Location Based Ranking of Real World Locations

BACKGROUND

[0001] Many online computer systems offer listings of goods and services for sale, rent, and reservation (for simplicity, "booking" generally) that have or are associated with real world locations that have intangible value to the prospective consumer. For example, in a given city, certain neighborhoods, and even particular streets are more desirable than others. A consumer factors the location into their decision whether to book a listing. Existing online computer systems that provide bookings rank listings using location, for example, using a radial distance between a given listing and the designated center of a city, or a reference point, such as a tourist attraction, as one consideration in the ranking. While the exact ranking mechanism used by these systems varies, however, incorporating location based strictly on radial distance from fixed reference points into a ranking system carries with it the risk of over or underweighting the location of the booking relative to every other factor in the ranking.

[0002] Online accommodations and reservations systems provide a suitable example. Typically, the distance between a listing and a user's location is a factor in ranking listings, and these systems generally sort listing from closest to the user to furthest. For example, a user may decide that four miles for a restaurant reservation is a reasonable distance to travel, but fifty miles is unreasonable. However, if two listings are merely a mile apart, then distance becomes much less predictive of whether a prospective user will book one listing over another. As cities are often on the scale few miles, often mere distance is not a useful distinguishing factor in rankings of listings.

SUMMARY

[0003] An online booking system allows users to create listings of goods or services, search listings created by other users, and book listings of interest to them. The online booking system includes a search function that, responsive to a search query, ranks listings at least in part based on location relevance scores. The location relevance score of a listing is based on the listing's location, and a location specified in the search query. In various embodiments, the location relevance score includes at least one of a city relevance subscore, a neighborhood subscore, and a distance subscore. Generally, the city relevance subscore quantifies the probability that a searching user actually intended to search for listings in a city other than the city specified in a search query. Generally, the neighborhood relevance subscore quantifies the popularity of specific neighborhoods within a city to determine the

probability a searching user will book in a listing's neighborhood. Generally, the distance relevance subscore determines a distance between a listing's location and a location specified in a search query.

[0003A] According to a first aspect, there is provided a computer implemented method for providing listings available for booking to a user based on historical booking information associated with other users, the computer implemented method comprising: receiving a search query from a client device associated with a user, the search query including a query city; accessing a plurality of listings available for booking by users, each of the listings located in one of a plurality of listing cities, at least one of the listing cities being different from the query city; accessing a plurality of historical search queries including the query city and a plurality of historical bookings in the plurality of listing cities; determining, by a computer processor, a location relevance score for each of the listings based on a city relevance subscore, the city relevance subscore for a listing indicating a probability that the user will book the listing in the listing city given (i) the query city included in the search query and (ii) the historical bookings in the listing city; ranking the listings based at least in part on the city relevance subscore; responsive to the search query, providing the listings in ranked order to the client device associated with the user, the listings provided in the ranked order without reference to the private user information associated with the plurality of historical bookings.

[0003B] According to a second aspect, there is provided a computer implemented method, for providing listings available for booking to a user based on historical booking information associated with other users, the computer implemented method comprising: receiving a search query from a client device associated with user, the search query including a query city; accessing a plurality of listings available for booking by users, each of the listings located in one of a plurality of listing neighborhoods in the query city; accessing a plurality of historical bookings in the query city; determining, by a computer processor, a location relevance score for each of the listings based on a neighborhood relevance subscore, the neighborhood relevance subscore indicating a probability that the user will book the listing in the listing neighborhood given (i) the query city included in the search query and (ii) historical bookings in the listing neighborhood in the query city; ranking the listings based at least in part on the neighborhood relevance subscore; responsive to the search query, providing the listings in ranked order to the client device associated with the user, the listings provided in the ranked order without reference to the private user information associated with the plurality of historical bookings.

[0003C] According to a third aspect, there is provided a non-transitory computer readable medium storing instructions for providing listings available for booking to a user based on historical booking information associated with other users, the instructions, when executed by a processor, cause the processor to: receiving a search query from a client device associated with a user, the search query including a query city; accessing a plurality of listings available for booking by users, each of the listings located in one of a plurality of listing cities, at least one of the listing cities being different from the query city; accessing a plurality of historical search queries including the query city and a plurality of historical bookings in the plurality of listing cities; determining, by a computer processor, a location relevance score for each of the listings based on a city relevance subscore, the city relevance subscore for a listing indicating a probability that the user will book the listing in the listing city given (i) the query city included in the search query and (ii) the historical bookings in the listing city; ranking the listings based at least in part on the city relevance subscore; responsive to the search query, providing the listings in ranked order to the client device associated with the user, the listings provided in the ranked order without reference to the private user information associated with the plurality of historical bookings.

[0003D] According to a fourth aspect, there is provided a non-transitory computer readable medium storing instructions for providing listings available for booking to a user based on historical booking information associated with other users, when executed by a processor, cause the processor to: receiving a search query from a client device associated with user, the search query including a query city; accessing a plurality of listings available for booking by users, each of the listings located in one of a plurality of listing neighborhoods in the query city; accessing a plurality of historical bookings in the query city; determining, by a computer processor, a location relevance score for each of the listings based on a neighborhood relevance subscore, the neighborhood relevance subscore indicating a probability that the user will book the listing in the listing neighborhood given (i) the query city included in the search query and (ii) historical bookings in the listing neighborhood in the query city; ranking the listings based at least in part on the neighborhood relevance subscore; responsive to the search query, providing the listings in ranked order to the client device associated with the user, the listings provided in the ranked order without reference to the private user information associated with the plurality of historical bookings.

