

Software Development Review

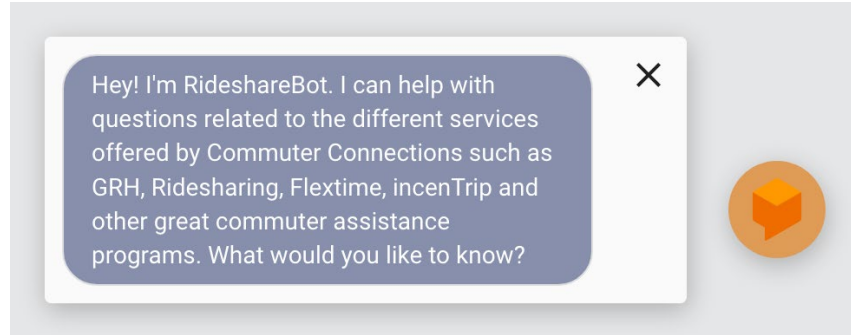
Fiscal Year 2023/24



Commuter Connections



Commuter Connections



RideshareBot version 2.0

- Updated chatbot backend and responses for AWS
- Updated Natural Language Understanding (NLU) models
- Finalize code and launch to production

Commuter Connections

Employer Admin Experience

- Complete balance of employer duplicates tool
- Updated employer search algorithms
- New user interface
- Remove extra (empty) employer records with no employees

Commuter Connections

Placement Rate Survey

- 2023 Placement Rate Survey
- Data exports and final updates

Commuter Connections

Updated Registration Page

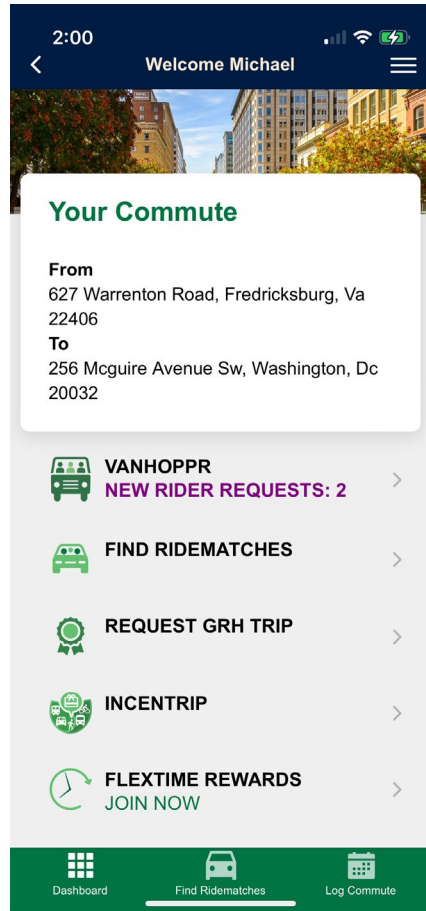
- Added design elements and messaging to better engage visitors

Commuter Connections

Commuter Connections Mobile Updates

- Push notification stability updates
- New app store required Delete Account page
 - Triggers an email to COG staff for follow up by a customer service representative

Commuter Connections



Commuter Connections Mobile Updates

- Request GRH trip
 - For commuters with available GRH trips on their account
 - Allows the start the GRH request-a-ride process directly through the mobile app
 - Only available during work hours and excluding holidays and office closures
 - Triggers an email to COG staff for phone call follow up

Commuter Connections

TDM for Baltimore Bridge Collapse

- Phase 1
 - In development with targeted launch date of June 28, 2024
 - Vanity URL BaltimoreCommutes.org created for a new microsite
 - Setup additional tracking for HOME and WORK jurisdictions
 - Custom reporting
- Phase 2
 - Enhanced customizations to update all text on the homepage and graphics

