



York Region Transit

Dial-A-Ride Pilot Project Update

Transit Committee

May 8, 2008

Reference Agenda Item D2



Dial-a-Ride: service on 'demand'



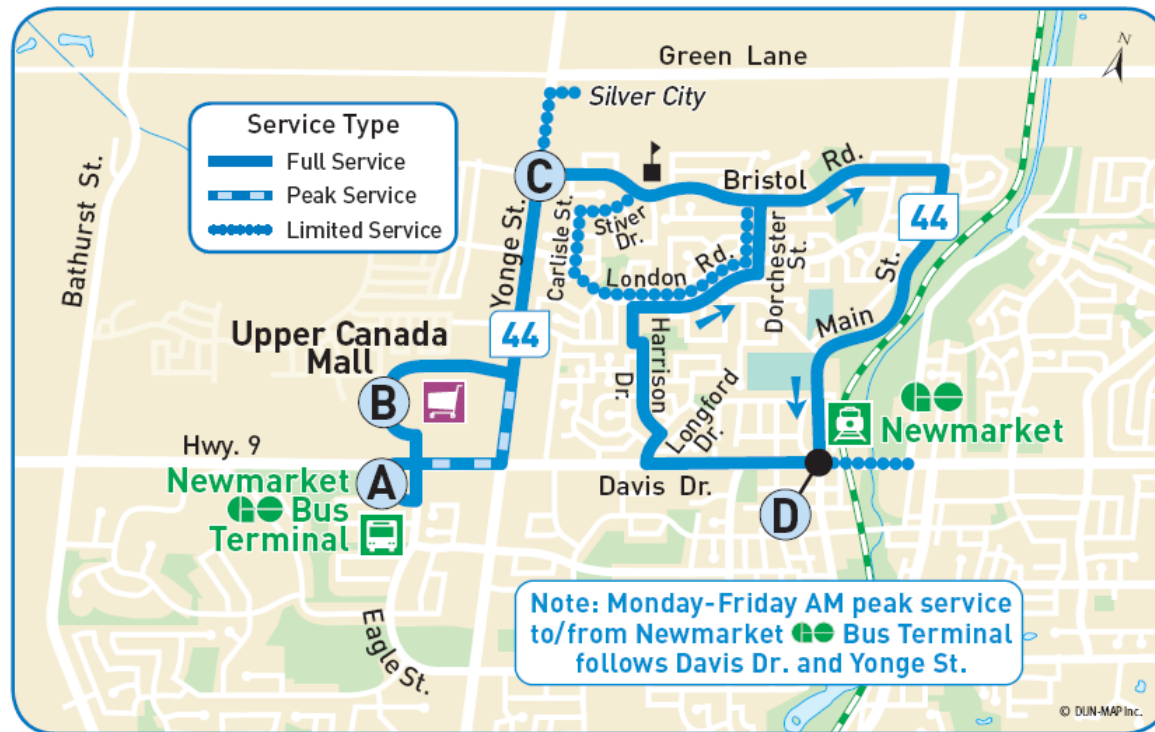
- ❑ Designed for low transit demand areas.
- ❑ Customers call a central telephone number and request a pick-up from their nearest bus stop.
- ❑ Dispatchers send out vehicle to bus stop and take customer to nearest transit destination or bus stop.
- ❑ Typically applied in areas where demand is less than 6 passengers per hour.

Dial-a Ride was a success during six-month pilot in Newmarket

Dial-a-Ride Study Area

44

Bristol - London



Dial-a Ride reduced the cost per passenger from \$9.32 to \$5.69

Route 44 Dial-a-Ride Pilot - Summary of Results

Route 44 Operating Statistics	Before Dial-a-Ride	Dial-a-Ride Business Case	Dial-a-Ride Actual
Avg Daily Ridership	174	174	173
Avg Passengers/Hour	4	2	2
Cost/Passenger (KPI)	\$9.32	\$5.88	\$5.69

- ❑ Total Avg daily ridership remained constant at 173.
- ❑ Net cost/passenger decreased to \$5.69 representing 61% lower costs.



