

Millennium Library
Handi-Transit Scheduling Info Session
Winnipeg, Manitoba
January 11, 2017

Good afternoon everyone. I want to thank you for coming. I know it's a cold day out there so the fact you braved the cold to come here is great. We hope, very interesting stuff we have for you to today and to tell you about and hear your feedback, so we are excited.

Housekeeping first: like I said, coffee at the back. The closest washrooms are out the door and left... and then right down the hallway. Those are the closest to here if you need them.

I believe that's it for housekeeping.

We have here first this afternoon someone from the ASL services – could you please raise your hand if you require that service? We have not had anyone identify they need it so he will stay here for a bit and then leave if not needed. Show of hands – no? Great.

So thank you. He is gone. Hahaha...

Kevin: Almost! I will stay for a bit.

We also have folks here from Word for Word, which is a service which types everything being said for the hearing impaired. I would suggest you move closer to the screen if you need that service, or if you can see from where you are, great.

Ok I think we are ready to start. So for those of you who don't know me I'm Josie Fernandes, the manager for client services for Transit, which includes Handi-transit. Here today with me I have Alison Lecke who is our assurance

quality supervisor and project officer for the new software we will be putting into place.

Also here is Darren Farr, and in his regular role he is our operations supervisor but also assigned to the project for the Route Match implementation. They are here today from Handi-Transit.

If you are familiar with their names, now you get to see their faces too.

A few others here today: three individuals here from policy advisory committee, please wave!

We have Pam McConnell here, Transportation Options Network for seniors – a long one!

We have Jessie Turner from MLPD.

And also we have Brianna – sorry, will butcher your last name. Bulbrecht? From CNIB from our PAC.

Thank you for coming.

Also here is Chris Sobkowicz, sorry if I butchered that too – coordinator for the Accessibility Advisory Committee from the City of Winnipeg and (one other name: missed).

Thank you all for attending.

Now that intros are out of the way we will talk about what we are going to do this afternoon. We don't have much time so we will be quite strict as to staying on task. If there are issues you want to talk about we will stay

afterwards so you can talk to us then and not take up the time of the group and the limited time we have to talk about with all the topics.

We are going to talk to you about – so, the way we are going to structure the presentation this afternoon is give you topic areas. We have been listening to you and we know what some of your key problems are, and the areas that you are asking that we need to find improvements for. We have heard you. We think we have the top 5 problematic ones – those are the ones we chose to talk about today. That is not to say you can't talk about other ones. We will have an email address that will be specifically set up and go live tomorrow morning. In that email, you can send us info, anything you would like, suggestions or comments or areas you find troublesome not covered today.

We ask that you not use that email address for complaints as that is not what it's used for and difficult for us to track that. So for comments/suggestions only related to this software implementation and for your own feedback.

The session will be presenting each topic to you. We will tell you about the current practice and some functionality the new system will provide, and then we want your feedback & opinions as to what you think would work best for Handi-Transit.

We will describe the project, why we are doing it, and what brought us to this point.

Then we will go into the areas that we have identified as problematic and that need solving somehow, and then tell you about some enhancements this software will provide for us.

I want to preface by saying: we are hopeful we will be able to resolve the current issues, but I will tell you: this is not going to solve every single problem for everybody. We want to listen to you, hear you, and hit the major problems for the majority; but it will be next to impossible to make

everyone happy and fix every problem. I want to say we are hopeful and think this program can do some wonderful things. And you will see it in the service you get provided.

Darren: I'm working with Josie on the software – doing enhancements for overall service.

To get things started – I'll give you a brief history. The current system in place is iRide. In 2004 a computerized system was built in-house. And though it was great for its time, technology has advanced so much it was overdue to move to something else. It went out through a tender so all software companies could put a bid in through an RIP, and it was awarded to Group Match. They are based out of Georgia and they have an office in Toronto. they will be arriving Jan 23rd to build that system specifically for our needs and our city. The reason I say that is: it hasn't even started yet so it is wide open. No final decisions have been made yet. It will provide enhancements and options and those are what we want to talk to you about today -- how it can take us further and get your opinions, questions, concerns, suggestions. So after each topic we will go to a Q & A format.

Josie mentioned we will address issues we already have, vehicle utilization etc. and I will start now with the first 5 topics we will be discussing.

The first is **scheduling**.

