

MEMO



GoBus will soon be installing new scheduling software to help improve our service. The new software (Novus) will help us increase efficiency and will offer new, more user-friendly features for our customers.

Starting on September 25, 2017, we will implement the main Novus program. All information related to customer accounts and scheduled trips will automatically be moved to the new program. No action is required on your part.

The current Web Portal and IVR will not be available after September 25. This means that **all trip bookings, cancellations and inquiries must be made by telephone/TTY, text or e-mail.** Extra resources will be in place to support the increased demand on the phone system, however, you may still experience some delay in reaching GoBus. Customers will also **not receive automated confirmation calls** for their trips during this time.

The new web portal and IVR systems are scheduled to be installed in December. Training opportunities will be available when they are in place.

Thank you for your patience during this time.

Donna Power

Manager, Accessible Transit Services, Metrobus