

TDM SYSTEM UPDATE

Updates/Changes to the TDM Web Platform

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Commuter Connections Ridematching Committee
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GIS Navigable Network Update

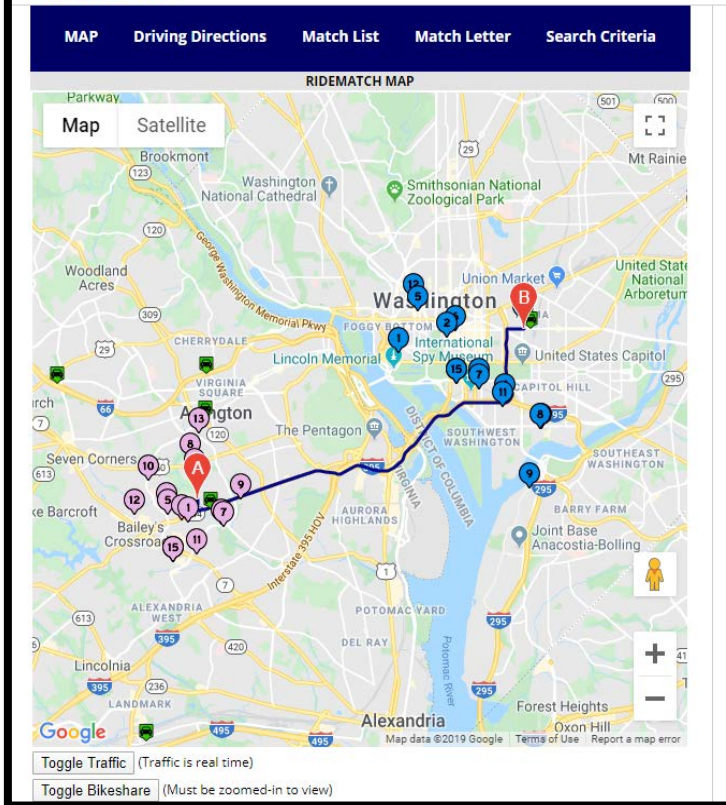
- Computes geographic coordinates for the start and end of the commute.
- Sends a request to our new ArcGIS 10.7 Server for the best route between the two points. The server computes the route using the navigable street network we built from NAVTEQ/HERE Streets data.
- Receives the response and parses out the simplified list of points.
- Encodes the simplified route using Google's encoding scheme for use on the user's monitor. This is to maintain backward compatibility with our old Google code.
- Phase 2 of *Commuter Connections GIS Depot* project

incenTrip API & TDM

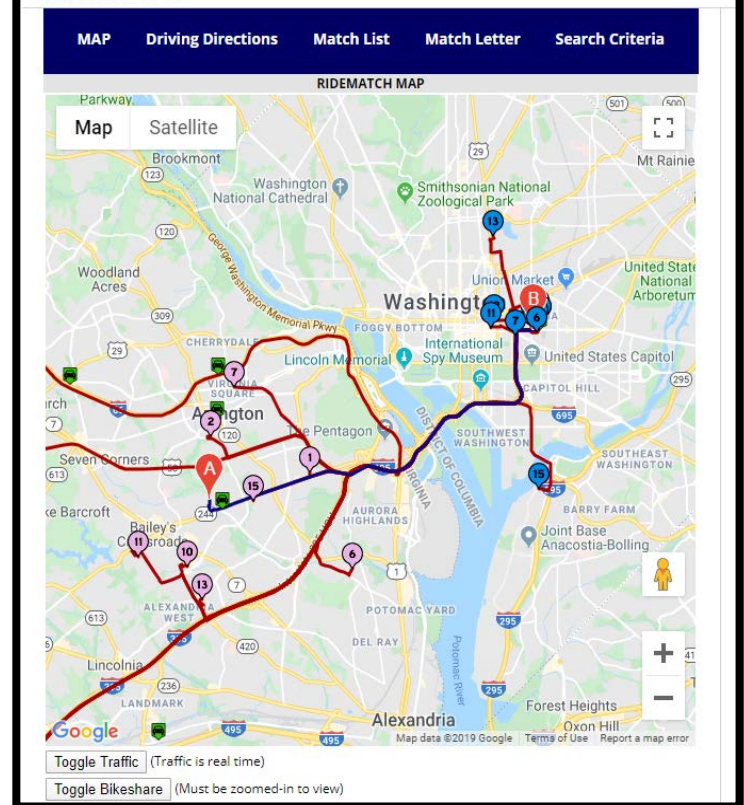
- Simple registration only requires a username and password
- Automated creation of Commuter Connections account
- Ability to sign-in with existing Commuter Connections account
- **TDM will assign the following values to accounts:**
 - Addsource will be set: APPIT1
 - Registration will be set: Internet
- **Ridematching Coordinators should:**
 - Update commuter status
 - Review and evaluate account for possible additional information
 - Update appcode with appropriate code and suffix

