



# On Demand

Durham Region Transit's (DRT) On Demand service provides local transit service and connections to scheduled bus routes and GO Transit services in designated areas. On Demand is a shared ride service. You may share the vehicle with others travelling in a similar direction, making stops along the way.

## Planning your trip



### Plan your trip using Transit App

Use Transit App by entering your start and end locations and the time you want to travel. Transit App will check nearby bus schedules, On Demand services, walking routes and more to give you multiple options depending on where and when you are travelling.



### Customer Service can help

Contact Customer Service at 1-866-247-0055 for help with planning your trip.

More information about DRT services can be found at [durhamregiontransit.com](http://durhamregiontransit.com).



Transit App, DRT On Demand and PRESTO E-Ticket apps are available on Google Play and the App Store.

## Booking your trip



### Book your trip using the DRT On Demand app

The On Demand portion of your trip can be booked in the On Demand app. Selecting an On Demand trip option in Transit App will automatically fill-in your trip details.

Confirm your origin and destination and select the number of riders travelling together, then press the Request Ride button.

Trip updates can be found in the app and a notification will be sent as the vehicle arrives.



### Book your trip by phone

Contact an Booking Agent at 1-866-247-0055. Provide the agent with your basic information, location, intended destination and preferred departure or arrival time. The agent will confirm and provide trip details verbally.

## Travelling with On Demand



In urban areas your trip will start and end at an On Demand bus stop.

Pickups might be scheduled at any bus stop near the requested location based on available vehicles and pooled trips.

**Carefully note the stop name and number where your trip begins.**



In rural areas your trip will start and end at your driveway or curb.

Be sure to give yourself enough time to meet your On Demand vehicle.



### Fares

Regular DRT fares apply. See [durhamregiontransit.com/fares](http://durhamregiontransit.com/fares) for more information.



### On Demand travel in Ajax Northwest

Travel stop-to-stop within the zone and to connection points listed below. Minimum trip distance is 800 metres.



### Connect to scheduled DRT bus routes to continue your trip

**Ajax Station** (Stop #2569) -  
Routes 216, 224, 915, 917

**Westney and Rossland** (Stops #2169, 2252, 2258, 93143) -  
Routes 915, 916

**Kingston and Church** (Stops #2209, 92008) - PULSE 900,  
Route 291



### Service hours

Weekday	05:00-24:00
Saturday	07:00-24:00
Sunday	07:00-22:00

Trips must be booked on the day of travel.

