



Transit Executive Committee Agenda

Wednesday, April 5, 2023, 1:30 p.m.

Regional Council Chambers

Regional Headquarters Building

605 Rossland Road East, Whitby

If this information is required in an accessible format, please contact 1-800-372-1102 ext. 2097.

Note: This meeting will be held in a hybrid meeting format with electronic and in-person participation. Committee meetings may be [viewed via live stream](#).

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8. Advisory Committee Resolutions	
There are no advisory committee resolutions to be considered	
9. Confidential Matters	
There are no confidential matters to be considered	

10. Other Business

11. Date of Next Meeting

Wednesday, May 3, 2023 at 1:30 PM

12. Adjournment

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The Regional Municipality of Durham

MINUTES

DURHAM REGION TRANSIT EXECUTIVE COMMITTEE

Wednesday, March 8, 2023

A regular meeting of the Durham Region Transit Executive Committee was held on Wednesday, March 8, 2023 in the Council Chambers, Regional Headquarters Building, 605 Rossland Road East, Whitby, Ontario at 1:30 PM. Electronic participation was offered for this meeting.

1. Roll Call

Present: Commissioner Crawford, Chair
Commissioner Schummer, Vice-Chair*
Commissioner Anderson attended the meeting at 1:32 PM
Commissioner Brenner
Commissioner Carter*
Commissioner Garrod
Commissioner Roy
Commissioner Wotten
Regional Chair Henry
***denotes Commissioners participating electronically**

Also

Present: Commissioner Jubb*
Commissioner Kerr*

Staff

Present: E. Baxter-Trahair, Chief Administrative Officer*
W. Holmes, General Manager, Durham Region Transit
R. Adamsz, Deputy General Manager of Maintenance, Durham Region Transit
J. Austin, Deputy General Manager, Business Services, Durham Region Transit
R. Inacio, Systems Support Specialist, Corporate Services – IT
A. Mak, Supervisor, Financials, Durham Region Transit
A. Naeem, Solicitor, Legal Services*
C. Norris, Deputy General Manager, Operations, Durham Region Transit
Z. Osime-Fakolade, Program Manager, Community Engagement and Change Management, Durham Region Transit
N. Pincombe, Director, Business Planning and Budgeting, Finance Department
N. Taylor, Treasurer, Durham Region Transit, and Commissioner of Finance
S. Ciani, Committee Clerk, Corporate Services – Legislative Services
L. Soto Maya, Committee Clerk, Corporate Services – Legislative Services
***denotes staff participating electronically**

2. Declarations of Interest

There were no declarations of interest.

3. Adoption of Minutes

Moved by Commissioner Garrod, Seconded by Commissioner Brenner,
(10) That the minutes of the regular Durham Region Transit Executive
Committee meeting held on Wednesday, February 8, 2023, be adopted.
CARRIED

4. Presentations

**4.1 Bill Holmes, General Manager, Durham Region Transit Re: General Manager's
Verbal Update**

B. Holmes, General Manager, Durham Region Transit, provided a verbal update to the Committee.

B. Holmes recognized the social, economic, cultural and political achievements of women on International Women's day, highlighting the talented women working at Durham Region Transit that bring fresh insights and ingenuity to their roles. B. Holmes acknowledged that while DRT has made progress towards gender equity, there is still more work to do to eliminate barriers to success for all women.

B. Holmes highlighted Durham Region Transit's collaboration with Regional departments that benefit the community, such as the Operations division and the Primary Care Outreach Program (PCOP) to support individuals at risk; and a partnership with Paramedic Services to support a mobile clinic in the community.

B. Holmes discussed the capacity challenges with On-Demand services due to resource limitation, the impact on customers, and ways that DRT is addressing the issue. He stated that the amalgamated On Demand service provides service equity in that all eligible residents can now access the service.

B. Holmes also discussed the reliability and frequency of scheduled service, and actions taken in January improved service reliability for customers.

B. Holmes stated that the 2023 Durham Region Transit Business Plans and Budget will be considered later in the meeting. He noted that at their last meeting, Council adopted the Transit Service and Financing Strategy (2023-2032) which identified that annual service hours will increase to \$1.2 million in 2032. He also noted that in 2023 DRT will work to ensure service capacity advances to meet the post-pandemic travel needs of residents and customers.