YRT has identified six additional candidate areas/routes for Dial-a-Ride expansion



Route Name/ Service Area	Proposed Service Hrs	Average Passenger/Hr	Existing Cost/Passenger	*Expected Cost/Passenger
Rte 44 - Expansion to 18838 Yonge St.	As demand Requires	N/A	N/A	\$19.00
Rte 57 - Mulock Stonehaven Rd only	All Day Mon- Sat	1	\$25.38	\$22.75
Rte 84 - Oak Ridges	Midday & Eve Mon- Sat	3-5	\$13.29	\$6.85
Rte 32 - Aurora S.	Midday & Eve Mon- Sat	4-6	\$17.76	\$8.29
Rte 34 - Industrial Parkway	Peak Hours Mon - Fri	5-6	\$16.20	\$8.51
Rte 40 - Unionville Local	Late Eve Mon - Sat	2	\$11.29	\$13.35
Rte 41 - Markham Local	Late Eve Mon - Sat	2-3	\$7.14	\$8.57

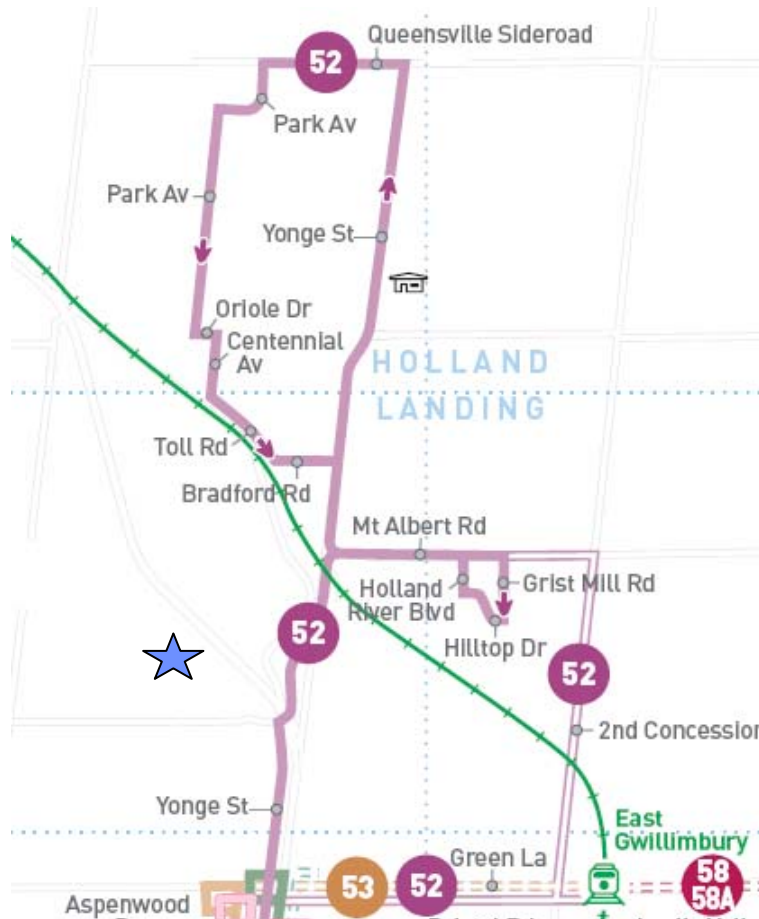
Note: * Based on Dial-a-Ride Pilot contract rate

YRT requested to service Transitional and Supportive Housing facilities at 18838 Yonge Street



