

# Memo

To: Mayor, Members of Council  
From: Adrian Kawun, Director – Oakville Transit  
Date: May 31, 2022  
Subject: Oakville Transit – On-Demand Pilot Survey

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Oakville Transit is implementing On-Demand transit services as a pilot in select areas of north and southeast Oakville in the fall of 2022. This service is planned to be a curb-to-curb shared-ride service where customers will be able to request a trip using an On-Demand app or by calling the transit call-centre.

The pilot will allow customers to travel from one address to another within a designated zone, or to transit hubs in the same zone where they can transfer to other Oakville Transit services. Standard Oakville Transit fares will apply and the service will be provided through the use of fully accessible transit vehicles.

In preparation for the pilot, we are conducting a survey to better understand travel patterns of residents in the pilot areas. The survey will be available to customers over a two week period through [oakville.ca](http://oakville.ca) and [oakvilletransit.ca](http://oakvilletransit.ca) in June 2022. Residents will be able to provide input regarding their commuting habits to help us provide a service that meets their needs. The survey will be promoted by:

- A post card delivered to homes in the pilot service areas
- On-bus posters
- The town's and Oakville Transit's social media channels
- The town's public engagement hub on [oakville.ca](http://oakville.ca)

Data collected from the survey will help to determine the potential frequency and required resources of the On-Demand service in the pilot areas. Full details of the pilot will be provided at a later date and will be communicated to residents before implementation. During the On-Demand Pilot, the current Home to Hub service will continue and will not be affected by the pilot.

We are excited to receive input from residents to help us implement an On-Demand service that will best suit their needs. Should you have any questions, please feel free to contact Adrian Kawun, Director of Transit, Oakville Transit at [adrian.kawun@oakville.ca](mailto:adrian.kawun@oakville.ca).

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