



# NEWS RELEASE

**March 18, 2020**

## Durham Region Transit announces service reductions beginning March 23

**WHITBY, ON** – On Monday, March 23, Durham Region Transit (DRT) will be implementing some service modifications to reflect reduced ridership demands and support the social distancing efforts recommended by the Durham Region Health Department and provincial and federal governments. These modifications will be in effect until further notice; the April 6 service change is postponed indefinitely.

DRT will begin implementing the following:

- Effective Wednesday, March 18, DRT’s Customer Service Centre at 110 Westney Rd. S. will be closed to customers. Staff will remain onsite to answer customer questions and help with trip planning via phone and online.
- Effective Thursday, March 19:
  - Customers will board buses using the rear doors only.
  - Customers with mobility aides, or otherwise requiring the ramp, will continue to use the front doors.
  - No fare payment will be required for any customer.
  - Bus loads will be limited to support customers’ social distancing practises.
- Effective Monday, March 23, a temporary DRT service reduction will be implemented until further notice. Enhanced Saturday service will be in effect Monday to Friday, with regular Saturday and Sunday service operating on weekends, as follows:

<b>Route</b>	<b>Service</b>
101	<ul style="list-style-type: none"><li>• Service will begin at about 06:00</li><li>• 30-minute peak period</li></ul>
112	<ul style="list-style-type: none"><li>• Southbound service will begin at about 06:00</li></ul>
216	<ul style="list-style-type: none"><li>• Southbound service will begin at about 05:30</li><li>• 15-minute peak service</li></ul>
223	<ul style="list-style-type: none"><li>• Westbound service will begin at about 05:30</li></ul>

224	<ul style="list-style-type: none"> <li>• 15-minute peak service</li> </ul>
302	<ul style="list-style-type: none"> <li>• 15-minute peak service</li> </ul>
308	<ul style="list-style-type: none"> <li>• Service will begin at about 06:15</li> </ul>
401	<ul style="list-style-type: none"> <li>• In addition to the 401 Saturday service, additional trips added between North Campus Terminal and Wentworth, with trips operating approximately every 15 minutes</li> </ul>
405	<ul style="list-style-type: none"> <li>• Southbound service will begin at about 05:30</li> </ul>
407	<ul style="list-style-type: none"> <li>• Southbound service will begin at about 05:40</li> </ul>
PULSE 900 Highway 2	<ul style="list-style-type: none"> <li>• In addition to the 900 Saturday service, additional trips added between Oshawa and Pickering, with trips operating approximately every 10 minutes</li> </ul>
915	<ul style="list-style-type: none"> <li>• 15-minute service between about 06:15 and 19:00</li> </ul>
916	<ul style="list-style-type: none"> <li>• 15-minute peak service</li> </ul>
922	<ul style="list-style-type: none"> <li>• Modified peak weekday service with updated schedule</li> </ul>

DRT will be launching a dedicated webpage – [durhamregiontransit.com/COVID-19](http://durhamregiontransit.com/COVID-19) – on Friday, March 20 to help ensure customers have the information they need to get where they need to go safely.

If customers require further assistance, they are encouraged to contact DRT Customer Service, seven days a week, via phone (1-866-247-0055) or online (using the [Customer Comment form](#)).

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Media inquiries:

**DURHAM REGION TRANSIT COMMISSION**

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If this information is required in an accessible format, please call 1-866-247-0055.