Ridematching Enhancements

RIDESHARE ADMINISTRATION - RIDEMATCH RESULTS

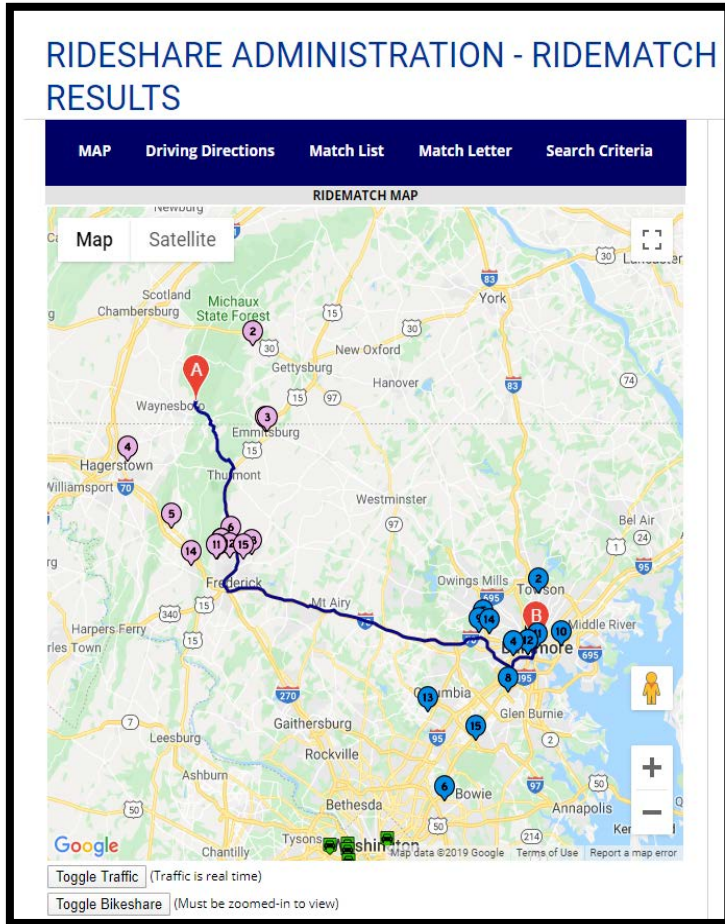


RIDESHARE ADMINISTRATION - RIDEMATCH RESULTS

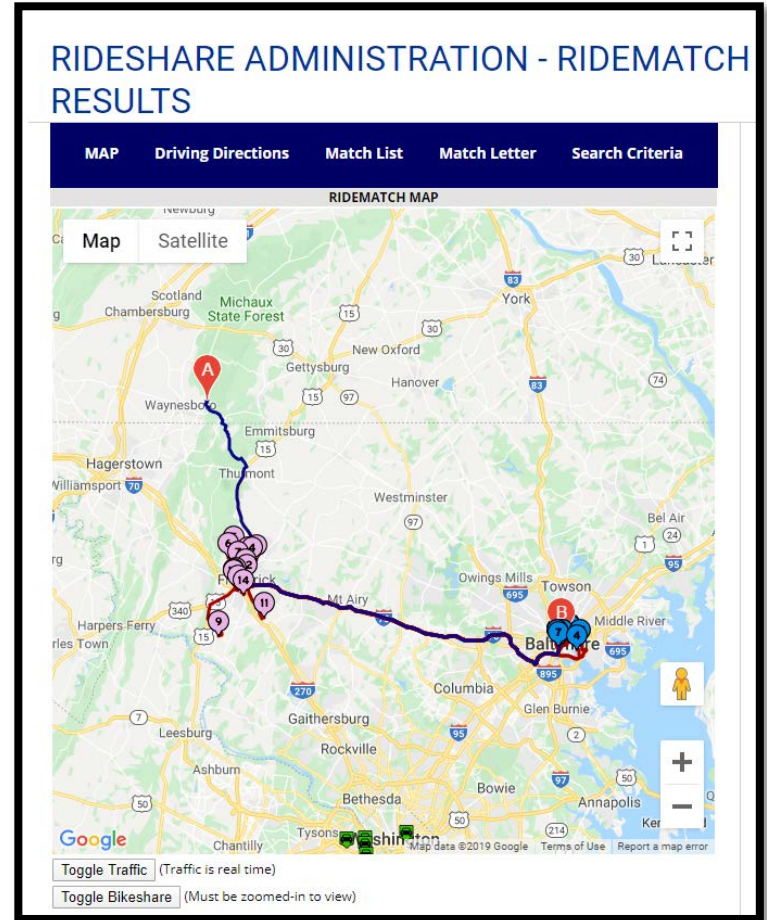


