

Embracing the power of chatbots for improving travel experience

Dr Bani Anvari
Lecturer in Intelligent Mobility



Prof. Helge Wurdemann
Associate Professor in Robotics





**World Health
Organization**

4 Billion

people lived in
cities in 2018

7 Billion

people will live
cities in 2050



The Comet

“A common cause of anxiety is stress which for many, including myself, was intensified by an uncertain commute.”

- Hope Brotherton, 16.04.2019

“Stress can be caused by delays and crowding”

- Perkins, Govia Thameslink Railway, 16.04.2019

DfT plans to introduce a 'health and wellbeing' specification for franchises to follow.

Overcrowding at London's Kings Cross station July 2019.



Picture: Jason Flynn



Overcrowding

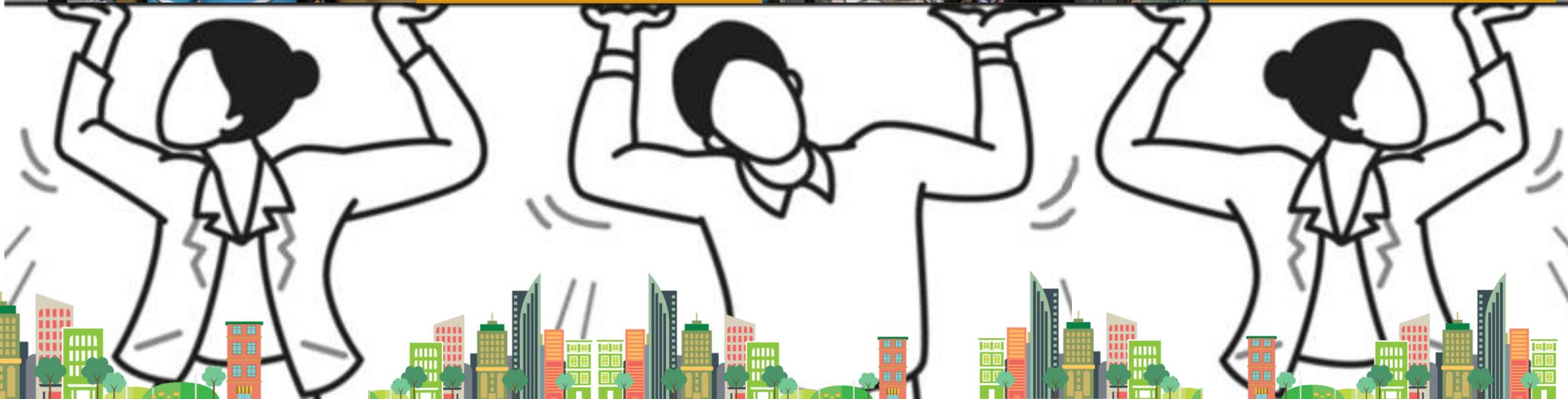
Journey delays

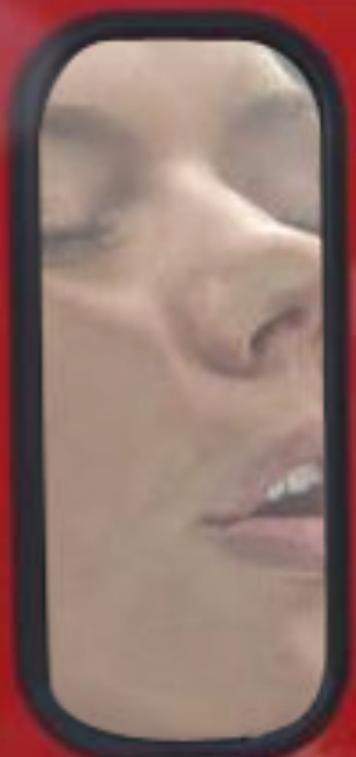


Uncomfortable temperature



Travel during Covid





55% increased **STRESS**



41% reduced levels of **PHYSICAL ACTIVITY**



29% increased consumption of **FAST FOOD**

Negative impact on citizens in cities:

20% more likely to have anxiety

40% increased risk of depression

RSPH
ROYAL SOCIETY FOR PUBLIC HEALTH
VISION, VOICE AND PRACTICE

UD/MH
THE CENTRE FOR URBAN DESIGN AND MENTAL HEALTH

User expectations for future mobility app

Majority want more app functionality*

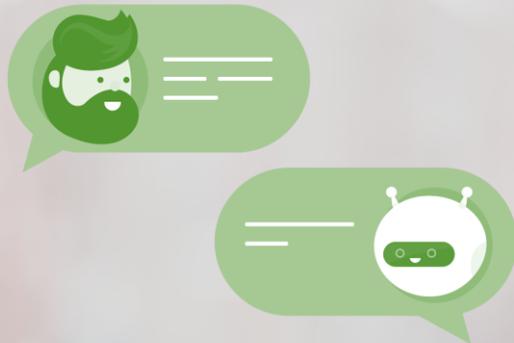
Priorities are comfortability, safety*

Substantial increase in heath monitoring**

Demand of personal and immediate interactions***

The innovative solution

Travel assistant that promotes long-term health and wellbeing



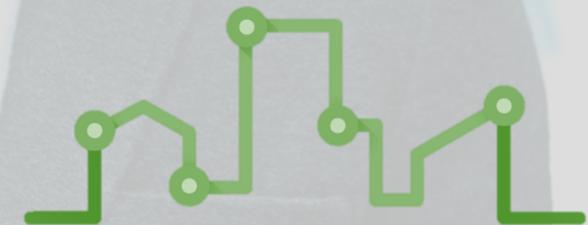
Crowdsourcing

a NEW data set of preferences, needs, feedback through chatbot



Computing

emotional sentiment through AI



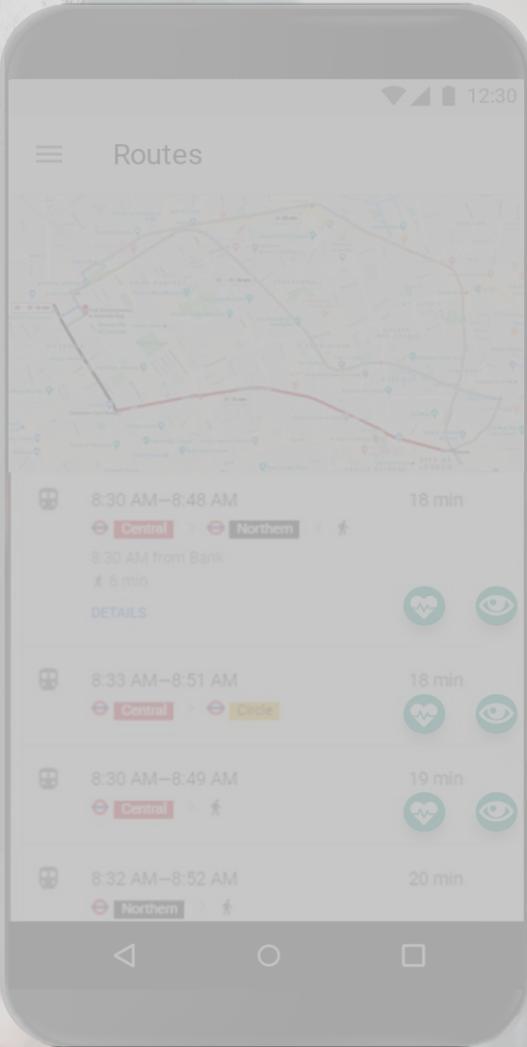
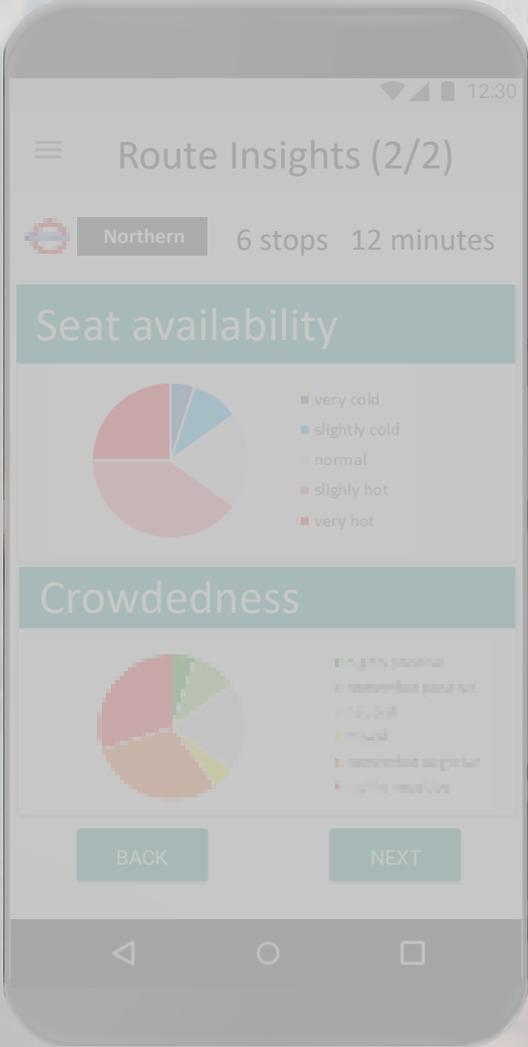
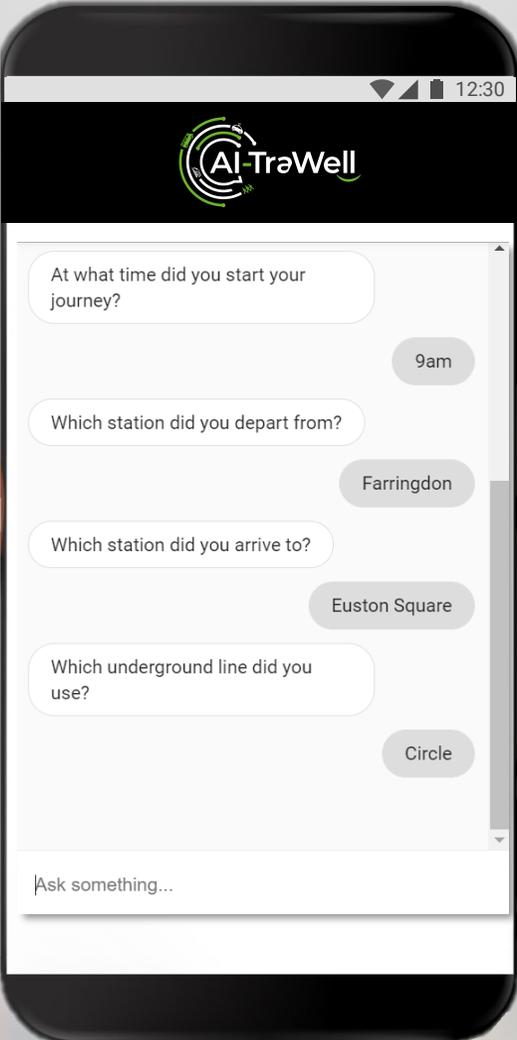
Communicating

