



#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?