B. Holmes stated that Jamie Austin, Deputy General Manager, will be moving on to a new role, and acknowledged the exceptional work he accomplished during his time with DRT.

4.2 Jamie Austin, Deputy General Manager, Durham Region Transit Re: Re: Durham Region Transit 2023 Business Plan and Budget (2023-DRT-07) [Item 7.2]

J. Austin, Deputy General Manager, Business Services, and N. Pincombe, Director, Business Planning and Budgeting, Finance Department, provided a PowerPoint presentation regarding the Durham Region Transit 2023 Business Plan and Budget.

Highlights of the presentation included:

- 2023 Business Plans and Budgets - Durham Region Transit
- 2022 – Ridership Returning
- 2022 Accomplishments
 - Service Improvements
 - Community and Customer Service
- 2023 Proposed Expenditures & Financing
- 2023 Strategic Highlights
- 2023 Business Plans and Budgets
 - Risks and Uncertainties
- Beyond the 2023 Business Plans and Budget
 - Forecasted Annualization Impacts and Investments Needs

N. Pincombe stated that the 2023 Durham Region Transit Budget aligns with the Council approved corporate budget guideline and meets the current economic challenges such as rising inflation; advances the goals of the Region's Strategic Plan; and, accounts for future growth of the Region and its communities. N. Pincombe also stated that the recommendations adopted by the Transit Executive Committee will be brought forward to the Finance and Administration Committee on March 21st, and Regional Council on March 29th.

J. Austin provided an overview of the 2022 accomplishments such as positive ridership recovery levels; monthly revenue growth; service improvements including solar powered digital signage pilot program providing live real-time updates on departure times; and, initiatives towards the E-Mission Zero electrification plan to transition the transit fleet to zero green house gas emission vehicles by 2037. He stated that provincial funding through the Safe Restart program was key to the budget in 2022, but there has not been an announcement to extend the program into 2023.

J. Austin provided an overview of the 2023 proposed expenditures and financing. He also provided an overview of the strategic highlights for 2023 which include the Transit Service and Financing Strategy (2023-2032); fare and U-Pass rate increases; Safe Restart funding to offset ongoing impacts of COVID-19 pandemic expenditures; reduced repair costs; 18 new full-time positions; the establishment of a DRT charter service at full cost recovery; and, capital investments of \$89.7 million.

J. Austin outlined the risks and uncertainties of the budget such as ongoing pandemic recovery impacts; uncertainty related to provincial and federal funding support; supply chain challenges for parts and equipment; and, fuel price fluctuations and maintenance costs. J. Austin provided an overview of the forecasted annualized impacts and investment needs.

Staff responded to questions regarding zero emission buses and the infrastructure required; mechanic and technician training for zero emission vehicles; and, the duration of a charge of the batteries for zero emission vehicles.

Discussion ensued with respect to a comparison of diesel and electric buses. B. Holmes advised that staff will report back to the committee and provide an overview of the transition to electric vehicles and a comparison of the diesel and electric buses.

N. Taylor, Commissioner of Finance, and N. Pincombe responded to questions regarding inflationary pressures and fuel costs; and savings due to zero emission initiatives over ten years.

5. Delegations

5.1 Marion Fulcher, Durham Resident Re: Durham Region Transit Specialized Services

M. Fulcher appeared before the committee regarding problems she has been encountering recently with Durham Region Transit Specialized Services. M. Fulcher stated that her daughter that has special needs uses specialized services three times a week to go to the Abilities Centre in Whitby and the Community Participation Program in Ajax.

M. Fulcher provided some background on her previous experience utilizing specialized services and noted that for the most part the system worked well.

M. Fulcher stated a few months ago she started encountering problems in scheduling a bus for the times needed to get her daughter to her programs. She stated with the new program she is required to schedule a ride seven days in advance but recently many trips she was able to book were cancelled or delayed. She noted that since Durham Transit merged On Demand and Specialized Services there has been issues with the service provided. The current situation is having a significant impact on the lives of individuals who already face many obstacles in their daily routine and is not meeting the needs of the special needs community.