Interruption: if you want to take notes we do have about 20 odd presentations we printed out but we didn't want to kill trees, so it will be posted on our website tomorrow. The script from the session will also be posted so you can read it later at your leisure. Starting tomorrow.

Q: Will hard copies be available?

A: Yes, some after this.

Q: Good because I'm doing a presentation on this presentation.

Darren: that company who was awarded this contract was done through a competitive process. There were bids from other companies and they won because of their ability to fit our needs.

Scheduling – I’m sure you know, you phone in, book your trip, all the trips for that day are put into a file/box or batch the day before. It is called “batch scheduling”. At a certain time the day prior someone pushes a button and it schedules all the trips onto our resources. Once that is done, that is it. It’s done scheduling.

We then ask the passenger to phone us the day before to confirm that time, and then at that point we will give you a pick up time & return time. So 1:05 and 6:15, for example.

With the current system it doesn’t give a lot of flexibility to change things around. Once it’s run, it’s run. When we get into cancellations, we will discuss that.

With the new software – I feel like a salesman! – what the new system can do is run the batch schedule but continually run in the background & update. That will be important for trips we had been unable to accommodate, it will find spots, be easier to find spots for when those cancels appear, move trips around, if you phone us at 2:00 and your trip is at 3:00, we will find another spot in the vehicle – it will assist with late trip requests finding, because it will always be running in the background.

It will also help with late vehicles. If you are using our service right you are experiencing this. So if you have a ride today at 4:00 on run 344, and we find out from the driver he is running 45 minutes late, there is not much we can do right now. We can manually try and find a spot but that’s all. With the new software continuously running it might be able to move another trip to another run and get that one back on time.

Also with new software it has the option to do a "call out" – an actual phone call, text message or email. As a reminder prior to the trip, reminding you that you have an upcoming trip. That is configurable – if you want that option you can have it. Another option which ties into scheduling: it can provide a window of time. Current system will give an exact pick-up time etc. This will give a window: maybe 15, maybe 20. Edmonton gives the passenger a 30 minute window. So they will tell you your ride will be available between 1-3:30.

With the software continuously running in the background, if the passenger has a window it gives us the chance to move the trip around. If your trip is for 1:05pm, and that vehicle is running 40 minutes late, right now with the exact confirmed time we have to leave that trip at 1:05. But if you have a window, the software might be able to find you another ride at 12:50 and get that ride back on time. We can't do that now, and we can't expect you to confirm your trip at 1:05 and be ready at 12:50.

Q: So we have to keep checking in?

D: That is an option.

A: So like Darren was saying, if we did a window there would be a call out feature to tell you your vehicle was on the way, or text/email. It's just an option. Like if you take a cab and the cab calls to say it's on the way, that option is available for us now.

Q: So if you were going to set that up how close would you have that, from like 1km away? 2?

A: 5-10 minutes away. We are not sure yet.

Q: So like 5-10 minutes your vehicle will be arriving.

Q: So I'm out for the day and my ride is going to be 10 late. I don't have my computer with me.

A: That is something we have to look at but again it's just an option.

Q: But that option is put into effect, how will you contact us?

A: We are here today for that reason, to tell you what the system is capable of doing, and your job is to say no that doesn't work for me and say why. I don't have a cell phone or email.

Q: So this isn't set up yet?

A: It hasn't even started yet.

Q: I thought you were going to tell us about it.

A: We are telling you capabilities, but nothing is set in stone yet, so we want feedback.

Q: Is this operating successfully anywhere else?

A: Yes.

Q: So with this feature would you have to confirm that time? If so how?

D: That is a feature option, so you could get that window of time. If you book today for Monday it might say ok you don't have to confirm, we will pick you up Monday between 1:15-1:30 and then give the callout feature with a warning. Good point: if you are at the Dr waiting and don't have a cell phone, we don't have the answer, but all you will have is that window and you don't know if he's going to be there at 3 or 3:30.

Q: So we have to stand out in the cold?

Q: Right now you still have the old system?

A: Yes.

Q: So they are starting to build now? It will take about 6 months?

A: 7-8 months.

Q: What if you only have so much oxygen left?

A: You will know your time/window and say it's 3 and 3:20, and you are saying you only have enough oxygen left to get you to 3:30... it's a tough one. The best we can do is say to the passenger the time frame you will have.

Q: These things are heavy.

Q: Does it work the other way, say I'm finished 20 minutes before the pick up can I text and say I'm ready to go?

