

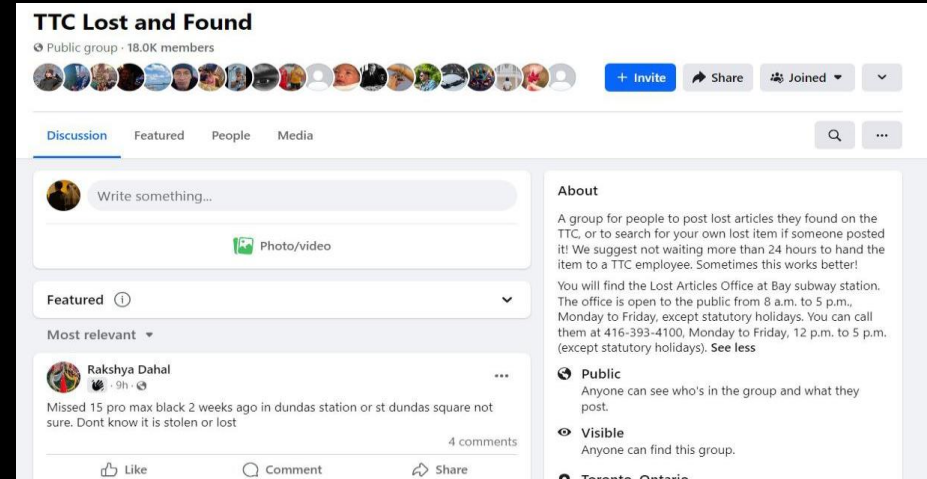
# PTC-Protect Track and Collect

Web application that helps the user to find their lost product in an easy way and to enhance protection of operators from assault.



# *Problem we face now*

- Only option to find a lost product now is to directly call the support service and reach the Bay station to get it back.
- No guarantee of getting the product back.
- Facebook is one of the common platform we are reliant on to get the lost products back.
- Disputes over lost items or frustration stemming from lost belongings sometimes leads into conflicts with transit operators.
- Increased number of assaults to the operators in ttc.