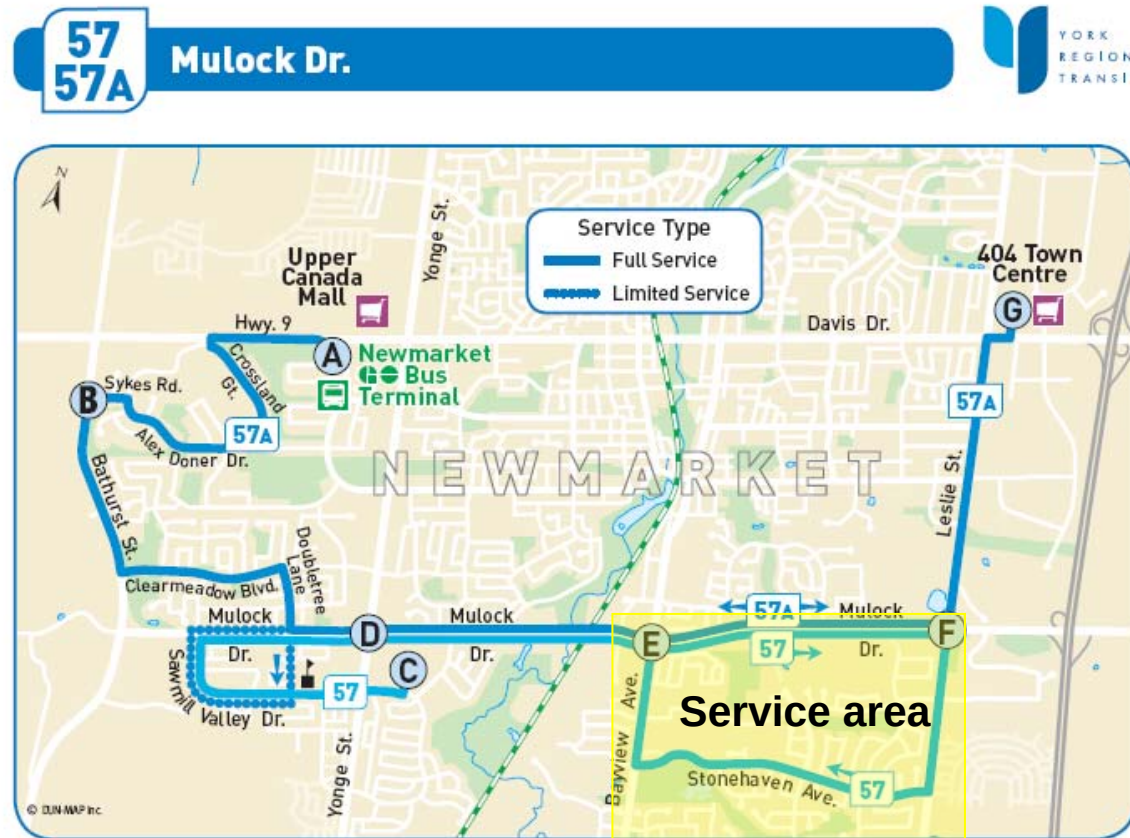
- ❑ This isolated site is located on Yonge St., north of Old Yonge in the Town of East Gwillimbury.
- ❑ Due to its remote location, operational issues associated with access onto Yonge, and added cost to extend YRT Route, a variation of Rte 44 Dial-a-Ride is recommended.
- ❑ 2-3 trip requests per day (estimate).

