

I WOULD WALK 1,000 METRES

USING TRIPLINX FOR INTEGRATED FIRST AND LAST MILE PLANNING

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Mobility Management, Planning & Policy, Metrolinx

BACKGROUND

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- Delivery for PanAm / Para PanAm Games, 2015
- **Triplinx goals during games:**
 1. Support ticket purchasing
 2. Easy trip planning directly to sporting venue
 3. Strategic tool for customer – multi agency transit data + one location for trip planning of entire journey
- Trend to use 3rd party open data products such as Transit App, CityMapper, etc.
- Opportunity to build a GTHA integrated transit network
 - Multi-agency information is moving to additional channels ie: IVR & kiosks

METROLINX

WHAT WE DO:

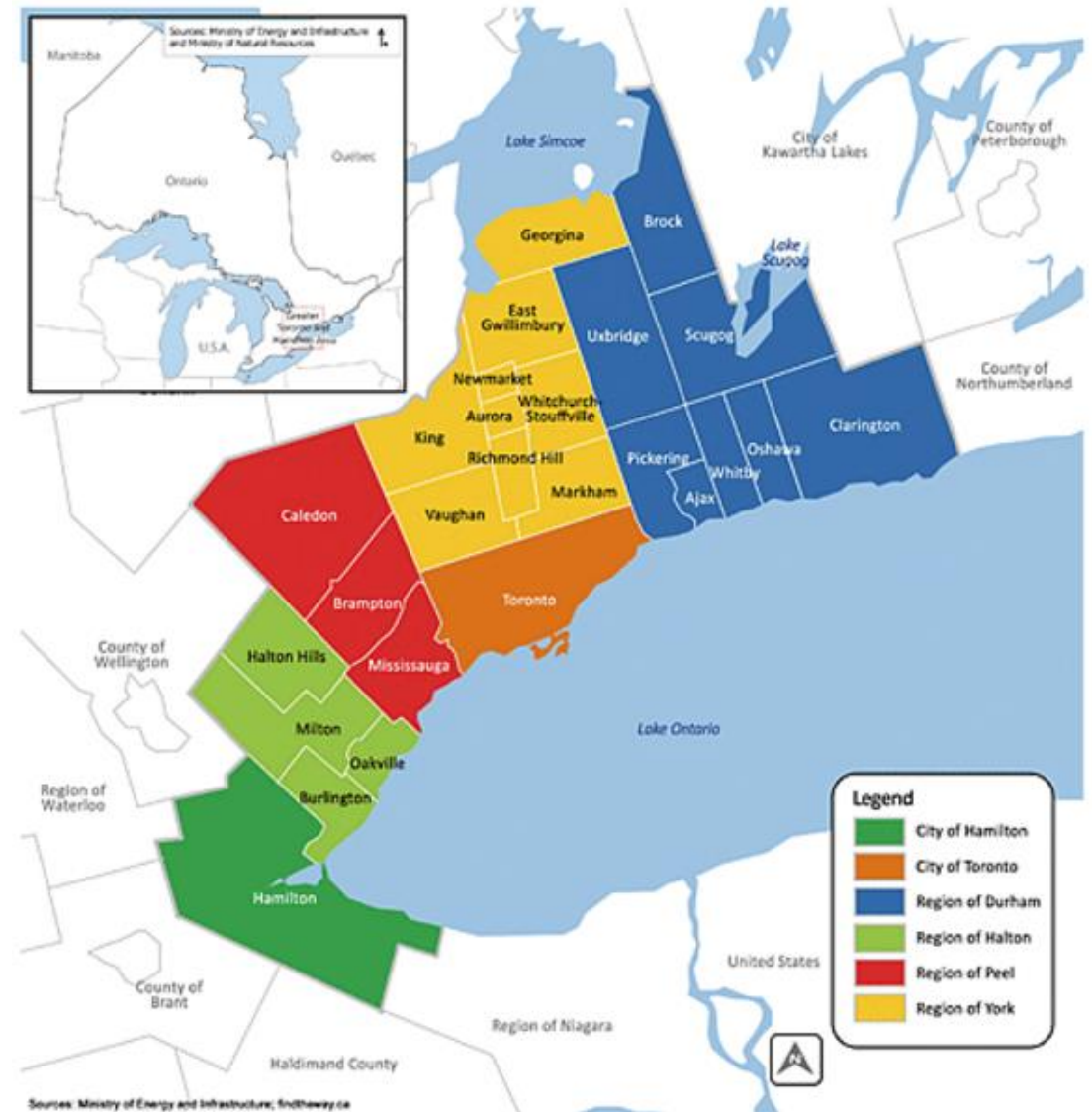
Improve the coordination and integration of all modes of transportation in the Greater Toronto and Hamilton Area.

