

TDM SYSTEM UPDATE

Updates/Changes to the TDM Web Platform

Stephen Finafrock
Commuter Operations Specialist III

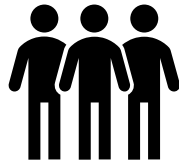
Commuter Connections Ridematching Committee
June 16, 2020

TDM System Update

- Contents:
 - Chatbot Update
 - Streamlined Registration/Updated Password Recovery
 - Employer Based Matching

Top 10 Reasons commuters call us...

1. Re-Register
2. Program Information
3. GRH Dispatch Trip
4. Username & Password Reset
5. IncenTrip
6. Transit Information
7. Commuter Direct
8. Sent Matchlist
9. Park & Ride Information
10. State/Local Transit Information



Ridesharebot (Chatbot) – BETA

The screenshot displays the Commuter Connections website with a chatbot window open. The website header includes the logo "COMMUTER CONNECTIONS. A SMARTER WAY TO WORK" and navigation links for HOME, ABOUT US, COMMUTERS, EMPLOYERS, NEWS & EVENTS, and QUICK LINKS. The main content area features a photograph of three people in a car with the text "Instantly find rideshare partners" and a "SIGN" button. Below the photo, it says "Flexible solutions for a better commute." and lists services: Ridesharing, Guaranteed Ride Home, Pool Rewards, and Spec.

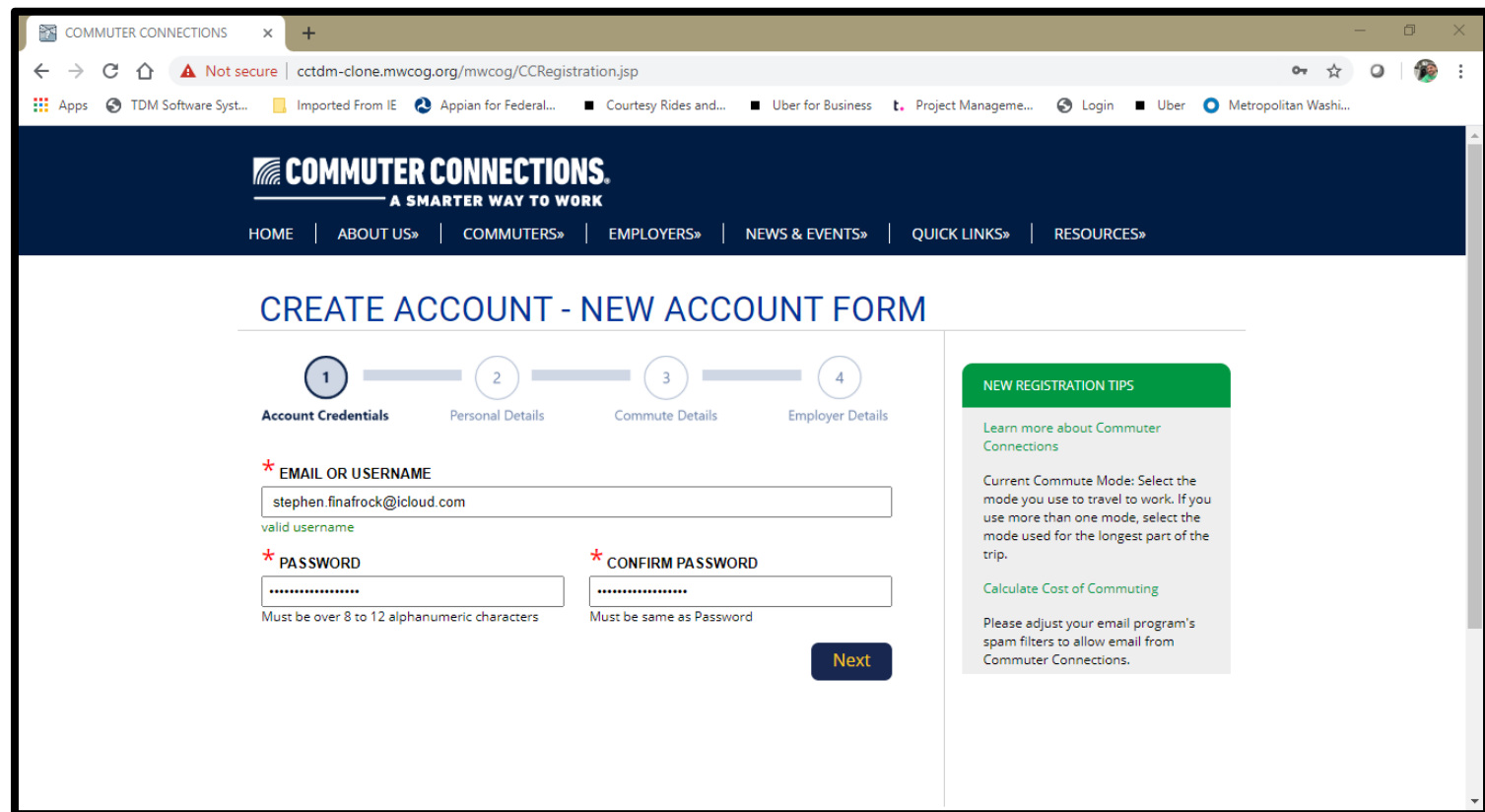
The chatbot window, titled "RideshareBot", shows the following interaction:

- Bot:** Our Guaranteed Ride Home Program provides commuters with a FREE and reliable ride home when unexpected emergencies arise. [Create an account](#) to see how we can help empower your ridesharing needs!
- User:** Are you concerned about the spread of the coronavirus?
- Bot:** Hmm.. interesting question. I can't help with that right now but you can try emailing me at ridematching@mwkog.org for additional help!
- User:** Please let me know how I can help!

The chatbot interface includes a "Reply to RideshareBot" input field and a "Send" button.

Streamlined Registration – BETA

- ***NEW*** - Progress bar and allows registrants to use a username OR email address



The screenshot displays the 'CREATE ACCOUNT - NEW ACCOUNT FORM' on the Commuter Connections website. The page features a dark blue header with the logo and navigation links. A progress bar at the top of the form indicates four steps: 1. Account Credentials (active), 2. Personal Details, 3. Commute Details, and 4. Employer Details. The 'Account Credentials' section includes fields for 'EMAIL OR USERNAME' (containing 'stephen.finafrock@icloud.com'), 'PASSWORD', and 'CONFIRM PASSWORD'. A 'Next' button is located at the bottom right of the form. On the right side, a 'NEW REGISTRATION TIPS' box provides instructions on selecting a commute mode and adjusting email filters.

COMMUTER CONNECTIONS
A SMARTER WAY TO WORK

HOME | ABOUT US» | COMMUTERS» | EMPLOYERS» | NEWS & EVENTS» | QUICK LINKS» | RESOURCES»

CREATE ACCOUNT - NEW ACCOUNT FORM

1 2 3 4
Account Credentials Personal Details Commute Details Employer Details

* EMAIL OR USERNAME
stephen.finafrock@icloud.com
valid username

* PASSWORD
Must be over 8 to 12 alphanumeric characters

* CONFIRM PASSWORD
Must be same as Password

Next

NEW REGISTRATION TIPS

Learn more about Commuter Connections

Current Commute Mode: Select the mode you use to travel to work. If you use more than one mode, select the mode used for the longest part of the trip.

Calculate Cost of Commuting

Please adjust your email program's spam filters to allow email from Commuter Connections.

Streamlined Registration – BETA

- ***NEW*** - Suggest as you type implementation for addresses

The screenshot shows a web browser window with the URL `cctdm-clone.mwcog.org/mwcog/CCRegistration.jsp`. The page is titled "COMMUTER CONNECTIONS" and features a progress bar with four steps: 1. Account Credentials, 2. Personal Details, 3. Commute Details, and 4. Employer Details. The "Personal Details" step is active.

The form includes the following fields:

- * FIRST NAME**: Stephen
- * LAST NAME**: Finafrock
- * PHONE NUMBER**: (202) 841-0161
- * PHONE TYPE**: Home Cell Work

Below the phone number, a note states: "(At least one telephone number is required to be registered in any Commuter Connections program.) valid phone number".

