

DATS Service Levels - Increased Demand and Alternative Service Providers

Recommendation

That the November 28, 2018, City Operations report CR_6556, be received for information.

Previous Council/Committee Action

At the October 15, 2018, Executive Committee meeting the following motion was passed:

That Administration bring forward an unfunded service package for Council's consideration during the 2019-2022 budget deliberations, to address existing DATS service levels and increased demand, including the use of alternative service providers.

Executive Summary

Each year, DATS provides nearly one million door-to-door trips for approximately 10,000 eligible Edmontonians so they can reliably access work, medical, recreational and educational services. The most pressing challenge in the provision of DATS paratransit service is increasing demand, as demonstrated by increased registration, declining availability of peak period trips, same day trips and increased overall trip volume.

This report provides an overview of the budget considerations for improving DATS service over the 2019-2022 operating budget cycle along with potential efficiencies through increased contracted service delivery. Funding through the service package is phased in over the four year period and will support improving DATS On-Time Performance and Accommodation Rate.

Report

Administration researched the potential budget requirements of improved service, as outlined in report CR_5823, DATS Challenges, Data and Improvements. The Service Package included as Attachment 1 would provide \$0.99 million to address peak period capacity constraints as well as \$1.25 million to address projected demand due to

population growth and aging demographics. This amount would fund additional contracted resources to deliver roughly 90,000 additional trips by 2022.

DATS currently provides approximately half of the paratransit service trips through an existing contract with a private sector transportation company. With the DATS' Percy Wickman Transit Garage at full capacity, increasing the capacity to provide paratransit services would be done through contracted services.

The current contract to provide paratransit services is set to expire in August 2019. Administration has identified an opportunity to reduce costs increasing the usage of Taxi provided trips (transitioning from the current contracted service where possible) which will result in cost savings of \$0.48 million by 2022.

Corporate Outcome(s): Edmontonians use public transit and active modes of transportation			
Outcome(s)	Measure(s)	Result(s)	Target(s)
Provide customer focused, safe and reliable door-to-door shared ride services for those who are unable to use conventional transit.	DATS on-time performance	93.5% (2017)	90% or more of DATS pick-ups are to occur on time (2018)

Attachment

1. Service Package: DATS - Growth in Service Demand - Contractor Delivered Service

Others Reviewing this Report

- T. Burge, Deputy City Manager and Chief Financial Officer, Financial and Corporate Services