



**MINISTERIAL STATEMENT
To the House of Assembly**

**by
The Hon. Owen K. Darrell, JP, MP
Minister of Tourism & Transport, Culture & Sport**

**THE SUCCESSFUL LAUNCH OF SHORELINK PHASE II
REAL-TIME INFORMATION**

Friday 26th September 2025

Mr. Speaker, I rise today to inform this Honourable House and the people of Bermuda that Phase II of the Shorelink programme - Real-Time Passenger Information for buses and ferries - has launched successfully, delivering on our commitment to make public transport more reliable, convenient, and transparent for residents and visitors alike. On Tuesday, August 5, 2025, the real-time feature went live on the Shorelink app for Apple and Android phones, enabling passengers to see live vehicle locations, predicted arrival times, and service updates in the palm of their hand.

Honourable Members will recall that Shorelink is our multi-phase modernisation of Bermuda's public transport system. Phase I digitised ticketing and demonstrated strong public adoption. Phase II builds

upon that foundation with GPS-enabled, real-time information across buses and ferries, moving us from plan-and-pay to real-time public transport.

Mr. Speaker, public confidence is critical to public transport. With real-time tracking, passengers can time their walk to the pickup point, check for disruptions, and make route decisions dynamically, especially during peak periods or inclement weather. This is a significant shift in service quality: less waiting, more certainty, and a better experience overall.

Mr. Speaker, public feedback has been overwhelmingly positive, with visitors and residents praising how seamlessly the app delivers real-time information. I have personally received messages expressing great enthusiasm for the new Shorelink features. Comments such as, “This is amazing...I can track my daughter’s bus as she comes into town from school!” highlight how parents are now able to keep a closer watch on their children’s journeys to and from school.

Other positive remarks shared with me were:

- “I didn’t believe this technology would actually work.... I saw a bus at the stop outside my gate, checked the app, and the bus was in the exact same location, in real time.” and

- “I love watching the bus and ferry icons move in real time. I don’t even catch the bus, but it’s fantastic for seniors and children so they know how long to wait.”

Many have expressed appreciation for Bermuda’s step into modern transportation technology, noting that the app is user-friendly and particularly valuable for seniors and children, who benefit from knowing how long they may need to wait.

Mr. Speaker, also notably, post-launch media coverage has been positive. On launch day, Bermuda’s primary television news network aired a hands-on segment - “Real-time bus tracking: Does it work?” - demonstrating the live tracker in the field. The following day, on August 6, they followed up with segments noting the Ministry’s openness to further improvements as the public adopts the feature.

Mr. Speaker, today’s success reflects months of collaboration among our public officers, front-line teams, and technology partners. I extend sincere thanks to the Departments of Public Transportation and Marine & Ports, whose operational insight ensured data accuracy, so riders saw reliable, real-time updates.

Looking ahead, Phase III remains focused on further enhancing convenience and on-board payment flexibility. We will update the House as these capabilities move from testing to live service.

In closing, **Mr. Speaker**, Shorelink Phase II is an investment not just in technology but in trust. When passengers can see their bus or ferry arrive in real time, public transport becomes a service they can depend on. This is how we deliver better daily journeys and support our economy, one reliable trip at a time.

I commend the teams who made this possible and I encourage the public to download the Shorelink app, explore the new features, and continue sharing feedback as we build the future of public transport together.

Thank you, Mr. Speaker.