The **Home Address** section contains:

- * STREET ADDRESS**: A dropdown menu showing suggestions for "11977 Forest Hill Road". The suggestions are:
 - 11977 FOREST HILL ROAD, ELKRIDGE, MD
 - 11977 FOREST HILL RD, WOODBRIDGE, VA
 - 11977 FOREST HILL RD, ELKRIDGE, MD
 - 11977 FOREST HILL RD, GWYNN OAK, MD
 - 11977 FOREST HILL RD, MARRIOTTSVILLE, MD
 - 11977 FOREST HILL RD, GORDONSVILLE, VA
 - 11977 FOREST HILL RD, HARRISONBURG, VA
 - 11977 FOREST HILL RD, WFEMS, VA
- APT #**: An empty text input field.
- * ZIP**: An empty text input field.

A "Next" button is located at the bottom right of the form.

On the right side of the page, there is a "NEW REGISTRATION TIPS" section with the following content:

- [Learn more about Commuter Connections](#)
- Current Commute Mode: Select the mode you use to travel to work. If you use more than one mode, select the mode used for the longest part of the trip.
- [Calculate Cost of Commuting](#)
- Please adjust your email program's spam filters to allow email from Commuter Connections.



Streamlined Registration – BETA

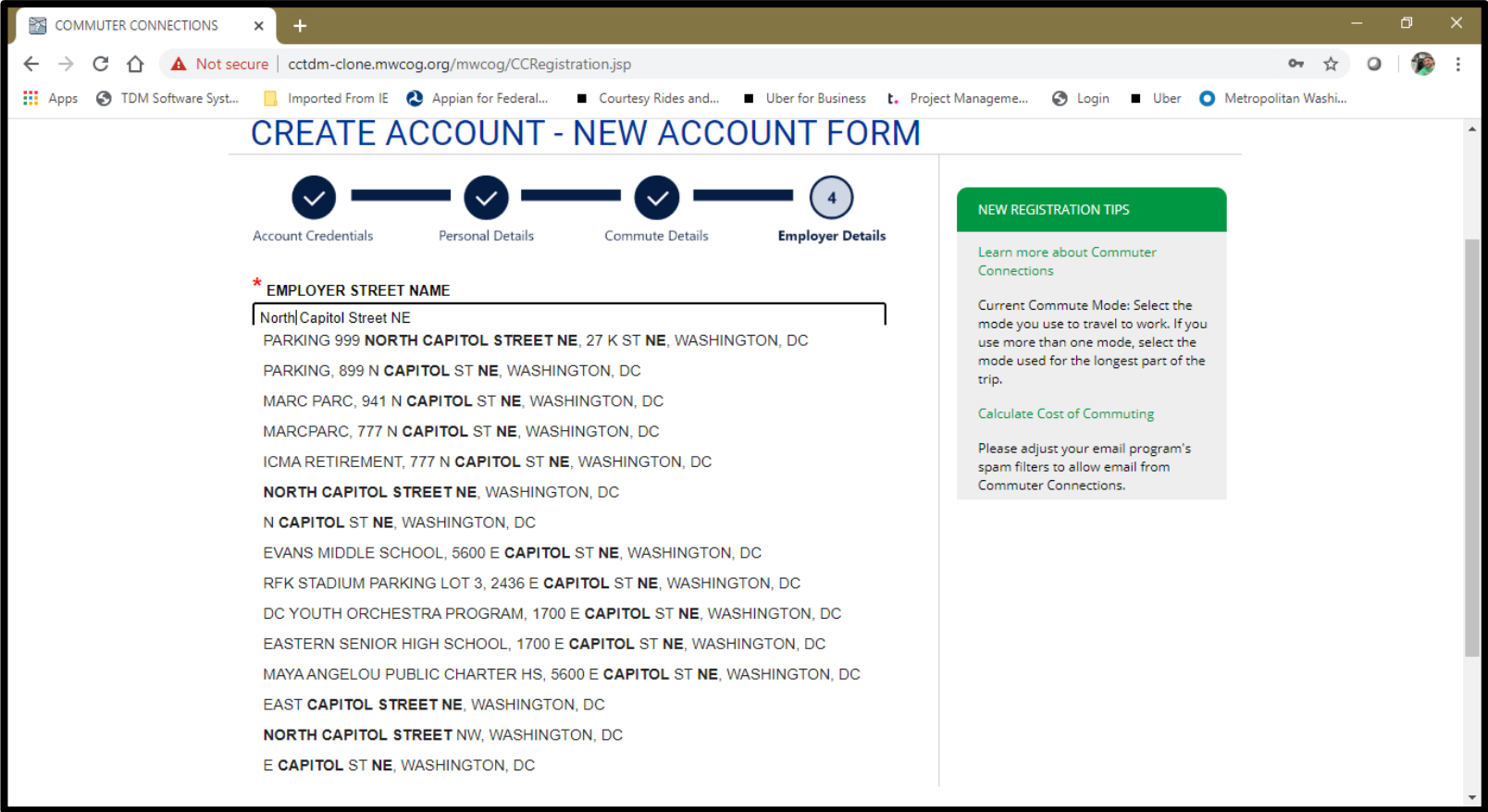
- Commute Details

The screenshot shows a web browser window with the URL `cctdm-clone.mwcog.org/mwcog/CCRegistration.jsp`. The page header includes the logo for **COMMUTER CONNECTIONS. A SMARTER WAY TO WORK** and a navigation menu with links for HOME, ABOUT US, COMMUTERS, EMPLOYERS, NEWS & EVENTS, QUICK LINKS, and RESOURCES. The main heading is **CREATE ACCOUNT - NEW ACCOUNT FORM**. A progress indicator shows four steps: Account Credentials, Personal Details, **Commute Details** (current step), and Employer Details. The form contains two required fields: *** CURRENT COMMUTE MODE** (dropdown menu with 'Drive Alone' selected) and *** How did you learn about us?** (dropdown menu with 'Radio' selected). There are 'Back' and 'Next' buttons. A sidebar on the right titled **NEW REGISTRATION TIPS** contains links for 'Learn more about Commuter Connections', 'Calculate Cost of Commuting', and a note about adjusting email spam filters. The footer includes links for Site Map, Contact Us, Terms of Use, Privacy Policy, About SSL Certificates, and HIDE TOOLTIPS.