D: Good question. So your pick up is 4:00 and at 3:15 you are ready to go. Absolutely you can phone us earlier. If you do it today we will say no that is all that is available. But with Route Match running in the background it will have a better chance of finding you a spot for earlier return.

Q: So if I'm done and tired of waiting I can say listen, I'm at the location please send a car.

D: Yes we wouldn't hang up on you and try to give you an answer but yes you can call us for another ride.

Q: When you get the ride coming and you are late for your ride are they going to wait for you? Say you are in the Dr office but not in yet and you are late for your pick up, are they going to wait for you at the Dr? or leave?

A: That policy will probably stay in place. And the reason being, the drivers are still going to have a schedule, and there will still be people before and after you expecting a ride. If we could just have a car for you then yes we could wait for you. But we are transit, a shared ride service so the car you are waiting for is set to pick up another person. So that schedule is pretty much what they have to do and to give that much latitude then the next person is waiting. It is a matter of trying to balance it all out. This new system will give us more control over that. To be honest I do not foresee that policy changing.

Q: That is not right because you have someone in a Dr's office, they are late and then they are out of a ride. They have to find their own way home and that is not fair.

A: I agree. And then the other point is it's not fair to the person waiting for that car that you are in, expecting a pick up. I understand that. And the thing is we have to balance everybody's needs, not just one person. How do you do that? This system will allow us to have more flexibility. So if you know you are going to be late you can call us and tell us, and with the new system we can try to accommodate that new time for you. That is a better process for us than getting rid of the window.

Q: You don't answer the phone.

Q: You are saying it takes too long to get through?

Q: Yeah.

A: There are some days where I agree with you our phone lines are packed. On average our wait times are 3 minutes. Which is an awesome response time. With this new system -- you are making me jump ahead but with the new system we won't have as many calls because you can book your trips online as well. That will cut down on calls. So all of that will cut down on volume of calls we get. So you know we get over 30,000 calls/month. 30-40,000/month.

Q: Oh my god.

A: Yes.

Q: One more question -- ties into the one I asked before -- what will happen if they don't show, if the person is still in the Dr office and don't show are they going to be charged for a no show?

A: That policy won't change

Q: So they can't make their ride they are a no show and charged.

What happens if you don't have a phone.

D: Say the next day, maybe you got your own ride home and you get the letter in the mail, there is a number on that letter and explain why you were a no show, that it was out of your control.

Q: What if you phone and say I know I'm not going to be ready at 3:20, and you have 2 options you have to try and find another ride and say 4:00 that doesn't work, and sorry we can't pick you up, and you have to find your own way home, but because she called is she still going to get a no show?

A: If you called to let us know that you couldn't take your ride and we were able to find you a ride at a later time that is not a no show. If you called and we couldn't find you a ride and it was more than 30 minutes that is not a no show.

Q: If someone is going to phone and say they can't make a ride then they shouldn't get a no show.

S: That might be an option for us to look at. With the current system we don't have that flexibility, we still pay for that ride in this system, we pay for it if you pay for it or not.

Q: But you pay hourly if he does 5 or 15.

D: We have hourly but also flat rate, so if that particular company has a trip at 3:00 and if you call in at 2:45 to cancel we still have to pay for that trip.

S: I'm going to give you 5 minutes on this topic. We are taking down your notes, we are going to have that website so go on there and tell us what you think -- but be nice! We are going to give this topic 5 more minutes and go on to the next one.

Q: I have a solution to the problem with the doctor. And it is simple I walked into the doctor and I see that it is packed. How far behind is my doctor running today, I have Handi-Transit at this time, they are going to tell me

how far behind and they are going to say well it is going to run into your pick up time, at which point I reschedule the appointment. If you let them know they have Handi-Transit they are flexible and they will see you ahead of other people as long as they know that Handi Transit isn't flexible and that is one thing we can do about it. We aren't going to leave you sit here for an hour past ride time.

D: Also the suggestion -- if your appointment is at 1:00 and you think you should be done by 3:00 give yourself an extra 20 minutes.

Q: Exactly.

Q: Hi, so from your presentation you suggested that vehicles will have GPS, one of the contentious issues is, if folks are charged and they claim that they were there. Will they be able to cross reference before a no show is issued?