Commuter Connections

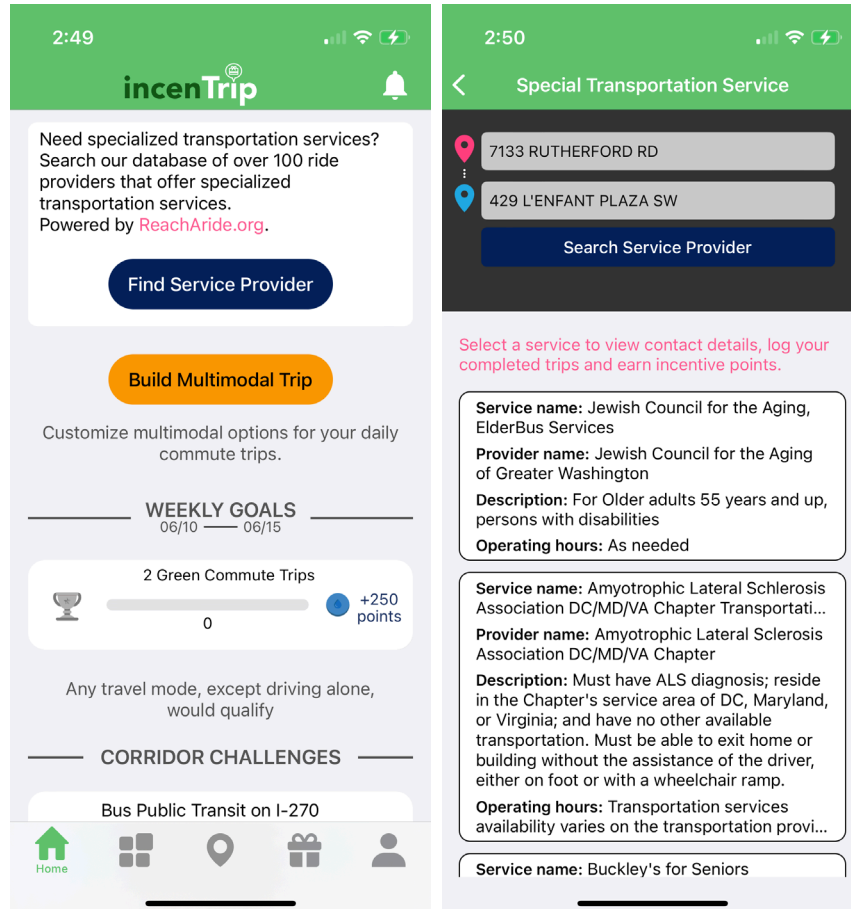
Ongoing Maintenance

- API development
- Updated CCRS Commuter Activity Matching Request Reports
- Setup CloudWatch alarm monitoring
- GRH versus CCRS expiration logic updates
- TDM System “Could Not Compute Route” and monitoring
- Updated email for commuters with bad geocode data

incentTrip / CommuterCash



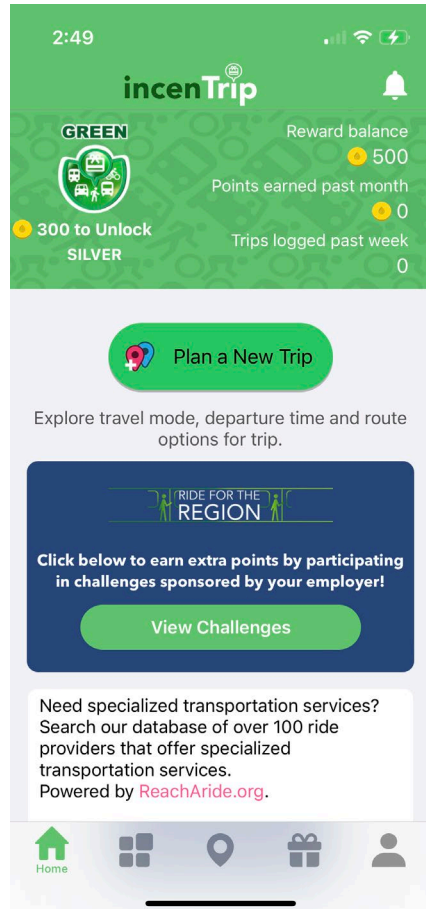
incentTrip / CommuterCash



Customized Multimodal Trip Planner

- For older adults and persons with disabilities
- Worked with UMD to integrate Reach-a-Ride functionality within the incentTrip mobile app

incentTrip / CommuterCash



Ride for the Region Challenge

- Coordination
- Custom reporting
- Duplicate employers and location issues
- Updated create account APIs

