ITEM #4

# CARPOOLNOW

#### Updates/Changes to the CarpoolNow Mobile App

Stephen Finafrock Commuter Operations Specialist IV

Commuter Connections Ridematching Committee March 16, 2021



#### New to CarpoolNow over 365 Days

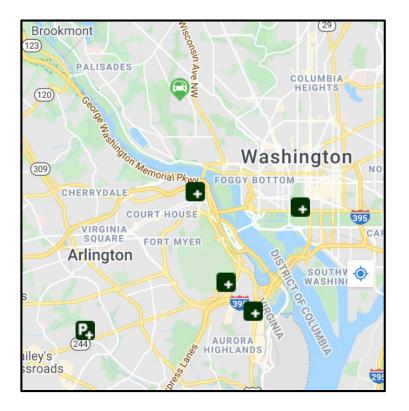
- Previous Updates: CarpoolNow+ (including enhanced Park N' Ride lot information and directional travel information)
- Privacy Policy Update
- Cross-Platform Matching BUG



# CarpoolNow+ New Iconography

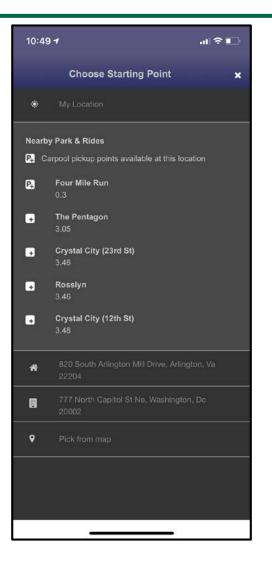
- The "+" icon indicates a location that is hotspot for carpool pickup and drop-off points
- The "P+" icon indicates a formal Park & Ride lot that is also a hotspot for casual carpooling activity
- There are also traditional Park & Ride locations identified in the map with a "P" icon





# CarpoolNow+ New Iconography

 Users requesting a ride will now be presented with nearby lots, as well as the traditional options of home address, work address and pick from map





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### **Privacy Policy Update**

- App Store and Google Play have changed requirements for processing updates to Applications
- Privacy Policy is now a dedicated page

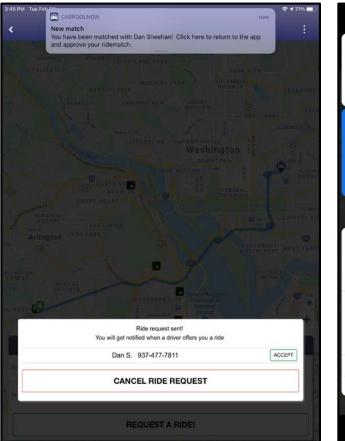
A SMARTER WAY TO WORK	HOME	ABOUT US	COMMUTERS	EMPLOYERS	NEWS & EVENTS	QUICK LINKS	RESOURCES
		Carpo	olNow P	rivacy Po	licy		
The purpose of this mobile app designed to mitigate congestio from you, By accessing any are collectively ("Users"), agree to I Commuter Connections and th shall be deemed to refer to Cor	in and provide as of Carpoolf be legally boun e Metropolitan	commuting alt Now.org or Car d and to abide Washington C	ernatives. The Ten poolNow.com (the by the terms set fi ouncil of Governm	ns of Use spell ou "CarpoolNow mo orth below. The Ca ents ("MWCOG").	t what you can expec bile app") riders and o rpoolNow mobile ap	t from us and wha drivers, individually p is owned and op	t we expect ("User") and erated by
The full set of terms can be for accessing, using or continuing agree to accept and/or does no mobile app in any way whatsoe	to use this mo ot agree to be t	bile application	n, Users agree to a	ccept and to be bo	und by all of these Te	erms of Use. If Use	er does not
In accordance with the terms o Connections collects informati "Services") and through other in	on about Users	s when they us	e its mobile applic	ations, websites, a	nd other online produ	ucts and services (	
All personal information provid personal information will remai	a line a second and						
Commuter Connections collect carpool services, contacts the any way. This information may	Commuter Cor	nections call o	enter via email or	by telephone, or d	rectly communicates	with Commuter C	connections in

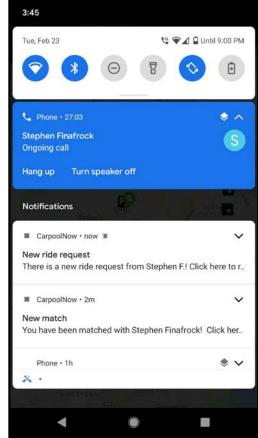


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# **Cross-Platform Matching Bug**

- Prevented users of platform A from matching with users of platform B
- RESOLVED!!!







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