M. Fulcher responded to questions from the Committee.

B. Holmes advised that Specialized Services through the amalgamated On-Demand service provides equity for eligible residents to access the system, and DRT do not prioritize public transit trips consistent with the Accessibility for Ontarians with Disabilities Act (AODA) requirements for a public transportation service. He also stated that DRT is putting in place measures to address reliability of the service for equitable access.

6. Correspondence

6.1 Correspondence from Dana Nicholls, Durham Resident, re: Durham Region Transit Specialized Services

Moved by Commissioner Wotten, Seconded by Commissioner Roy,
(11) That the correspondence received from Dana Nicholls, regarding specialized services be referred to staff to review and respond.

CARRIED

6.2 Correspondence from Nicole James-Wright, Durham Resident, re: Durham Region Transit Specialized Services

Moved by Commissioner Brenner, Seconded by Commissioner Anderson,
(12) That the correspondence received from Nicole James-Wright regarding specialized services be referred to staff to review and respond.

CARRIED

7. Reports

7.1 General Manager's Report - March 2023 (2023-DRT-06)

Report #2023-DRT-06 from B. Holmes, General Manager, Durham Region Transit, was received.

B. Holmes responded to a question regarding the three new apprentice positions for licenced mechanics.

Moved by Regional Chair Henry, Seconded by Commissioner Brenner,
(13) That Report #2022-DRT-06 of the General Manager, Durham Region Transit be received for information

CARRIED

7.2 Durham Region Transit Business Plan and Budget Report (2023-DRT-07)

Report #2023-DRT-07 from B. Holmes, General Manager, Durham Region Transit, was received.

Moved by Commissioner Garrod, Seconded by Commissioner Brenner,
(14) That we recommend to the Finance and Administration Committee for subsequent recommendation to Regional Council:

That the 2023 Durham Region Transit Business Plans and Budget be approved.

CARRIED

This matter will be considered by the Finance and Administration Committee on March 21, 2023 and presented to Regional Council on March 29, 2023.

8. Advisory Committee Resolutions

There were no advisory committee resolutions to be considered.

9. Confidential Matters

There were no confidential matters to be considered.

10. Other Business

There was no other business to be considered.

11. Date of Next Meeting

The next regularly scheduled Durham Region Transit Executive Committee meeting will be held on Wednesday, April 5, 2023 at 1:30 PM in the Council Chambers, Regional Headquarters Building, 605 Rossland Road East, Whitby.

12. Adjournment

Moved by Commissioner Wotten, Seconded by Commissioner Roy,
(15) That the meeting be adjourned.

CARRIED

The meeting adjourned at 2:30 PM

Respectfully submitted,

M. Crawford, Chair

L. Soto Maya, Committee Clerk



The Regional Municipality of Durham Report

To: Durham Region Transit Executive Committee
From: General Manager, Durham Region Transit
Report: #2023-DRT-08
Date: April 5, 2023

Subject:

General Manager's Report – April 2023

Recommendation:

That the Transit Executive Committee recommends

That this report be received for information.

Report:

1. Purpose

- 1.1 This report is submitted at each Transit Executive Committee (TEC), for information.

2. Background

- 2.1 The General Manager Report provides regular updates on key performance measures and summaries of current activities and transit issues in Attachment #1.

3. Previous Reports and Decisions

- 3.1 Not applicable

4. Financial

- 4.1 The General Manager's Report focuses mainly on performance and service standards. There are no financial impacts associated with TEC's receipt of this report.

5. Relationship to Strategic Plan

5.1 This report aligns with/addresses the following strategic goals and priorities in the Durham Region Strategic Plan:

- a. Service Excellence

6. Conclusion

6.1 For additional information, contact: Bill Holmes, General Manager, at 905-668-7711, extension 3700.

7. Attachments

Attachment #1: General Manager's Report – April 2023

Respectfully submitted,

Original Signed by

Bill Holmes
General Manager, DRT

Recommended for Presentation to Committee

Original Signed by

Elaine C. Baxter-Trahair
Chief Administrative Officer



General Manager's Report
April 5, 2023
TEC
Attachment #1

Performance Measures Dashboard	<u>2</u>
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Performance Measures Dashboard

Safety

Key performance indicator	Description	Latest Measure	Current	Target ¹	Current Variance to Target (per cent)	YTD Status ² (per cent)
Collisions	Number preventable collisions per 100,000 km	February	0.35	0.58	✓ -39.7	✗ 7.6