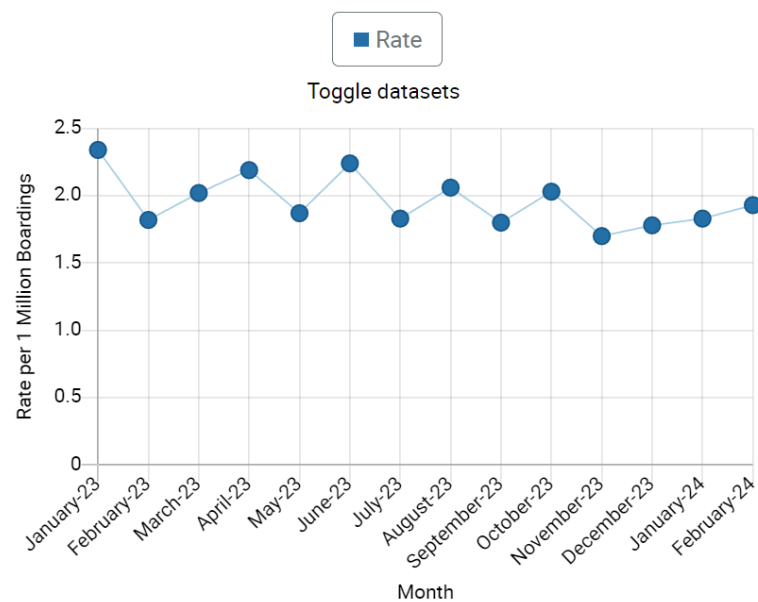
# Assults Data

## Crazy ! !

Rate of Offences Against TTC Customers per 1 Million Boardings

1.93

in February 2024

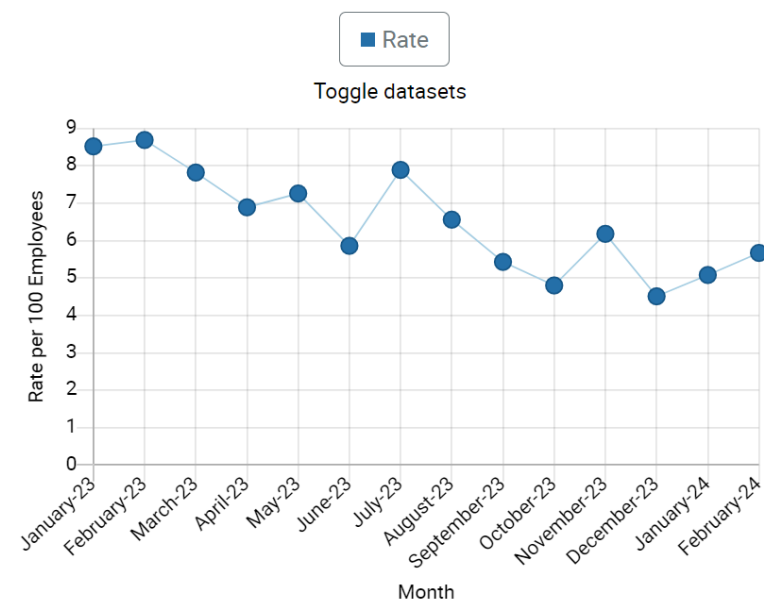


► Raw Data for Offences Against TTC Customers

Rate of Offences Against TTC Employees per 100 Employees

5.67

in February 2024



► Raw Data for Offences Against TTC Employees

# *Functionalities*

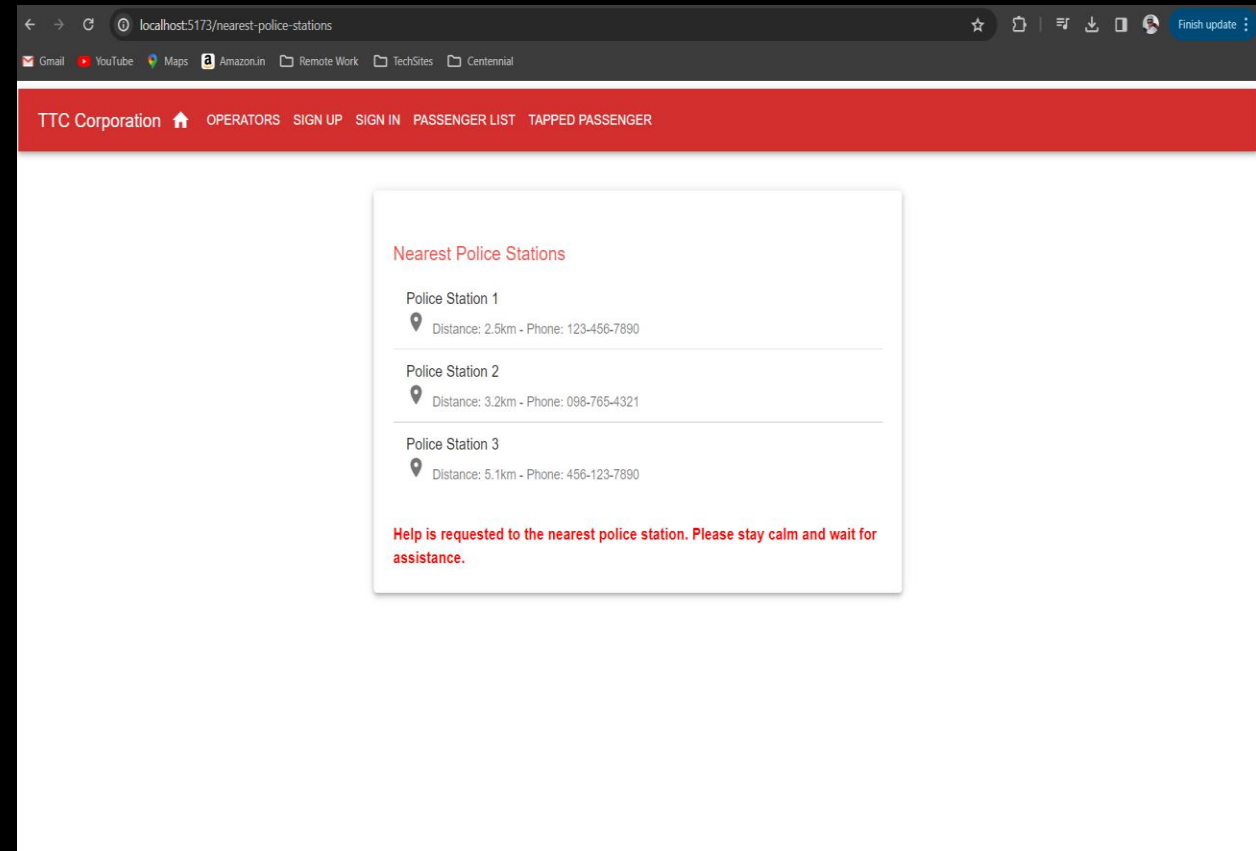