personalised routes, incentives in line with preferences

The product



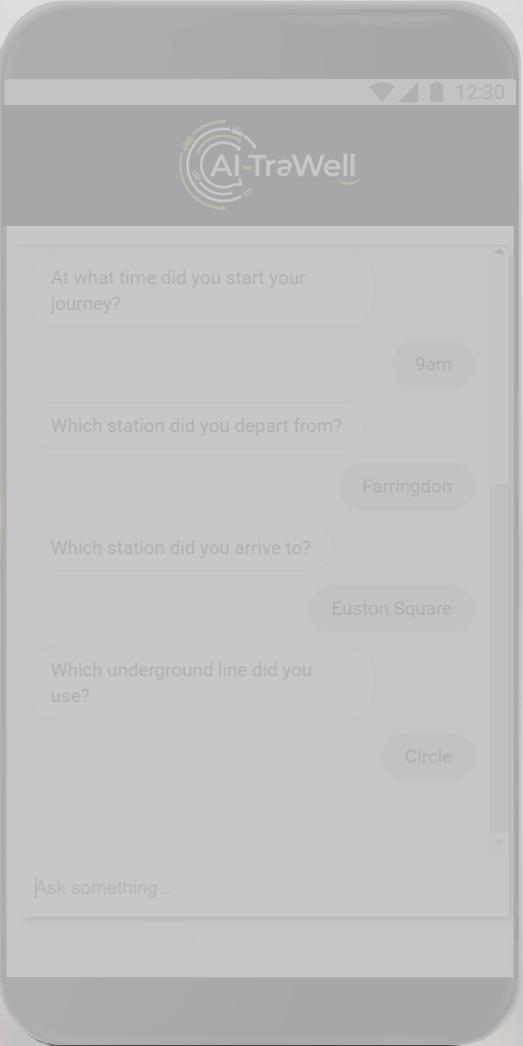
Crowdsourcing



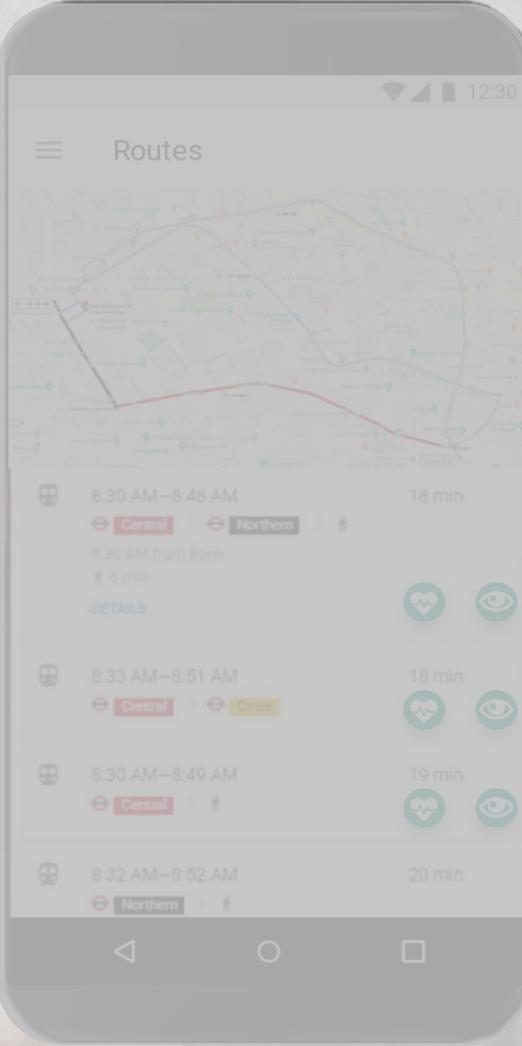
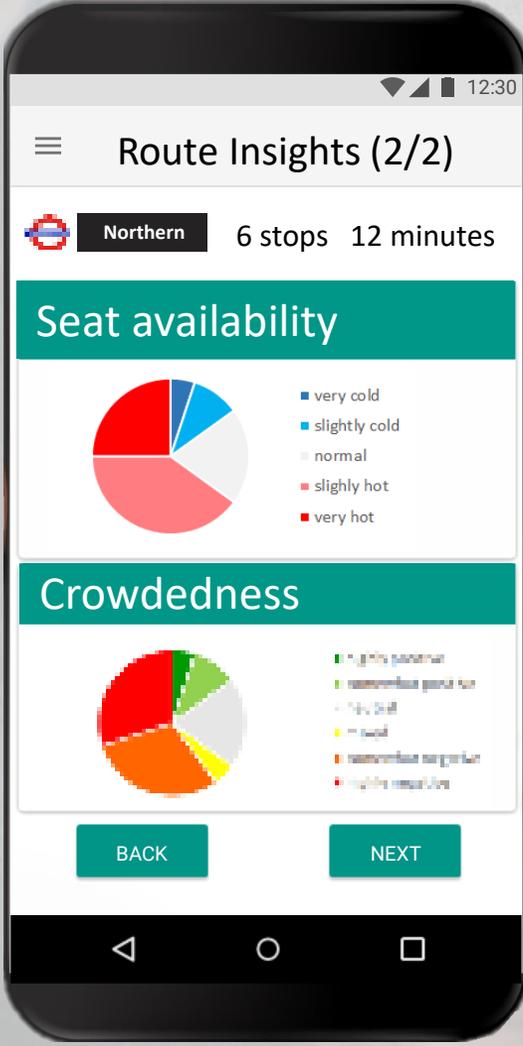
The product



