

Edmonton Transit Service

CO02352 Rider Experience for Paratransit Dedicated Accessible Transit Service

Edmonton

September 17, 2024
Urban Planning Committee

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Background and Context



- DATS provides door-to-door shared ride public transportation service for those who are unable to use conventional transit service
- Service targets to ensure availability and reliability of service: **98%** trip accommodation rate and **90%** on-time performance
- Several improvements since launch of multi-year plan to improve DATS in 2019
- Additional opportunities to further enhance rider experience

Options To Improve The DATS Rider Experience



1. Expand service hours

- Accommodate more early morning and late night trips
- Provide subsidized taxi service for trips outside of DATS service hours



2. Provide more spontaneous transportation options on the day of service

- Increase availability of same-day trip bookings
- Support increased flexibility and reduced trip cancellations & no shows



3. Shorten the DATS pick-up window

- Change from 30-minute pick-up window to 20-minute pick-up window
- Support reduced overall trip times

Ongoing Enhancements

- Upgrades to the online booking platform
- New feature to allow riders to book trips based on appointment times
- System integration with taxi dispatch software will:
 - a. Increase DATS service flexibility
 - b. Provide automated platform for subsidized taxi program
 - c. Enable oversight of availability and wait times for private accessible taxis



Thank you. Questions?