

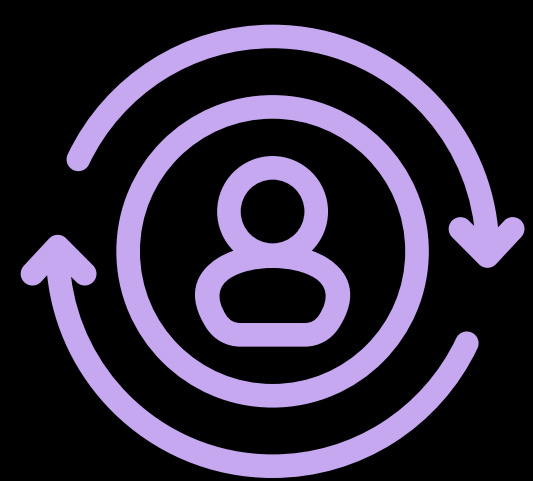
# Mobility Ambassador

An AI-powered chatbot that offers real-time support for King County metro riders.



## Problem

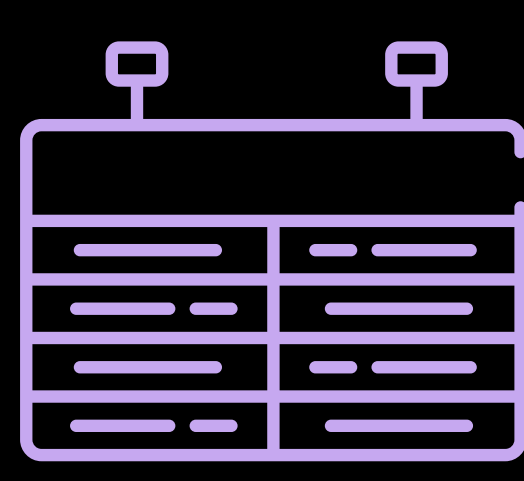
Navigating King County's public transit can be challenging due to fragmented tools, accessibility barriers, and lack of real-time support. Riders struggle to find the right app, leading to inefficient trip planning. Tourists, elderly passengers, and non-native speakers face schedule and multimodal transfer difficulties. Limited real-time assistance makes it hard to adapt to delays, and 24/7 customer support is unavailable, leaving riders without help during off-hours. King County Metro aims to enhance accessibility, streamline trip planning, and provide AI-driven real-time support.



Personalized Recommendation



24/7 Support

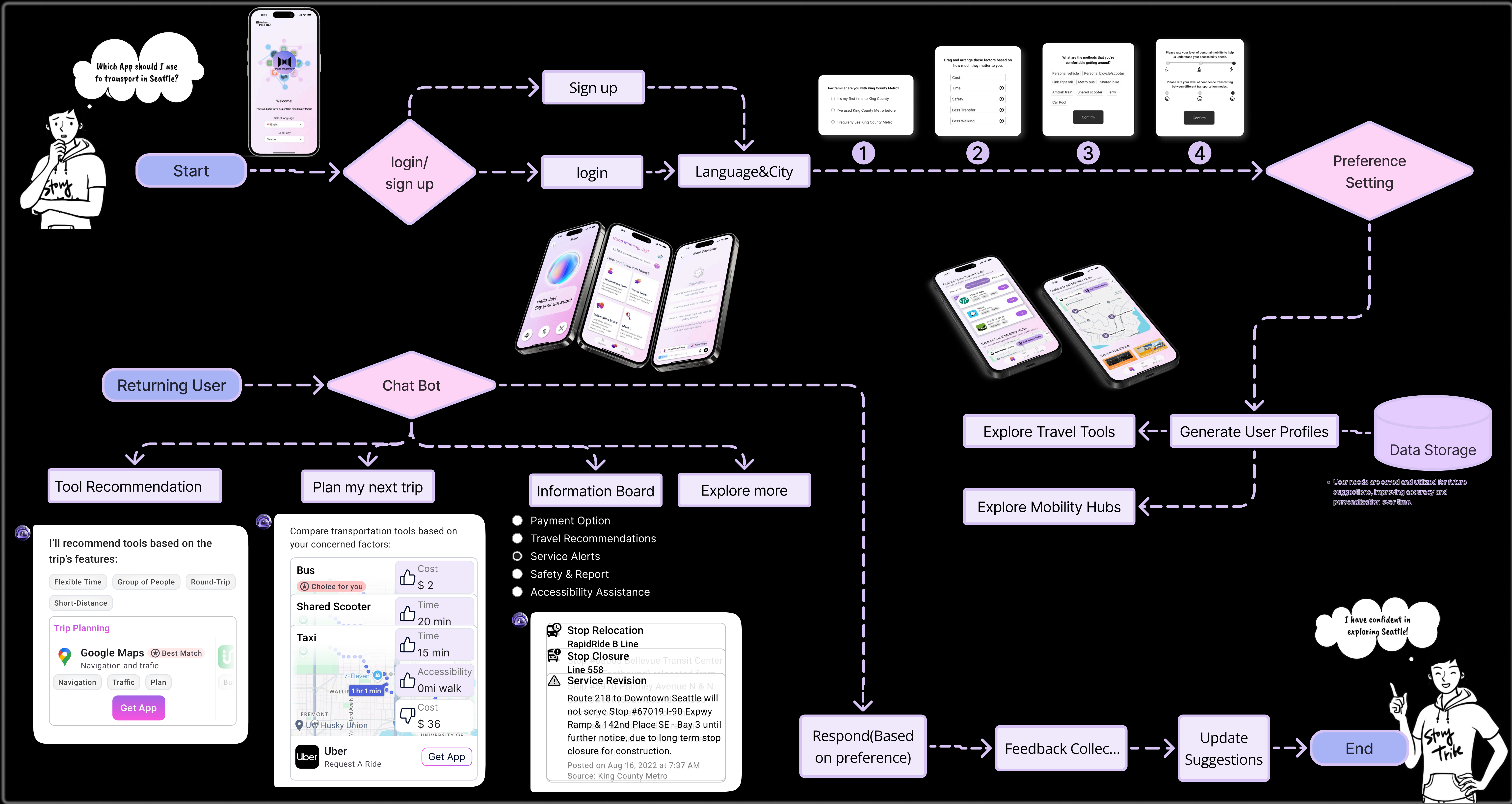


Real-time Information Digitalization

## Technology

- Centralized Database: Stores user preferences and transit app ratings to enable personalized recommendations.
- Backend Scoring System: Evaluates transit apps based on cost, accessibility, solo/group travel, ensuring users receive the best-suited tool.
- AI Chatbot: Provides instant assistance through text, voice, and image inputs.
- Multimodal Trip Comparison Engine: Integrates multiple transportation sources to offer route options based on time, cost, and convenience.
- Continuous Feedback Loops: Refine recommendations and chatbot responses over time for improved accuracy.

## Solution



## Process

