



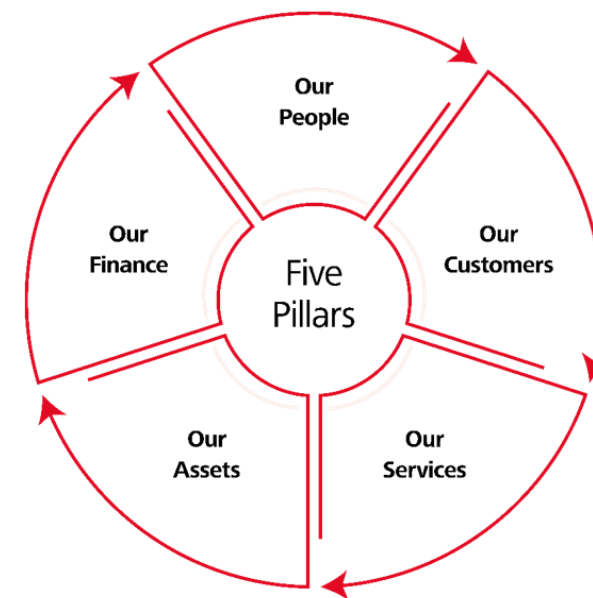
On-Demand Transit Service Demonstration Pilot Project and Analysis of Future Expansion

Transit Commission
September 14, 2023



On-demand service

- Is one of the 22 strategic initiatives documented in the Transit Services Five-Year Roadmap
- A requirement of Safe Restart Agreement funding from the provincial government
- Provides transit service that responds to customers' travel needs in real time
- Is being used by several Canadian transit systems following the onset of the COVID-19 pandemic, mainly in lower-ridership areas and/or at less-busy times of the week



Demonstration pilot project – Fall 2023

- Intends to show and test how on-demand service would work as an integrated part of the OC Transpo network
- No net increase to operating costs:
 - Software and support services provided by Pantonium, with federal grant support
 - Operating costs of minibuses offset by replacement of conventional service
- Will use existing minibuses, operating on weekends only
- No negative impact to Para Transpo service:
 - Of the 80 minibuses in our fleet, only 44 are required to meet weekend service demands
- Planned to begin late Fall 2023
- Expansion could begin in 2024



Demonstration pilot project – Benefits

On-demand service could bring these benefits to the transit system:

- Shorter waiting times
- Shorter travel times
- Increased ridership
- Increased operational efficiencies
- Improved service reliability
- Improved customer satisfaction
- Reduced environmental impacts



Demonstration pilot project – Service area

The preferred area for the pilot project was selected by evaluating areas across the entire Urban Transit Area (UTA), considering areas:

- Where transit service operates every 30 minutes or less frequently;
- Where walking distances are longer than the 10-minute walk (800 meters) specified in current service design policy;
- With limited connections to key transfer stations and other major destinations;
- Times with comparatively low ridership;
- That are new and have some travel demand, but do not yet have a high enough population to warrant conventional transit service; and
- With existing transit service that do not meet the minimum financial performance standard.

Demonstration pilot project – Service area

- The preferred service area for the demonstration pilot project is Blackburn Hamlet
- On-demand service would replace Route 28 on weekends, providing connections within the community and to Blair Station
 - Route 28 would continue to operate as it does now, from Monday to Friday
 - Route 25 on Innes Road would continue to operate as it does now, seven days a week

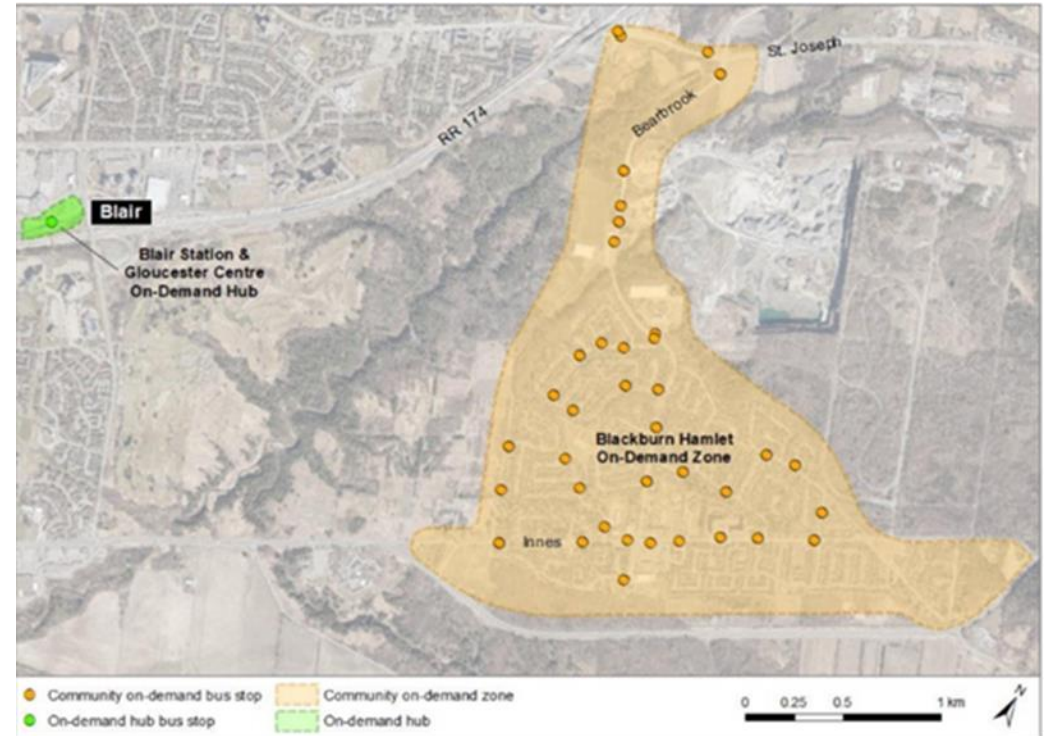


Figure 1: On-demand transit area for Blackburn Hamlet showing current bus stops

Demonstration pilot project – How will it work?

- Customers travelling to, from, or within the on-demand service area will book a trip by:
 - Using a smartphone application
 - Using an online web browser
 - Calling OC Transpo's Customer Service Centre
- Customers will then receive confirmation of their pick-up timeframe and location (nearest bus stop)
- Customers will proceed to their assigned pick-up location and pay their fare upon entering the bus
- All trips will begin/end in the service area or at Blair Station
- On-demand service will make regular, scheduled stops at Blair Station, where customers can 'walk up' to service

Demonstration pilot project - Implementation

- A staff working group is arranging all necessary operational and logistical elements, working in cooperation with the software provider
- Staff will work with the ward Councillor for the service area on local considerations and to introduce on-demand service to area residents
- We will advise Council and Commission members when the pilot project is ready to begin
- We will provide information for OC Transpo customers through all channels

Future expansion

- OC Transpo is working to identify other locations where on-demand service could be provided, including:
 - Areas where service is currently available, but with low ridership
 - New areas where transit service is not yet provided
 - Areas where only a limited service is provided, at certain times of day
- Recommendations for any expansion will be made to the Transit Commission and will consider:
 - Results of the demonstration pilot project
 - Findings from the bus route review
- Expansion to Monday-Friday service would require the acquisition of additional minibuses
- A separate report on the agenda today recommends funding to allow the purchase of 10 minibuses for expanded on-demand service

Questions?