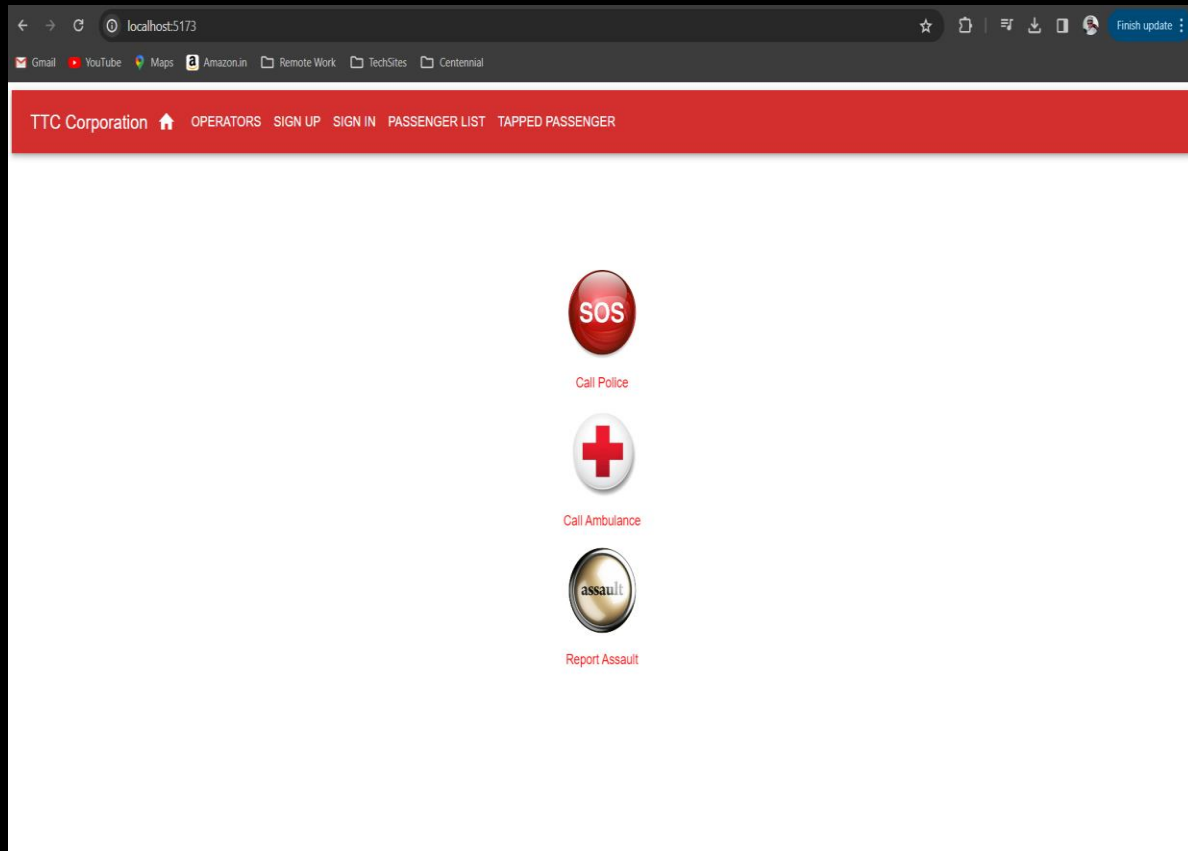
## *Operator interface*

- Three functions on home screen :- Emergency, Ambulance, Assault Report.
- Emergency:- Directly to the police for e.g. In the case of accident.
- Ambulance: Medical Emergency inside the bus.
- Report: Reporting the assault records.
- Additional features: Stores the passenger information including the picture those who tap a Presto card.