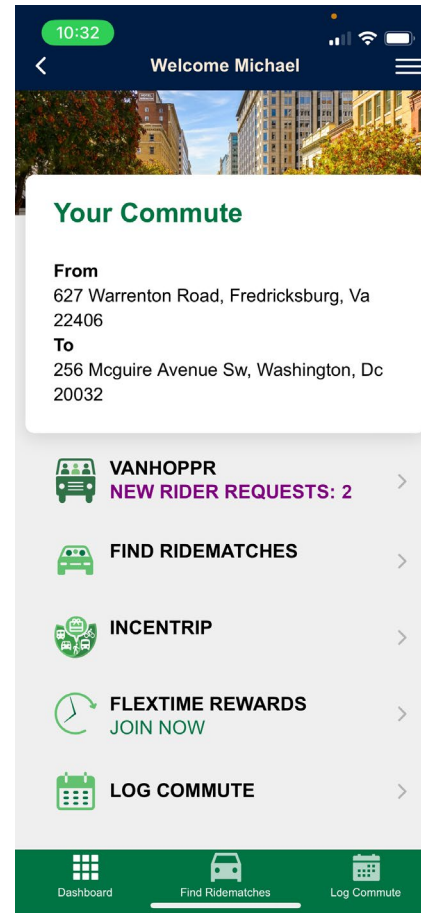
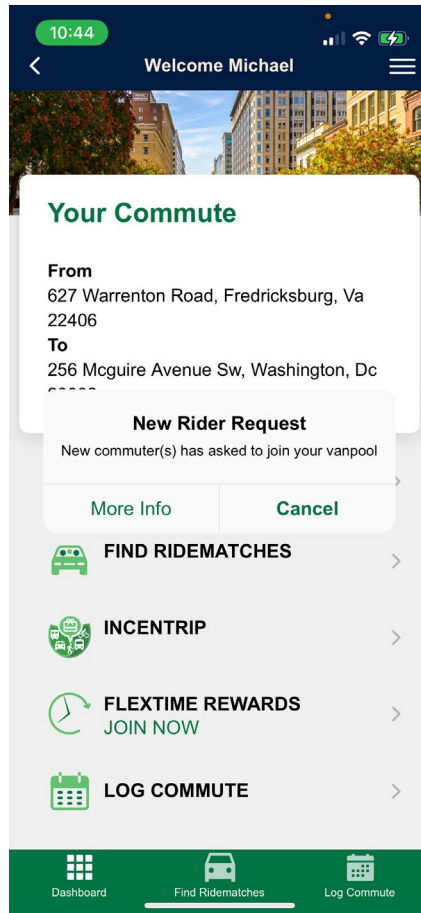
incentTrip / CommuterCash

Technology Transfer

- Migrating incentTrip to MWCOG CommuterCash mobile
- Led ATCMTD Technical Group meetings
- Developed incentTrip migration plan
- AWS server configuration
- Track changes and documentation



Enhancing Mobility Innovation Grant / Vanhoppr

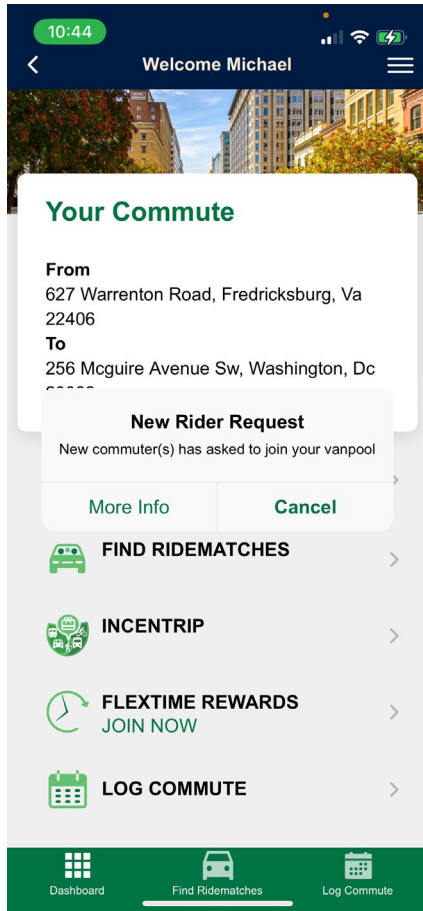


Enhancing Mobility Innovation Grant / Vanhoppr

Core System Development

- Setup AWS code pipeline
- Setup Amazon CloudWatch logs
- Complete AWS CodeBuild workflow and systems integration
- Complete core APIs for vanpool management
- Complete notification manager APIs
- Integration with existing DB schema
- Complete VanHoppr queue APIs

