



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

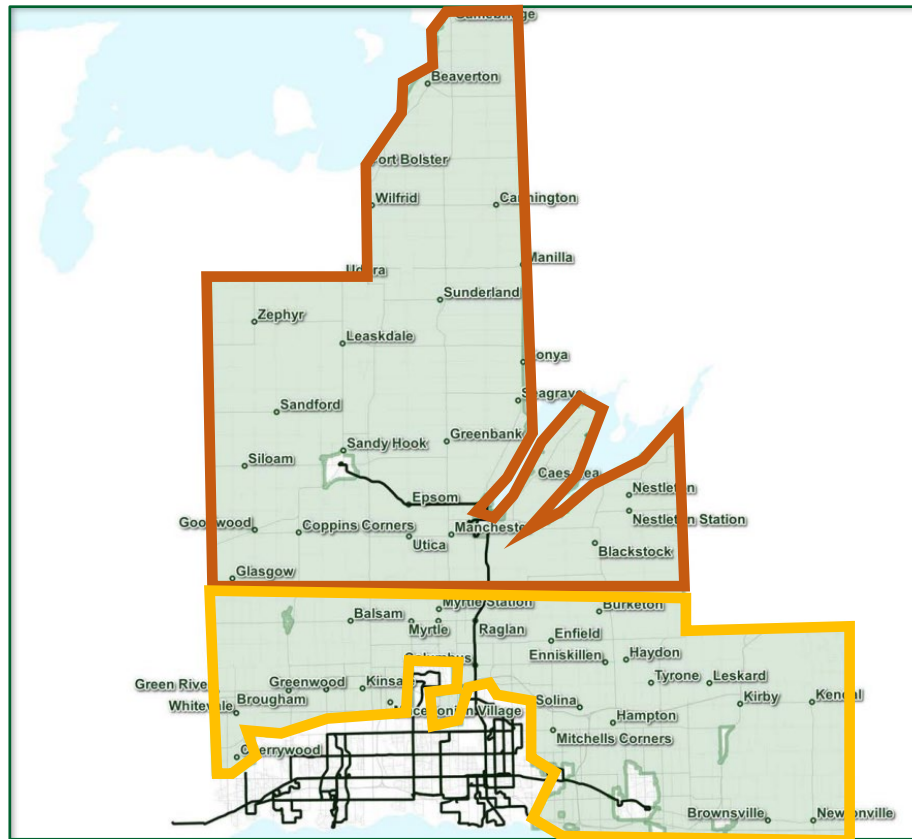




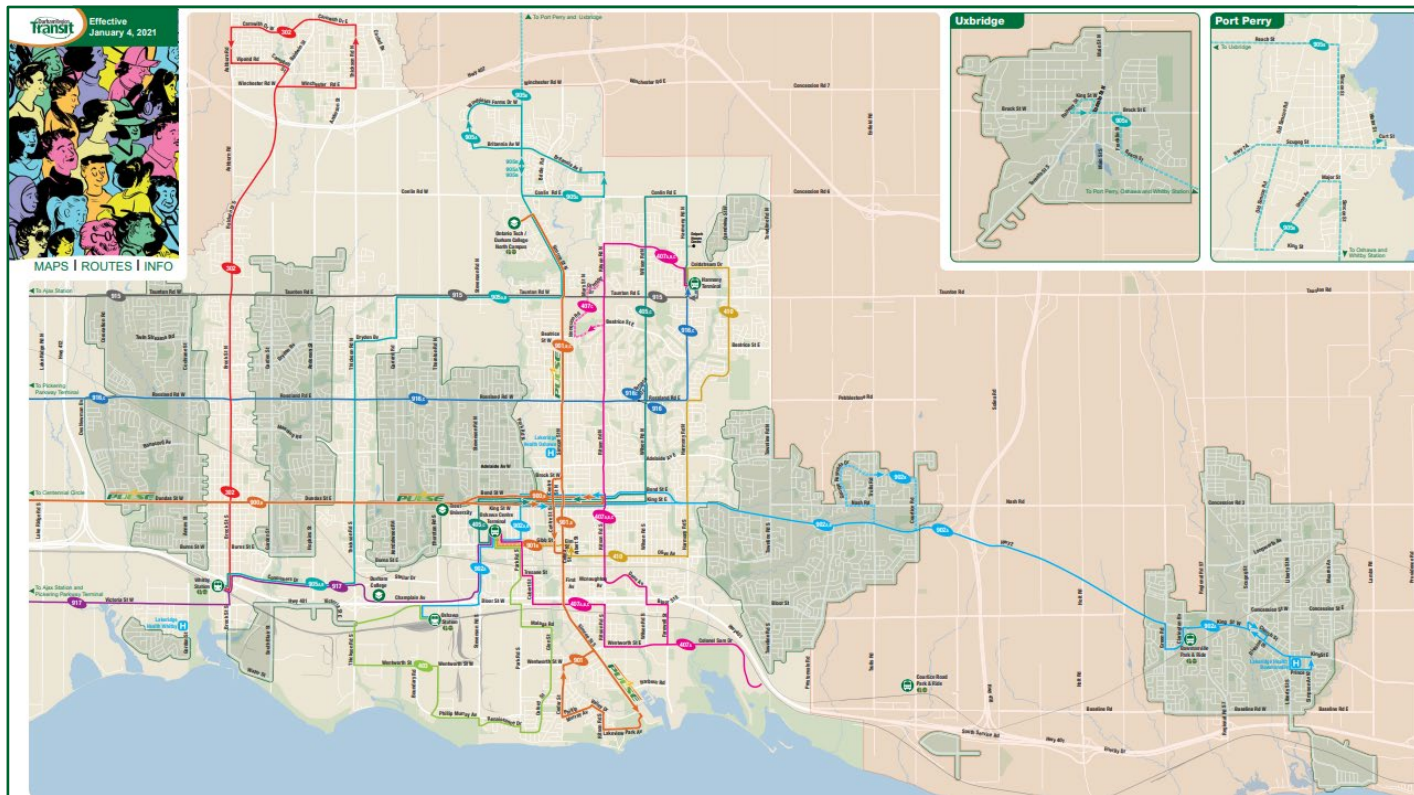
DRT's On Demand Story - Recap

- 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

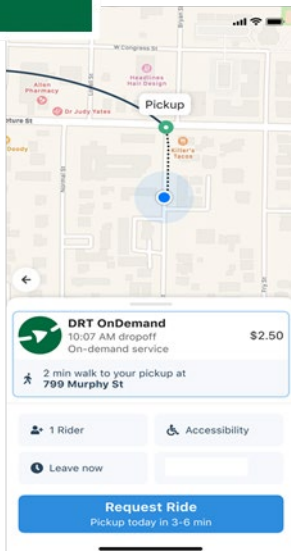
DRT's On Demand Story – Rural Expansion



