

## **September 12-September 18 Experience with Grande Prairie Transit On Demand Service**

### **September 12**

7:12- logged in for bus. 25 minute wait  
7:25- text bus was 15 minutes away  
7:36- text bus was 5 minutes away. Arrived at stop at 950 at 7:39  
7:41- bus arrives  
7:42- left stop 950. Circled the neighbourhood to get to the stop before me to pick up 2 people  
7:51- arrive at TCM  
7:59- Route 6 arrived  
8:19- arrive at Maude Clifford school  
  
3:44- arrive at stop 742. Logged on and booked on demand bus for pick up at TCM IN 22 minutes.  
3:51- pick up at stop 742. Text on demand was 15 minutes away  
4:02- text in demand was 5 minutes away  
4:05- arrive TCM  
4:06- pick up at TCM  
4:24- arrive home at stop 950

### **September 13**

7:11- log for a bus. 19 minutes away  
7:26- text bus was 5 minutes away  
7:30- bus arrived at stop 950  
7:36- arrive at TCM  
7:56- approach by transit employee check with passengers about where they were going.  
8:01- Route 4 arrives. Again a small bus that is full. Employee directing people to the 3 who were going to the College  
8:08- left TCM  
25 minute wait at TCM  
8:26- arrive at Roy Bickell

### **September 14**

7:12- logged on for on demand. Could book for 9 minutes. Didn't book to avoid 30 minute wait at TCM  
7:20- log on. 20 wait. Booked bus

7:24- text bus 15 minutes away

7:34- bus 5 minutes away

7:40- bus drove by. Waved her down. Stopped and said she didn't get a notification to pick up. Driver called dispatcher. Another bus was to pick me and another passenger up. Connie. Asked if I should get off to wait for

Connie. Was she going to TCM. Would we make connecting buses? Told she was going to Eastlink at TCM. As we were circling the block at 7:44 Connie drove by. Then our bus made another pick up. Our driver stopped to pick up people waiting for a school bus. Then she turned around in a cul de sac. There was no to pick up. Maybe Connie picked them up??

7:48- left Countryside South

7:52- arrive at TCM

8:01- route 1 arrived.

8:04- left TCM

8:06- arrive at stop by Parkside school

## **September 17**

Took a cab because on demand doesn't start in time to go to work on Saturday

## **September 18**

9:00- logged on. Message experiencing high volume.

9:56-10:06- Logged on. Message experiencing high volume. No buses. I had tried both TCM and the college as drop offs. Called dispatch to make sure things were working. Learned there was only 1 driver. I needed to be at the Terry Fox Run for 11:00. She arranged a pick up for 10:30 and a drop off near Muskeseepi Park so I could make the run in time.

15 minutes just to arrange a pick up

10:26- text bus was 5 minute away

10:28- pick up. Another rider on the bus told me he had been trying for 2 hours to get picked up to go to Eastlink.

10:34- dropped off other passenger at Eastlink

10:45- arrive at Muskeseepi Park

49 minutes from the time I tried to get a bus to arrival. As there is only 1 bus on weekends, I decided to not do the Terry Fox Run route. Instead I walked from the Ernie Radbourne Pavilion to Countryside South because I didn't want to walk 10 k then wait another hour to get home.