Ridership

Scheduled						
Ridership (x1,000)	Number passengers	February	731	418	✓ 75.0	✓ 102
PRESTO Ridership	Customers paying using PRESTO (per cent)	February	91.4	83.4	✓ 8.0	✓ 8.5
Bus full occurrences	Number operator reported occurrences	February	245	46	NA	NA
Demand Responsive						
Ridership - Specialized	Number customer trips	February	8,679	5,802	✓ 49.6	✓ 71.2
Unaccommodated Rate - Specialized	Trip requests not scheduled (per cent)	February	NA ³	NA ³		
Ridership – On Demand	Number customer trips	February	8,544	13,105	✗ -34.8	✗ -24.2

Service Delivery

Scheduled						
On time performance	On-time departures from all stops (per cent)	Service Period 1 ⁴	N/A	77.1	N/A	N/A
Service availability	Scheduled service delivered (per cent)	Service Period 1 ⁴	N/A	97.6	N/A	N/A

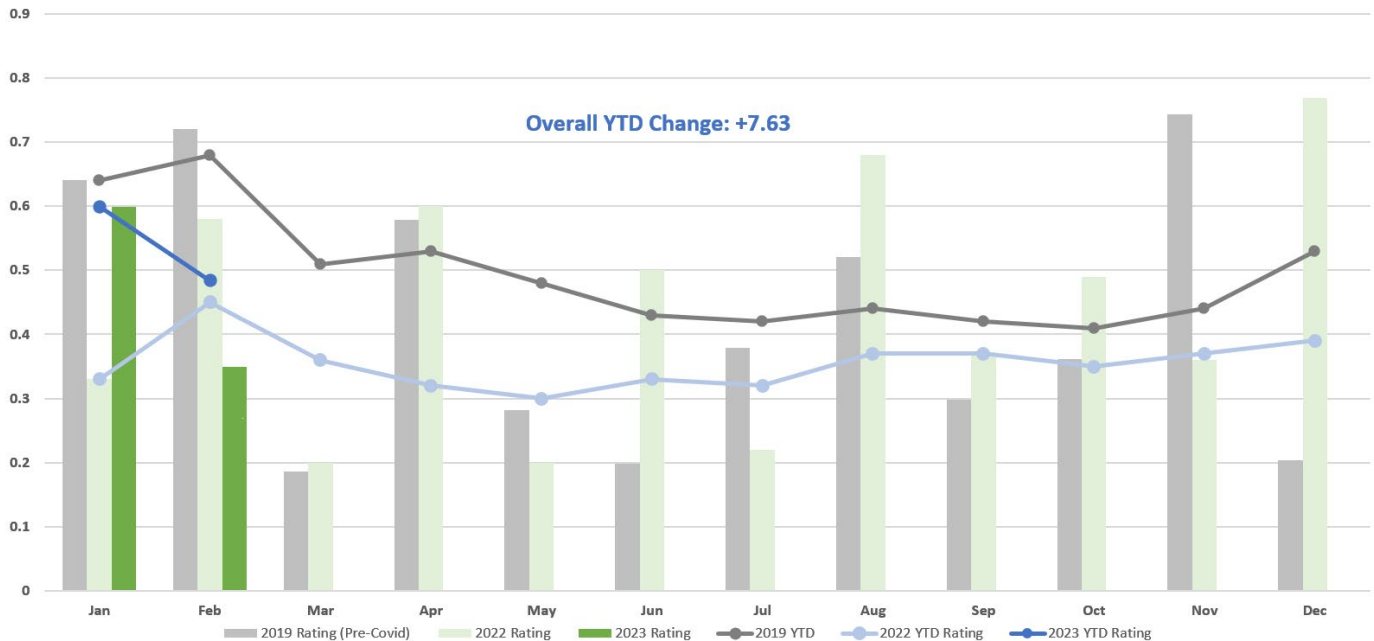
¹Target is 2022 measure for the same period

²Year to Date (YTD) compared to previous year

³Demand response platform currently not reporting unaccommodated rate

⁴February 2, 2023 through April 9, 2023

Preventable collisions rate per 100,000 km



Definition: A preventable collision is one in which the driver failed to do everything reasonable to avoid the collision. The preventable collision rate is the number of preventable collisions per 100,000 kilometres of travel for all Durham Region Transit (DRT) vehicles.

