







# #14 - Custom Transit Solution Update

June 17, 2025



### **Purpose**

 To provide the Victoria Regional Transit Commission with an update on the scope and current state of the Custom Transit Solution and highlight accomplishments FOR INFORMATION.

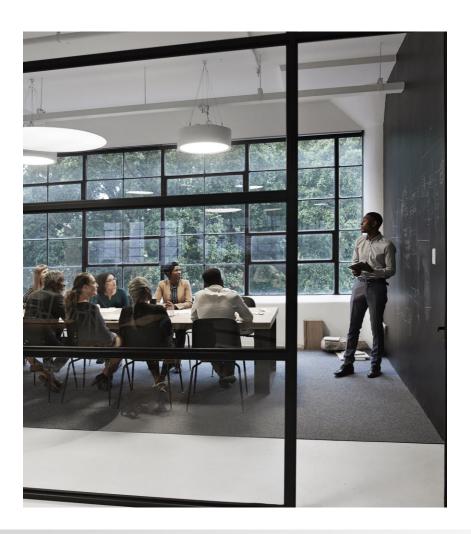


### **Update: Custom Transit Solution**

- A reminder of the scope:
  - An online booking system to help reduce wait times for callers by offering an easy online alternative and self-service tools to manage trips
  - A digital process for handyDART registration
  - The potential to introduce Electronic Fare Payment
  - New on-board display on handyDART vehicles to assist drivers with trip-mapping and route navigation, allowing real-time updates to drivers' schedules to provide a more efficient service that meets customer needs with increased availability
  - A mobile app and web interface to provide push notifications and in-app messaging to inform customers about key service updates, including registration, trip booking, details and delays
  - Tracking of key metrics to help guide vehicle and driver allocation for improved optimization of service
  - Access to new data that will help inform potential future service expansion and enhance service delivery



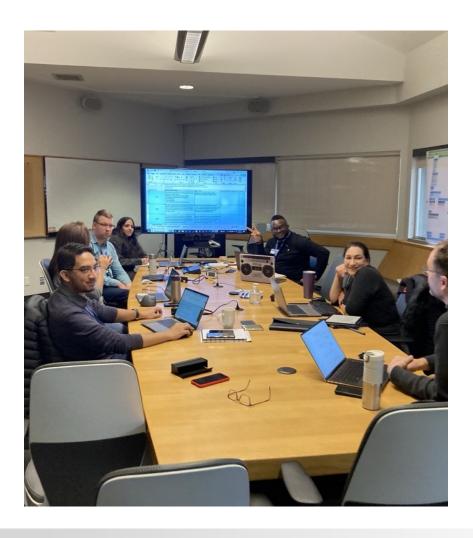
## **Accomplishments Since Last Update**



- Development of Customer Journey Map
- Review & Ranking of all written submissions
- Participation & Ranking of top 3 proponents' demonstrations
- Live system simulations of top 2 proponents' solutions



### Where Are We Now?



- A preferred vendor is being identified
- Contract negotiations being scheduled
- Once a contract is signed:
  - The project moves into configuration and deployment
  - A phased implementation across the Province beginning in 2026



# **Questions?**



