

Memo

To: Mayor, Members of Council
From: Adrian Kawun, Director, Oakville Transit
Date: October 5, 2022
Subject: Oakville Transit – Ride On-Demand (pilot)

Oakville Transit is implementing On-Demand transit services as a pilot in select areas of north and southeast Oakville from October 30, 2022 – December 31, 2022. On-Demand service is planned to be a cost effective, commingled service that integrates on-demand and specialized services. The service is being designed to provide customers shared-ride service within a designated zone and will be available 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 within the 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, staff conducted a survey of Ward 3 and 7 residents to better understand travel patterns of residents in the pilot areas. The survey was available to customers in early June 2022 over a three-week period through oakville.ca and oakvilletransit.ca. Data collected from the survey helped determine the potential frequency and resources required to offer on-demand service in the pilot areas. The pilot will help staff assess on-demand service delivery requirements for future expansion throughout the Town.

Details of the pilot will be communicated to residents of Ward 3 and 7 in mid-October, by way of a door-hanger, through the Oakville Transit website, posted on social media, e-News, posters on buses, through Service Oakville staff and an email to Resident Associations.

During the On-Demand pilot, the current Home to Hub service will continue and will not be affected. Customers will be picked up from their home and taken to the nearest hub to connect with fixed route.

We are excited to provide the opportunity to pilot On-Demand services for the residents of Oakville. Should you have any questions, please feel free to contact Adrian Kawun, Director of Transit, Oakville Transit at adrian.kawun@oakville.ca.

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