

TDM SYSTEM UPDATE

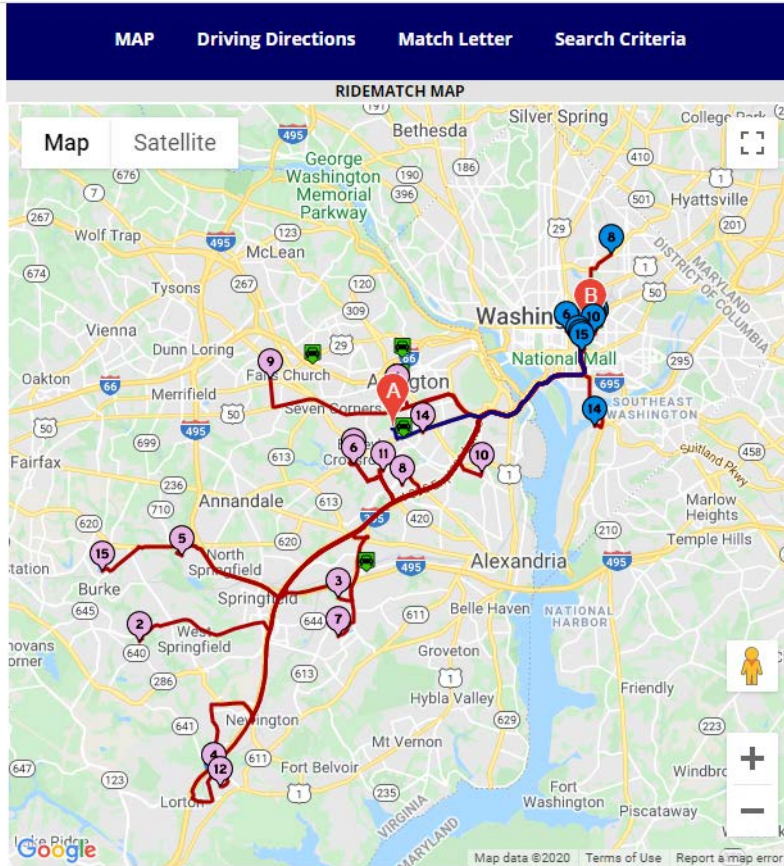
Updates/Changes to the TDM Web Platform

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Commuter Connections Ridematching Committee
March 17, 2020

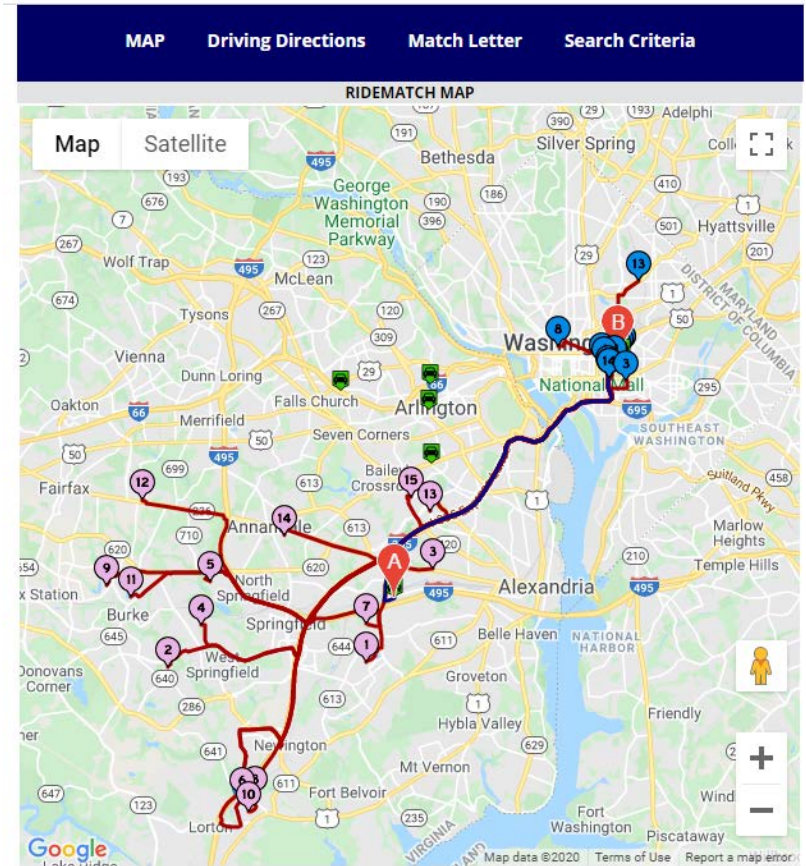
Ridematching Enhancement

RIDESHARING - RIDEMATCH RESULTS



Home Location

RIDESHARING - RIDEMATCH RESULTS



Alternative Location (daycare)

Web Chat Customer Support

- Modified scope following December Ridematching Committee feedback
- Human & bot functionality
- Common questions incorporated with bot functionality
 - Password reset
 - Re-Registration
 - GRH Trip Dispatch
- Direct users to helpful resources

Botpress Studio - QnABot x +

localhost:3000/studio/qnabot/modules/hitl

#9745364880434209

a few secs ago
User: User visit

a minute ago
Bot: human response

2 mins ago
Bot: You can change your pa...