BRIEF DESCRIPTION OF THE DRAWINGS

[0004] The invention has other advantages and features which will be more readily apparent from the following detailed description of the invention and the appended claims, when taken in conjunction with the accompanying drawings, in which:

[0005] FIG. 1 is a block diagram of a computing environment for an online booking system that ranks listings of goods or services using a location relevance score, according to one embodiment.

[0006] FIG. 2 is a block diagram of an online booking system that ranks listings of goods or services using a location relevance score, according to one embodiment.

[0007] FIG. 3 is a flow chart for ranking listings of goods or services using a location relevance score, according to one embodiment.

DETAILED DESCRIPTION

System Overview

[0008] FIG. 1 is a block diagram of a computing environment for an online booking system that ranks listings of goods or services using a location relevance score, according to one embodiment. FIG. 1 and the other figures use like reference numerals to identify like elements. A letter after a reference numeral, such as "113A," indicates that the text refers specifically to the element having that particular reference numeral. A reference numeral in the text without a following letter, such as "113," refers to any or all of the elements in the figures bearing that reference numeral (e.g. "113" in the text refers to reference numerals "113A" and/or "113B" in the figures).

[0009] The network 105 represents the communication pathways between users 103 (e.g., consumers) and the online booking system 111. In one embodiment, the network is the Internet. The network can also utilize dedicated or private communication links (e.g. WAN, MAN, or LAN) that are not necessarily part of the Internet. The network uses standard communications technologies and/or protocols.

[0010] The client devices 101 are used by the users 103 for interacting with the online booking system 111. A client device 101 can be any device that is or incorporates a computer such as a personal computer (PC), a desktop computer, a laptop computer, a notebook, a

smartphone, or the like. A computer is a device having one or more general or special purpose processors, memory, storage, and networking components (either wired or wireless). The device executes an operating system, for example, a Microsoft Windows-compatible operating system (OS), Apple OS X or iOS, a Linux distribution, or Google's Android OS. In some embodiments, the client device 101 may use a web browser 113, such as Microsoft Internet Explorer, Mozilla Firefox, Google Chrome, Apple Safari and/or Opera, as an interface to interact with the online booking system 111. In other embodiment, the client device 101 can execute a dedicated application for accessing the online booking system 111.

[0011] The online booking system 111 includes web server 109 that presents web pages or other web content, which form the basic interface to the users 103. Users 103 use respective client devices 101 to access one or more web pages, and provide data to the online booking system 111.

[0012] The online booking system 111 may be for example an accommodation reservation system, a dining reservation system, a rideshare reservation system, a retail system, and the like. More generally, the online booking system 111 provides users with access to an inventory of resources (e.g. goods and services) that are available to consumers, and for which the real world, physical location of the resource is considered as an intangible factor in the consumer's decision to consume (e.g., purchase, rent, or otherwise obtain) the resource. Generally, resources available at some locations are more desirable than otherwise identical resources available at other locations. Resources include accommodations; restaurants; vehicles; attractions (e.g., shows, events, tourists attractions); shopping centers; and the like. For example, in an online booking system 111 that provides accommodations, accommodations in particular neighborhoods may be more or less desirable than otherwise identical accommodations in some neighborhood: a given neighborhood may be considered more interesting, more prestigious, safer, or have some other quality that consumers deem valuable when selecting accommodations.

[0013] In some embodiments, the online booking system 111 facilitates transactions between users 103. For example, an accommodation reservation system allows users 103 to book accommodations provided by other users of the accommodation reservation system. A rideshare reservation system allows users 103 to book rides from one location to another. An online market place system allows users 103 to buy and/or sell goods or services face to face with other users. The online booking system 111 comprises additional components and modules that are described below.

Online Booking System Overview

[0014] FIG. 2 is a block diagram of an online booking system that ranks listings of goods or services using a location relevance score, according to one embodiment. The online booking system 111 includes a database 201, a listing module 203, a search module 205, a booking module 207, a review module 209, and a ranking module 211.

[0015] Those of skill in the art will appreciate that the online booking system 111 will contain other modules appropriate for its functionality (e.g., social networking, banking, commerce, etc.), but that are not described herein, since they are not directly material to the invention. In addition, conventional elements, such as firewalls, authentication and encryption systems, network management tools, load balancers, and so forth are not shown as they are not material to the invention. The online booking system 111 may be implemented using a single computer, or a network of computers, including cloud-based computer implementations. The computers are preferably server class computers including one or more high-performance computer processors and main memory, and running an operating system such as LINUX or variants thereof. The operations of the system 111 as described herein can be controlled through either hardware or through computer programs installed in non-transitory computer storage and executed by the processors to perform the functions described herein. The database 201 is implemented using non-transitory computer readable storage devices, and suitable database management systems for data access and retrieval. The database 201 is implemented in a database management system, such as a relational database (e.g., MySQL). The online booking system 111 includes other hardware elements necessary for the operations described here, including network interfaces and protocols, input devices for data entry, and output devices for display, printing, or other presentations of data. As will become apparent below, the operations and functions of the online booking system 111 are sufficiently complex as to require an their implementation on a computer system, and cannot be performed as a practical matter in the human mind.

[0016] The listing module 203 provides a user interface and processing logic for users to list goods or services for purchase or rent to other users, and is one means for doing so. For example, if the online booking system 111 is an accommodation reservation system, then the listing module 203 provides a user interface suitable for listing accommodations, such as houses, apartments, condominiums, rooms, treehouses, castles, tents, couches, and sleeping spaces. If the online booking system 111 is a dining reservation system, then the listing module 203 provides a user interface for listing available reservations at restaurants,

entertainment venues, resorts, etc. If the online booking system is a rideshare reservation system, then the listing module 203 provides a user interface for listing available rides.