DRT's On Demand Story – Urban Expansion

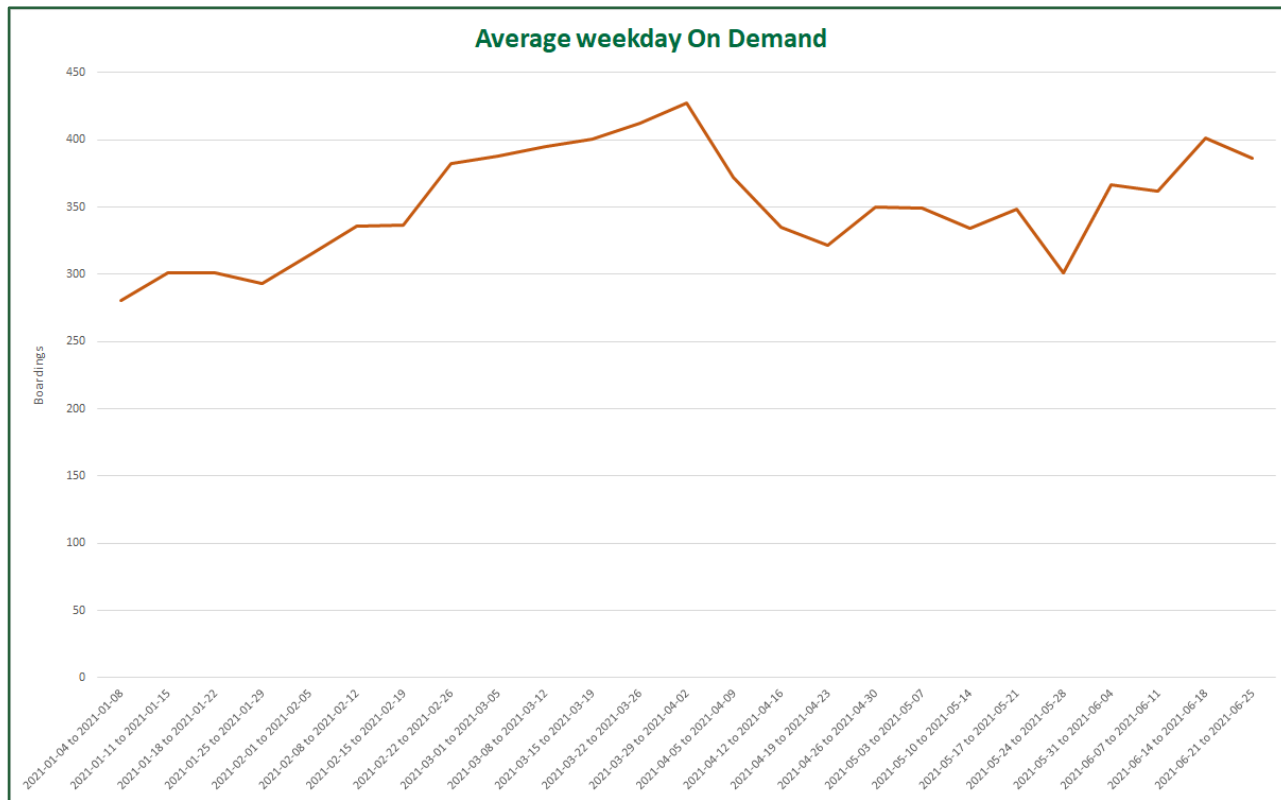


DRT's On Demand Story – Enhanced Mobility



- 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



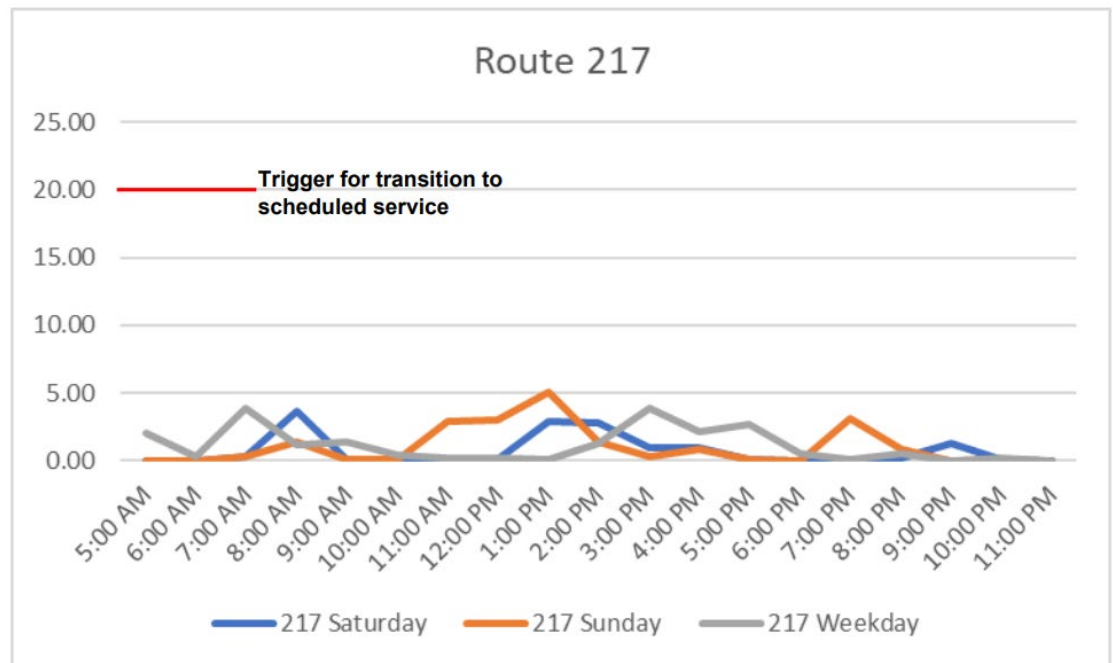


Lessons learned – Gaps in tools

- 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

