

9.3 Custom Transit Solution Update

February 2026

The Transformation

Current State

Fragmented systems

Manual workflows & inconsistent data

Limited real-time visibility

Limited digital tools for riders

No unified operating model

Future State

One provincial platform

Automated workflows & standardized processes

Full real-time visibility for HQ & operators

Rider app with registration & booking capabilities;
real-time notifications

Consistent service across all 28 systems



Custom Transit Key Facts: Provincial and Victoria numbers for 2024/25

Custom transit is large, complex provincial service that benefits significantly from modernizations



28

Custom Transit Systems - handyDART & Paratransit.



12

Systems using an IT Solution to Dispatch, Schedule, & Manage Custom Transit services, including Victoria

- The other 16 use paper/excel/outlook



817,000

Custom Trip Requests. **251,082** in Victoria

- **774,000** of the Trip Requests were Delivered
- **240,000** in Victoria



18,000

Active Clients

- **3,042** in Victoria



4,417

Rider Applications received. **939** in Victoria

- **3,647** assessments completed
- **757** assessments completed in Victoria



57,000

Taxi Trips conducted

- Victoria handyDART accounted for **36,000**

Why Modernization Matters

How a standardized service delivery platform benefits BC Transit



Current State

- 28 systems operating with unique workflows
- No real-time visibility across the ecosystem
- Self reported data – limited ability to service plan
- No self-service options



Future State

- One Provincial Platform
- Real-time visibility into Service Delivery
- Service planning capabilities
- Self-Service Options and notifications

New Solution Overview

What the New Solution Delivers

Riders

- Self-service booking, cancellations, and updates through mobile app or web.
- Real-time pick-up notifications and vehicle ETAs.
- More predictable, reliable service and reduced no-shows.
- Platform-enabled future option: funded rider accounts for integrated fare payments.

Operating Partners

- Unified platform for booking, scheduling, and dispatch.
- In-vehicle tablets with live manifests, routing, and instant trip updates.
- Reduced manual processing and fewer scheduling errors.
- Centralized fare tracking and reconciliation.

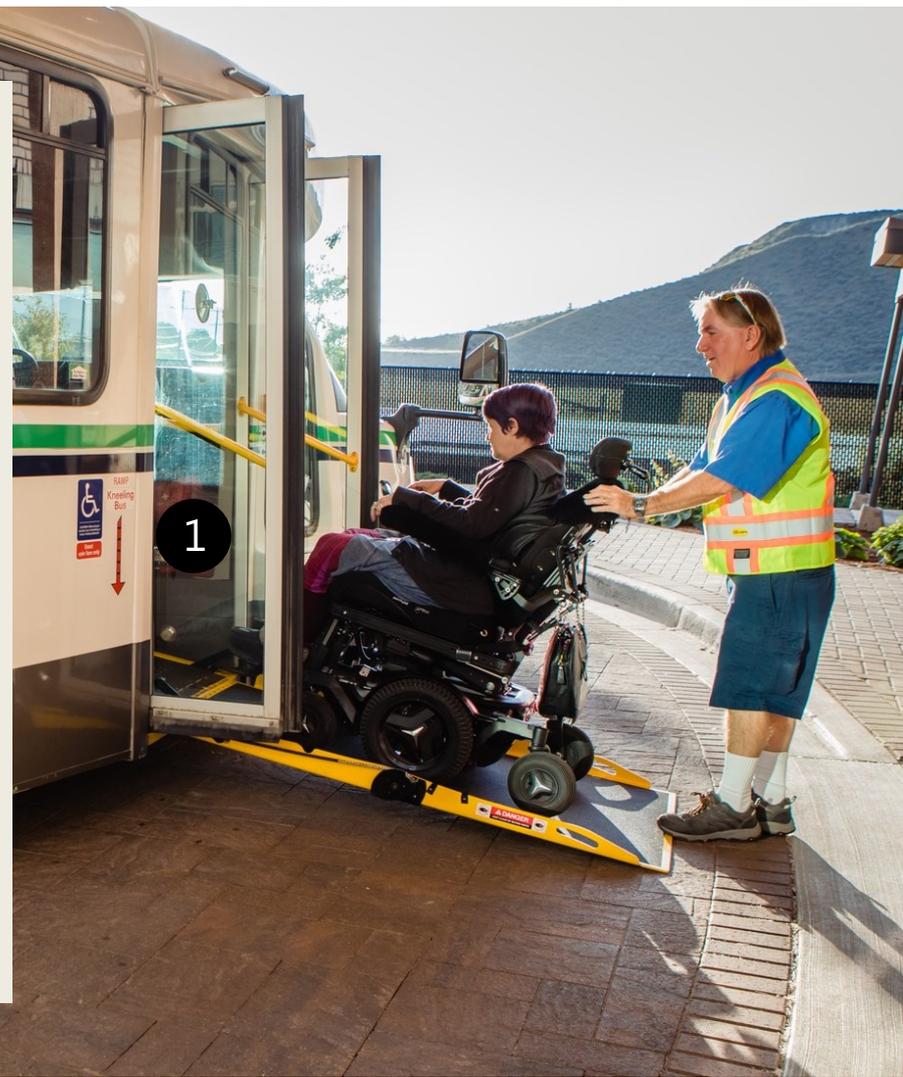
BC Transit Operations

- Real-time access to all 28 systems for proactive monitoring.
- Standardized KPIs: OTP, no-shows, unmet trips, cost per trip, and more.
- Consistent, evidence-based planning across the province.
- Enhanced transparency in reporting to stakeholders and funding bodies.



The Project So Far

- **Customer journey mapping** – Validated requirements going into the NRFP
- **Negotiated requests For proposals** - Posted Nov. 2024
- **Evaluated 7 proposals:** Jan - April 2025
- **Demo scenarios:** April 2025
- **Simulations (POC lite):** May 2025
- **Negotiations with lead proponent:** late July - Dec. 2025



What's Next: Tentative Timeline



- 1 Provincial Project Kick Off**
Finalize Implementation Schedule
- 2 Pilot Site Build, Testing and "Go-Live"**
- 3 Victoria handyDART first implementation after pilot**

Questions?