D: Yes, it will help with investigating no shows, and pin pointing where drivers are. The system now, it schedules from zone to zone and some are bigger and smaller and not a lot of travel time. The current system example. It will give you 7 minutes from point A to B on a Sunday afternoon in July, in rush hour in February it will give the same time. With the new system it won't go zone to zone it will be address to address. All will have a mobile data terminal on board. Not just the time. But the history of the road they took.

S: I think that is a good suggestion, the cross reference. Before the no show goes out to look where that vehicle was.

Q: Question, bit different as an extension of the new software have you thought of an app?

S: It does have the capability but we don't know what it will look like, it's not something we asked for but something we will bring up with them. One more question and then we will move on to the next topic

Q: He agrees.

Ok awesome. I'm sorry,

Q: Can I suggest a mark into the system that has an option for extreme variability, is this doctors maybe that category that there might be a variance in time.

S: The algorithms account for that stuff.

Q: We know that to be there at 1:00 we will get you there for 1:00 for the doctor, but for the casino it might be 1:15

S: We are going to go on to the next topic.

D: Ok the next is trip priorities. We prioritize our trips into 3 categories. This practice was adopted and approved by city council. Priority 1 is medical and work. Priority 2 is therapy where not meeting directly with a health care professional, and priority 3 is a shopping trip.

We book this way because if there is an "unable" we want it to be the lowest priority. It doesn't happen with medical, it happens on priority 3.

S: We understand that everyone's trip is important, if they are house bound and have dinner with a friend it is as important to them as the medical. This is the system we have though. This is why we bring this to you.

D: Another is the ability to a subscription, a work or medical appointment 3x a week that is priority 1 same place and time we can put you on a subscription the vehicle will show up unless you cancel it. That is what we do now. We are going to more of a first come first served basis. As you book your trip in you are the first in regardless of reason. Now it would be important if we went into a system, we are not trying to sell. It would be

important for the passenger to book as early as they can, subscriptions are we do them now might not be like that. The work trip might get unabled a bit more. I'm not too sure, and as far as other cities go it is kind of mixed some have priority some it is fully first come first served. I guess another option we could do a combo of priorities, and subscriptions. Hopefully this makes sense, what I'm asking is to go on priority to first come first served basis, and if we get any questions or thoughts on that.

Q: You consulted city hall, the priority system. What was the process, was there a consultation with the disability groups?

S: I have been here since 2013, since the Handi Transit came into being there has always been priority to the trips. In 2000 they did a huge review and it was a committee that was chaired by the brave report Heart and a profit at the U of M and he chaired that committee and there was a variety of individuals. It took two years to be put in place and put forth before council and those are the core that we do today.

D: I'm sure you could find that report if you Google Heart.

Q: If I know I'm going some place a week from now and I type in my computer where I am going and the purpose of the trip, and the time that I ant going and coming back, and I'm at the head of the line, especially the ones that book the day before. Am I going to get my ride?

D: IF we move to this system then yes. Right now you can book 7 days in advance.

Q: So then in theory you could put a year in advance?

S: Probably wouldn't go that far.

D: So if you phone 7 days, you book for next Wednesday, or the day before it doesn't matter right now.

Q: I know we have priorities I think for those of us the ones that have to get to work they have to be able to afford the things from work. We can't manage without being able to get to work

D: So you are saying that the work is a priority 1.

Q: I'm from dialysis, I have a question about it from not having priority for life treatments.

D: Same as getting to work, and their life.

Q: There are some appointments that you can reschedule, but dialysis your life depends on it.

Q: Based on time and distance the likelihood of unable will go down if you have a priority system and they know that 2 people want a ride at 10:00, and it will send the vehicle up at 10:30, and it could pick up all 3....

D: They are ahead of us again, the group bookings. It may not be a big group of people but it may be like trips. Two people from St Vital going downtown at similar times. And it doesn't group them together. This system will go on address to address we have full... we anticipate it will be better at grouping, Josie maybe you can help me.

J: We have seen up to 30% more rides with the same amount of resources with the intro of the system. With the first come first served we have 1500-2000 requests a day. During that period of time when the request is made and schedule is set we have 300 cancel. And when it is set and they take their ride we have another 300-400 cancels. We can then with our system we cant do anything with, we can't move people around. And then we

probably have anywhere from some days we go good and have 0 unables. Everyone knows what they are. We call it when we are unable to provide you with the ride you requested. We have day with 0, and in the winter months we can go up as high, in December we had some days as high as 70. If you take those 70 and look at the 700 that cancelled, we could accommodate. So what I'm saying to you, even if still in priority it may not be activate, first come first served we will still be able to accommodate. We can use the no shows more efficiently.