OUR VISION:

Working together to transform the way the region moves

OUR MISSION:

To champion and deliver mobility solutions for the Greater Toronto and Hamilton Area

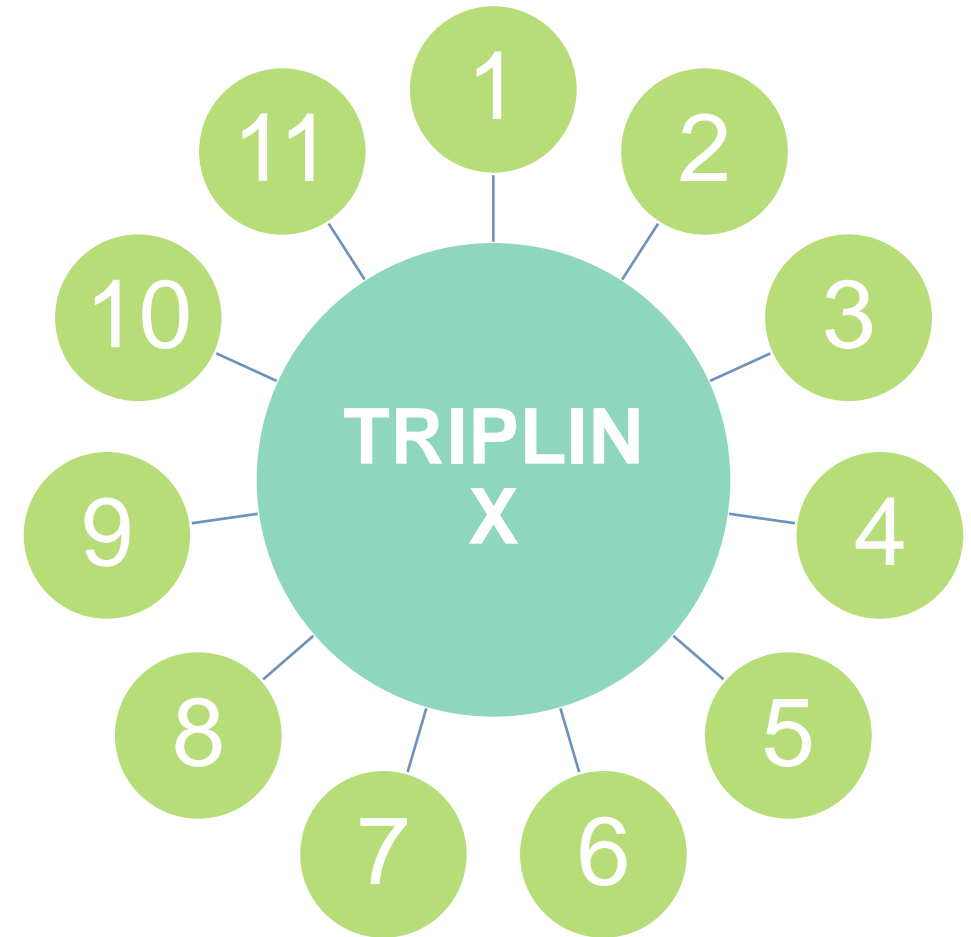


MULTI-MODAL TRIP PLANNING

Metrolinx is responsible for **planning** and **coordination** of transportation in the Greater Toronto and Hamilton Area

CONTEXT

- 11 transit systems
 - Local transit (MiWay, TTC)
 - Regional transit (GO Transit)
 - UP Express airport service
- Each has its own customer information system - of varying maturity