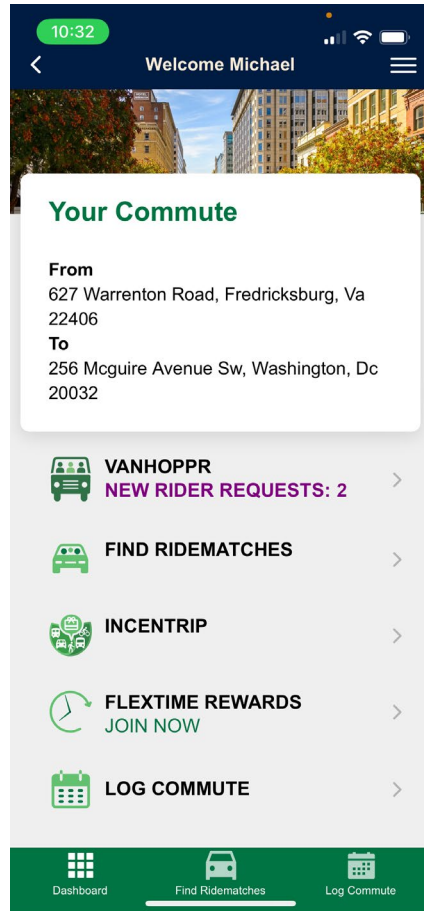
Enhancing Mobility Innovation Grant / Vanhopper



VanHopper

- New Rider Request pop-up
 - More Info button – takes you to the Vanpool Actions section
 - Cancel button – closes the pop-up

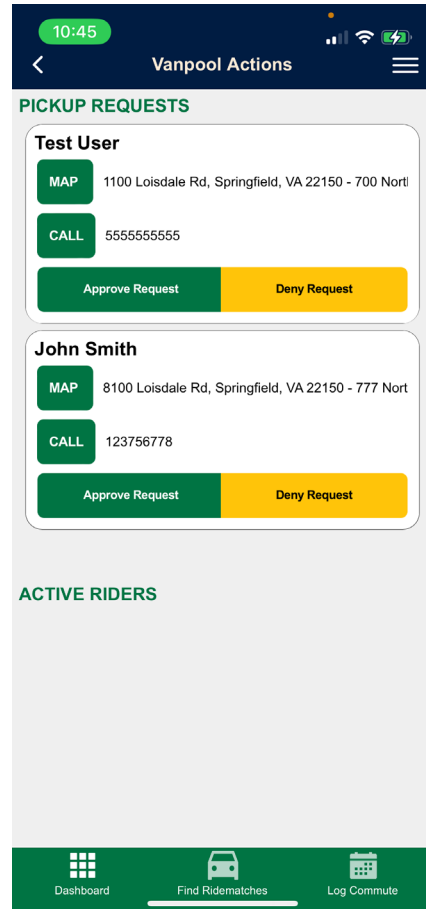
Enhancing Mobility Innovation Grant / Vanhopper



VanHopper

- Dashboard icon
 - Shows the number of pending new rider requests
 - Click to go to the Vanpool Actions section