3 mins ago
User: User visit

5 mins ago
User: User visit

13 January 2020

User visit: January 13th 2020, 7:02 pm

password reset
7:02 PM

test human intervention
7:02 PM

You can change your password by pressing the link here
7:02 PM

human response
7:02 PM

Type your message....

The screenshot shows a web browser window with the URL `localhost/mwcoq/`. The website header features the **COMMUTER CONNECTIONS.** logo and the tagline **A SMARTER WAY TO WORK**. Navigation links include HOME, ABOUT US», COMMUTERS», EMPLOYERS», NEWS & EVENTS», and QUICK LINKS.

The main content area displays a photograph of three people in a car. Below the photo is the text: **Instantly find rideshare partners**.

The section titled **Flexible solutions for a better commu** (partially cut off) includes three sub-sections:

- Ridesharing**: Match Up! Save time and money by searching our 17,000-member rideshare database to instantly find someone to share your commute.
- Guaranteed Ride Home**: Ride Free! Commuters who rideshare or take transit are just a phone call away from being home in the case of an emergency.
- Pool Rewards**: Pocket It! Last year Metropolitan Washington area commuters earned up to \$130.00 just for starting to carpool.

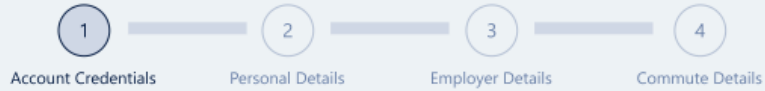
At the bottom, the **Mobile Apps** section states: The Commuter Connections mobile app provides commuters in the Washington DC metropolitan region access to ridesharing matches with other commuters living and working in the same area and park and ride lot.

Overlaid on the right side of the browser window is a chat interface for **QnABot**. The chat shows a timestamp of **January 13, 2020, 19:02**. The bot's response is: **You can change your password by pressing the link here**. The user's input is **password reset**. Another user input is **test human intervention**, and the bot's response is **human response**. At the bottom of the chat, there are input fields for **Reply to QnABot** and a **Send** button.

Streamlined Registration – Scoping

- Simple registration only requires a username and password
- Graduated program structure requires additional information from applicants
- How do we balance the process while maintaining data necessary to operate the program

CREATE ACCOUNT



EMAIL OR USERNAME

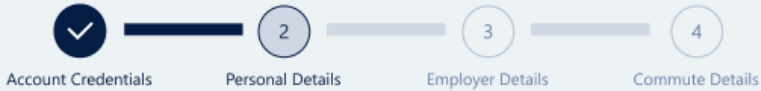
PASSWORD

CONFIRM PASSWORD

(PASSWORD MUST BE 8 TO 12 ALPHANUMERIC CHARACTERS)

NEXT

CREATE ACCOUNT



FIRST NAME

LAST NAME

PHONE NUMBER

PHONE TYPE

(At least one telephone number is required to be registered in any Commuter Connections program.)

HOME STREET ADDRESS

APT #

CITY

STATE

ZIP CODE

CREATE ACCOUNT



EMPLOYER ADDRESS

SEARCH

CREATE ACCOUNT



EMPLOYER ADDRESS

490 L ST NW WASHINGTON DC
490 L'ENFANT PLAZA SW WASHINGTON DC
490 LAMONT STREET SE WASHINGTON DC
490 L ST SE WASHINGTON DC
490 LONG BRIDGE DRIVE ARLINGTON, VA

SEARCH

The *employer selection* process will be modified to help limit the number of duplicate employers entering the TDM System

CREATE ACCOUNT



CURRENT COMMUTE MODE

Drive Alone ▾

I AM INTERESTED IN

Ridesharing

Helps commuters who are interested in sharing the ride to and from work in joining carpools or vanpools, or find pool partners.

Guaranteed Ride Home

Provides commuters who regularly carpool, vanpool, bike, walk, or take transit to work a free and reliable ride home when one of life's unexpected emergencies arise.

Pool Rewards

The 'Pool Rewards program provides cash incentives to commuters that start or join new carpools in the Washington metropolitan region.

General Commute Information

Learn about various commuting options and services, like regional and local transit, in the Washington D.C. area.

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DISCLAIMER

Send me general communications pertaining to carpools, vanpools, GRH or other programs I've registered for.

I agree to the [Terms of Use and Privacy Policy](#) of Commuter Connections.

SUBMIT FORM

CREATE ACCOUNT



CURRENT COMMUTE MODE

Drive Alone ▼

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Carpool/Vanpool Preferences

I AM INTERESTED IN CARPOOLING

Yes - Drive and Ride as needed ▼

I AM INTERESTED IN VANPOOLING

Yes - Ride Only ▼

I AM A

Smoker Non-Smoker

I'D PREFER TO RIDE WITH

Non-Smokers ▼

Additional information required for specific programs will be added on an "as-needed" basis.

Arrival and Departure Times

I START WORK AT

:

FLEXIBLE TO ARRIVE BEFORE

Minutes

FLEXIBLE TO ARRIVE AFTER

Minutes

I LEAVE WORK AT

:

FLEXIBLE TO LEAVE BEFORE

Minutes

FLEXIBLE TO LEAVE AFTER

Minutes

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SUBMIT FORM

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