



September 27, 2021

### **New Schedules and More Frequency:**

On August 29, new schedules were introduced that added frequency on many routes. The Route 4 and 6 are back to every 30 minutes; and the route 11 and 25 will run every 15 minutes during weekday rush hours. The timetables were adjusted to align with GO Transit schedules and school bell times. The Route 48 (School Special) was also re-introduced.

### **Ridership:**

Burlington Transit has seen a favourable uptake in transit boardings in September. We are at, on average, 75% of boardings the first week of September compared to the first week of September 2019.

The increase is due to movement of workers back to the office and schools resuming in person learning.

### **On Demand Transit:**

Verbal update on the launch of the pilot project including dates, approach and key milestones.

We are working on the following policies:

- Cancellation policy
  - Recommending 1 hour notice to cancel OnDemand trips
- No show policy
  - Do we penalize riders who repeatedly no-show?
  - Financial penalty will be difficult to collect
  - Option to lock account.

We will be asking ITAC members for feedback on these policies.