York Region Transitional Housing Leeder Place / Porter Place



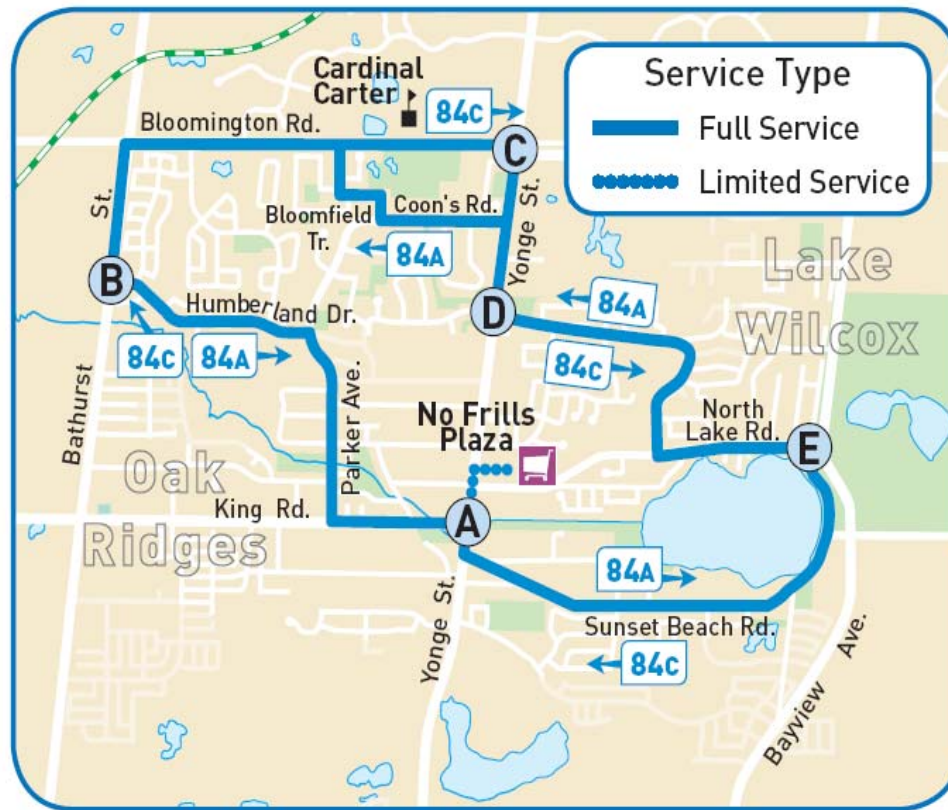
Stonehaven area in Newmarket is an ideal candidate for Dial-a-Ride