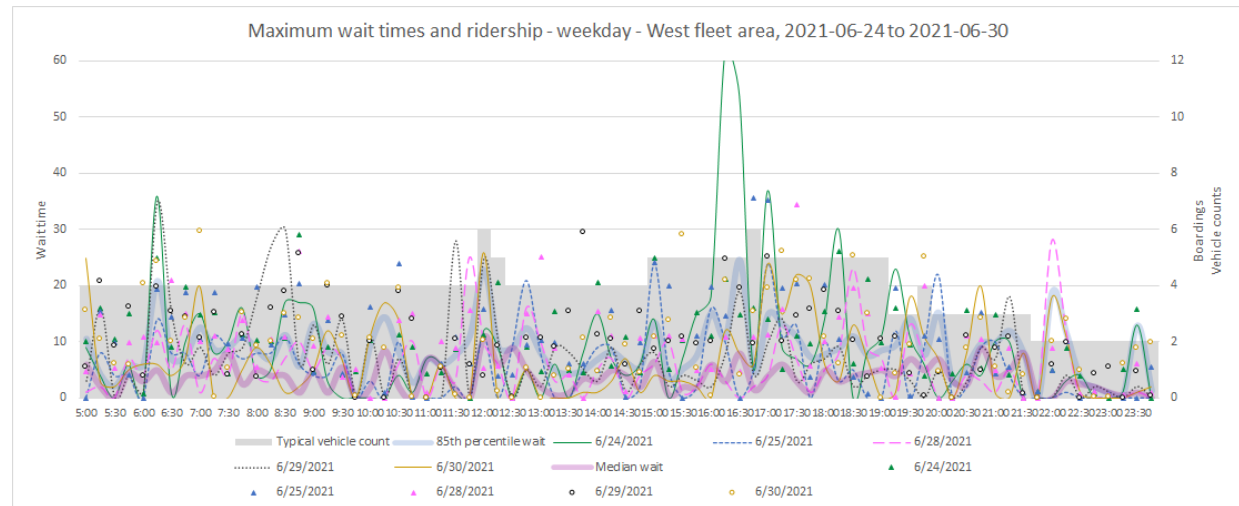
Lessons learned - Monitoring

- 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.



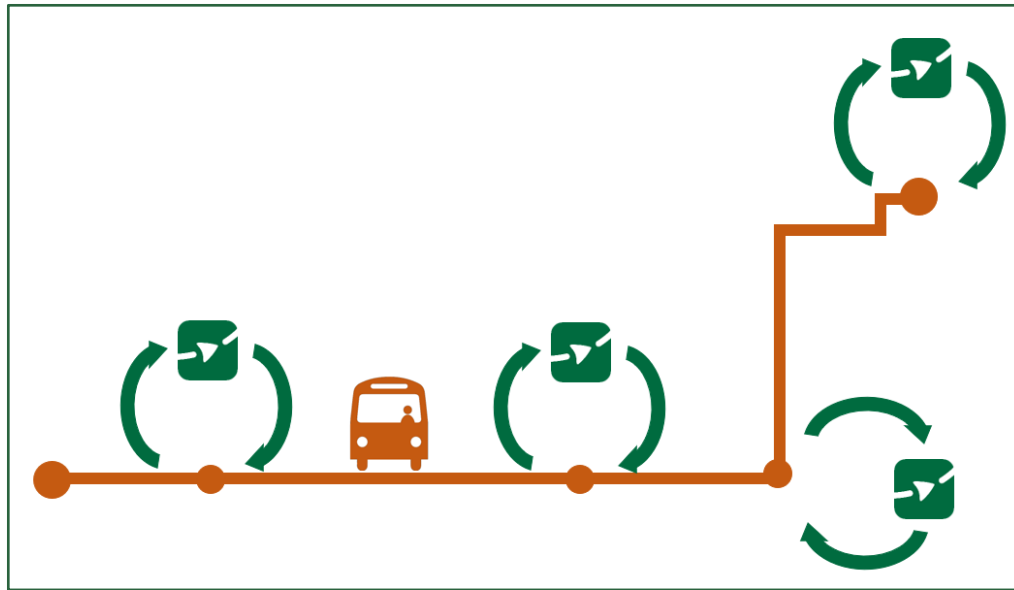
A background image showing a white Durham Region Transit bus with 'PULSE' branding and a silver car, both partially visible through a green overlay.

