

Reconsideration of Part A) of the resolution regarding Changes to On Demand Trip Booking Standards adopted on May 7, 2025

Moved by: Commissioner Garrod

Seconded by: Commissioner Carter

- A) That subject to a two thirds majority vote, that Part A) of the resolution regarding Changes to On Demand Trip Booking Standards approved at the May 7, 2025, Transit Executive Committee meeting be reconsidered; and
- B) That subject to Part A) of this motion being approved, the following motion be adopted:

Whereas staff recommended that On Demand subscriptions be inclusive of all On Demand customers, with 30 per cent of overall daily service capacity reserved for subscription trips, including a minimum of 15 per cent of capacity for subscriptions for customer registered with Specialized transit;

Whereas on May 7, 2025, the Transit Executive Committee approved the motion to adopt an amended Option A of Report #2025-DRT-06, resulting in no limits to the number of subscription trips, and that subscriptions are only available to customers registered with Specialized transit;

Whereas Report #2025-DRT-06 highlighted that the status quo option of unlimited subscriptions for customers registered with Specialized transit, is:

- the least equitable option for On Demand customers, including customers registered with Specialized transit who do not have a subscription
- results in the lowest system capacity and network efficiency; and
- increasingly reduces available capacity for On Demand customers without a subscription, including other customers registered with Specialized transit.

Whereas On Demand is intended to provide public transit service across the entire Region for customers registered with Specialized transit as well as residents who live in areas with low ridership demand, including rural and urban areas of the Region;

Whereas implementing Recommendation A) of Report #2025-DRT-06, as amended, and approved at the May 7, 2025 Transit Executive Committee meeting will negatively impact equitable access to On Demand public transit services for residents, and reduce service efficiencies;

Whereas On Demand service capacity is planned based on available resources and customer demand throughout the day, with service categorized into five time periods:

- Morning peak period 6 AM to 9 AM
- Mid-day period 9 AM to 3 PM

- Afternoon peak period 3 PM to 7 PM
- Evening period 7 PM to 11 PM
- Overnight period 11 PM to 6 AM

Whereas as of September 2025, subscription trips account for 87 per cent of trips/capacity during the morning peak travel period (6 AM to 9 AM), 49 per cent of trips/capacity during the mid-day period, 57 per cent during the afternoon peak travel period (3 PM to 7 PM), 43 per cent during the evening period, and greater than 50 per cent during the overnight period. Subscription trips are currently 57 per cent of all trips delivered;

Whereas when DRT is unable to provide a subscription, customers can request a trip within the booking window (currently four days for customers registered with Specialized transit, and three days for other On Demand customers), and it will be scheduled pending available capacity;

Whereas subscription trips are scheduled first, with the remaining trip capacity available to other On Demand customers who submit a trip request within the booking window. Trip requests that can not be scheduled within the remaining capacity are considered unaccommodated;

Whereas the average number of trips taken by active customers registered with Specialized transit increased by 25.6 per cent since 2019, from an average of 69.6 trips in 2019 to 87.4 trips in 2024; and

Whereas based on the trend of subscription trips between October 2023 and November 2024, and considering a continued investment in new growth service hours for the On Demand service equivalent to 2024 and 2025 (11,000 annual service hours), available On Demand capacity for customers without a subscription is expected to decline annually and is projected to be reduced to 13 per cent by November 2029, and by January 2031 only customers registered with Specialized transit and who maintain a subscription will be able to access the On Demand service;

Now Therefore Be It Resolved:

That Part A) of the resolution regarding Changes to On Demand Trip Booking Standards approved at the May 7, 2025, Transit Executive Committee meeting be deleted and replaced with the following:

- A) That On Demand subscriptions be inclusive of all On Demand customers, and that during each weekday service period, subscription trips do not exceed 40 per cent of service capacity, which includes 25 per cent of capacity for customers registered with Specialized transit and 15 per cent for other On Demand Customers; and further, in consideration that existing subscriptions during peak periods exceed these thresholds, that DRT staff implement appropriate processes to grandfather existing subscription holders, and that new subscriptions are considered only when subscriptions reach the approved thresholds.