Ridematching Enhancements

RIDESHARE ADMINISTRATION - RIDEMATCH RESULTS

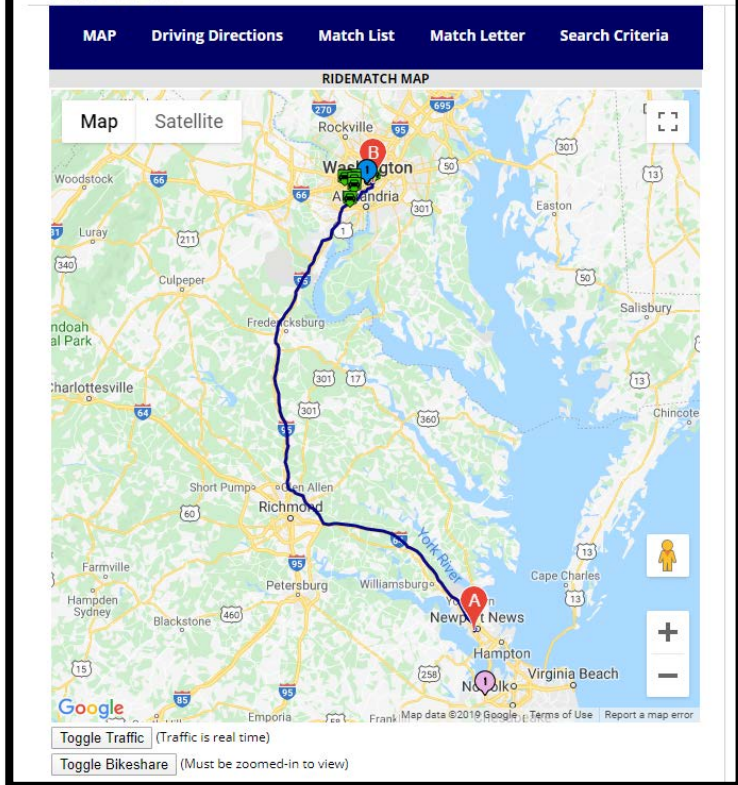


RIDESHARE ADMINISTRATION - RIDEMATCH RESULTS

