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Title: SPECIALIZED TRANSIT

Jason Zimmerman, Supervisor of Transit Operations and Infrastructure introduced Julie MacDonald, Transit Coordinator who provided a presentation on the Specialized Transit Passenger Portal.

Ms. MacDonald discussed slides concerning the following topics:

- The Trapeze PASS scheduling software and the Interactive Voice Response (IVR) system;
- The online Passenger Portal and managing trips;
- Easy navigating the Passenger Portal menu;
- Easy access to cancel a planned trip or to see where a bus is on the map; and
- The benefits of using the Passenger Portal.

Members of the Committee made suggestions regarding stop locations, asked questions of staff and received responses.

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Attachments: 1. Specialized Transit_Passenger Portal Presentation - 220627

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