



Para Transpo Online Services Implementation Plan Update

Background

- Direction to staff:
 - February 20, 2019, Transit Commission; and,
 - March 21, 2019, Community and Protective Services Committee.
- Staff were to:
 - Research online services provided by paratransit providers in other cities;
 - Prepare a project plan;
 - Secure funding – Council approved additional funds on September 25, 2019, to bring total funding to \$1.5 million; and,
 - Report to Transit Commission in 2019.



Requirements for Online Services

- Para Transpo's online services system will need to meet these requirements:
 - Council and Transit Commission directions;
 - Compatible with minibuses and contracted taxis;
 - User-friendly and simple to use;
 - Accessible;
 - Bilingual;
 - Allows booking on behalf of a customer;
 - Equitable access to trips maintained for phone users; and,
 - Compatible with Para Transpo's existing software systems.



Software Supplier

- Trapeze supplies the main software systems for Para Transpo;
- Software systems are integrated to provide a seamless customer experience;
- OC Transpo's experience with Trapeze over the last 20 years has been very positive;
- Trapeze offers an online services module which meets the requirements for Para Transpo; and,
- Staff are working with Trapeze to develop Para Transpo's online services system to ensure system integration.



Best Practices Review

- Survey to Canadian transit agencies revealed that most larger agencies have online booking; and,
- Interviews with Edmonton and Hamilton:
 - Trapeze online services module has been reliable;
 - Recommend newest version; and,
 - Trapeze provides good technical support.

City	Online Booking?	Same Software Supplier as Ottawa?
Edmonton	Yes	Yes
Hamilton	Yes	Yes
Vancouver	In progress	Yes
Calgary	Yes	No
Montréal	Yes	No
Toronto	Yes	No



Functions In Trapeze Online Services System

- Book, confirm or cancel a trip;
- Create a new subscription for recurring trips;
- Track location of booked trip on a map and get estimated trip arrival time;
- Send trip reminders – phone, email or SMS text;
- View all trips and details – by calendar or list view;
- View and edit account data;

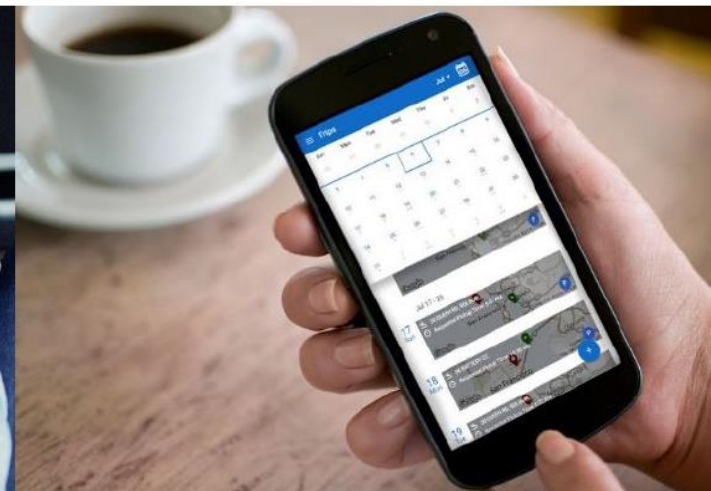
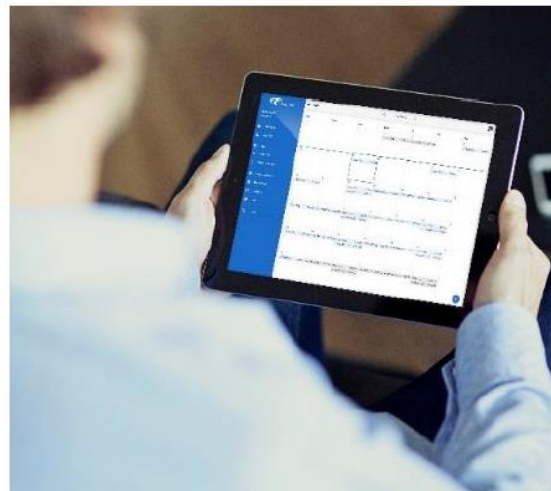
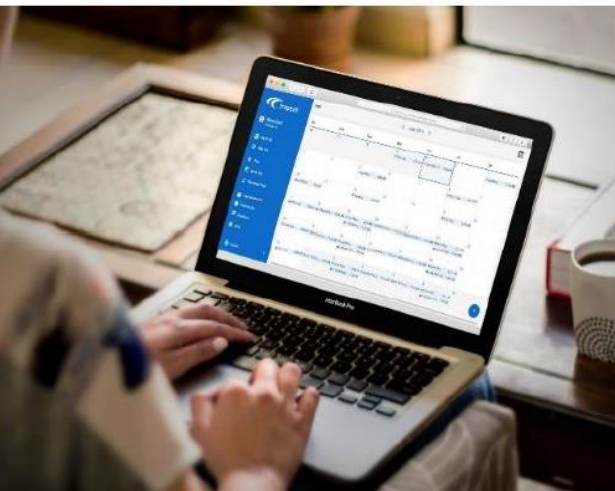
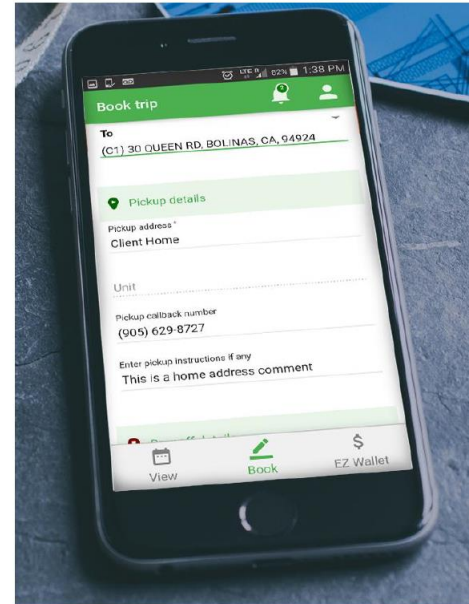


