

City Operations  
Edmonton Transit Service

Edmonton

## **CO01552 Commingle Paratransit and On Demand Services**

**Urban Planning Committee - December 5, 2023**

Eddie Robar, Deputy City Manager, City Operations  
Carrie Hotton-MacDonald, Branch Manager, ETS

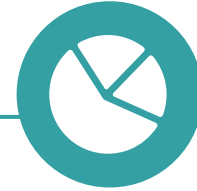
## Background and Context



Information report  
responding to October  
2022 Council motion



Conducted  
jurisdictional scan to  
explore concept of  
commingling



Commingling allows  
pooling of resources  
between paratransit  
and on demand transit

# Jurisdictional Scan Findings

## Types of commingled service

- 01 Commingled fleets
- 02 Commingled operator shifts
- 03 Commingled trips (shared rides)

## Main drivers for commingling



Low ridership demand  
(i.e. COVID-19)



Managing third-party  
contracts

## KEY CONSIDERATIONS FOR EDMONTON



Service  
standards



Technology  
systems



Fleet



Workforce



Transit fareing

# Next Steps: DATS & On Demand Transit Improvements

## DATS (Paratransit)

- ✓ Online DATS trip booking system
- ✓ Scheduling distance-based rides
- ✓ Book trips based on desired drop-off times
- ✓ Self-serve ride information



## On Demand Transit

- ✓ Implementing 25% service growth
- ✓ Improving rider wait times
- ✓ More efficient fleet utilization
- ✓ Trips to school service



**Thank you. Questions?**