Streamlined Registration – BETA

- Employer Search



Ridematching Enhancement...TBD

WELCOME FAKE MICHAEL HEMRY

RIDESHARING - RIDEMATCH RESULTS

Click here to limit results to your employer only >>

MAP Driving Directions Match Letter Search Criteria

Try Route Matching

MATCH LIST

Email Matches Print Matches

THANH TRAN
 Anonymous (751054)

TEST TESTERSON
 Anonymous (756894)
 202-555-5555

ANDREW LESER
 Anonymous (750848)

KATHLEEN FRANKLIN
 Anonymous (757852)
 757-401-1004

SUSAN SNIDER
 Anonymous (757131)

GABBY SOUTHWORTH
 Anonymous (751998)

BING YULIAWATI
 Anonymous (681569)
 703-772-9589
 202-458-5997

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
 Not finding good matches? Zoom in on the map to view the nearest Metro and Commuter Rail stops.
 You may also click on any of the following links to plan your trip using metro rail and buses: (Opens in a new browser window)

- Metro Trip planner
- Metro Bus Schedules
- MTA Trip Planner
- DC Bus Map
- Alternate Commute Options
- VA Bus Map

Radius Match

WELCOME FAKE MICHAEL HEMRY

RIDESHARING - RIDEMATCH RESULTS

Now showing matches from your employer only >>

MAP Driving Directions Match Letter Search Criteria

Try Route Matching

MATCH LIST

Email Matches Print Matches

TEST TESTERSON
 Anonymous (756894)
 202-555-5555

KATHLEEN FRANKLIN
 Anonymous (757852)
 757-401-1004

SUSAN SNIDER
 Anonymous (757131)

GABBY SOUTHWORTH
 Anonymous (751998)

KAREN LEE
 Anonymous (116916)
 703-533-9126
 845-414-6046

INA STRICHARTZ
 703-533-8709
 202-616-4228

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY
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- DC Bus Map
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- VA Bus Map

Employer Match

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