D: When it comes to first come first served, every time someone books, puts it into a spot until full. As opposed to the batch, it can do a much more efficient job from batch, where if it has to pick it one at a time it may not be as efficient. I'm guessing numbers

Q: Could you maybe speak to why it has to be 1 system or another an set up priority for work and medical and have the rest be first come?

D: Yes that could be an option. They aren't even in town yet. (7th bump) we could do a hybrid yes. Two more minutes on this topic.

Q: Will this system, will it be dedicated to the amount of resources out there or will the vehicles be escalated?

J: We run with 65 and in the winter we add 7 – 8 in the winter and we will continue to have to do that with the new system.

D: Now in the new system, as contracts expire we may not renew them that is a possibility.

Q: Is the computer defining trips (?)

D: You would still have to phone us if you have a late request trip but if you already have a trip, it can move you from 1 run to another run if you have a time there isn't much flexibility.

Q: It can accommodate your (?)

J: The way the system works now it prints a schedule for each driver. That driver gets the schedule and that is set and as cancels come in we send in notifications -- take this one off and this one off. With the new system they aren't going to get the full schedule. They will get 3-5 trips. We haven't decided yet, and that is what they will see because the system is going to be looking at the schedules -- if I move Joe to this run. It will be continuously doing that. That is where the flexibility comes in. if you are told you don't have a ride. You would have to call in if it is the date of your trip.

D: In the winter months, the chances of getting a last minute ride is slim. If you say my doctor can see me this afternoon the chances are slim. But with the system running in the background the chances are better.

J: Any one last comment?

Next is **fair payment**.

D: Most are familiar with fair payment.

Q: I like it.

D: You put money into your account you put money into your account, you can do it by cheque or bank or phone us put it on a credit card and what happens once all the trip are finished for today all the deductions are made according to senior or full fare. The money gets deducted.

Q: Do you get a credit for the deduction. If you deduct a trip, like forget it...

D: All deductions aren't made till all the trips are made. Say you cancel or no show we aren't going to deduct a fare, you may get a no show letter.

J: If the mistake is made and it shouldn't have been deducted we can credit your account.

D: With the system now, and you can also pay cash, we will never get rid of cash, you don't have to show the driver any kind of card or ID that is the system we have now.

J: And also bus passes and tickets -- the problem is that some of you know conventional transit introduced Peggo, so they are in the midst of the full launch and deciding when that fair product is going to disappear when that does Handi fare product will also disappear -- we will no longer have tickets and bus passes. We will have our fair payment account and cash, and tokens you can still purchase a virtual pass but you wouldn't get that piece of paper.

D: Group match can go further with that they can introduce smart card technology, the reader is on board the vehicle, that would tap swipe whatever when you get in and your money is deducted instantaneously maybe even a print out of how much is on your account.

J: The reader will tell the balance but won't give you a read out. You will have to load it and money is deducted when you use your card. That amount comes off your card. And oh no..... that would be bad. Continue.....

D: So it would be a very similar thing to what conventional transit has with the Peggo card.

Q: While fair payment is beneficial to a lot of users, there are some it is less accessible for. An equivalent system to Peggo would be implemented

D: Not that it will be, it could be. We could leave the fair payment alone. We have the capability of putting the card readers into the cars.

A: We also -- with this there is the option for online accessibility to your account. You can see how much money you have instead of calling Handi Transit to find out you can deposit online yourself.

D: It will be one or the other but Group Match can do a similar system but in addition you can do it online.

Q: With that understanding can you speak to those that are winter only and access to Winnipeg transit in the summer, and with Peggo. If only for the sake of streamlining and efficiency, and with this significant and expensive upgrading.

J: Can you repeat that?

Q: The smart card may solve issues, and just for clarity the RLP on these was 1.1 million and with Peggo being introduced to the transit system there are some that use winter only and have Winnipeg transit as well, so maintain with fair payment and Peggo. And so if only for that reason can you speak to an integration to the Peggo system?