[0017] The listing module 203 is configured to receive a listing from a user describing the good or service being offered, a time frame of its availability, a price, a location, and other relevant factors. For example, for an accommodation reservation system, a listing includes a type of accommodation (e.g. house, apartment, room, sleeping space, other), a representation of its size (e.g., square footage, or number of rooms), the dates that the good or service is available, and a rental rate (e.g., per night, week, month, etc.). The listing module 203 allows the user to include additional information about the good or service including photographs and other media.. The location information for a listing provides specific reference to a physical location or area in the real world, and may include a country, state, city, and neighborhood of the listing, geographical coordinates, mailing addresses, or other suitable location specifying information. The listing module 203 is also capable of converting one type of location information (e.g., mailing address) into another type of location information (e.g., country, state, city, and neighborhood) using externally available geographical map information. Listings created using the listing user interface are processed by the online booking system 111 and stored in the database 201.

[0018] In some online booking systems 111, some listings are temporary, are available for booking one time only, and/or are capable of being deleted by the listing user. The listing module 203 stores these historical, unavailable listings in database 201. The online booking system 111 uses these historical listings to analyze the behaviors of users in creating, searching, ranking, and booking listings. Historical listings may be encrypted or otherwise protected so that they are not available to anyone other than the operator of the listing system.

[0019] The booking module 207 provides a user interface and processing logic for users to view and book listings created by other users. The booking module 207 receives payment information from booking users, and securely transmits the payments to listing users. Any user information transmitted as part of the purchase process is encrypted for user privacy and protection. Upon completion of a booking, the booking is encrypted and stored as historical booking information in database 201.

[0020] The review module 209 provides a user interface and processing logic to receive reviews of the listings offered by other users, providing evaluations, feedback, and other commentary about a listing, and is one means for doing so. Completed reviews be included within and appear alongside listings, so that future users interested in booking the listing can evaluate the listing with the reviews in mind. Reviews are stored alongside their associated

listings in the database 201. Similarly to historical listings, reviews for historical listings may continue be stored in database 201 after the listing is no longer available.

[0021] The search module 205 provides a user interface and processing logic for searching the database for listings responsive to a search query, and is one means for doing so. The user interface of the search module 205 is configured to receive a search query specifying various attributes of a desired good or service, such as type, location, price, and so forth. The search module matches the attributes of the search query to listings in the database 201, ranks the listings using the ranking module 211, and provides the ranked set of listings to a client device, so that the user of the client device can access the listings in a convenient manner. The user interface of the search module 205 is capable of displaying the ranked set of listings by rank order.

[0022] Depending upon the implementation, the user interface for receiving a search query may be simple, allowing for as little as a single text string to be entered as the search query, or it may allow for multiple different kinds of predetermined and/or dynamic input options to be entered in the search query. The user interface provides for specification of a location for inclusion in the search query. The location may be auto-populated with the current location of the client device 101A the user is using to perform the search. Alternatively, the user may manually enter a location in the search query. The may include specification of a country, state (or another regional equivalent such as a province, region, territory, canton, department, county, district, or prefecture), city, neighborhood, or other designation such as geographical coordinates (e.g., longitude, latitude), a street address, and a zip codes.

[0023] The ranking module 211 provides processing logic to rank listings that match at least part of the search query, and is one means for doing so. The ranking module 211 receives a set of listings responsive to the search query from the search module 205, ranks the listings, and provides a ranked set of listings back to the search module 205 for display. The ranking module 211 ranks the received listings according to a score. The score may be based on a number of different factors that may vary between different implementations of the online booking system 111. For example, the factors used in an accommodation reservation system may vary from the factors used in a rideshare system, for example. The particular scoring function used is dependent on the nature of the overall system 111 and will thus vary. A suitable scoring function is any scoring function that can be constructed from a combination of the component factors (e.g., a linear combination), and further each component factor can be individually normalized and/or standardized. One factor in the

ranking is location relevance score that is based on the real world location of the listing to be ranked and a real world location specified in a received search query. The determination of location relevance score is performed by a location relevance module 213, which is further described below. Other possible factors include, for example, the price of a listing, the number and quality of reviews of the listing provided by other users, the quality of pictures in the list, the number of successful and unsuccessful prior bookings, a reply rate, searching user behavioral signals (like clickthrough from search to listing view or listing view to booking), whether the listing is associated to the searcher via a social networking system social graph.

[0024] The ranking module 211 uses the stored historical search, booking, and listing information in order to rank listings. To facilitate this, the search module 205 and booking modules 207 store search, listing browsing, and booking information in database 201. This historical information is stored on a per user, per web browsing session basis, such that a user's interactions with the online booking system 111 are stored together, including any search queries entered, any listings viewed, and any bookings made. Storing search queries and subsequent bookings together, particularly allows the online booking system 111 to aggregate useful statistics across many different users. For example based on stored historical bookings and historical search queries, the online booking system 111 is capable of determining for a given search query (or portion thereof), what bookings were made by users who entered that search query. The online booking system can also determine the reverse: for a given booking, what search queries were made by users.

[0025] In using historical search, booking, and listing information to rank listings, the ranking module 211 may use any historical period. For example, the ranking module 211 may use listings, bookings, and searches that occurred in the last month, last three months, last 6 months, last year, all time, or any period therebetween. Alternatively, the ranking module 211 may use listings, bookings, and searches from particular periods (e.g., that occurred during a particular season such as winter, or that occurred over Thanksgiving weekend, etc.).