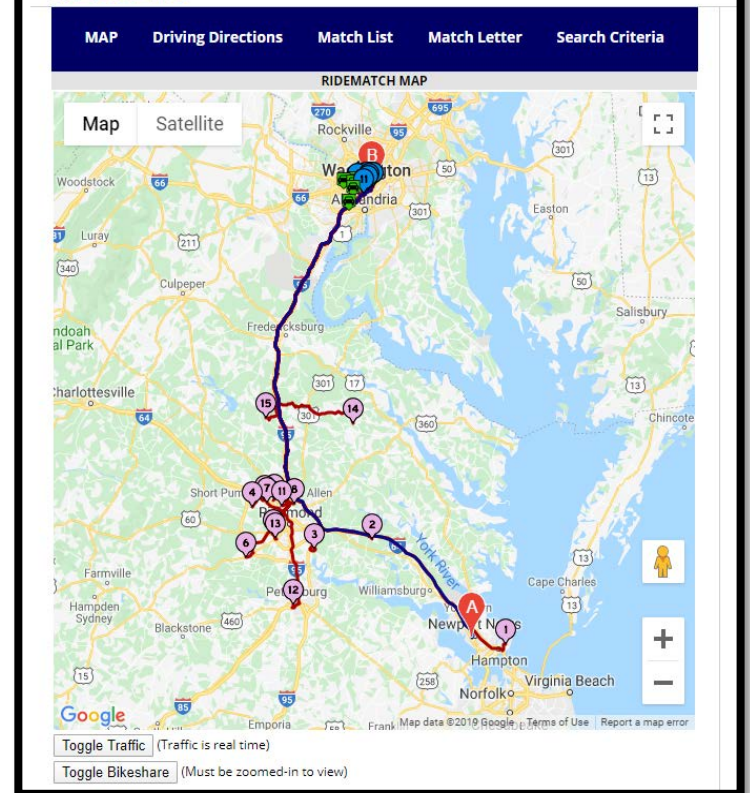


Ridematching Enhancements

RIDESHARE ADMINISTRATION - RIDEMATCH RESULTS

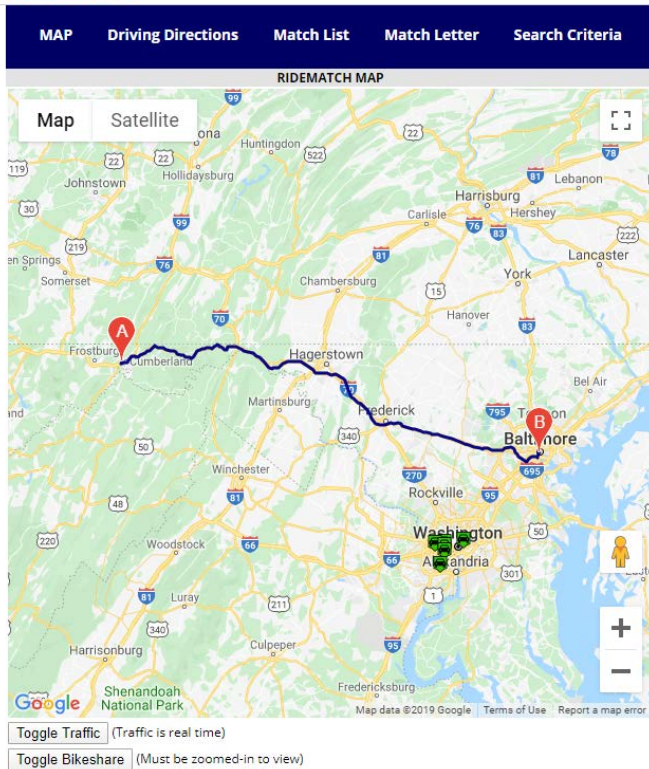


RIDESHARE ADMINISTRATION - RIDEMATCH RESULTS