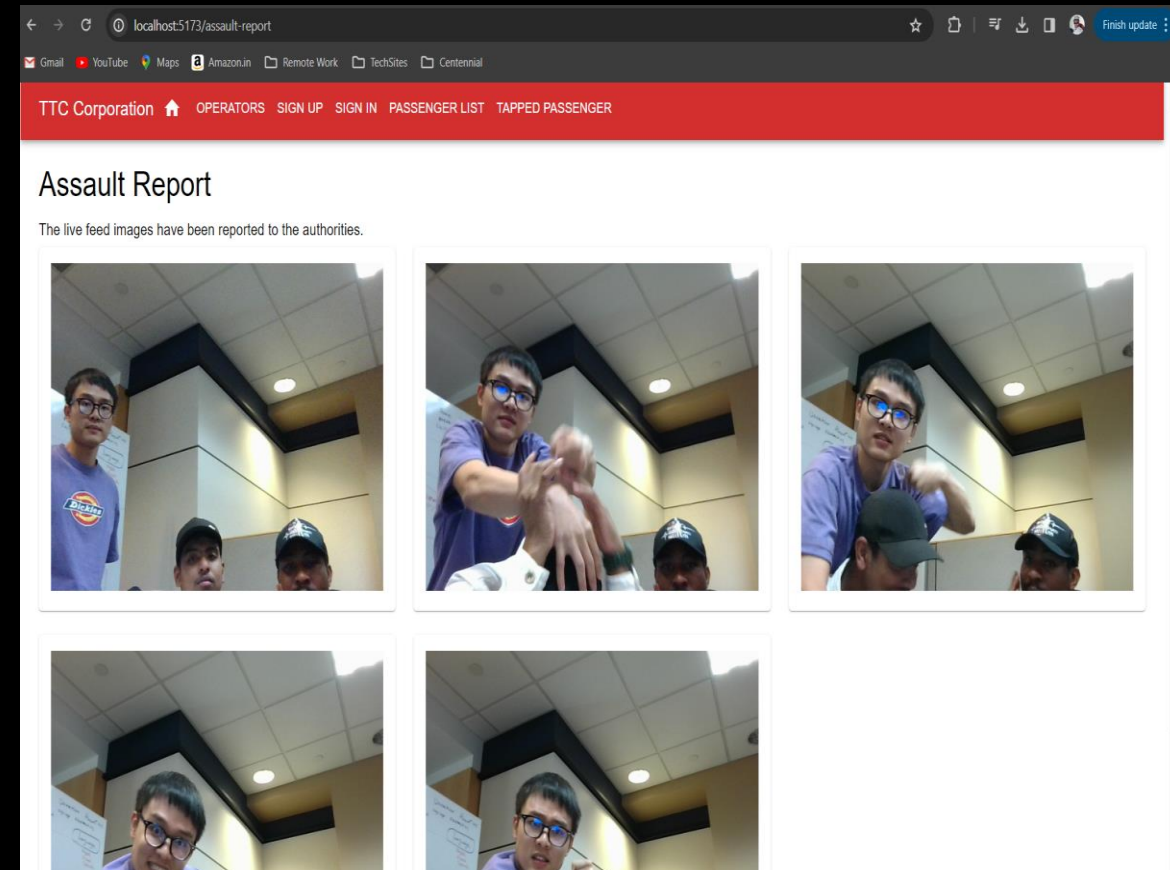