[0026] In situations in which the systems discussed here collect personal information about users, or may make use of personal information, the users may be provided with an opportunity to control whether programs or features collect or store user information (e.g., whether to maintain historical listings, historical search queries, and historical bookings), or to control whether and/or how to receive content from the online booking system 111 that may be more relevant to the user. In addition, certain data may be treated in one or more ways before it is stored or used, so that personally identifiable information is removed. For example, a user's identity may be treated so that no personally identifiable information can be

determined for the user, or a user's geographic location may be generalized where location information is obtained (such as an address, city, or neighborhood), so that a particular location of a user cannot be determined. Thus, the user may have control over how information is collected about the user and used by the online booking system 111.

Location Relevance

[0027] The location relevance module 213 computes a location relevance score for each of a number of listings to be ranked by the ranking module 211. The location relevance score R_i for a given listing *i* is determined based on at least one of a city relevance subscore R_{Ci}, a neighborhood relevance subscore R_{Ni}, and a distance relevance subscore D_i. An example formula for the determination of the location relevance score R_i is described below the separate descriptions for the determination of the subscores and R_{Ci}, R_{Ni}, and D_i that may contribute to the location relevance score R_i.

[0028] To determine each of these subscores, the location relevance module 213 geocodes the location information from the search query. Geocoding is the process of identifying geographic coordinates associated with the location information. Geocoding generates a query country Q_{I*}, a query city Q_{C*}, and in some cases a query state Q_{S*}(or another regional equivalent) from the location information. Here, the asterisk * denotes a current search query for which the location relevance module 213 is currently determining the value of the location relevance score R_i. This distinguishes versus the query country Q_I, query state Q_S, and query city Q_C from historical search queries and bookings stored in database 201 that are used in determining the city R_{Ci} and neighborhood relevance subscores R_{Ni}.

City Relevance

[0029] The city relevance subscore R_{Ci} represents relevance of city C_i to a user who enters a search query including a query city Q_{C*}, query country Q_{I*}, and (in some cases) query state Q_{S*}. While it may seem obvious that if the user entered a query city Q_{C*}, they must be interested in that query city specifically, this is not necessarily the case. Often users are aware of the names of major cities only, and they are unaware of smaller cities located in proximity to larger cities. For example, if the query city Q_{C*} was "Santa Cruz," it is not necessarily a given that the user intended to look for listings in Santa Cruz only. For example, the user may only know of "Santa Cruz", and may be unaware of these other nearby cities, such as Aptos and Capitola, which are popular resort towns. This is a very common problem, as users typically know the names of major cities, such as Manhattan, Los Angeles, San Francisco, etc., but not the names of nearby towns and cities, but which users do in fact

frequently visit. This city relevance subscore adjusts for this lack of user information about nearby cities by using historical information about which cities users actually booked in for particular search queries. In very broad terms, the more frequently users booked in a given city A, when searching for city B, the more relevant city A is to a search query for city B. The city relevance subscore R_{Ci} precisely quantifies this relevance relationship.

[0030] The location relevance module 213 determines a city relevance subscore R_{Ci} for one or more cities $*$. For a given listing i in listing city C_i, the module 213 assigns the city relevance subscore R_{Ci} for city C_i to listing i. To determine the city relevance subscore R_{Ci}, the location relevance module 213 uses the query country Q_{I*} and (where applicable) the query state Q_{S*} to uniquely identify the query city Q_{C*}, as many different cities around the world share the same name. For example, Springfield Missouri and Springfield, Illinois share the same city name Springfield but are located in different states. Using the geocoded query country Q_{I*} and in some cases the query state Q_{S*} allows for unique identification of the query city Q_{C*}.

[0031] The location relevance module 213 identifies a set of available listings L within a threshold distance to the query city Q_{C*} (e.g., in kilometers) . This includes listings within the query city Q_{C*}, and may also include listings in other nearby cities, some of which may be in neighboring states and countries.This may include only currently available listings, or it may also include historical listings that are no longer available. In the following description, L will also refer to total number of listings in this set, as will be apparent from the context. The listings L are obtained from database 201.

[0032] The location relevance module 213 subdivides the set of listings L into subsets, one listing subset L_C for each city having listings in the set L. In the following description, L_C will also refer to the total number of listings in each city, as will be apparent from the context. The subset of listings for the query city Q_{C*} is L_{C*}. The number of listings in each city L_C and in the set L is useful for normalizing the city relevance subscore to avoid unduly skewing the city relevance subscore R_{Ci} towards large or small cities.

[0033] The location relevance module 213 further uses the query country Q_{I*}, query state Q_{S*}, and query city Q_{C*} to identify historical search queries from database 201 that share the same Q_I, Q_S, and Q_C. Many of the historical search queries will have resulted in historical bookings that occurred subsequent to the user inputting the search query, often during the same web browsing session. However, as above it is not necessarily the case that those prior users ended up booking listings in the same city as the query cities Q_C of their historical

search queries. For example, many users searching for "Santa Cruz" as their query city, may end up booking in Aptos, which is nearby.

[0034] Using the historical bookings in database 201, the module 213 identifies a total number of bookings $B_Q(C_i)$ in each listing city C_i in which a user ended up booking a listing in after searching using the query city Q_{C*}, query country Q_{I*}, and query state Q_{S*} (where applicable). The bookings from these cities are also aggregated to determine a total number of historical bookings B_{QT}, given the query city Q_{C*}, query country Q_{I*}, and query state Q_{S*} (also where applicable). For example, a search for "Santa Cruz" may include bookings in Santa Cruz, Aptos, Capitola, and Soquel.