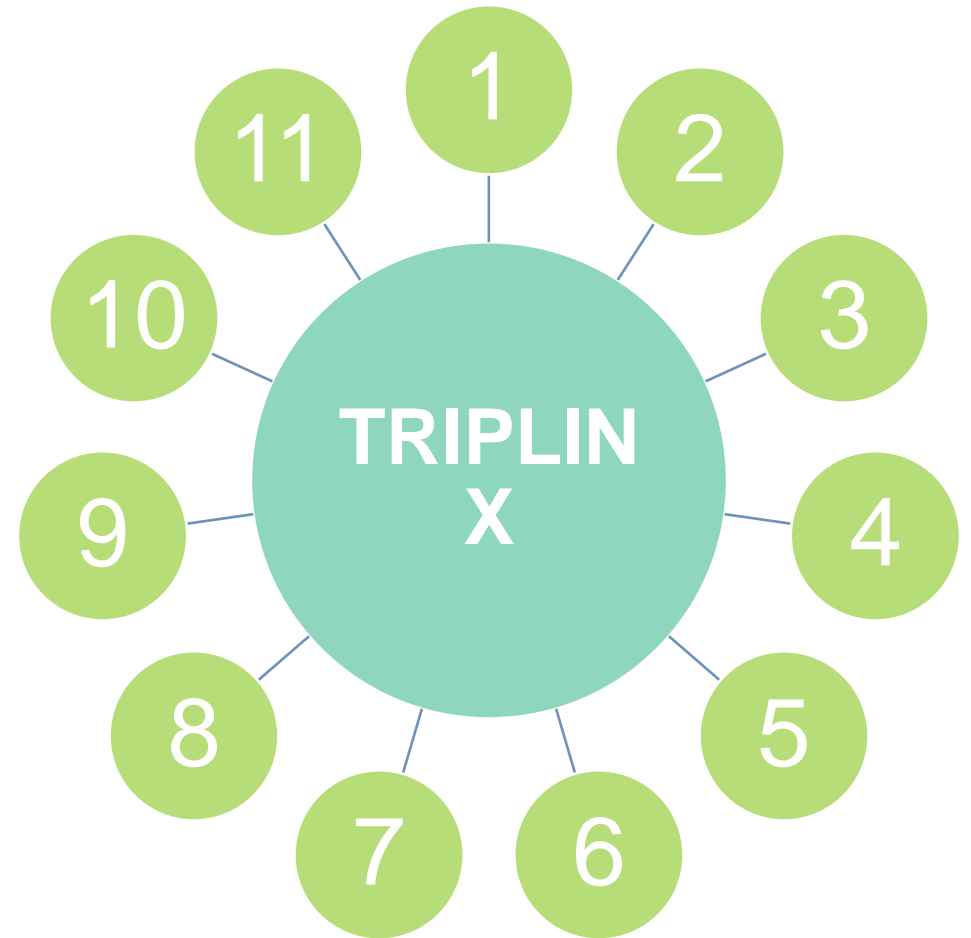
MULTI-MODAL TRIP PLANNING

BACKGROUND

- Low public awareness of the **frequency**, **options** and **quality** of transit services
- Regional growth is increasing the amount of regional travel involving more than one transit system

WE NEED

- **One source** of information illustrating all available services in an **integrated network**