Functions In Trapeze Online Services System *(cont'd)*

- Bookings can be managed by customers, their support persons, or by agencies such as hospitals and clinics;
- Available on the web or as an iPhone/Android app;
- Meets current Web Content Accessibility Guidelines;
- Compatible with both minibuses and contracted taxis;
- Bilingual; and,
- Integrated with Para Transpo's main software systems.



Example App & Web Formats



Two-stage Implementation Plan

- **Stage 1 – Interim web form booking system:**
 - Interim method to be made available earlier, as OC Transpo works with Trapeze on full online services system;
 - Customers would submit their requests through a web form at octranspo.com;
 - Trip requests would be manually reviewed and entered by staff;
 - Bookings would be confirmed by email; and,
 - Allows customers to avoid the phone queue.
- **Timing** – will be available to customer test group by end of 2019; all customers in early 2020.



Two-stage Implementation Plan *(cont'd)*

- **Stage 2 – Implement full online services system:**
 - Work already underway:
 - Upgrade to newest version of the main software systems for Para Transpo;
 - Upgrade to mobile data terminals on minibuses; and,
 - Working with supplier to develop online services module.
 - **Timing** – Projected completion by end of 2020.



Staged Roll Out Of Online Services

- Based on best practices;
- Pilot testing with working group;
- Develop communications for customers;
- Develop training for staff;
- Roll out online services to a test group of customers; and,
- Roll out online services to all customers.

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Customer Working Group

- Will be established to review system specifications and requirements, and to test online services before they are made widely available;
- Will be comprised of two Transit Commissioners and four to six customers with additional focus testers;
- Customers of all types of abilities will be engaged; and,
- After implementation, staff will establish an ongoing customer group to suggest future improvements.



Summary

- Council and Commission directed staff to deliver online services for Para Transpo, as outlined in this report;
- \$1.5 million already approved in 2019 budget;
- Trapeze meets the requirements for Para Transpo and will supply the software for the online services system;
- Online services will be implemented in two stages:
 - Interim web form booking system: end of 2019-early 2020;
 - Full online services system: end of 2020; and,
- Customer working group will be established and engaged from concept through design and implementation of online services system.



Questions?

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