[0035] The location relevance module 213 uses the above identified quantities to derive additional quantities. The module 213 identifies the probability $P(B_Q(C_i) \mid B_{QT})$ a user will book a listing in a city C_i of a listing *i*, given that they entered a search query containing the query city Q_{C*}, query country Q_{I*}, and query state Q_{S*} (where applicable). This quantity mirrors historically measured behavior, as it may be a common occurrence for users to book in city A after searching for city B. This probability may also be calculated as a percentage/ratio $B_Q(C_i)/B_{QT}$. This quantity expected to be high for most listings where the query city Q_{C*} matches the listing city C_i. However, it also expected to be non-zero for many other listing cities C_i that do not match the query city Q_{C*}.

[0036] The location relevance module 213 also identifies the probability $P(Bq(C_i)|B(C_i))$ a user will book in a city C_i of a listing *i*, relative to the total number of historical bookings $B(C_i)$ that happened in city C_i. This probability may also be calculated as a percentage/ratio of $Bq(C_i)/B(C_i)$. Similarly, this quantity is expected to be high for most listings where the query city Q_{C*} matches the listing city C, and it also expected to be non-zero for many other listing cities C that do not match the query city Q_{C*}.

[0037] In determining the city relevance subscore R_{Ci}, the second probability $P(Bq(C_i)|B(C_i))$ can be used to balance out the first probability from the previous paragraph $P(B_Q(C_i) \mid B_{QT})$. For example, the first probability $P(B_Q(C_i) \mid B_{QT})$ quantifies the probability people search for one city (e.g., Santa Cruz, New York City), but end up booking in another city (e.g., Aptos, Newark). Despite their differences as cities (e.g., Aptos being smaller and less known to users than Newark), this probability may, in some instances, be comparable for both Aptos and Newark. The second probability $P(Bq(C_i)|B(C_i))$, however, may distinguish between these two types of cities. For example, as Aptos is one of a few small satellite cities surrounding Santa Cruz, it may be the case that the second probability $P(Bq(C_i)|B(C_i))$ indicates that a significant number of people booking in Aptos search for Santa Cruz. More

generally, this indicates Aptos's reliance on Santa Cruz searches for bookings. In contrast, the second probability $P(Bq(C_i)|B(C_i))$ may indicate that although many people book in Newark after searching in New York city (as given by the first probability $P(B_Q(C_i) \mid B_{QT})$), by total count of bookings comparatively few people who book in Newark started by searching for New York city (as given by the second probability $P(Bq(C_i)|B(C_i))$). Thus, although the first probability between two different cities may be comparable (here Aptos and Newark), the second probability may not be. Thus, incorporating both probabilities into the city relevance subscore R_{Ci} provides a more accurate assessment of user knowledge, searching, and booking behavior.

[0038] The location relevance module 213 determines the city relevance subscore R_{Ci} for a given listing *i* in city C_i using at least one of $P(B_Q(C_i) \mid B_{QT})$, $P(Bq(C_i)|B(C_i))$, L_{Ci}, and L_{Ci} / L. In one general embodiment, the city relevance subscore R_{Ci} is based on $P(B_Q(C_i) \mid B_{QT})$ and L_{Ci} if the query city Q_{C*} is in the same city as the listing's city C_i ($Qc*=C_i$, $L_{Ci} = L_{C*}$) whereas the city relevance is subscore is based on all four of the above values if the query city Q_{C*} is not the same as the listing city C_i ($Qc*\neq C_i$, $L_{Ci} \neq L_{C*}$)

[0039] In one specific embodiment, the city relevance subscore R_{Ci} is determined according to:

$$R_{Ci} = \begin{cases} N_i & \text{if } Q_{C*}=C_i \\ W_i N_i & \text{if } Q_{C*}\neq C_i \end{cases}$$

where N_i is given by

$$N_i = \frac{P(B_Q(C_i) \mid B_{QT})}{M \cdot (L_{Ci})^{1/f}}$$

where *f* is a numerical value greater than 1 (e.g., if f = 2, 1/f is a square root operation), *M* is a normalizing score such that $M = \max_i N_i$, and W_i is an additional weighting factor given by:

$$W_i = (1 + (1 - (\frac{L_{Ci}}{L})) \cdot P(B_Q(C_i)| B(C_i))$$

Generally, the above mentioned embodiments return different values for R_{Ci} depending upon whether the query city Q_{C*} matches the listing's city C_i. If they do match, then the listing will have an R_{Ci} value of N_i. If they do not match, an additional weighting factor results in an R_{Ci} value modified from N_i.

[0040] Generally, this additional weighting factor *W* will have different effects in different circumstances. The weighting factor will generally be larger for smaller cities with listings that are frequently booked subsequent to (e.g., during the same browsing session as) a search using a query city that is another larger, more well known city. Using the example

introduced above, if Aptos includes well-regarded listings that are frequently booked after a user searches for Santa Cruz, then the weighting factor for Aptos listings will be relatively higher, ultimately causing R_{Ci} to be higher, thereby causing Aptos listings to be ranked more highly in search results for Santa Cruz than they would be otherwise.

[0041] On the other hand, the weighting factor will generally be smaller for larger cities that are not frequently booked subsequent to a search query using another query city For example, if users search for New York and they do not frequently end up booking in cities in New Jersey even though they are just across the Hudson River, the weighting factor for New Jersey listings will be relatively lower, thereby causing R_{Ci} to be lower, thereby causing New Jersey listings to not be ranked as highly compared to listings in New York.