Rte 57 Stonehaven Dial-a-Ride Service Area



The Oak Ridges community in Richmond Hill is an ideal candidate for Dial-a-Ride

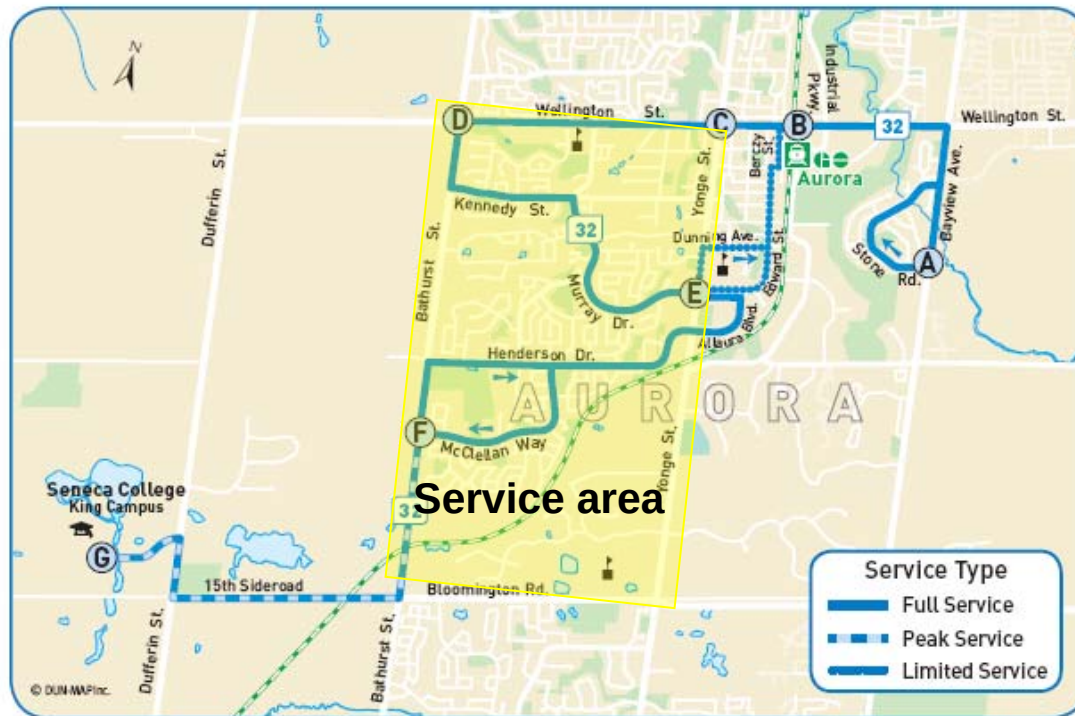
Rte 84A/C Dial-a-Ride Service Area



Aurora, west of Yonge Street, is another candidate area for Dial-a-Ride service

Rte 32 Aurora South Dial-a-Ride Service Area

32 Aurora South



Aurora, west of Yonge Street, is another candidate area for Dial-a-Ride service

Rte 34 Dial-a-Ride Service Area

34

Industrial Parkway



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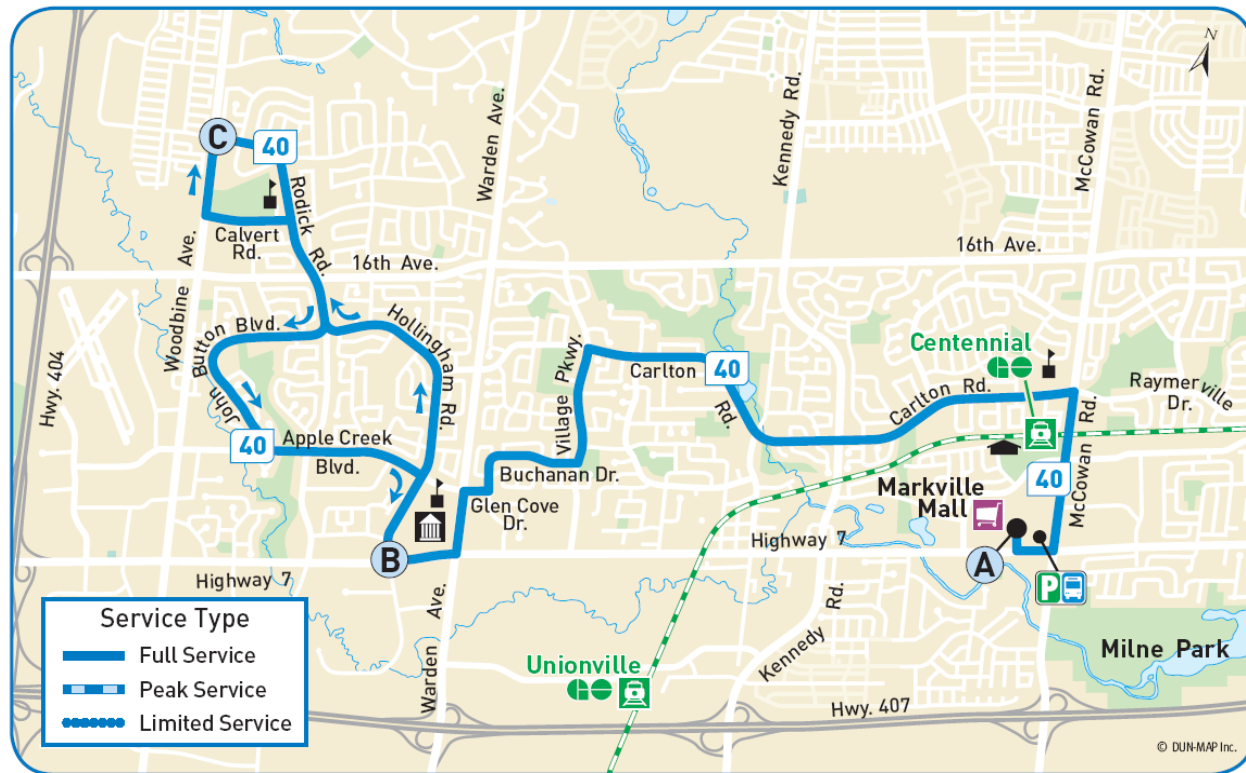
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Dial-a-Ride, instead of school buses, will reduce the number of YRT contracts