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.



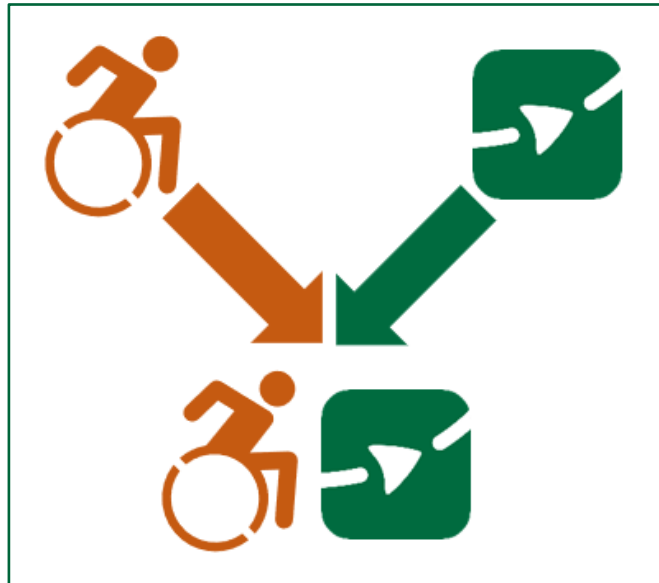
Looking ahead- Route Ahead plan

- 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

Durham Region Transit
605 Rossland Road East
Whitby, Ontario L1N 6A3
Phone: 1-866-247-0055
durhamregiontransit.com