



# City of Moose Jaw

**COMMUNICATION # CC-2019-0230**

**TITLE:** Interim Paratransit Scheduling Report

**TO:** City Council

**FROM:** City Manager

**DATE:** November 5, 2019

**PUBLIC:** PUBLIC REPORT

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## **RECOMMENDATION**

THAT report dated November 5, 2019 from the City Manager regarding the Interim Paratransit Scheduling Report, be received and filed.

## **TOPIC AND PURPOSE**

The purpose of this report is to respond to City Council's questions regarding paratransit scheduling as an interim report prior to the transit review being finalized.

## **BACKGROUND**

City Council, at its regular meeting held on June 24, 2019 considered the report of the Special Needs Advisory Committee dated June 13, 2019 and adopted the following resolution:

*"THAT Council direct Administration to report on the paratransit scheduling issues."*

## **DISCUSSION**

### **Ridership/Service Denial**

Service has not been denied as we work with customers to accommodate as best as possible. Most calls that cannot be accommodated are rescheduled based on availability instead of being denied. There is currently no waiting list for paratransit service.

	Cancellation	No-Show	Total Trips	Booked Trips
July	86	81	2749	2916
August	86	51	2839	2976
September	65	91	3024	3180

Ridership demand depends on the bus. High wheelchair usage and varied drop off/pickup locations heavily affect the number of riders that can be driven per hour. Some of our routes max out at two-four riders/hour, while others are able to handle over 10 riders/hour.

### Scheduling Issues/Capacity

The City's paratransit service is operated by four full time bus drivers, supported by the spareboard, operating four busses, with one spare unit. The scheduling issues were first brought to Transit's attention by a concerned mother of one of our riders. A review took place and a number of areas for improvement were identified as well as being able to accommodate the request.

The ridership numbers are affected by two factors, destination and mobility. Paratransit vans are capable of providing rides to 14 riders and if wheelchairs are included, vans can only carry six wheelchairs and two riders. Wheelchairs and unsteady passengers take considerably longer to load, and our door to door service also means that drivers are delayed at every stop.

The following Schedules outline the change that was made to our schedule over the summer.

#### Paratransit Schedule June 2019

	6:00	7:00	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00
Route 9														
Route 10														
Route 11														
Route 12														

#### Paratransit Schedule July 2019

	6:00	7:00	8:00	9:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00
Route 9														
Route 10														
Route 11														
Route 12														

The above schedule change to Route 11 allowed additional transit service to be provided throughout the day. An earlier start time was considered but required further review into existing demands.

The change in schedule resulted in an increase of 10 rides per day on average. This leaves a gap in our guaranteed hours of paratransit availability until 7:00 p.m. This was addressed by the addition of a spareboard driver shift each evening. The driver is underutilized, so the shift is split between driving and shop duties, cleaning and fueling busses at the yards.

Also discovered in our review were the number of canceled and no-show trips. Paratransit busses are a demand service that is scheduled. If rides are booked that are not used, the available transit capacity is lowered. We receive on average 80 cancelled trips per month, as well as 80 no-show trips. Most of the cancellations are at the last minute, and average 160 lost trips per month, which directly affects our ridership and grant numbers.

Moose Jaw Transit will continue to track high demand hours and destinations in an attempt to accommodate service requests.

### **PRESENTATION**

VERBAL: Mr. Jim Puffalt, City Manager, will verbally present the report.

### **REPORT APPROVAL**

Written by: Jim Puffalt, City Manager  
Reviewed by: Tracy Wittke, Assistant City Clerk  
Approved by: Jim Puffalt, City Manager  
Approved by: Fraser Tolmie, Mayor

*To be completed by the Clerk's Department only.*

Presented to Regular Council or Executive Committee on \_\_\_\_\_.

No. \_\_\_\_\_ Resolution No. \_\_\_\_\_

## Report Approval Details

Document Title:	ParaTransit Scheduling - CC-2019-0230.docx
Attachments:	
Final Approval Date:	Nov 6, 2019

This report and all of its attachments were approved and signed as outlined below:



Tracy Wittke



Jim Puffalt



Fraser Tolmie