MetroTransit

In 2012, Metro Transit partnered with HRM's Finance and Information, Communication and Technology department to develop a five year strategy to implement new technology in Metro Transit's operations and customer service platforms. This ambitious plan represents a $36 - $52 million commitment by Regional Council to improve the efficiency of Metro Transit operations and ridership experience. The final strategy, titled *A Transit Technical Solutions Roadmap*, includes approximately 30 new projects.

While many of the proposed projects will not impact customer service directly, the replacement of Metro Transit's current Computer Aided Dispatch (CAD) and Automatic Vehicle Location (AVL) systems will set the groundwork for customer service-related projects such as public interfaces, stop annunciation and a fare management system. The CAD / AVL replacement project is in the later stages of the HRM Procurement process and project execution is predicted to begin in 2014.

Enhancing Customer Service

Many of the Roadmap projects will enhance customer service for Metro Transit riders. New features will include (and are not limited to) public interfaces; trip planners, text messaging, smart phone applications, Interactive Voice Response (telephone) system and real-time bus information. These projects will be executed in phases and are anticipated to start in 2014 / 2015.

To further enhance Metro Transit's accessibility the stop annunciation project will provide riders with audio announcements of upcoming bus stops. Stop annunciation will integrate with Metro Transit's CAD / AVL system and automatically announce each stop. It is anticipated that this project will commence following the completion of the CAD / AVL project.

Fare Management

The Fare Management System project will introduce new fare media to Metro Transit. While details continue to be established, this project is expected to include the introduction of smartcard technology to facilitate fare payment and collection. Project initiation is expected in 2016 / 2017.

The projects within the Transit Technical Solutions Roadmap will improve both your experience as a Metro Transit user and increase the efficiency of Metro Transit operations.

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