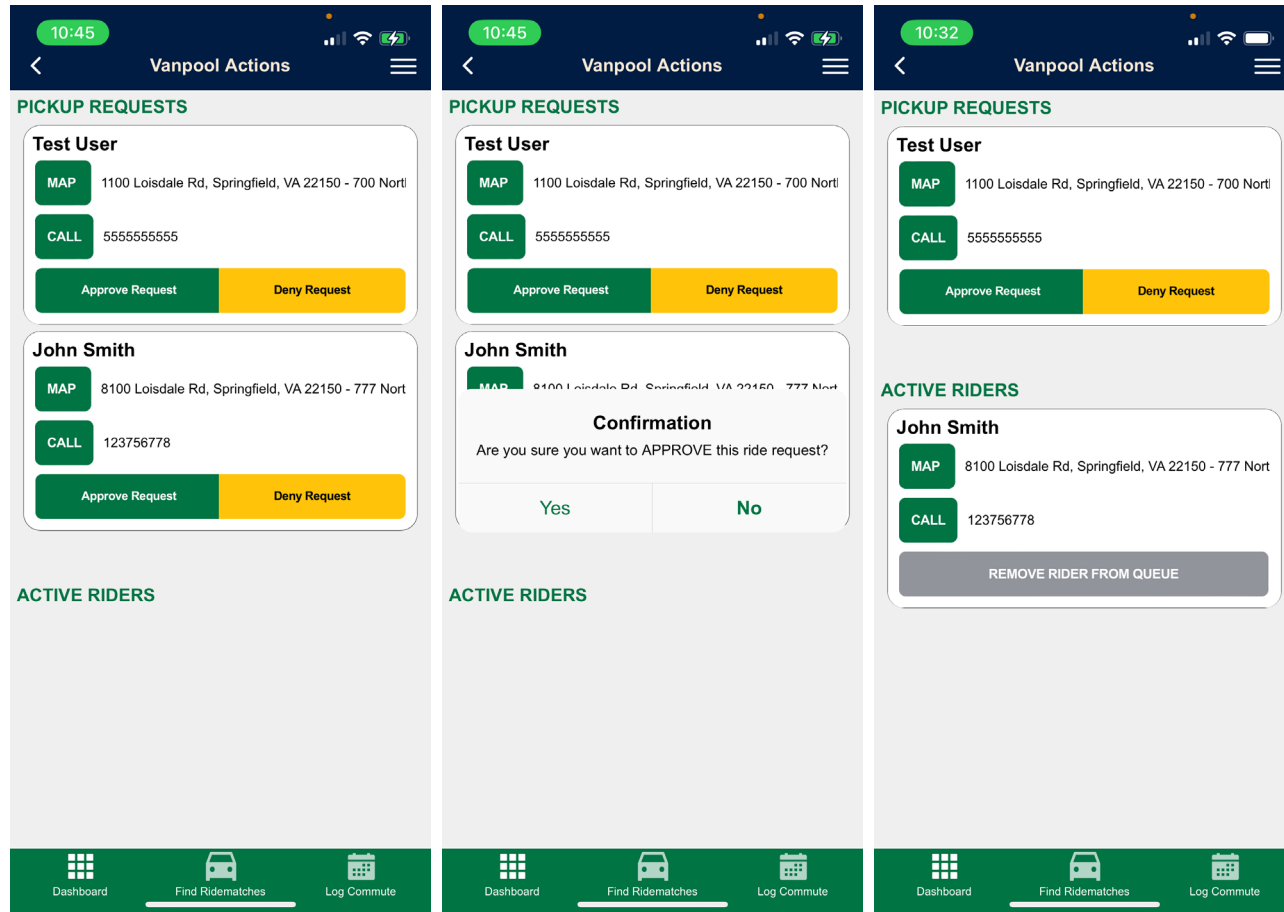
Enhancing Mobility Innovation Grant / Vanhopper



VanHopper

- Vanpool Actions
 - Pickup Requests – shows pending rider requests
 - Active Riders – shows approved rider requests
 - Map button – opens default device map app
 - Call button – opens default device call feature

