

September 26-September 30 Experience with Grande Prairie Transit On Demand Service

September 26

4:15- at stop 742. No idea if I missed my bus or if it was late as Where's My Bus app showed no buses in this route. It showed buses in other routes though. I did refresh my browser multiple times. There is a message in the system about portal update but no date on the message, so I don't know how old that update is.

4:26- a bus appeared on the route 7 map, but this was in the south end. Still no idea where the north bus was.

4:32- pick up at stop 742. Tried to book on demand from TCM but pick up was in 6 minutes. Tried Prairie Mall but again could not select either Prairie Mall location as a destination.

4:32-4:46- continuous attempt to book on demand but none were available.

4:46- booked on demand bus. 31 minute wait.

4:46- arrive at TCM

5:02-text bus was 15 minutes away.

5:07- on demand driver pulled up and called my name and indicated he was my driver and that I should get on. 1 passenger on bus. Drove to Prairie Mall to drop off that passenger.

5:13- text bus was 5 minutes away, but I was on the bus!

5:15- arrived at Prairie Mall 1 passenger got on.

5:26- arrive home. Stop 950. 71 minutes to get home from Crystal Park School

5:34- text to tell me my ride had arrived to pick me up at TCM???

5:39- text that waiting bus was no long able to wait for me???

September 27

7:10-7:27- continuous attempts to get a bus. Initial log on said 13 minutes which would mean a 20 minute wait at Eastlink. Other attempts were a countdown to 0 minutes from that initial time before I could book another bus

7:27- bus available in 9 minutes. Booked it.

7:28- text bus was 5 minutes away. Pack my bag and took my breakfast to eat at bus stop.

7:32- at stop 950 eating breakfast

7:33- text bus was there

7:36-7:40- call to dispatch as there was no bus. John told me there were buses in my area, but they weren't for me as my pick up as a different location. I don't know how that could be. I had used my location to initially book and check each time I select a ride. I looked at app and my address

was the pick up address. The text I did receive said a different location. I will now have to read those very carefully to ensure they are accurate.

7:41- called a cab to get to work and my meeting with a client on time. I double check my pick up location and it was stop 950

September 28

Coworker picked me up as I cannot efficiently get to the Grande Prairie Christian School using transit.

September 29

7:14- logged on for bus. None available to drop off at Prairie Mall.

7:15- logged on for drop off at TCM. 16 minutes for bus which would mean up to 25 minute wait.

7:16- logged on for drop off at Prairie Mall. Pick up in 16 minute. Booked. Immediate text bus was 15 minutes away.

7:23- text bus was 5 minutes away.

7:29- pick up at stop 950. Two other passengers.

7:34- dropped off passenger at St. Joes.

7:54- arrive at Prairie Mall.

8:02 – connected to route 7

8:05- arrive at stop 754

40 minutes to get to Hillside School from Countryside South

5:13-5:15-logged on for bus. 31 minute wait

5:30- text bus 15 minutes wait

5:43- text bus 5 minutes away

Person waiting with me had called dispatch for her bus and was told it was a 1 hour wait. She had to use the bathroom but was afraid of missing the on demand.

5:51- bus at TCM. One passenger got on with me because she was further down the drivers list (Crystal Ridge). Then another passenger got on while the driver was on the phone discussing the extra pickup.

5:55- left TCM

6:02- dropped of one passenger. The other was going to Crystal Ridge

6:04- home stop 950

49 minutes to get home from TCM

September 30

8:01-8:16- continuous attempts to book a bus with message none were available.

8:16- called dispatch. Learned buses were running on Sunday service. There was no notification on the on demand app and I didn't see any posters about this. After this call I went on the Where's My Bus app and there is a

notification but I didn't need to use this app today and should not have to check both apps for notifications.

Dispatched booked me a bus for 9:15. When I clarified that it was coming at 9:15 or the 30 minute window which usually accompanies booking a bus with dispatch, the driver made changes so that I'd be the only one on the bus and would indeed be picked up at 9:15

8:59- text bus was 15 minutes away

9:13-text bus was 5 minutes away

9:20- bus arrived on the wrong side of the road and had to do a u turn. To get to stop 950. To Countryside North to pick up 1 passenger. U turn to leave and get back into 92 street

9:30- arrive at TCM

89 minutes after my first attempt to get a bus.

4:14- logged on for bus. 15 minute away. Immediate text 15 minutes away

4:21- text bus was 5 minutes away

4:29- bus pick up at TCM

4:36- pulled into Countryside South behind another on demand bus.

Drop off at stop 950. That driver is now switching from an on-demand bus to a fixed route because the fixed routes are so behind.