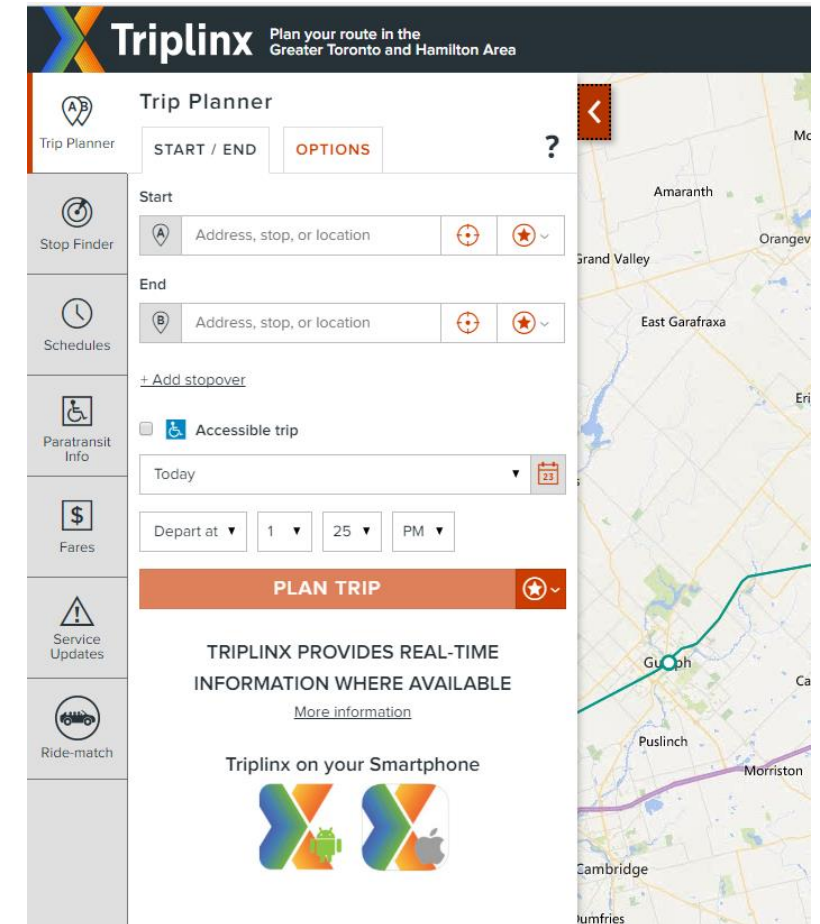


FEATURES

A KEY TO MOBILITY

Triplinx is a key element of the Metrolinx strategy to improve mobility in the GTHA

- One-Source For Information
 - **Intermodal** trip planning tool for GTHA
 - Information on all GTHA transit and paratransit providers
 - Information on schedules, fares
 - Desktop and mobile website, apps for iOS/Android
- Foundation for future development:
 - Real-time information and alerts
 - Integration of additional modes
 - Additional distribution channels