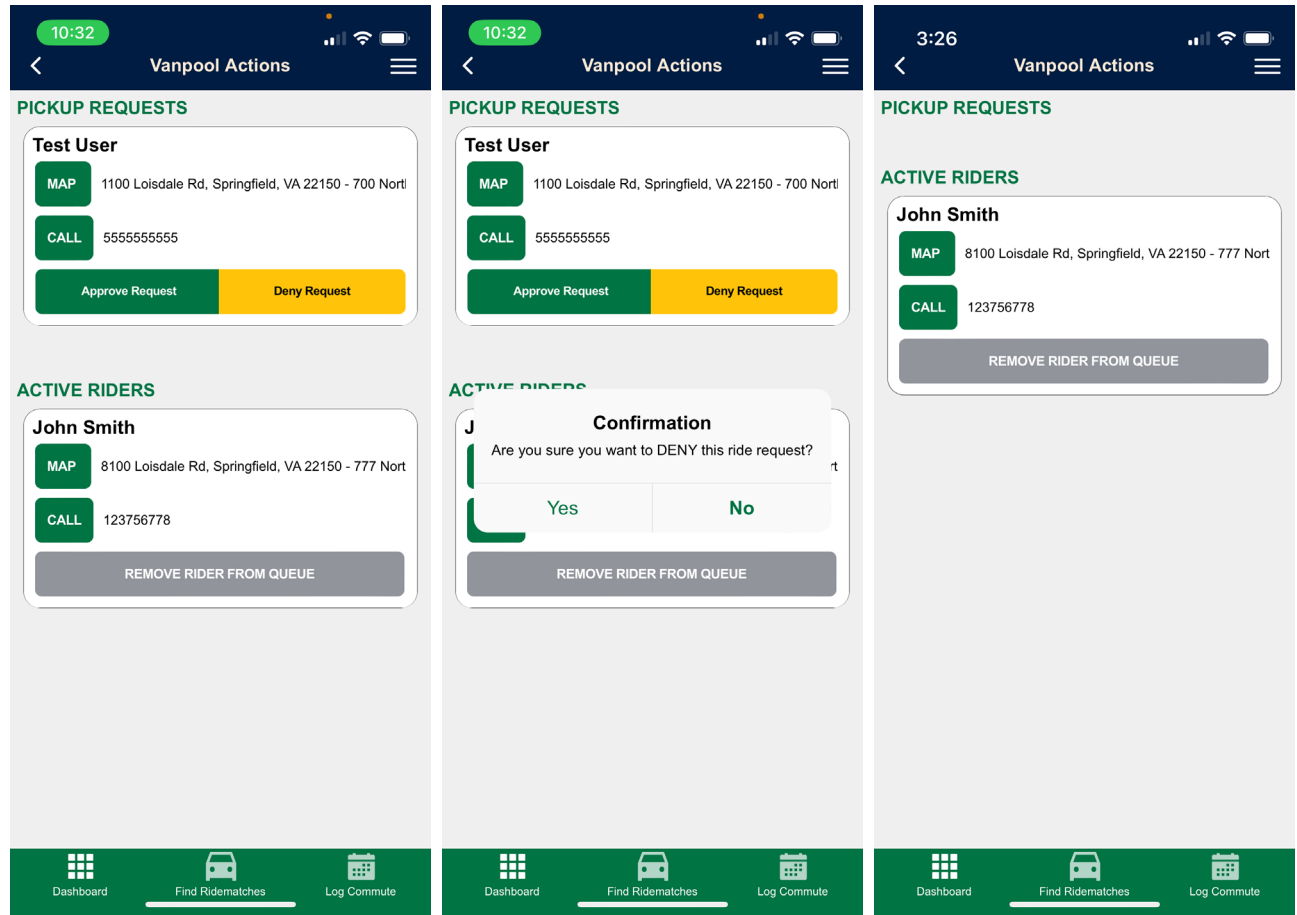
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VanHopper

- Vanpool Actions
 - Approve Request button – the pending Pickup Request will become an approved Active Rider

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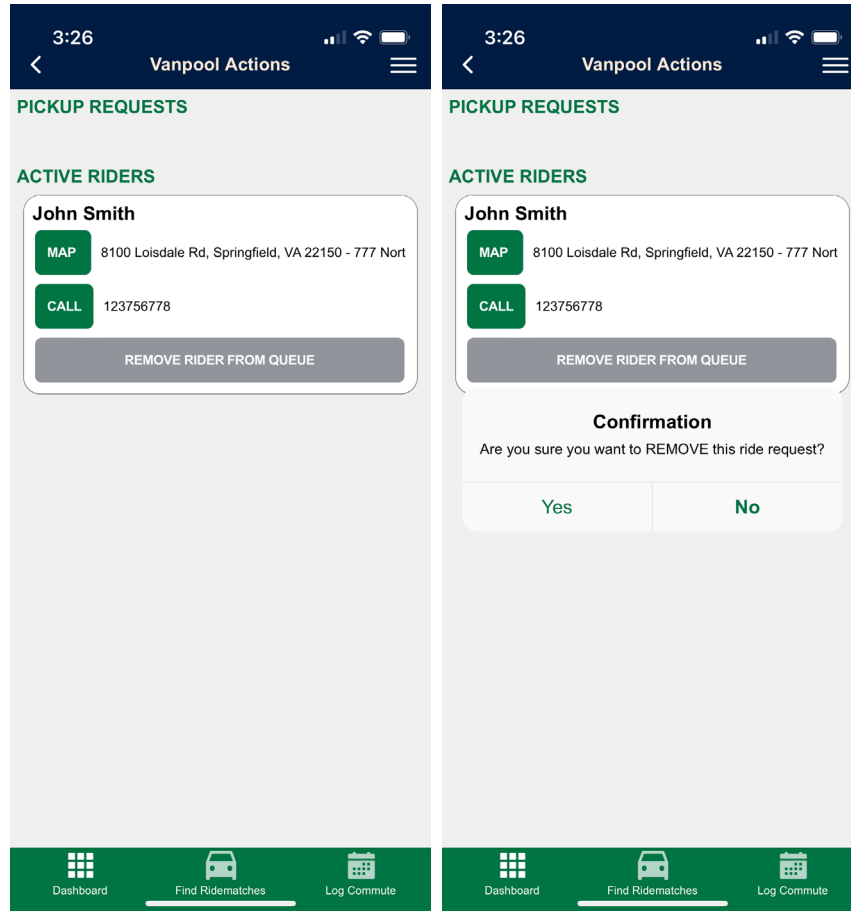