Rte 40 Dial-a-Ride Service Area

40

Unionville Local

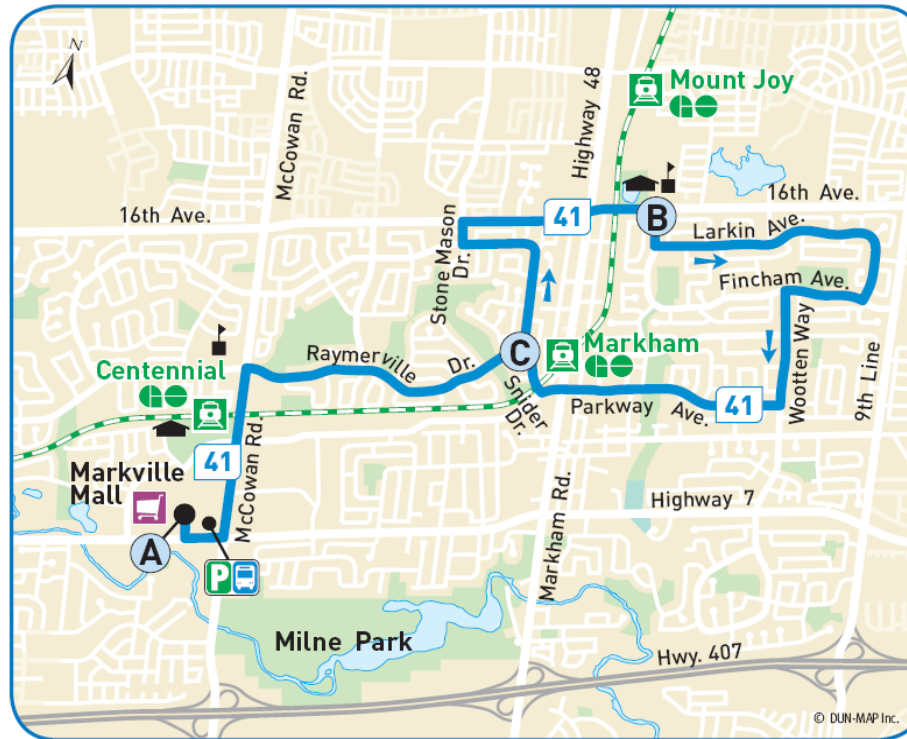


Dial-a-Ride, instead of school buses, will reduce the number of YRT contracts

Rte 41 Dial-a-Ride Service Area

41

Markham Local



Unique branding of Dial-a-Ride will complement YRT family of services

YRT family of services:

YRT/Viva base routes, Local, Express, Shuttles, Community Bus, GO Fare Arrangement, Demand Responsive Services (Mobility Plus / **Dial-a-Ride**)



Expanding the Dial-a-Ride program could result in a net \$75,000 in savings in 2008

2008 Budget Impact with Dial-a-Ride Expansion

Route	Annual Cost Conventional (\$000)	Annual Cost Dial-a-Ride (\$000)	2008 Savings (\$000)	Annualized Savings (\$000)	Existing R/C Ratio (%)	Projected R/C Ratio (%)
32	740	582	(52)	(158)	14.7	28.4
34	170	79	(30)	(91)	9.2	32.4
40	73	84	3.5	11	16.3	16.3
41	54	62	2.5	8	23.5	23.5
57	17	143	42	126	22.3	24.6
84	546	423	(41)	(123)	13.2	28.3
Total	1,600	1,373	(75)	(227)		



Summary



- ❑ Route 44 Dial-a-Ride Pilot resulted in a 61% decrease in the cost/passenger
- ❑ Dial-a-Ride is proposed for:
 - ❑ Routes 32,34,40, 41,57,84 and 18838 Yonge St
- ❑ Dial-a-Ride expansion is expected to save the Region \$75,000 in 2008
- ❑ YRT will develop a unique Brand to include in the YRT Family of Services
- ❑ Business cases will need to reflect new tender bids