

September 19-September 25 Experience with Grande Prairie Transit On Demand Service

September 20

3:33- pick up at stop 750. I had initially saw that the bus was near the mall but then it disappeared in the Where's my bus app. I refreshed and logged off and on but didn't know if I missed the bus or not. Luckily the bus arrived at my stop. Bus changes to route 8 at TCM. If I had gotten in at the prairie mall and needed to go to the end side of route 7 how would I have gotten there? The bus had missed connections.

5:34- log on for bus from TCM 25 minutes

5:51- text bus was 15 minutes away

6:04- text bus was 5 minutes away.

6:13- bus at TCM. GPS took us on the scenic route again. Done 92 Street construction instead of the quick Resource Road direct route.

6:25- home

September 21

7:17-7:40- tried to log on for a bus from 950 to Prairie mall. On my phone I could hit select set destination despite multiple attempts and refreshing page. On my iPad the times would mean 30 minute waits for the bus.

7:40- booked bus to 17 minutes away

7:42- text bus was 15 minutes away

7:53a text it was 5 minutes away.

7:57- bus arrived at 950. One other passenger n the bus

8:08- at College

8:16- arrive at Prairie Mall

8:18- Route 6 pick up to go to stop 638

8:30- arrive at stop 638

73 minutes after Ice started looking for a bus. 33 minutes from the time I first got on a bus

3:52-route 7 pick up at stop 742 to prairie mall

4:40-4:43 tried to select Prairie Mall as departure but nothing happened (same thing this morning)

4:43- call dispatch to arrange on demand pick up

4:45- text bus was 15 minutes away

4:53- text 5 minutes away

4:59- text bus arrived. Pick up. Only passenger.

5:08- at college to pick up one passenger.

5:22- home stop 950

Really struggling to understand how these on demand buses are saving money when they drive all over the city. This trip took 9 less minutes than the d route 2 and drove around town for 2 passengers.

September 22

8:30- logged on for a bus 7 minute wait. Too soon for the 9:17 connection
8:35- 7 minute wait. Too soon
8:42- 19 minute wait. Booked
8:45- text bus was 15 minutes away
8:55- text bus 5 minutes away
8:58- on demand bus drove past me. I didn't wave it down because last time that caused a huge confusion.
9:03- call to dispatch to see if I nursed bus. Left message
9:08- pick up at stop 950
9:20- arrive at Eastlink and made connection to route 1
9:27- arrive at stop 138
3:27- pick up at stop 138
3:55- arrive at 214 place

September 23

3:34- logged on for bus. 10 minute wait
3:38- text bus 5 minutes away
3:45- pick up at stop 950 to TCM. Only passenger
3:52 arrive at TCM
6:55- logged on for bus. 5 minute wait. Immediate text
7:01- bus at TCM to stop 950

September 24

8:09- text that prebooked bus was 5 minutes away. I had spoken directly with Steve Harvard to book this ride on September 23. My concern in pre-booking a pick up was the 30 minute window given and never knowing where in that 30 minutes I will get picked up. Steve set it up so I was the first pick up of the morning.
8:14- picked up at stop 950. Only passenger
8:21- arrive at TCM
3:48- logged in for a bus at TCM. 16 minute wait. Immediate text bus was 15 minutes away
4:10- bus arrived at TCM. Another passenger got on even though the driver wasn't to pick her up for another 15 minutes. Driver didn't want her to sit outside and wait for ride to come back to TCM to pick her up
4:18- arrive at stop 950