Neighborhood Relevance

[0042] Often users are looking to book listings where location is one only representation of the type of place (e.g., general atmosphere) in which they want to book a listing. For example, a restaurant located in a interesting part of town may be more desirable than a restaurant that is isolated from activity off a freeway. The neighborhood relevance subscore R_{Ni} is one way of quantifying the intangible values that distinguish otherwise comparable listings where distance between the user and the listing alone is insufficient. The neighborhood relevance subscore R_{Ni} quantifies these intangible values by using historical information about which neighborhoods users actually booked in, and/or historical information about which neighborhoods listings were/are located in. In very broad terms, in one case the more frequently users booked in a given neighborhood relative to other neighborhoods, the greater the neighborhood relevance subscore R_{Ni} for that neighborhood. Further, the number of listings in a given neighborhood, either by count or relative to the number of listings in other neighborhoods, may be used as a normalizing factor in the relevance subscore R_{Ni} for that neighborhood to avoid biasing towards or against neighborhoods have greater or fewer listings.

[0043] The location relevance module 213 determines a neighborhood relevance subscore R_{Ni} for one or more neighborhoods in the query city Q_{C*}. For a given listing *i* in listing neighborhood N_i, the module 213 assigns the neighborhood relevance subscore R_{Ni} for neighborhood N_i to listing *i*.

[0044] To determine the neighborhood relevance subscore R_{Ni}, the location relevance module 213 uses the query country Q_{I*}, query state Q_{S*}, and query city Q_{C*} to identify a set of available listings in a city L_{C*} containing listing *i*. This may include only currently available listings, or it may also include historical listings that are no longer available. In the following

description, L_C will also refer to total number of listings in this set, as will be apparent from the context. The listings L_C are obtained from database 201. The location relevance module 213 subdivides the set of listings L_C into subsets, one subset of listings L_N for each neighborhood in the query city Q_{C*}. In the following description, L_N will also refer to the total number of listings in each neighborhood, as will be apparent from the context. The location relevance module 213 determines the number of listings in a neighborhood $_{LN}$ by accessing the listings in database 201 to identify the neighborhood in which each listing is located. This information may have been provided by the listing user. Alternatively, neighborhood information may be accessed or provided by an external source. For example, an exogenously generated database may provide correlations between locations and neighborhoods.

[0045] The location relevance module 213 determines the neighborhood relevance subscore R_{Ni} based on at least one of a number of listings L_N in the neighborhood N_i, a probability $P(B_N (N_i)| B_C)$ of booking a listing B_N in neighborhood N_i relative to the total number of bookings B_C in the city C_i, and a probability $P(L_N(N_i) | L_C(C_i))$ of listing *i* being in neighborhood N_i (given by $L_N(N_i)$) relative to the total number of listings L_C in city C_i.

[0046] The location relevance module 213 determines the probability $P(B_N(N_i) | B_C(C_i))$ by accessing historical bookings from database 201. The module 213 identifies the total number of historical bookings of listings in each neighborhood B_N separately for each neighborhood in a city, as well as the total number of historical bookings of listings in the city B_C across all included neighborhoods. The probability $P(B_N(N_i) | B_C)$ may also be calculated as a percentage/ratio $B_N(N_i)/B_C(C_i)$.

[0047] The location relevance module 213 determines the probability $P(L_N(N_i) | L_C(C_i))$ by accessing currently available and/or historical listings from database 201. The module 213 identifies the total number of listings in each neighborhood L_N in a city, as well as the total number of listings in the city L_C across all included neighborhoods. The probability $P(L_N(N_i) | L_C(C_i))$ may also be calculated as a percentage/ratio $L_N(N_i) / L_C(C_i)$.

[0048] In one embodiment, the location relevance module 213 determines the neighborhood relevance subscore R_{Ni} according to:

$$R_{Ni} = \begin{cases} P(B_N(N_i) | B_C) & \text{if } Q_{C*}=C_i \\ 0 & \text{if } Q_{C*}\neq C_i \end{cases}$$

Generally, this calculation of the neighborhood relevance subscore R_{Ni} will result in a higher value for listings that are located in neighborhoods in which bookings occur more frequently, and listings appear more often relative, to other neighborhoods in the same city. The

increased frequency of listings and bookings for a given neighborhood relative to others is taken indicative of a higher degree of intangible value of that neighborhood to consumers.

Distance Relevance

[0049] Generally, the distance relevance subscore D_i quantifies the distance between the location of the search query and the location of a listing, such that listings that are ranked further away are ranked lower using a non-linear function of distance. The reason a non-linear function is used is because greater distances impose more than a simple linear increase in inconvenience or cost to users; in other words, being ten miles away from a desired location is more than simply twice as inconvenient than being five miles away. In one embodiment, this distance *d* is determined from a center of a query city or neighborhood, as determined by geographical extent or population density. In another embodiment, an external data source may provide the geographical location from which the distance *d* is determined. In another embodiment, the distance *d* is measured based on a distance between the listing *i* and a user's current location, for example as provided by the client device 101 (e.g., a smart phone).

[0050] The distance relevance subscore D_i may be a sigmoidal, exponential, stepped, piecewise linear, or any other type of function. In one embodiment, D_i is determined according to

$$D_i = \frac{a}{1 + e^{(d/b) - c}}$$

where *a* is the distance between the location specified in the query, and *b*, *c*, and *d* are configurable constants.

Location Relevance Example

[0051] In one embodiment, the location relevance module 213 determines the location relevance score R_i for a listing *i* is determined according to:

$$R_i = \begin{cases} R_{Ci} \cdot (1 + R_{Ni}) & \text{if } Q_{C*} = C_i \text{ city has neighborhoods} \\ R_{Ci} \cdot (1 + D_i) & \text{if } Q_{C*} = C_i \text{ no neighborhoods} \\ R_{Ci} & \text{if city data available} \\ D_i^2 & \text{if no city data available} \end{cases}$$

where the city relevance subscore R_{Ci}, the neighborhood relevance subscore R_{Ni}, and the distance relevance subscore D_i are determined as described above. In alternate embodiments, other types of data not mentioned here may be used to determine location relevance score R_i in addition to or in place of the subscores described here.