Crowdsourcing



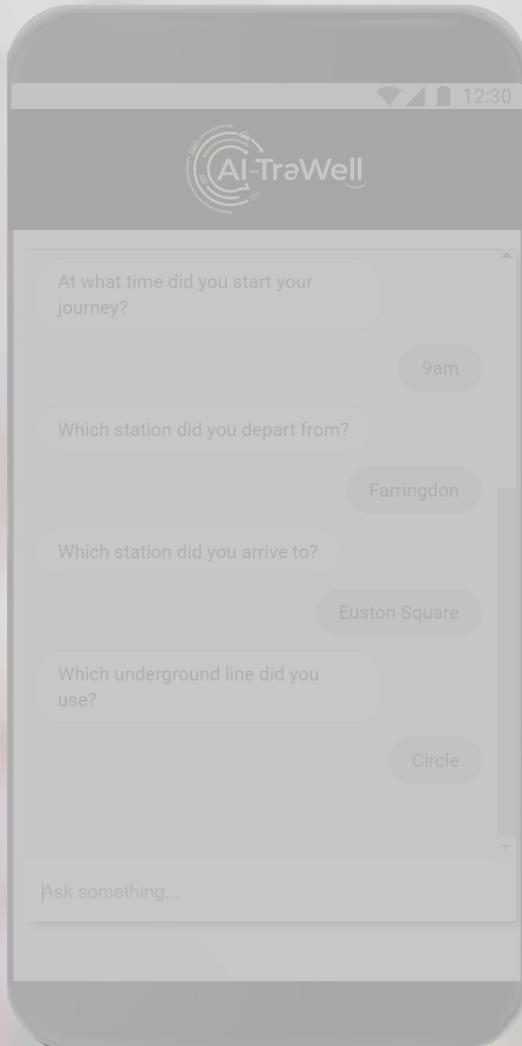
Computing



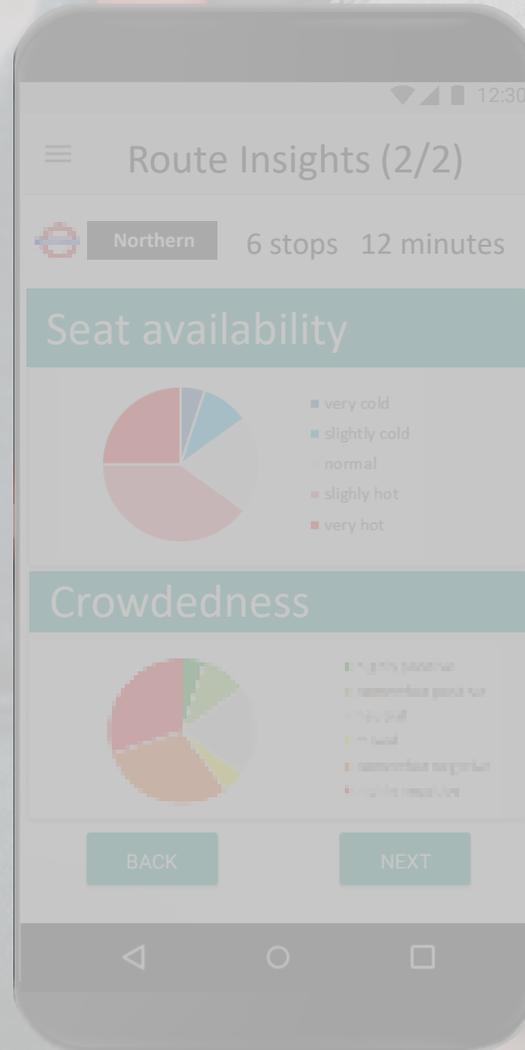
The product



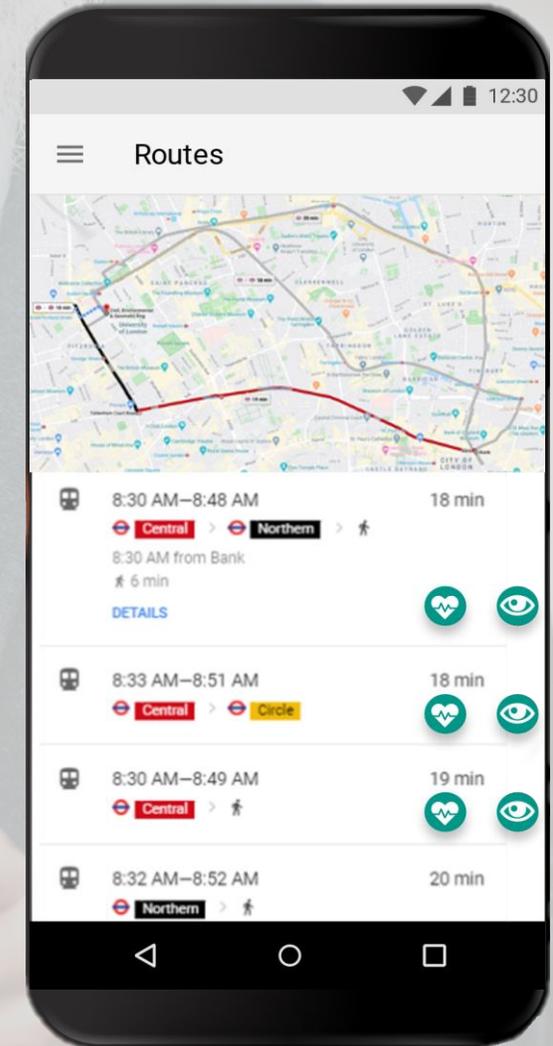
Crowdsourcing



Computing



Communicating





USPs

Keeps healthy

reduces stress introduced
by DAILY travel

Ease of use

through chatbot
functions

Platform agnostic

for integration into local
transport apps

First to market

for emotional AI for
travel apps

User incentives

for travel behavior
change

Real-time

service alerts for
provider and app user

EIT Urban Mobility – our enabler



Co-creation

putting city challenges
at the centre

€1.5
Million

Substantial funding

allowing for developing
and growing AI-TraWell



Escalation

through partnerships,
mentoring

Team



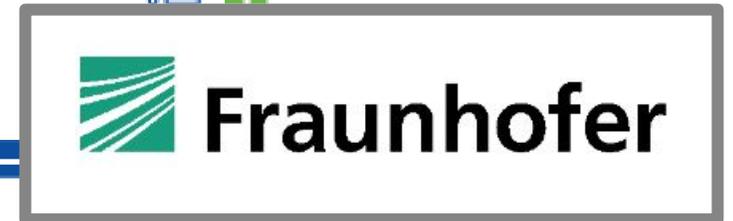
Universities / Education



Industries



Knowledge Institutions



Addressing societal challenges



‘Sustainable cities and communities’



‘Good health and well-being for people’



‘Reduced inequalities’



‘Partnerships for the goals’



Promoting wellbeing
for commuters

Dr Bani Anvari

T: @AI_TraWell

E: B.Anvari@ucl.ac.uk

W: www.AI-TraWell.eu

