

## **September 8-September 10 Experience with Grande Prairie Transit On Demand Service**

### **September 8**

7:27- arrive at bus stop

7:35- call dispatch to inquire where my pre-booked 7:30 bus was. I couldn't see a way to track location online. Got answering machine.

7:45- call to dispatch but got Steve Harvard's voicemail. Didn't leave a message as Steve was calling me to say bus would arrive in 10 minutes. Dispatcher was out.

7:59- bus arrived

8:07- arrive at Eastlink

8:23- route 1 arrived

8:30- arrive at Isabel Campbell school. Stop 138

60 minute trip. 29 minute wait for on demand. Fixed route 6 minutes late

3:15- arrive at stop 138

3:25- bus at stop 138. Logged on for on demand bus. 21 minutes Route 1 would get my downtown in 35 minutes. Didn't select. I haven't figured out how to schedule buses online yet. Each attempt to track an on demand bus was a countdown from the initial 21 minutes.

3:49- able to book on demand bus for pick up in 29 minutes

3:51- arrive at TCM

4:15- call to dispatch to inquire on status of bus as I had received mp texts. Answering machine.

4:21- text bus was 15 minutes away

4:34- text bus was 5 minutes away

4:41- text bus had arrived. ATB-012 was at TCM but my text said to look for ATB-010. I asked, and the driver was expecting me.

4:45 a left TCM

56 minute wait at TCM for on demand bus which I almost missed because was the number I was told to look for.

4:55- home

90 minutes to get from Isabel Campbell School to countryside south. Pretty sure I could have walked faster!

### **September 9**

7:15- log on for bus. 20 minutes for bus

7:18- text bus was 15 minutes away

7:28- text bus was 5 minutes away

7:31- pick up at stop 950

7:38- arrive at TCM

7:58- Route 4 arrives. Bus was full. People going to the college redirected to Route 3

8:20- arrive at Rot Bickell School stop 420

49 minute trip, 20 minute wait at TCM

### **September 10**

7:43- tried to book a on demand bus so that I could catch the 8:30 bus.

Message that on demand doesn't start until 9:15. I didn't realize that on demand run shorter hours than fixed schedule. *How is any on demand user suppose to access the first bus on the day?*

Had to call a cab (\$22) to work at Crystal Park School

4:31- 4:33- repeated attempts to get code to log into system.

4:33-4:40- repeated attempts to get on demand bus. None available.

4:40- call dispatch. No answer

4:40-4:48- repeated attempts to get an on demand bus. None available.

4:48-4:50- call dispatch. She was able to book a bus from TCM to stop 950 for 5:20

4:51- route 7 pick up at stop 744

5:05- arrive at TCM

5:29: text bus would arrive in 15 minutes.

5:42- text bus was 5 minutes away

5:48- on demand arrived

6:04- arrived at home stop 950

45 minute wait at TCM for on demand

92 minutes to get from Crystal Park School (work) to home.

28 degrees. No shade. Sure hope the groceries I bought at 5:10 are not spoiled.

On demand bus was also acted as Accessibility bus as there were not enough drivers available.