[0052] Determining the location relevance score R_i according to this function allows the location relevance score R_i to vary depending upon the search query and the data available to the online booking system 111. Depending upon the search query, historical listing, booking,

and/or querying information about the country, state, city, and/or neighborhoods designated by the search query may not be available to the location relevance module 213. The above formulation of R_i allows the calculation of R_i to accommodate varying levels of information.

[0053] If no city or neighborhood data is available, the location relevance score R_i is determined using the distance relevance subscore D_i. The rationale of this circumstance is that if no city or neighborhood data is available for the queried country, state, and/or city, then distance may be the only available type of data for determining the location relevance score R_i.

[0054] If city data is available but no neighborhood data is available, and the query city Q_{C*} does not match the listing city C_i, then the location relevance score R_i is determined using the city relevance subscore R_{Ci} but not the distance relevance subscore D_i. The rationale of this circumstance is that if a listing is outside (i.e., not equal to) the query city Q_{C*}, then the city relevance score R_{Ci} will provide a more accurate representation of the probability of a user booking the listing than the distance relevance subscore will. This circumstance helps ensure that listings that would otherwise be highly ranked by the ranking module 211 are not underranked in the rankings due to their distance from the query city Q_{C*}.

[0055] If city data is available but no neighborhood data is available, and the query city Q_{C*} matches the listing city C_i, then the relevance score R_i is determined using the city relevance subscore R_{Ci} and the distance relevance subscore D_i. The rationale of this circumstance is that if the listing is in the query city, it is presumed that the decreased distance between the location in the query and the location of the listing relative to listings located in other cities will result in an increased probability of the user booking this listing relative to listings located in other cities. By design this formulation of the location relevance score R_i will not always exclude listings from outside the query city from appearing in a ranked set of listings, this just gives a boost to listings located in the query city.

[0056] If city data and neighborhood data is available, and the query city Q_{C*} matches the listing city C_i, then the relevance score R_i is determined using the city relevance subscore R_{Ci} and the neighborhood relevance subscore R_{Ni}. The rationale of this circumstance is that it is presumed that the neighborhood information is more likely to provide an accurate assessment of whether or not a particular listing will be booked than distance data will. To that end, this formulation of the relevance score replaces the distance relevance subscore D_i with the neighborhood relevance subscore R_{Ni}. In an alternate embodiment, in this circumstance the relevance score R_i is determined using all three subscores R_{Ci}, R_{Ni}, and D_i.

Exemplary Method

[0057] FIG. 3 is a flow chart for ranking listings of goods or services using a location relevance score, according to one embodiment. In step 301, the online booking system 111 receives a search query from a client device, where the search query includes at least a query city, and in some cases a query state and query country as well. In step 303, the online booking system 111 accesses a number of stored listings for goods or services, as well as historical search queries and historical bookings that occurred subsequent to the search queries. In step 305, the online booking system 111 determines a location relevance score for each accessed listing. The location relevance score for a listing is based on at least one of a city relevance subscore, a neighborhood relevance subscore, and a distance subscore. In step 307, the online booking system 111 ranks the listings based at least in part on the location relevance score. The rankings may also be based on other factors, for example number of reviews provided by users for a listing, the number of bookings of the listing, the price of listing, and so on. In step 309, the online booking system 111 provides the listings to the client device in ranked order.

CLAIMS

1. A computer implemented method for providing listings available for booking to a user based on historical booking information associated with other users, the computer implemented method comprising:

receiving a search query from a client device associated with a user, the search query including a query city;

accessing a plurality of listings available for booking by users, each of the listings located in one of a plurality of listing cities, at least one of the listing cities being different from the query city;

accessing a plurality of historical search queries including the query city and a plurality of historical bookings in the plurality of listing cities;

determining, by a computer processor, a location relevance score for each of the listings based on a city relevance subscore, the city relevance subscore for a listing indicating a probability that the user will book the listing in the listing city given (i) the query city included in the search query and (ii) the historical bookings in the listing city;

ranking the listings based at least in part on the city relevance subscore;

responsive to the search query, providing the listings in ranked order to the client device associated with the user, the listings provided in the ranked order without reference to the private user information associated with the plurality of historical bookings.

2. The computer implemented method of claim 1, wherein the historical bookings include at least one booking located in one of the listing cities that is different from the query city.

3. The computer implemented method of claim 1,

wherein the city relevance subscore for a listing is based on a first function if the query city is the same as the listing city, and

wherein the city relevance subscore is based on the first function and an additional weighting factor if the query city is different from the listing city.

4. The computer implemented method of claim 1, wherein the city relevance subscore for the listing is based on a number of historical bookings in the listing city that occurred during a same web browsing session as historical search queries including the query city.

5. The computer implemented method of claim 4, wherein the city relevance subscore for the listing is further based on a total number of historical bookings that occurred during a same web browsing session as historical search queries including the query city.

6. The computer implemented method of claim 1, wherein the city relevance subscore for the listing is further based on a total number of historical bookings in the listing city .

7. The computer implemented method of claim 1, wherein the city relevance subscore for the listing is based on a number of listings in the listing city.

8. The computer implemented method of claim 1, wherein the city relevance subscore for the listing is based on a number of listings in the listing city and a total number of listings in the plurality of listings.

