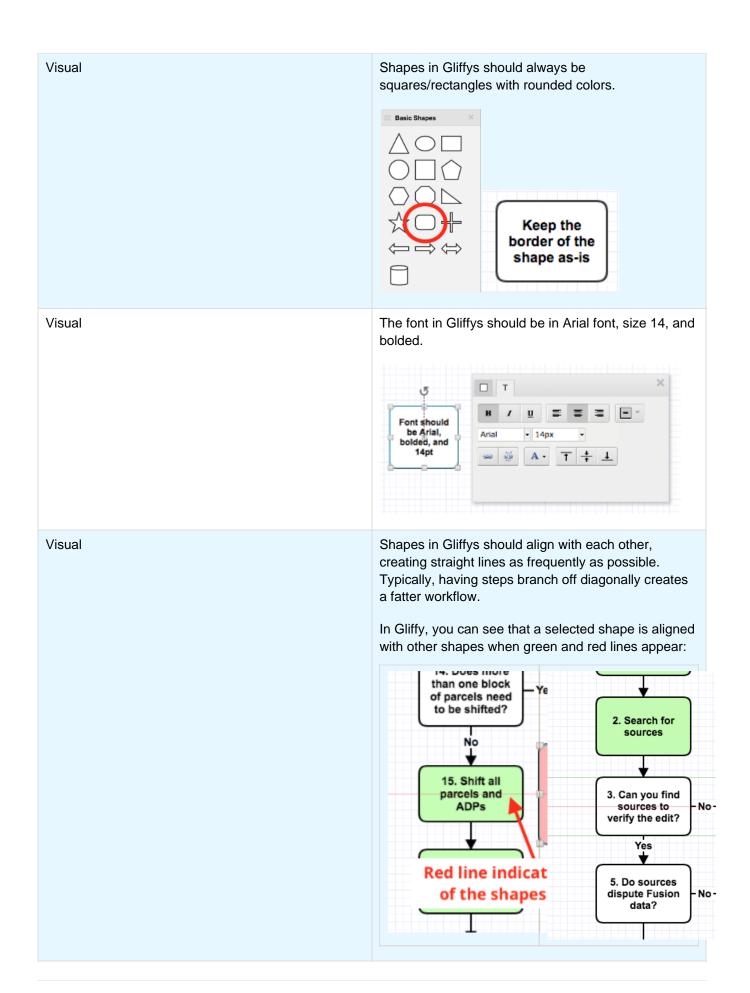


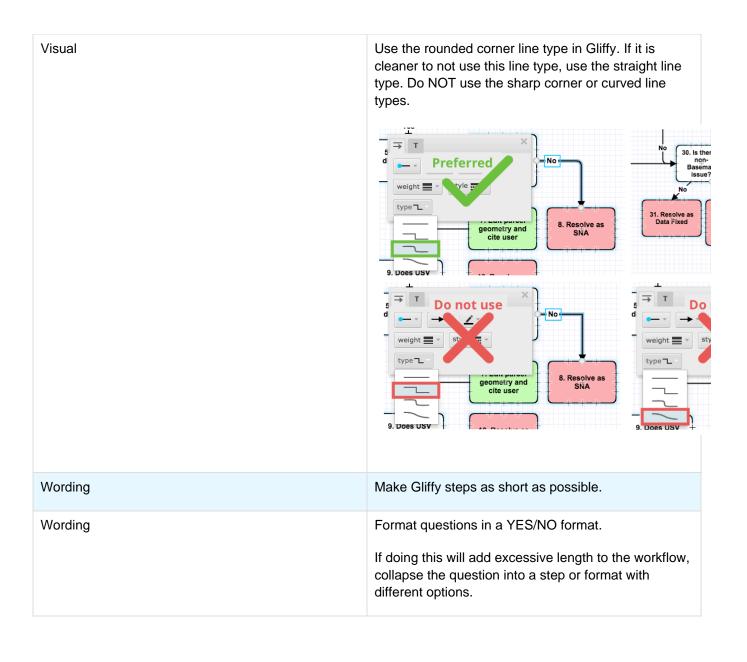
If the workflow is mostly vertical (few or no YES/NO options), use "rainbow" coloring, which helps the reader to move naturally down the workflow and differentiate steps from each other. (If all the steps are the same color, e.g. green, it is more difficult to read the workflow.) Colors should be 80% or 85% of the full color.

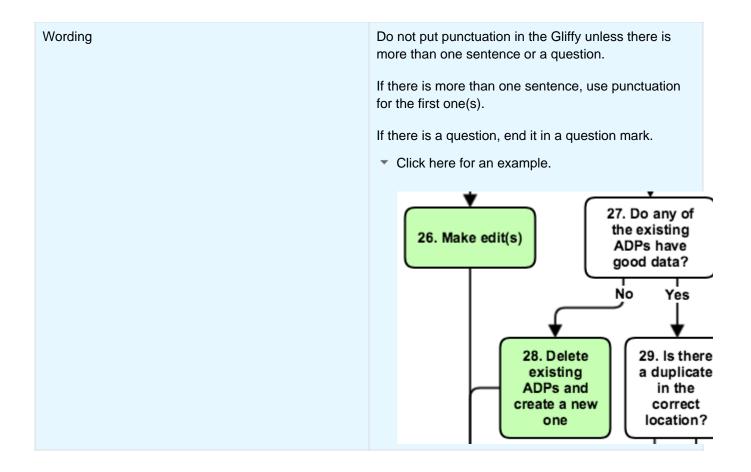
Click here for some examples. 1. Partition the 1. Access a market problem report 2. Pull spatial data from Alewife postgres 2. Review the database report 3. Set up a new project in QGIS and connect to 3. Can you WMS/WMTS determine the layer user's issue? Yes 4. Separate shapefile into section polygons 4. Is the report invalid? No 5. Convert shapefiles into GeoJSON files. 6. Select a classification for the report 6. Assign GeoJSON files to reviewers. 7. Submit report

Use a color scheme that helps the reader follow the workflow more easily. For example, if some steps are not completed by the reader or the reader's team, you can use a cool color to indicate the other team's steps and warm color(s) to indicate the reader's steps, including questions. This will draw the reader's attention to their own required actions in the workflow.





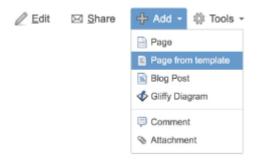




9. How to Edit the Wiki

Creating Wiki Page from Template

- 1. Go to the page that will be the parent page. For example, the parent page of a Country page would be <u>Basemap Editing</u>.
- 2. Click the "Add" button in the top right and then "Page from template."



3. Select the template needed and click "Next."