VanHopper

- Vanpool Actions
 - Deny Request button – the pending Pickup Request will be closed and no longer shown to the driver



Enhancing Mobility Innovation Grant / Vanhopper



VanHopper

- Vanpool Actions
 - Remove Rider from Queue button – the Active Rider will be marked as Terminated within the system and will no longer be shown to the driver

Enhancing Mobility Innovation Grant / Vanhopp

COMMUTER CONNECTIONS.
A SMARTER WAY TO WORK

HOME EDIT PROFILE

VANPOOL REQUESTS MANAGEMENT

Pending Requests

Request ID	Vanpool ID	Commuter ID	First Name	Last Name	Email	Status
31	1282	89016	firstNameHere	lastNameHere	test@gmail.com	P
25	1551	742915	MICHAEL	HEMRY	FLEXMEDIA@MEDIABEEF.COM	P
29	1282	89013	firstNameHere	lastNameHere	test@gmail.com	P

Active Requests

Request ID	Vanpool ID	Commuter ID	First Name	Last Name	Email	Status
16	1282	707018	first	lastname	FAKEHEMRY5@MEDIABEEF.COM	A

Denied Requests

Request ID	Vanpool ID	Commuter ID	First Name	Last Name	Email	Status
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Terminated Requests

Request ID	Vanpool ID	Commuter ID	First Name	Last Name	Email	Status
30	1282	89015	firstNameHere	lastNameHere	test@gmail.com	T

Core System Customization for the Washington, DC Region

Admin Tools

- Add driver management to TDM production website
- Add vanpool rider requests management to TDM production website

Enhancing Mobility Innovation Grant / Vanhopp

COMMUTER CONNECTIONS
A SMARTER WAY TO WORK

HOME EDIT PROFILE FIND RIDEMATCHES COMMUTE LOG LOGOUT Welcome MICHAEL

RIDESHARING - RIDEMATCH RESULTS

Map Driving Directions Match Letter Search Criteria **LIMIT RESULTS TO YOUR EMPLOYER ONLY**

Map Satellite

Map

Vanpool 767684
Start: 1150 Courthouse Rd Stafford, VA 22554
End: 256 McGuire Avenue Washington, DC
Hours: 6:30AM to 2:30PM
Contact Dan Fields @ (540) 656-2770
[Join This Vanpool](#)

Vanpool 702332
Start: 1150 Courthouse Rd Stafford, VA 22554
End: 257 McGuire Avenue Washington, DC
Hours: 6:30AM to 3:45PM
Contact Dan Fields @ (540) 656-2770
[Join This Vanpool](#)

Vanpool 702325
Start: 4240 Plank Road Fredericksburg, VA
End: 2703 Martin Luther King Junior Avenue Southeast Washington, DC
Hours: 6:30AM to 3:00PM
Contact Dan Fields @ (540) 656-2770
[Join This Vanpool](#)

Vanpool 603087
Start: 10800 Houser Drive, Fredericksburg, VA 22408
End: 20 MacBill Boulevard Southeast, Washington, DC 22202
Hours: 6:30AM to 4:00PM
Contact Ashlee Beer @ (540) 656-6323

REQUEST A RIDEMATCH
VIEW RIDEMATCH HISTORY
PROGRAM STATUS
EDIT PROFILE
FIND RIDEMATCHES
GUARANTEED RIDE HOME
LOG YOUR COMMUTE
BIKE ROUTING
POOL REWARDS
FLEXTIME REWARDS
SPECIAL EVENTS
COMMUTE COST CALCULATOR

Core System Customization for the Washington, DC Region

Commuter Tools

- Core vanpool management integration to TDM production website scheduled for this week
- New vanpool results treatment has gone live but the Join Vanpool button is pending app store approval