9. A computer implemented method, for providing listings available for booking to a user based on historical booking information associated with other users, the computer implemented method comprising:

receiving a search query from a client device associated with user, the search query including a query city;

accessing a plurality of listings available for booking by users, each of the listings located in one of a plurality of listing neighborhoods in the query city;

accessing a plurality of historical bookings in the query city;

determining, by a computer processor, a location relevance score for each of the listings based on a neighborhood relevance subscore, the neighborhood relevance subscore indicating a probability that the user will book the listing in the listing neighborhood given (i) the query city included in the search query and (ii) historical bookings in the listing neighborhood in the query city;

ranking the listings based at least in part on the neighborhood relevance subscore;

responsive to the search query, providing the listings in ranked order to the client device associated with the user, the listings provided in the ranked order without reference to the private user information associated with the plurality of historical bookings.

10. The computer implemented method of claim 9, wherein the historical bookings are for listings from a plurality of listing neighborhoods in the query city.

11. The computer implemented method of claim 9, wherein the neighborhood relevance subscore for the listing is based on a number of historical bookings in the listing neighborhood.

12. The computer implemented method of claim 11, wherein the neighborhood relevance subscore for the listing is further based on a total number of historical listings in a listing city of the listing neighborhood.

13. The computer implemented method of claim 9, wherein the neighborhood relevance subscore for a listing is based on a number of available listings in the listing neighborhood.

14. The computer implemented method of claim 13, wherein the neighborhood relevance subscore for a listing is further based on a total number of available listings in a listing city of the listing neighborhood.

15. The computer implemented method of claim 9, comprising:

accessing a plurality of historical listings that are no longer available for booking by users, each of the historical listings located in one of the listing neighborhoods in the query city; and

wherein the neighborhood relevance subscore for one of the listings is further based on the historical listings.

16. A non-transitory computer readable medium storing instructions for providing listings available for booking to a user based on historical booking information associated with other users, the instructions, when executed by a processor, cause the processor to:

receiving a search query from a client device associated with a user, the search query including a query city;

accessing a plurality of listings available for booking by users, each of the listings located in one of a plurality of listing cities, at least one of the listing cities being different from the query city;

accessing a plurality of historical search queries including the query city and a plurality of historical bookings in the plurality of listing cities;

determining, by a computer processor, a location relevance score for each of the listings based on a city relevance subscore, the city relevance subscore for a listing indicating a probability that the user will book the listing in the listing city given (i) the query city included in the search query and (ii) the historical bookings in the listing city;

ranking the listings based at least in part on the city relevance subscore;

responsive to the search query, providing the listings in ranked order to the client device associated with the user, the listings provided in the ranked order without reference to the private user information associated with the plurality of historical bookings.

17. The computer readable medium of claim 16, wherein the historical bookings include at least one booking located in one of the listing cities that is different from the query city.

18. The computer readable medium of claim 16,
wherein the city relevance subscore for a listing is based on a first function if the query city is the same as the listing city, and
wherein the city relevance subscore is based on the first function and an additional weighting factor if the query city is different from the listing city.

19. The computer readable medium of claim 16, wherein the city relevance subscore for the listing is based on a number of historical bookings in the listing city that occurred during a same web browsing session as historical search queries including the query city.

20. The computer readable medium of claim 19, wherein the city relevance subscore for the listing is further based on a total number of historical bookings that occurred during a same web browsing session as historical search queries including the query city.

21. The computer readable medium of claim 16, wherein the city relevance subscore for the listing is based on a number of historical bookings in the listing city that occurred during a same web browsing session as historical search queries including the query city.

22. The computer readable medium of claim 21, wherein the city relevance subscore for the listing is further based on a total number of historical bookings in the listing city.

23. The computer readable medium of claim 16, wherein the city relevance subscore for the listing is based on a number of listings in the listing city.

24. The computer readable medium of claim 16, wherein the city relevance subscore for the listing is based on a number of listings in the listing city and a total number of listings in the plurality of listings.

25. A non-transitory computer readable medium storing instructions for providing listings available for booking to a user based on historical booking information associated with other users, when executed by a processor, cause the processor to:

receiving a search query from a client device associated with user, the search query including a query city;

accessing a plurality of listings available for booking by users, each of the listings located in one of a plurality of listing neighborhoods in the query city;

accessing a plurality of historical bookings in the query city;

determining, by a computer processor, a location relevance score for each of the listings based on a neighborhood relevance subscore, the neighborhood relevance subscore indicating a probability that the user will book the listing in the listing neighborhood given (i) the query city included in the search query and (ii) historical bookings in the listing neighborhood in the query city;

ranking the listings based at least in part on the neighborhood relevance subscore;

responsive to the search query, providing the listings in ranked order to the client device associated with the user, the listings provided in the ranked order without reference to the private user information associated with the plurality of historical bookings.

26. The computer readable medium of claim 25, wherein the historical bookings are for listings from a plurality of listing neighborhoods in the query city.

27. The computer readable medium of claim 25, wherein the neighborhood relevance subscore for the listing is based on a number of historical bookings in the listing neighborhood.

28. The computer readable medium of claim 27, wherein the neighborhood relevance subscore for the listing is further based on a total number of historical listings in the listing city of the listing neighborhood.

29. The computer readable medium of claim 25, wherein the neighborhood relevance subscore for a listing is based on a number of available listings in the listing neighborhood.

30. The computer readable medium of claim 29, wherein the neighborhood relevance subscore for a listing is further based on a total number of available listings in the listing city of the listing neighborhood.

31. The computer readable medium of claim 25, comprising:

accessing a plurality of historical listings that are no longer available for booking by users, each of the historical listings located in one of the listing neighborhoods in the query city; and wherein the neighborhood relevance subscore for one of the listings is further based on the historical listings.