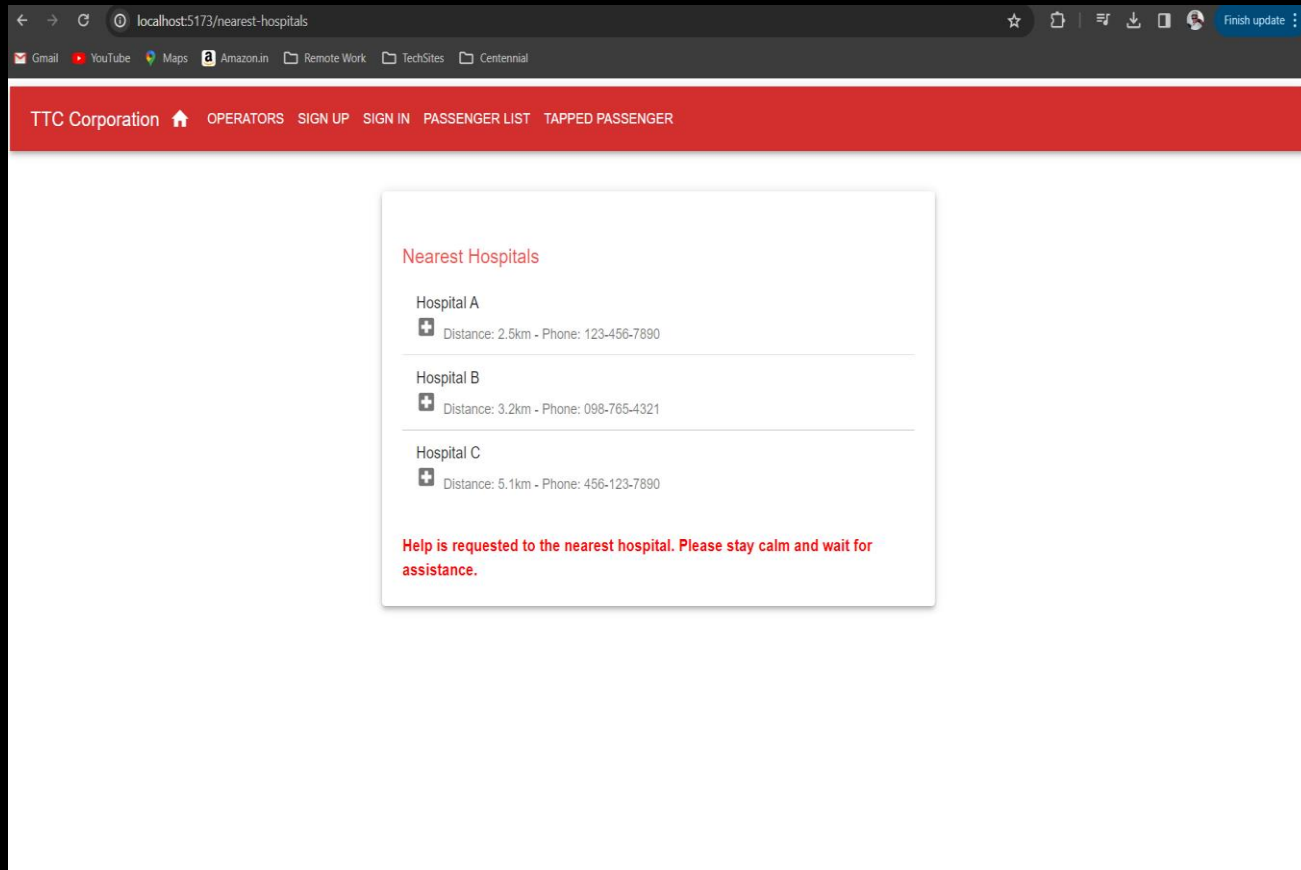
## *User Interface*

