Making Mobility Smarter in Durham Region

AVIN Smart Mobility Readiness Forum
July 8, 2021
Update on Key Initiatives

• Battery Electric Bus infrastructure procurement underway
• Fleet and facility feasibility and transition plan initiated
• Design of net zero ZEB operations and maintenance facility commenced

• AV and smart infrastructure pilot launch delayed due to COVID-19
• Preparations being finalized for 2021 launch

• DRT On Demand microtransit introduced throughout rural area and low demand urban areas in September 2020
• 100,000th rider expected late summer of 2021
DRT On Demand

Performance Update and Lessons Learned
DRT’s On Demand Story - Recap

• 2017: On Demand introduced in a portion of the rural area

• September 2020: Expanded On Demand service introduced
  • On Demand to all rural areas
  • On Demand replaced low ridership scheduled service in urban areas
  • Trip planning and booking mobile applications introduced
DRT’s On Demand Story – Rural Expansion
DRT’s On Demand Story – Urban Expansion
DRT’s On Demand Story – Enhanced Mobility

- Enhanced availability
  - Earlier and later service in areas with limited service availability prior to On Demand implementation.

- Enhanced frequency
  - Average wait time of 10 minutes in urban area. Compared to 30 to 60 minute service on previous scheduled routes.
  - Average wait time of 16 minutes in rural areas.
DRT’s On Demand Story - Ridership

Average weekday On Demand
Lessons learned – Gaps in tools

• Gaps in tools for monitoring and predicting demand and managing capacity

• No common standards to measure service against

• DRT developed our own in-house tools to predict demand and manage capacity
Lessons learned - Monitoring

• Determine trigger for transition to scheduled service.

• Predict when On Demand will no longer be able to carry demand.
Lessons learned - Capacity

- Predict capacity constraints before they become an issue.
Lessons learned – Be ready to adapt

• Be ready to adapt service quickly to customer travel needs
  • Some trips that are requested were not assumed to occur in the planning stage
  • Additional transfer points

• Making service easy to understand for hospital patients
Looking ahead – 24 hour service

• 24 hour service
  • On Demand will feed scheduled service along the two busiest corridors in the region.
Looking ahead- Route Ahead plan

• Route Ahead
  • Role On Demand will play
    • Maintaining frequent and available service when demand cannot support scheduled service levels
Looking ahead – One demand response service

• Moving towards a Demand Response service
  • Combining Specialized Service and On Demand service
Thank you

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