



On Demand service Frequently Asked Questions (FAQ)

About On Demand service

Q: Why is On Demand only available in certain areas of Durham?

A: On Demand is launching in areas of Durham Region where ridership levels are low and would not support bus routes. DRT can provide a more attractive, sustainable, efficient and faster service with less wait time for customers with this new service delivery model.

Q: How does On Demand help me to travel anywhere in Durham Region?

A: On Demand is available for travel to or from designated bus stops within a zone, to a connecting bus route or a GO Transit station or bus terminal within the municipality. Detailed information by zone is available on our website.

Q: How long can I expect my trip to take?

A: On Demand is a shared transportation service, so you may be sharing a vehicle with others. Rides may not be direct because the operator may pick up or drop off other customers along the way. When selecting your trip, the DRT On Demand app will provide an arrival time. Based on other bookings, the arrival times may shift slightly.

Q: Is the service accessible?

A: To ensure accessibility availability, please select "accessible service" as an option when booking your trip. As with regular public transit service, the operator does not assist you in entering or exiting the vehicle or from door-to-door. If you require door-to-door accessible transit service, please contact [Specialized Services](#) via our Customer Service Centre or on our website.

Q: Can I use On Demand service if I use a wheelchair, scooter or other mobility device?

A: Customers travelling in a wheelchair, scooter or other mobility device can use On Demand, as long as you do not require securement. If securement is required, please contact an On Demand booking agent at 1-866-247-0055. Under [DRT's current COVID-19 protocols](#), customers requesting securement will be accommodated by Specialized Services.

Fare payment

Q: What is the fare structure for On Demand?

A: Fares for On Demand are the same as regular [DRT fares](#). The PRESTO E-Ticket app, regular PRESTO cards and exact cash are all acceptable payment options available. PRESTO card users with monthly passes must present the accompanying receipt when travelling. PRESTO card users on the [Transit Assistance Program \(TAP\)](#) must present Proof of Assistance on their phone or a printed out hard copy. If you are travelling to or from a GO Transit station, you can present a PRESTO card or a valid GO Transit ticket to pay the [co-fare](#).

Q: Can children ages 12 and under use the service?

A: Yes, children ages 12 and under can travel on DRT for free.

Booking your trip

Q: How are trips booked?

A: The Transit app will plan your trip from start to end locations, during the selected time of travel. There is no longer a two-hour window for booking a trip. The Transit app will provide options. If your selected option includes On Demand service, you will be prompted to download the DRT On Demand app to finish booking your trip. You also have the option to speak with an On Demand booking agent to plan and book your trip by calling 1-866-247-0055.

Q: Is a smartphone mandatory to use On Demand service?

A: Customers can book their trip through the DRT On Demand app (available in the Apple App store or Google Play store) or via phone by contacting a booking agent at 1-866-247-0055. Booking agents are available during the On Demand service hours:

Hours of operation in the [urban area](#):

Monday to Friday: 05:00 to 24:00

Saturday: 07:00 to 24:00

Sunday: 07:00 to 22:00

Hours of operation in the [rural area](#):

Monday to Friday: 06:00 to 24:00

Saturday: 07:00 to 21:00

Sunday: 07:00 to 21:00

Q: Can trips be booked for future days?

A: Trips can only be booked on the day of travel, with no limit on the number of trips per day.

Q: When a trip is requested, is the trip guaranteed?

A: A trip is booked and guaranteed when you receive confirmation from the DRT On Demand app, which occurs immediately after selecting the trip. If booking in advance of the trip time, you will receive confirmation 15 minutes prior to the trip. The app will not make a booking if a trip is unavailable.

Q: How long can I expect to wait for my On Demand vehicle to arrive once I book my trip?

A: Trips are assigned to available vehicles and an updated pick-up time will be sent to you via the DRT On Demand app. Individual wait time is based on the pick-up location and vehicle availability.

Q: Can I walk-up or hail an On Demand vehicle for a trip?

A: No, you need to book your trip via the DRT On Demand app or via phone with the booking agent directly.

Q: How many people can be booked onto a single trip?

A: DRT uses multiple vehicle types for the On Demand service. At this time, On Demand can facilitate trips with no more than three passengers, per booking, to ensure current and appropriate COVID-19 health and safety protocol is followed.

Please wear a face covering or non-medical face mask when using public transit, per the [May 20, 2020 recommendation of the Province's Chief Medical officer of Health](#).

Q: Can I cancel my booking?

A: Yes, trips can be cancelled through the DRT On Demand app. To ensure service quality, customers are asked to:

1. Plan your trip and allocate sufficient time between transfers when connecting to a DRT bus or GO Transit train. DRT recommends adding 10 minutes between desired arrival and departure times.
2. Book only one trip to get from where you are located to where you want to go.
3. Cancel your trip prior to boarding rather than keeping the trip and not showing up.

Travelling with On Demand

Q: Are there seatbelts on the On Demand vehicles?

A: DRT small buses, contracted vans and sedans may be used to facilitate On Demand service. These vehicles have seatbelts and each passenger is responsible for using them.

Q: Can I bring oversized items such as groceries, a bike or luggage?

A: You can bring luggage or grocery bags on board, but items cannot be placed on seats if other passengers require them. You are responsible for loading and unloading your own belongings. Currently, we are unable to accommodate bikes on the On Demand service.

Q: Are pets allowed on board?

A: As with regular transit service, if you require the support of a service animal you are permitted to bring your service animal onto the vehicle and into a transit facility at any time. For the safety of all passengers, service animals must always be securely leashed and under the care and control of the owner. Vehicle operators, authorized transit staff or supervisors may ask you for confirmation of service animal certification. All non-service dogs on board must be in a crate or wearing a muzzle.

Q: Can the On Demand vehicles accommodate car seats?

A: Customers travelling with small children are advised to book their On Demand trip by calling 1-866-247-0055.