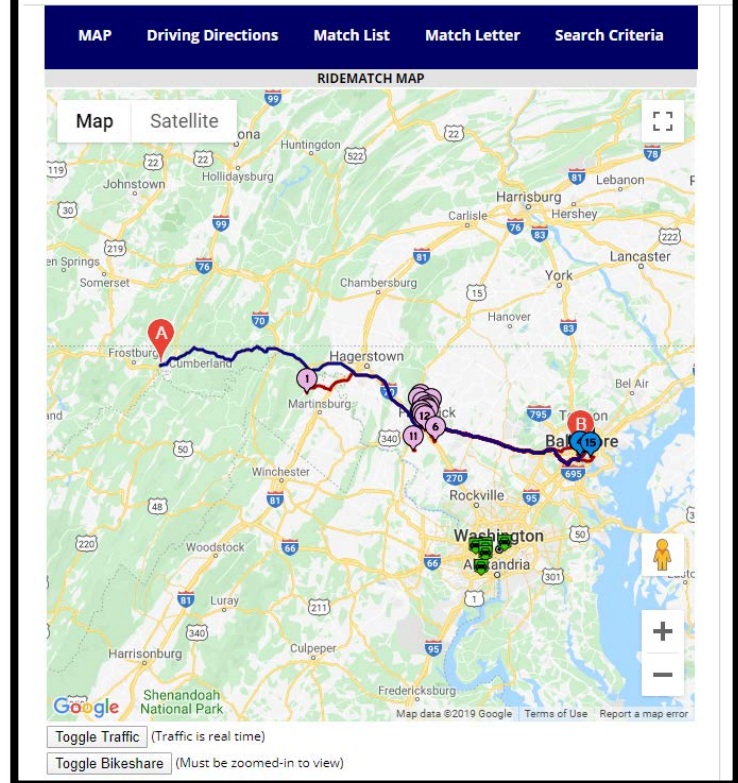


Ridematching Enhancements

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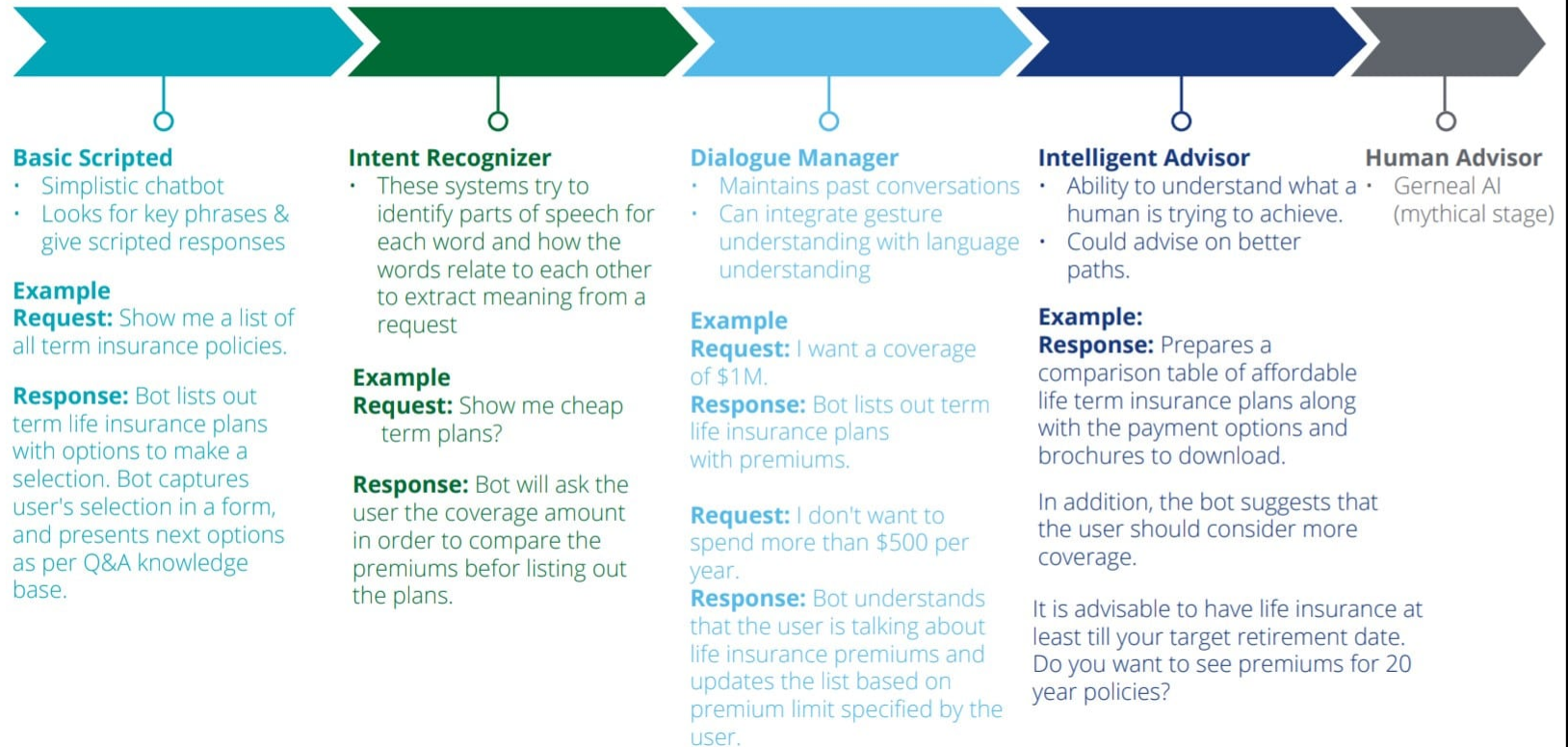
Chat Bot – Introduction/Scoping/Goals