J: The initial concept was to include Handi Transit but somewhere along the line that got put to the side. The Peggo system requires fare boxes that read the cards. Those are the only type of card readers that the company has to read the cards. Those fare boxes work through wi-fi, and so they have to be loaded every night. So what that means is that when you go online and put more money on your card or at a vendor, that info all gets put into a virtual server and at night as the buses are coming back into the garage that info is being fed into the fare box. So that when you use it the next day it knows you have money on that card. So the busses have to come back to the same place at night every day to get that info. Some are able to receive the info

when coding the route due to wi-fi hot spots. But the majority of them have to come back to the garage every single night. That doesn't work for our vehicles, they are multiple contractors, not one specific space to come back to, those are some of the challenges. And the cost, when Peggo was defined and we said ok, here is what you can do for conventional -- how can you put that onto Handi and the cost was prohibitive -- the cost didn't make sense to do something like that. The fare boxes are going to have to be upgraded. The last ones were 80 years old you can't do that. The technology has to be updated and that is another cost that would be a yearly cost that we don't want to incur. That is why that is one of the reasons for two separate systems.

Q: Could you have a comparable system?

J: The question is do people want a Smart Card, or a system where they don't have to worry about cards? The difference between the current and the different is that you control your account. We don't have access. Through a web portal... and just like I don't know how many of you do internet banking, that is what it looks like, trip history how many trips you have taken, etc. You monitor that and you control that. And you can print statements and all that kind of stuff -- that is the difference between the current fare payment and the one that is possible with the new system

Q: With the new system Smart Card you could load it with money will it be comparable to the Peggo card to go to 7-11 etc.

J: We would have to enter into a contract with all the vendors that do transit products and they would have to agree. So a couple more steps still.

Q: I understand with Peggo it tracks ridership. If there is a comparable Smart Card system is there some tracking with suggestions?

J: The new system will have that capability without smart cards. With conventional transit you were anonymous before.. with our system you are not. We book your ride, you call us.. we have that data.

D: It does have the ability, the timing points, we can control if there is a construction project. And it can learn as it goes, it can give more time or shrink time.

Q: If it is learning about regular calls are you going to be suggesting a subscription and then reduce the call wait time?

J: Ok if we do this one now we have to go on to the next one. Show of hands how many would prefer fare payment from account and smart card?

Q: The tickets will be leaving?

J: Tickets and bus passes will be gone

Q: Will cash be combined with the fare payment program? You can not use cash now.

J: I believe that, the flexibility that we don't have now, with the new system you can decide how you will pay for the ride.

D: The big issue is when I'm the passenger and it's my account, the new system might separate the two.

J: Yes.

D: Next topic. 30 minute time window: if you don't cancel your trip you are a no show, so we ask for at least 35-40 minutes. It is very little time to do anything productive with only 30 minutes before your trip. It is hard to move trips or re-route to better utilize it to pick up lates or missed. So there is an option available to us now of changing that 30 minute window and

expanding it. Edmonton & Calgary ... and they have a 2-hour. I don't know if it is a policy but they ask for at least two hours of notice of cancelling a trip. We understand that cancelations are a part of it. And they are going to continue to happen but if we can limit it. If we have more time it gives the system more options to move trips around. I think Josie gave some numbers earlier today in regards to cancelations. We receive 1900 trips a day, and of those we will get 700 cancelations.

J: We are going up to over 2000 trip requests. And in 2016 the cancels equated to a cost of about 2million dollars.

Q: So human intervention could fill in the trips you may have been able to reduce that cost.

D: We have a dispatcher sitting there, but they have all 8 of our contractors phoning with reports they have to move on to the next one so it's a quick fix solution and we have to move on. They don't have time to spend 20 minutes looking for a trip. It is very busy.

Q: Why isn't there more than one dispatcher?

D: We have the call centre. And one dispatcher running the show. Taking care of the contactors and passengers. They don't have a lot of time. If they are looking for a trip, they have to look through 65 runs, there is nothing that aids the dispatcher. That is time consuming. You look on the computer and it takes a long time, but the new one will find that information instantaneously.

J: We have limited resources. We can't go out and hire as many people as we want. If we could, that would be the answer but we have to keep within budget.

We are ending at 4:00, which means we have 10 more minutes, so I'm going to encourage you to use that email. We will be coming out to you

again when this is more solidified, and we will be saying to you: these are the decisions we have made -- what do you think next is the software enhancements that we are excited about?

D: So the biggest thing mentioned is the portals so everyone will be able to get into their own account, keep track of fares, see future bookings, the ability to cancel your trip, etc. Right now you can phone in, type in your number and cancel. Group bookings will be done much more efficiently. For Bomber games right now if there are 13 passengers, the system we have now we know it will send 6 vehicles so we have to physically change their trip and manually change it. We don't have to do it in this system. It will do the group bookings. We will be able to keep track of who is running late. You are late? We will be able to pin point where he is and how long he will take to get to you.