OVERVIEW

FUNCTIONALITY

PHASE 1:
Static Information & Trip
Planning

PHASE 2:
Real Time Information

PHASE 3:
Service Alerts

PRODUCTS

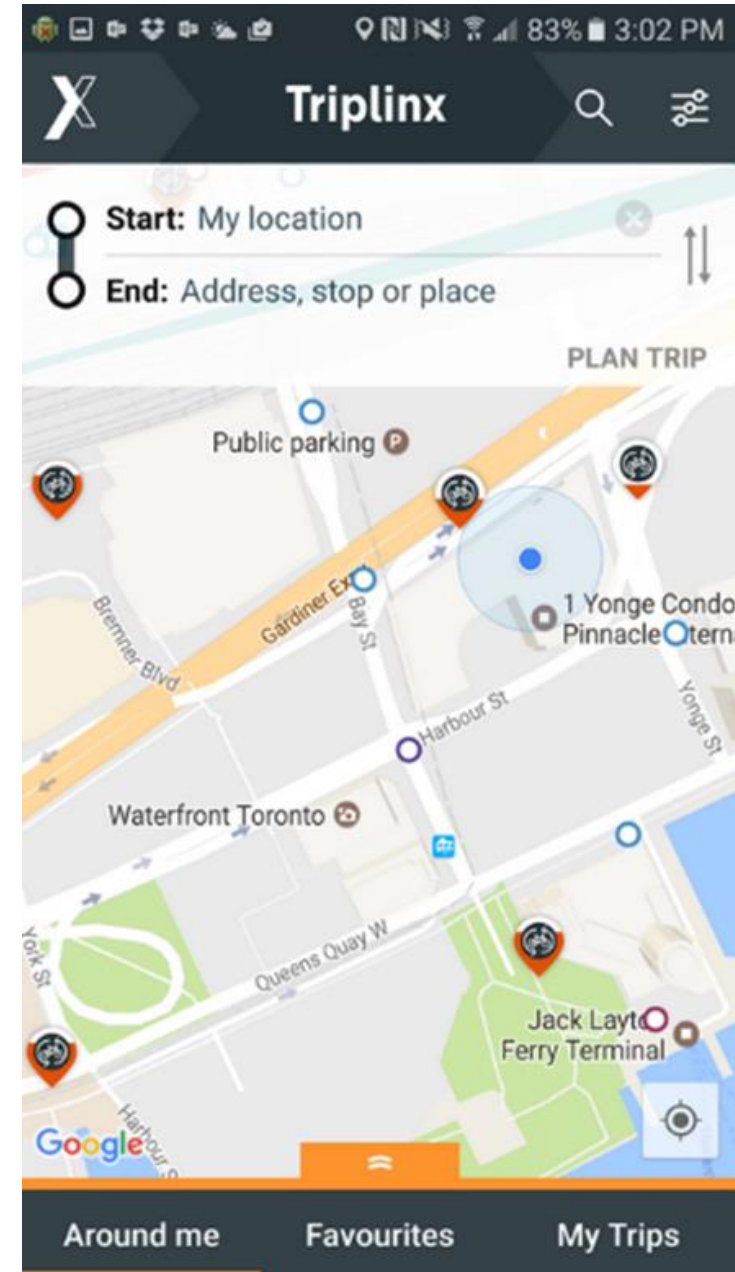


PARTNERS



TRIPLINX FEATURES

- Map centric system
- Stops, addresses, places and routes
- Trip planner and Schedules with real time information
- Favourites and personalized information
- Fares, Transit and Paratransit information
- Accessibility is fully integrated in Triplinx
 - WCAG 2.0AA compliant on all platforms



TRIPLINX DEMO

- [VIDEO 1: PLANNING AN ACCESSIBLE TRIP WITH TRAVEL OPTIONS](#)
- [VIDEO 2: WALKING AND CYCLING OPTIONS](#)
- [VIDEO 3: FOLLOW YOUR TRIP APP](#)
- [VIDEO 4: TUTORIAL](#)



STRATEGIES AND PARTNERSHIPS

DEVELOPING A STRATEGY

CUSTOMER DRIVEN APPROACH

A market research survey and mapping of information needs throughout a variety of transit trips strengthened the case for the system and kept focus on customer needs

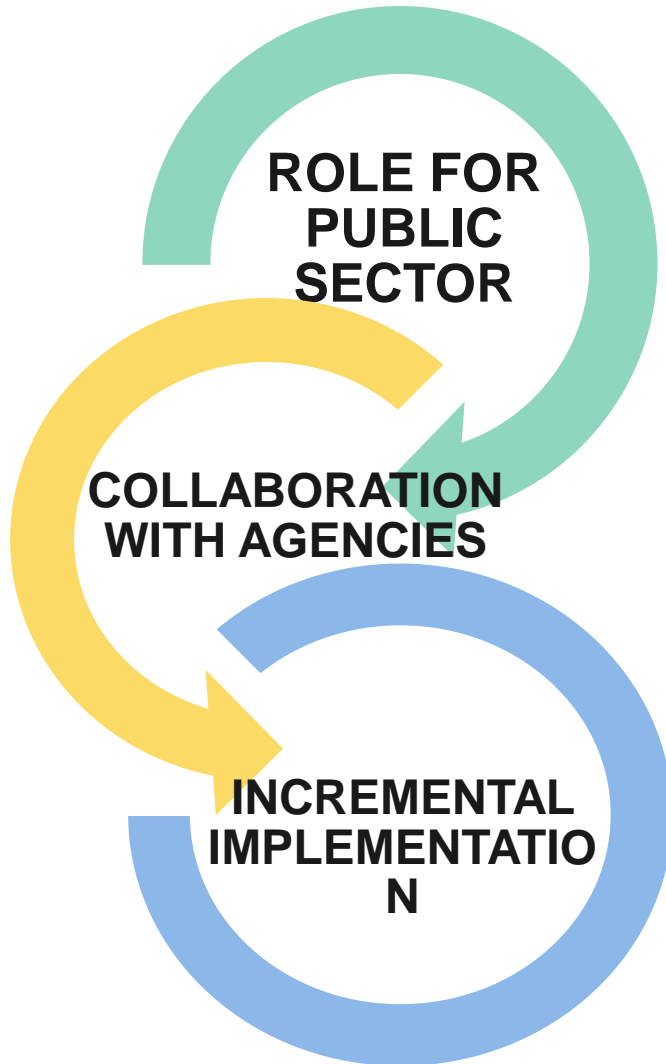
TRANSIT TRAVELLER INFORMATION STRATEGY, COMPLETED 2012

