

On Demand Transit Update and Amendment to Motion 2021/244**Report Purpose**

To update Council on the transit on demand pilot project and make an amendment to motion 2021/244 passed on July 6, 2021.

Recommendation

That the July 6, 2021 motion 2021/224 be amended by deleting the words "using Mobility Bus vehicles" and replacing them with "using transit vehicles", so that the motion will read:

As Amended:

THAT the on-demand transit pilot for evenings and weekends from May 2022 to December 2023, using transit vehicles, be approved;

and THAT the temporary expansion of the Mobility Bus fleet, from 13 vehicles to 15 vehicles to accommodate the on-demand transit pilot, be approved.

Our Prioritized Strategic Goals

Goal 1 - Build strong communities to support the diverse needs of residents

Goal 6 - Provide facilities and services that are available and accessible to residents

Report

On February 26, 2019 Council approved an update to the 2012 Transit Master Plan (TMP), in which Dynamic (On demand) Transit Services was proposed as a mobility management tool. On demand transit services are shared-ride, demand-responsive services that typically use smaller vehicles and mobile app technology to provide mobility to customers. The service model is similar to Dial-A-Bus, however, leverages new technology to provide:

- instant access to booking services;
- near real-time tracking of vehicles, and;
- the most efficient route to a requested destination.

On July 6, 2021, Council approved an on demand transit pilot for evenings and weekends from May 2022 to December 2023. The on demand service will replace the current fixed route local and weekend service which currently requires five (5) 40' conventional transit buses to provide the service. As per the Council motion 2021/244 the service is to use Mobility Buses.

To be able to use the Mobility Buses for the pilot we require the Arc (Smart Fare) handheld validators. Unfortunately, the validators will not be available until late 2022 due to supply chain delays which are impacting project timelines. As a result, Transit is looking for Council to amend the July 6, 2021 motion 2021/244, from stating the pilot would "use Mobility Bus vehicles", to "using transit vehicles".

This change will allow the use of 40' conventional buses until the hand-held validators arrive. It will also allow Transit to use a hybrid model - Mobility Buses and 40' conventional buses - to accommodate larger groups who may want to travel together, as well as, parents travelling with small children who would require a child seat. The latter being of particular importance from an inclusion stand-point, as Mobility Bus vehicles cannot accommodate these safety devices.

Council and Committee History

- July 06, 2021 Council approved the OnDemand Transit services pilot project with motion 2021/244 which reads:
- “THAT the on-demand transit pilot for evenings and weekends from May 2022 to December 2023, using Mobility Bus vehicles, be approved; and
- THAT the temporary expansion of the Mobility Bus fleet, from 13 vehicles to 15 vehicles to accommodate the on-demand transit pilot, be approved.”
- February 26, 2019 Council approved the Transit Master Plan including strategic direction MM1: Dynamic Transit Services

Other Impacts

Policy: n/a

Legislative/Legal: n/a

Interdepartmental: This would slightly alter Fleet Services maintenance plan. However, as the vehicles being used are currently serviced by this Department, the impacts would be minimal.

Master Plan/Framework: Strategic direction MM1: Dynamic Transit Services is an integral component of the 2019 Transit Master Plan. The success of which other strategic directions rely on.

Communication Plan

A communications plan is being developed to inform customers about on demand transit that will include rider education/awareness opportunities, social media, local media, the County's website, and other forms of communication.

Enclosure

- 1 OnDemand Transit Update and Amendment to Motion 2021/224 Presentation