- Makes your website a helpdesk with zero waiting time
- Delivers personalized experience
- Elevates customer service
- Improves engagement
- Helps target a wider audience
- Helps derive business intelligence

Source: chatbotsmagazine.com

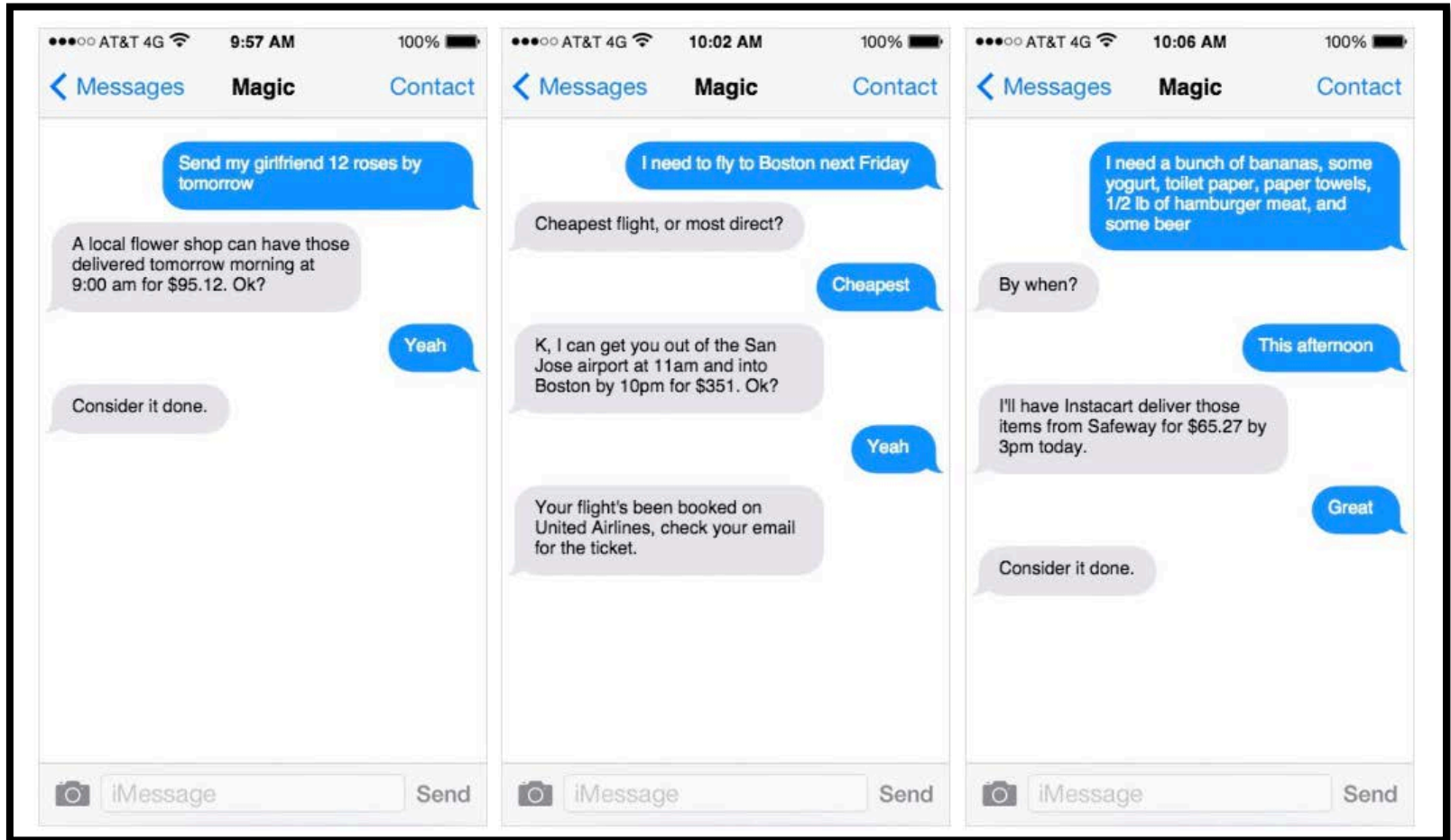
Chat Bot – Options, Options, Options!!!

So let's take a look at the evolution of chatbots Evolution of a chatbot



Source: Deloitte Analysis

Chat Bot – Real Applications



Chat Bot – Conclusion



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

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