



INFORMATION REQUEST

REQUESTED BY: Mayor Acker

TOPIC: Transit: On-Demand Data Collection

DATE OF REQUEST: November 6, 2023

DATE OF RESPONSE: November 8, 2023

QUESTION:

Is there any data collection being tracked for On-demand usage - what are riders using the service for? (e.g. medical appointments)

Response

We receive extensive data through the On-Demand app. We know the time, date, and start/finish location of every trip. We aggregate this data monthly by municipality origin-destination. We also use the data as an input in the prioritization of the annual bus stop pad construction program.

However, we do not have information for trip purpose. This data is typically collected in Customer Satisfaction Surveys. We intend to conduct a survey in 2024.

Background

n/a

Financial Implications/Taxation Impact

None. The 2024 base budget includes funding to conduct a survey.

Contact: Bill Sabey, Transit Manager, Sustainable Growth and Development Services