- Assault Recorded in the user's id.
- Additional Feature: Bus details solving the Lost items.
- Forum tab: Helps the user or operator to post a news on the product found in the bus .
- Introducing a chat bot to increase the user experience.

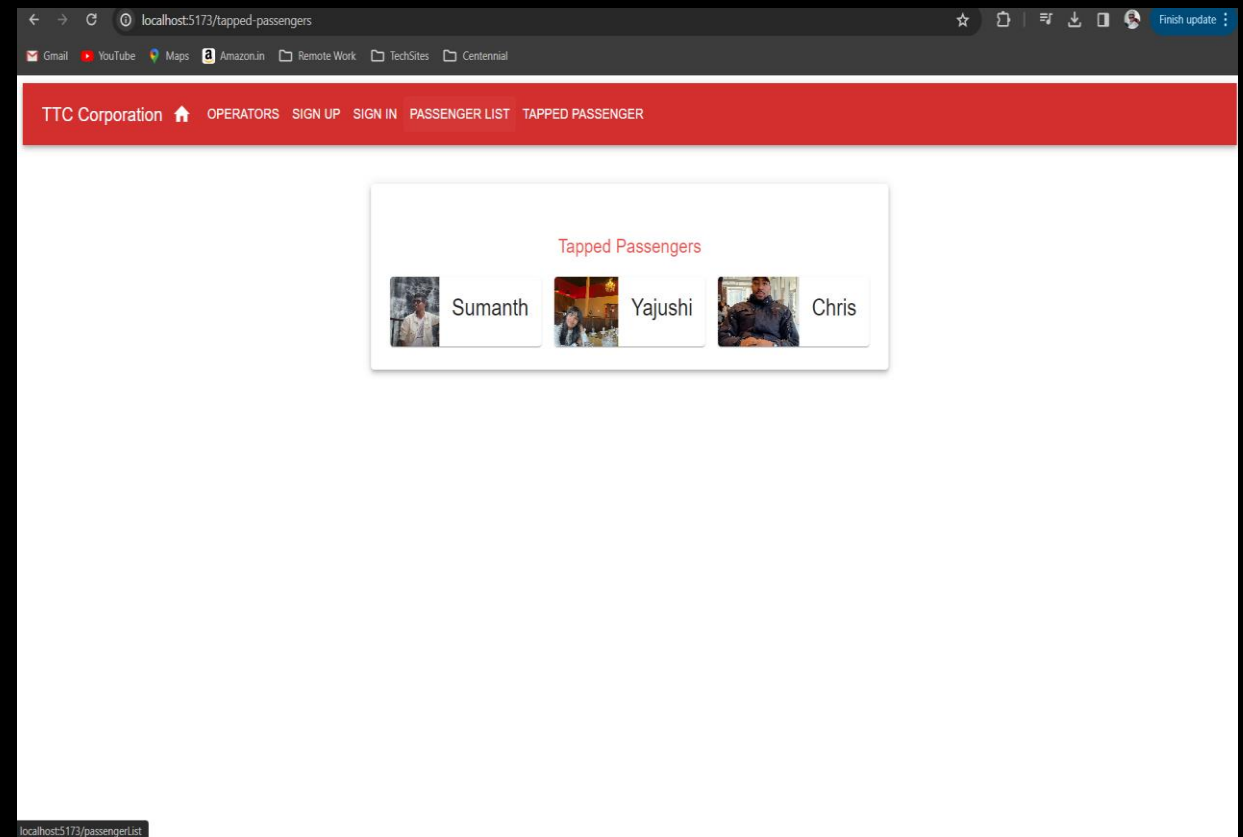
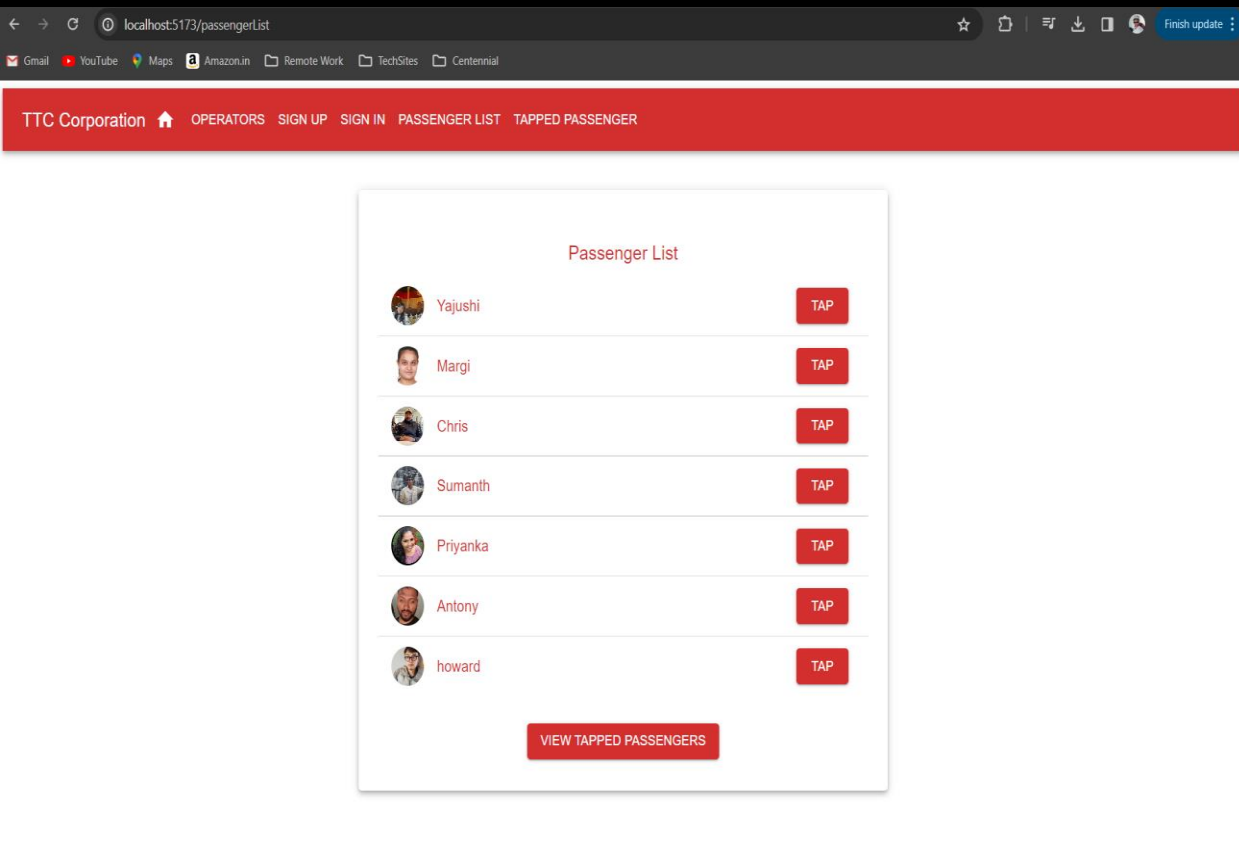
# DEMO TIME – Operator Interface



