Parks and Recreation Chat Assistant Agent

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Project Background:
The LA County Parks and Recreation Department currently manages and oversees 183 parks throughout LA County, and provides over a thousand programs and activities each year. As a result, the Parks and Recreation website receives a high volume of traffic and information requests each day. The implementation of an artificial intelligence agent on the website will help support the department’s limited staff. This agent will act as an assistant to the user, answering their questions and allowing them to receive park information in a timely manner without the need to navigate the website.

Objectives:
- Create a conversational agent with essentially the same functionality as the department website.
- Allow any user to be able to find any park information with a simple query.
- Have the agent verbally respond to the user’s questions.
- Allow users to search for nearby parks, responding with a visual card of the location.
- Can filter searches based on amenities and activities available in the parks.

Software Flow

Tools Used

User Interface

Welcome to LA County Parks and Recreation! What can I do for you today?

Hello

Good day! What can I do for you today?

I am looking for a park near my home?

Here is what I found: Ruben F Salazar Park. Click for park location

How old do you have to be to volunteer with parks and recreation?

The minimum age to become a registered volunteer is 14.

A.I. Training with Dialogflow

- Natural Language Processing Module that deciphers words.
- Interpret user intents/requests to trigger the most appropriate routine
- Extract user specified entities/parameters for more precise request fulfillments
- Analyze user requests and fulfillment data to increase agent accuracy

Future Plans:
- Integrate into Department Website
- Further Training from Real Users
- Implement additional features, such as a reservation system and temporary special events
- Interface the agent through Cars, Smart Homes, and Internet of Things