

# Para Transpo Service Update

2



# Para Transpo Online Services Update

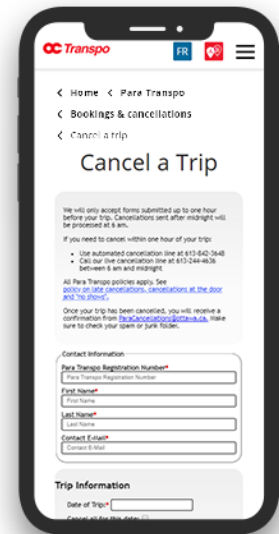
- Stage 1 – Interim web form booking system
  - Testing with selected customers began last week;
  - Friday, February 21: all customers will be invited to test the web forms on [octranspo.com](http://octranspo.com);
  - Allows customers to reserve a next-day or statutory holiday trip, or cancel a trip online;
  - Web form is accessible and mobile-friendly;
  - Will be promoted through a variety of customer information channels;
  - Customer feedback welcome – will help to inform whether refinements are required for the benefit of customers; and,
  - E-mail and FAQ document to be sent to Councillors and Commissioners.



# Cancelling a trip using the web form starting on Feb. 21

The screenshot shows the desktop version of the ParaTranspo website. At the top, there is a navigation bar with links for 'ParaPay', 'Presto', 'My Alerts', 'Travel Planner', a search bar, and 'FR'. Below this is a secondary navigation bar with 'Plan your trip', 'Our services', 'Fares', 'Alerts', 'Para Transpo', and 'Welcome Abroad'. A red circular logo is on the left. The main content area has a breadcrumb trail: 'Home > Para Transpo > Bookings & cancellations > Cancel a trip'. The title 'Cancel a Trip' is prominently displayed. To the right, a dropdown menu is open, showing options: 'Registration & eligibility', 'Reserve a trip', 'Cancel a Trip' (highlighted with a mouse cursor), 'Bookings & cancellations', 'Para Transpo fares', and 'Taxi coupon program'. The main form contains several sections: a notice about cancellation deadlines, a list of cancellation phone numbers, a policy link, and a confirmation note. Below this is a 'Contact Information' section with fields for 'Para Transpo Registration Number\*', 'First Name\*', 'Last Name\*', and 'Contact E-Mail\*'. The 'Trip Information' section includes a 'Date of Trip\*' field, a 'Cancel all for this date:' checkbox, a note about multiple locations, a 'Cancel Location:' section with a 'Time of Trip:' dropdown and 'Home:'/ 'Other Address' checkboxes, and an 'Other Address' text field. At the bottom are 'Clear' and 'Submit' buttons.

Mobile friendly



# Para Transpo Online Services Update

- Stage 2 – Full suite of online services
  - Upgrade to the main Para Transpo software system is underway;
  - Staff are working with the software supplier to develop the new online services system;
  - Staff will meet regularly with Councillor and customer working groups;
  - Councillor working group met on February 13;
  - Discussion included selection of members for the customer working group – staff are in the process of confirming customers' participation; and,
  - First meeting of customer working group planned for March.

# Presto on Para Transpo

- Step 1 – Interim process
  - Customers will be able to register a monthly pass in advance;
  - Will shorten the boarding times for customers; and,
  - To be implemented this year.
- Step 2 – Presto solution
  - Staff are working with Metrolinx to allow customers to tap Presto cards to pay for their fares;
  - Based on process being piloted in Toronto;
  - Requires smartcard-capable tablets on minibuses and taxis;
  - Projected completion date will be provided to the Transit; and, Commission and Council when firm.

# Additional Para Transpo Capacity

- \$2 million additional investment approved in 2020 Budget;
- Provides 55,000 to 70,000 more trips for customers to accommodate increased ridership demand seen in recent years; and,
- The increased capacity is already being delivered this year.



# Questions?

2