



Ministerial Statement
by
The Hon. Wayne Furbert JP, MP
Minister of Transport
Update on Digital Fare Media
17th May 2024

Mr. Speaker, can you imagine boarding a bus or a ferry in Bermuda and effortlessly using your smartphone, credit or debit card to pay your fare?

Mr. Speaker, picture a seamless journey where the hassles of carrying cash or scrambling for tickets or tokens become relics of the past.

Mr. Speaker, today, I stand before you with great anticipation and pride as we unveil a groundbreaking evolution in our public transportation system—the forthcoming launch of the new digital fare

media for buses and ferries. This transformative initiative signifies not just a technological leap, but a paradigm shift towards a more connected, efficient, and user centric transportation experience for all.

Mr. Speaker, on Monday the 24th of June, we are introducing phase one of the new digital fare media for public buses and ferries, marking a pivotal moment in our journey towards modernization and efficiency. This digital transformation initiative is designed to cater to the needs of both our local population and visitors, ensuring a frictionless passenger experience that aligns with the demands of our dynamic society. Allow me to explain the myriad benefits that this innovative system brings forth.

Mr. Speaker, gone are the days of fumbling for loose change or standing in long queues to purchase tickets. With the digital fare media, commuters can effortlessly manage their fares through a user-friendly app that is accessible via smartphones, tablet or computer. Passengers will also be able to use the onboard validators to tap and go using

credit or debit cards. This convenience extends to visitors, who will be able to navigate our transportation network with ease, leaving them with more time to explore and enjoy our island's offerings.

Mr Speaker, in our fast-paced world, efficiency is paramount. The digital fare media not only expedites the boarding process but also minimizes the risk of errors associated with traditional ticketing systems. This heightened efficiency translates into more punctual services and greater reliability, a significant advantage for commuters and tourists alike. Embracing digitalization is not merely a choice; it is a testament to our commitment to progress and innovation. By adopting cutting edge technologies in our transportation infrastructure, we are signaling to the world our readiness to embrace the challenges and opportunities of the digital age.

Mr Speaker, additionally as stewards of our environment, we also recognize the imperative to reduce our carbon footprint. By transitioning to a digital fare system, we are taking step towards a

greener future, with reduced paper usage and emissions associated with printing traditional transportation tickets.

Mr Speaker, Phase one will be unveiled on June 24th, 2024. The launch will introduce the following:

- The ability for passengers to conveniently buy tickets using their mobile phones through an app.

Once purchased, they can effortlessly board buses or ferries by simply displaying their digital ticket to the operators. Operators will be able to determine the type of fare purchased by the signal on the passenger's screen, whether it is the type of zone purchased or an adult or child fare. As the transition to digital fare media is a phased approach, the option of purchasing and using the traditional fare will remain in place throughout the phases.

Mr Speaker, subsequent to Phase one, in which passengers would have been provided the ability to buy tickets using their mobile phones through an app, Phase two and three, the following will be introduced:

- A Realtime Information;
- The ability to use credit and debit cards;
- The ability to use contactless transportation passes which will replace all passes, including the seniors, children and special persons passes;
- The ability to purchase digital tickets with machine-readable QR codes;
- And the introduction of the validator system on the buses and ferries.

Mr Speaker, the real time passenger information system allows passengers to see the location of buses and ferries on their mobile devices in real time! When Johnny or Mrs Smith is waiting at the bus stop, they can look at the map of Bermuda on the app on their cell phone and can have a visual of the location of the bus or ferry and track

its movements as it travels to its destination. The validators are small devices that will be installed in every bus and ferry in the public fleet. Upon boarding a bus or ferry, a passenger will need only to tap their phone, debit or credit card, contactless transportation pass or digital ticket on the validator to prove fare payment. The ability to use credit and debit cards will allow passengers to board a bus or ferry, enter their zone requirement whether it is a 3 zone or 14 zone and also the option to select whether the passenger is a child or an adult. Additionally, the passenger can select for several persons if they are travelling and paying for persons such as family and friends. Seniors, children, and individuals with special needs will be empowered to obtain passes through their mobile phones. However, those without access to a phone can opt for a physical pass. These passes will be contactless, enabling seamless boarding on buses and ferries. Phases two and three are scheduled for launch in September 2024.

Mr Speaker, commencing on June 1st, we are set to launch a comprehensive and enlightening public campaign designed to inform and educate the community about the "What" and "How." This public awareness campaign will offer detailed insights into upcoming developments, particularly regarding the transition to digital fare media, specifically further explaining what digital fare media entails and explaining how to use. Our goal is to equip the public with a thorough understanding of what lies ahead, ensuring they are well prepared for the changes on the horizon.

Mr Speaker, in closing, let us seize this momentous occasion as an opportunity to reaffirm our collective resolve towards building a more connected, sustainable, and prosperous future for generations to come.

Mr Speaker, Thank you.