

Mobility Bus Fare Parity Update

Presentation to Priority Committee
January 29, 2019

#12786857

Presentation Objectives

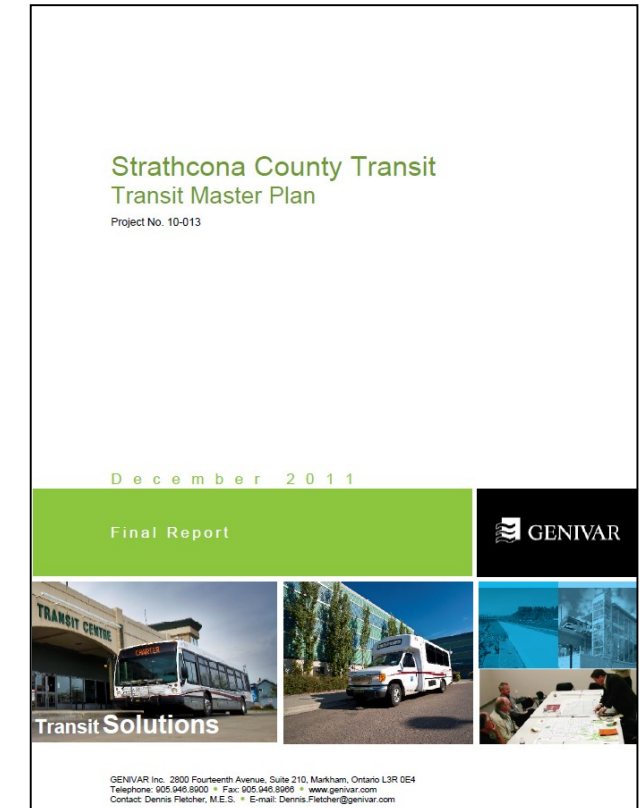


- Background information on Mobility Bus
- Impact of Fare Parity
- Next Steps

Background

2012 Transit Master Plan (TMP) specialized transit recommendations completed

- Changed from Strathcona County Accessible Transit (SCAT) to Mobility Bus
- Adopted an “equivalency” philosophy
 - Same hours of service within Sherwood Park and to specified Edmonton destinations as conventional service
 - No restrictions on trip purpose within Sherwood Park and to Edmonton
- Limit Edmonton service, outside of the conventional service area, to specific medical destinations
- Update eligibility policies
 - Limit service to those unable to use fixed-route transit
 - Age is no longer part of eligibility
- Rural service
 - Medical and social trips only
 - 6 a.m. to 10 p.m. on weekdays



Background

- The 2016 Mobility Bus Fare Parity Review recommended:
 - Team Lead, Schedulers/Dispatchers
 - Three part-time (hourly) operators
 - Expansion of the fleet from 10 to 13 buses
 - Increase taxi service from 3.45% to 10% through a new accessible taxi contract (in progress)
 - New scheduling software (in progress)
- These initiatives were approved in the 2018 Operating Budget