- Scope of “Foundation Project”
- High level architecture
- Inventory of transit agency readiness
 - Guidance on project approach and governance

STAKEHOLDER INVOLVEMENT

GTHA transit services worked together to develop a strategy

STRATEGIC THEMES



- Private sector was not delivering complete, regionally-responsive, quality transit information systems required by customers
- Traveller Information is a strategic tool for urban mobility
- Public sector must provide core functions and data consolidation

- Shared commitment to customers
- Build on agency systems and data

- Start with trip planning and scheduled/static information
- Grow in manageable increments - manage risk
- Establish working relationships and confidence
- Create the foundation for future projects

DISTRIBUTED TEAMWORK



- PROJECT MANAGEMENT



- BUSINESS ANALYSIS



- QUALITY ASSURANCE



- PROCUREMENT, LEGAL



- VISUAL DESIGN



- ACCESSIBILITY



- USER EXPERIENCE



- COMMUNICATIONS

PARTNERSHIP FOR INTEGRATION

Delivered as a partnership:

- Each agency is responsible for providing timely accurate data
 - Internal processes
 - GTFS file testing/preparation
 - Supplementary data such as stop accessibility, POIs, fares
- Application acquired and operated by Metrolinx:
 - Procurement, project management, acceptance
 - Monitoring and administration

Governance actively engages agencies:

- Customer Experience and Technology
- Steering Committee
- Working Groups



CHALLENGES AND LESSONS LEARNED

CHALLENGES

- Maturity and quality of data
 - Real-time departure data not yet available from all agencies
- Agility to deliver enhancements to ensure Triplinx is regarded as “one-stop” source of information portraying one integrated regional transit network
- Consensus re: future roadmap

LESSONS LEARNED

- Establish a strong shared vision
- Maintain a customer-centric focus
- Provide active collaborative governance
- Promote Client / Vendor / Agency teamwork
- Continuous review of usability

FUTURE GROWTH AND INNOVATION

Under Development for 2017:

- Integration of real-time information
 - Phase 2 → Additional agencies for Real-time next departure
 - Phase 3 → Service bulletins/alerts

2017 and Beyond:

- New agencies and services (additional connecting transit agencies outside GTHA)
 - ie: Niagara, Grand River, Guelph, Barrie, Peterborough
- Fare information
- Additional channels (kiosks)
- MaaS & First Mile / Last Mile options
- Integration with extended road information
- Facilitating TDM mandate and goals

TRIPLINX SOLUTIONS – SEEKING NEW PARTNERS!

Advanced iFrame

www.ttc.ca/Trip_planner/index.jsp

Home | Trip Planner | Customer Service | News | Wheel-Trans | Accessibility

Search TTC.ca: Search

Schedules & Maps | Fares & Passes | Riding the TTC | Service Advisories

Triplinx includes alerts for TTC weekend subway closures.

Powered by **Triplinx**

TRIP PLANNER

Trip Planner

START / END OPTIONS ?

Start
Address, stop, or location

End
Address, stop, or location

+ Add stopover

Accessible trip

Today

Depart at 1 50 PM

PLAN TRIP

Map showing routes in the Greater Toronto Area.

(Basic) iFrame

www.miltontransit.ca/en/schedules-maps/Trip-Planner.asp

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Triplinx Trip Planner

System Map and Routes
GO Transit Connections
Schools Specials
Trans-Cab

Contact(s)
Milton Transit
150 Mary Street
Milton, ON
L9T 6Z5
Phone: (905) 864-4141
TTY: (905) 878-1657
Fax: (905) 864-3222
Map: Milton Transit
Email: Information

TRIP PLANNER Powered by **Triplinx**

Start
Address, stop, or location

End
Address, stop, or location

Today

Depart at 2 10 PM

PLAN TRIP

Triplinx Link

https://www.durhamregiontransit.com/Pages/de

July 1

Durham Region Transit
Make Life Easy

Home | Customer Service

DRT TOOLS | SCHEDULE MAPS

Planning my trip.

Triplinx
Transit that Works Together

Click Here to Plan Your Trip

Service Alerts | Subscribe to Alerts | Holiday Service

Beginning Monday, June 26 until November, 2017, Route 94

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Thank you !