Q: Will the maximum amount of time that the consumer spends in vehicles be impacted?

J: We can control it and we say 90 minutes. That is the policy and that won't change.

D: Dialysis, or a Bomber game -- no one wants to get on and get off two hours later. We could send a bus to dialysis and pick up 12-13 people, but they will be on the bus for a long time.

Q: The drivers know arrival time, I have to get there by 1:30, will that be part of the trip itinerary?

D: I think it is safe to assume they will have the arrival time.

Q: When you go to confirm it...

J: You may not have to confirm with the new system.

Q: It is a challenge I'm from dialysis our patients are tired sore, they have medical issues... part of what we hear about is they get on rides around the city before getting dropped off at their home, it can be a big challenge to get down to the main office to put money on their account most don't have access to internet or cell phones or cards so if there could be a vendor at HSC that could help them.

J: We would have to find a vendor willing to do it.

Q: EIA will give our clients a bus pass but they can't contact directly with Handi Transit that they will give to our clients directly onto the account.

J: It can be through a cheque.

Q: This is a real issue as regards to schooling out a trip. I echo what they are saying.

Q: If they are budgeted \$60 from EIA directly onto their account.

J: Maybe you and I can talk later.

Q: To pay for parking in the city you can use an app, is there a way to piggy back that system?

J: Don't know but something we can check out.

Q: Comment and question: it is excellent that technology is making the routes and rides better, making sure that we don't reduce access. There are some cases that it may be the case. My question is I reviewed the functional requirements and specifications, what I failed to see was web access. Are

you ensuring the enhancements are compliant with all abilities, that the developer will absolutely ensure the functions are accessible.

They are ABA compliant, and they are also complaint with Canadian rules.

Q: That doesn't mean they will tailor it to it.

J: They do. We will test run it.

Q: I think the fundamental question is do you want to serve us, or do you want to serve your business? We are the ones who have to live with the limits of our bodies so that needs to be your focus.

J: Yes and I agree with you

Q: Should be secondary.

J: We want the system to work for you and we want you to give your feedback. We want the system to compromise for your needs.

Q: I know different people have different needs. Some may be similar and others different. Does the new software have the ability to do things differently for people?

A: Yes. Its very configurable.

D: If you want the call out feature, you can get a reminder if you want it and you can decide how you want that reminder: call text or email

J: We are going to go on.

Q: Get a ride and accept this by clicking here feature.

J: Last slide.

D: This is the same thing -- 1977, no I didn't work for Handi Transit then, it was a pilot project that came up. With the new software coming it is the biggest change. Is it time to look for a different name. Transit Plus, Speciality Transit, Go Transit, or do you prefer to keep it the same? That option is there.

Q: Access Transit.

J: I'll tell you why that one causes an issue, because conventional transit is now fully accessible.

Q: But they are not all access.

Q: And it is not accessible.

J: So I don't know what you think of the names. How many of you think we should change the name? Again in your email give us your suggestions.

I'm going to give it to you right this minute:

handitransitsoftwarefeedback@winnipeg.ca

if you go to our website it is on there, the presentation is on our website tomorrow and the transcript will also be on the site so you can take a look at

it and see what was said. And you can add your comments and suggestions and that is part of the process.

Go to: <http://winnipegtransit.com/en/handitransit> and you will get there. Or Winnipegtransit.com and you will get there.

Q: Has this company been used in Canadian cities?

J: Yes, York, Peterborough, and we are watching them in York right now and smaller cities that aren't the same magnitude. And in the US and Australia and Ireland.

Q: I have a questions about the first topic. You said that with the new system there is not a specific time but a window, so if I was say going to a movie or something like that would it be best if I tried to be ready for my ride at the earliest time?

J: If we go into the window a call out feature so that you don't have to be ready 20 minutes before, I want a reminder 5 minutes before we send it and say your car is on the way and it is 5 minutes away. I want you to understand that these are options. No decisions have been made. We have another session still. These are options.

Q: Is there any thing about having it (?)

J: It is a phone call, text, email -- whatever you want.

We are 5 minutes over the time. Thank you for coming. We know that sometimes we don't do the job you like us to do and we are trying and we thank you for coming out today. Tshank you.