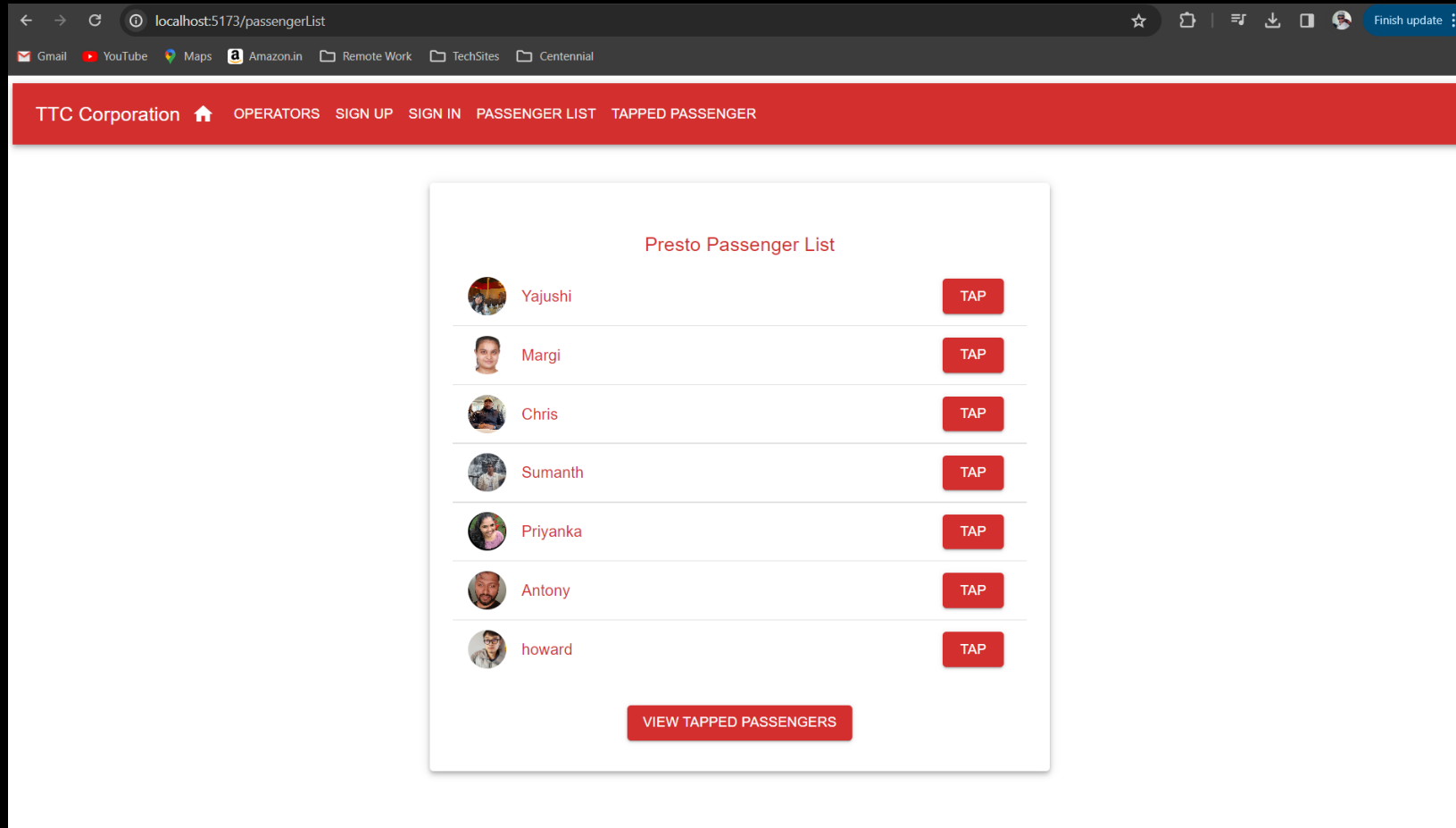
# DEMO TIME



# DEMO TIME




# DEMO TIME





# DEMO TIME - User Interface

## Login/Register

[Home](#) [User information](#) [Forum](#) [Sign In](#)