Background

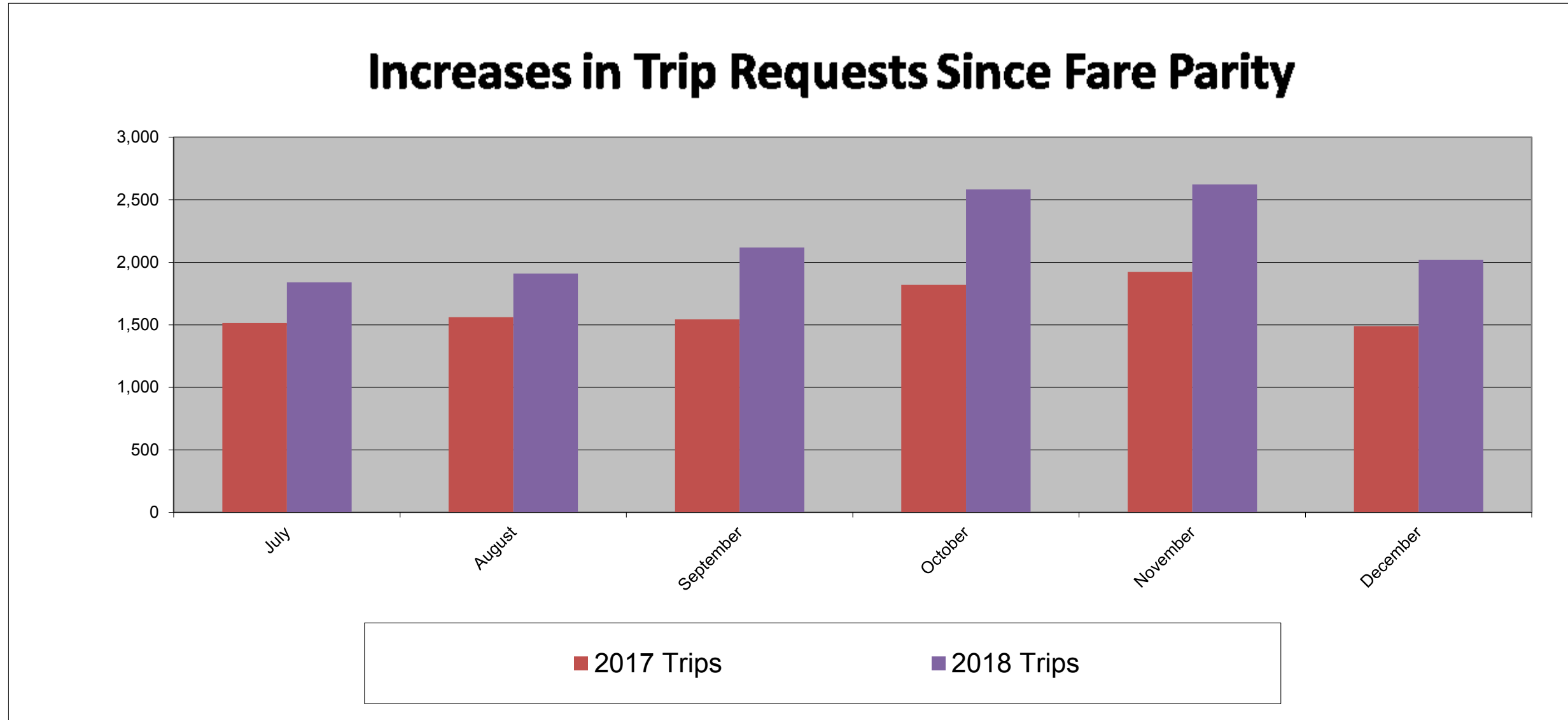
- Subscription trips are:
 - A minimum of one trip per week
 - From the same origin to the same destination
 - At the same time for at least four weeks
- Trip denial is defined as:
 - The inability to provide a trip within the agency's pick-up window when a request is made within the agency's booking window
 - CUTA's Specialized Transit Services Industry Practices Report



Impacts of Fare Parity

Increases in Trip Requests Since Fare Parity				
	2017	2018	Increase	Percentage
July	1,514	1,839	325	21%
Aug	1,561	1,909	348	22%
Sept	1,544	2,118	574	37%
Oct	1,820	2,584	764	42%
Nov	1,923	2,623	700	36%
Dec	1,488	2,018	530	36%
Total	9,850	13,091	3,241	33%

Impacts of Fare Parity



Impacts of Fare Parity

With every success comes challenges

- With trip requests increasing quicker than expected, Mobility Bus has had to deny trips for the first time
 - November 48 trips denied or 1.8%
 - December 15 trips denied or 0.75%
 - Our goal is to have no more than 2% trip denial rate
- Other systems denial rates
 - Red Deer 10%
 - Saskatoon 9%
 - Edmonton 5%
 - Regina 9%
 - St Albert 1%
 - Leduc 3%



Impacts of Fare Parity

With every success comes challenges

- New clients continue to be accepted
- New subscription requests are not being accepted at this time
 - Clients are asked to request these trips via the regular booking process
- No emergent medical requests are being denied



Next Steps

- New scheduling software contract has been signed
 - Work on implementing the software has started and will be completed by the end of June
 - This is expected to improve efficiency by about 20%
- New accessible taxi services contract is in progress and is expected to be in place by the end of March
 - This will increase capacity as we look to increase taxi trips from 3.5% to 10%
 - Additional costs are within the 2018 approved budget



Questions?