



INFORMATION REPORT

TO:	Mayor and Members General Issues Committee
COMMITTEE DATE:	February 21, 2018
SUBJECT/REPORT NO:	Transit (HSR) Passenger Information Technology (PW18018) (City Wide)
WARD(S) AFFECTED:	City Wide
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SUBMITTED BY:	Debbie Dalle Vedove Director, Transit Public Works Department
SIGNATURE:	

Council Direction:

At its meeting on January 17, 2018, General Issues Committee (GIC) directed staff to provide an update on the Transit (HSR) mobile application. On January 19, 2018 staff provided an update in the form of an Information Update – TRN1802.

This Information Report follows on the Information Update, in response to the GIC request from January 17, 2018.

Information:

Approved through the Public Transit Infrastructure Fund (PTIF), Project ID HAM-011 aims to enrich the customer experience by using technology. The project includes passenger information improvements such as a real-time mobile application and responsive web trip planner, and SMS (text) / email notifications.

Staff initiated work on these improvements by conducting a review in late 2017 of the current trip planner and potential enhancements. In order to best meet the full potential of a mobile app and responsive web application, and after reviewing the technical aspects of the upgrades, we are focused on upgrading hardware, while continuing to refine the design elements of the applications. We are currently targeting mid-May 2018 to have the app available for download. We hope to soft launch the upgraded web-responsive trip planner by the end of Q1 2018.

OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

Enhanced features for customers include:

- Alerts- the ability to personalize information that you receive, such as bus times at specific stops, or route-related schedule adjustments;
- Speed- quick access to real-time data;
- Previous and future trip information- real-time data compared with schedule data.

Current Status

At the time of this Information Report, staff are focused on:

- Acquiring the necessary hardware needed to process large amounts of real-time data, incoming / outgoing SMS messages, and simultaneous website hits;
- Refining the content (text) on both the responsive web trip planner and mobile application;
- Refining the design elements (visual identity and brand) of both the responsive web trip planner and mobile application;
- Designing internal processes so that schedule interruptions will be communicated in real-time;
- Planning for user acceptance testing.

For more information, please contact Dennis Guy, Manager of Customer Experience and Innovation at extension 1858.

Appendices and Schedules Attached

N/A