

## **Uplift**

A project by the WeCAT team

Uplift improves the public transportation experience by empowering passengers with mobility impairments through crowdsourced information. Uplifts provides an online platforms that displays the availability status of lifts in stations based on live data extracted from the Network Rails database and enhanced with crowdsourced reports. Uplift consists of three main tabs for users to interact with.

The first tab is a list of stations that easily displays whether its lifts are operational. When users report a fault in a lift, this report is sent directly into the Network Rail data centre and when trends are recognised, the informations gets reflected on the Uplift platform.

The second tab is a Map overview of all the stations with visual indicators reflecting their status. Upon tapping the preferred station, the users can view relevant, real-time information like the number of lifts in-service as well as the estimated repair time. Uplift uses historical trends to generate this estimates and then corroborates them through user-generated reports. User preferences are stored in order for Uplift to always show the station that the user cares about most. Uplift also display smart suggestions in case the preferred station has no lifts in operation.

The third tab is the Community tab, a key differentiator of our platform. It creates a rewarding experience through milestones and achievements to incentivise user engagement. It contains personalised information that is relevant and timely. From this tab users can quickly send feedback to report lift faults and participate in community forums.

Uplift drastically improves the current experience of user with mobility impairments and generates great benefits for the community such as increased access to public transportation, enhanced trip planning, and increased confidence for the users that need it the most.

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