### Sign Up

Email

Password

Re-Type Password

Select Your Gender

[Sign up](#)

Already A User? [Sign In](#)

## ONE FARE | PRESTO

### Sign In

Email


Password


[Forgot Password](#)


[Sign In](#)


Don't Have an Account? [Sign Up](#)

# Home Page

[Home](#) [User information](#) [Forum](#) [Logout](#)









### Presto card binding

Bind your card in the user information page, view your travel history, Assaulting Record. Within 3 hours, you can retrieve your items lost on the TTC bus.




#### NO ASSAULTS

TTC has a zero-tolerance policy towards the behavior of assaultive drivers or passengers. If such behavior is identified, we will include them in the blacklist of restricted passengers.




#### SAFETY

If you establish communication with the driver, our operator will securely transport your misplaced belongings to a designated location along this bus route.




#### CUSTOMER SERVICE

We are aware that losing something on the bus can greatly dampen a passenger's mood throughout the day. Rest assured, as long as we ascertain that the item has not been lost, we will handle it with utmost care, ensuring its protection until we can establish contact with the passenger through this platform.



#### THE OFFICIAL PLATFORM

You are not required to post or receive any lost information on Facebook or other third-party platforms, which helps reduce unnecessary complications associated with excessive platform involvement.



We continue to make Toronto proud by centering our ridership in all of our decision making.

### TTC Community

About

Transparency and accountability

Projects and plans

### About

About us

Contact us

### Info

T & C


Privacy Policy

Cookie Policy

FAQ

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# User Information Page



**TTC Community**

[Home](#) [User information](#) [Forum](#)

Travel records

Assaulting Records

✓ Sign In successfully ✕

✓ IMP NOTE : You Can Contact with driver within 3 hours. ✕

902 Markham Rd Express Southbound

Markham Rd At MCNicoll Ave → Warden

Time remaining : 2h12min

Bus Number : 3432  
Phone : (647) 478 5888

Time Of getting bus : 2024/03/26 08:32:12

902 Markham Rd Express Southbound

Markham Rd At MCNicoll Ave → Warden

Time remaining : 2h12min

Bus Number : 3432  
Phone : (647) 478 5888

Time Of getting bus : 2024/03/26 08:32:12

# Chat bot

```
TTC Chatbot
TTC Bot: Welcome to Toronto Transit Corporation (TTC) Chatbot!
TTC Bot: Good afternoon!
TTC Bot: How may I help you? Type 'help' to see available keywords.

You: help
TTC Bot: Available keywords are:
- 1) subway
- 2) wheelchair access
- 3) delays
- 4) schedules
- 5) bus
- 6) customer service
- 7) priority seating

You: 1
TTC Bot: You mentioned 'subway'. Please provide more details or ask a specific question.
- 1) What time does the subway start and end?
- 2) What time does the subway start on Holidays?
- 3) route 1 map
- 4) route 2 map
- 5) route 3 map

TTC Bot: provide the option you prefer or enter HELP to go back to all other available options

You: 3
TTC Bot: Solution for 'route 1 map':
Line 1 (Yonge-University) To Vaughan Metropolitan Centre Station

Switch Direction
Select a stop to view schedule:
Finch Station
North York Centre Station
Sheppard-Yonge Station
York Mills Station
Lawrence Station
Eglinton Station
Davisville Station
St Clair Station
Summerhill Station
Rosedale Station
Bloor Station
Wellesley Station
College Station
Dundas Station
Queen Station
King Station
Union Station
St Andrew Station
Osgoode Station
St Patrick Station
Queen's Park Station
```

## *Benefits of the system*

- Reduces the assault – Operator reports the assault immediately which gets stored in user's account based on the investigation.
- Operator can contact emergency service based on the current location.
- Increase accessibility – Nearby hospitals as well as the police stations are accessible based on the GPS location system.
- Enhance customer experience - web app is reliable for the users to find their lost product in TTC.

# *Limitations*

- If customer is paying in cash or by debit/credit card, then we are unable to get the information of the customer if he or she is assaulting the driver.
- If the user wears a mask and not using the presto card , we won't be able to recognize the details of the assaulter.



**THANK YOU!**

*Questions??*