A collision may not be reportable to police based on the Highway Traffic Act, but for DRT purposes all collisions are documented and investigated. DRT's objective is to reduce annual preventable collisions by ten per cent relative to the previous year.

Analysis

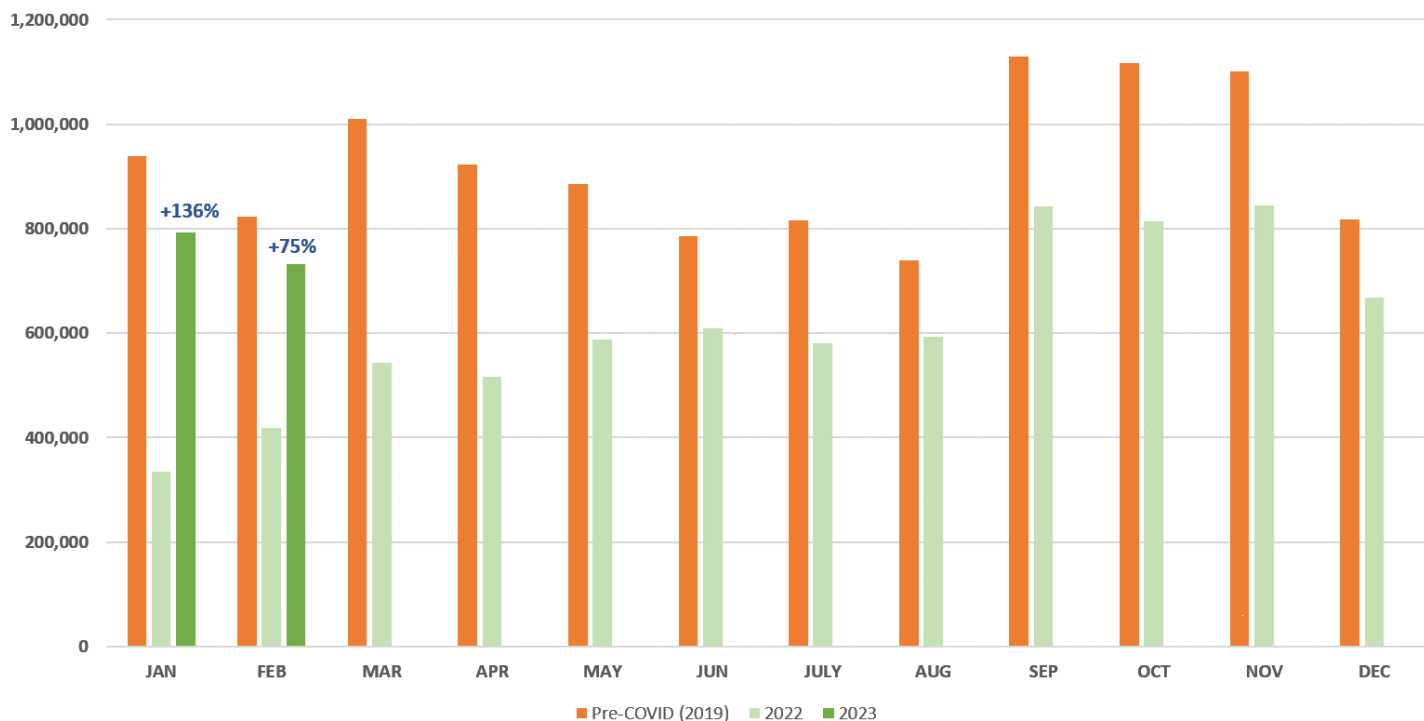
The February preventable collision rate was 0.35 percent compared to a rate of 0.58 per cent for the same period in 2022. The year to date collision rate is 7.6 percent higher than 2022.

Action Plan

In addition to established processes to identify and resolve root causes of collisions, the DRT Safety and Training team has implemented the first multi-year safety plan including specific actions to realize the objective to reduce annual preventable collisions. The plan includes mandatory refresher training for staff involved in a preventable collision prior to returning to service, and cognitive assessment and driving skills screening during the recruitment process.

Ridership

Scheduled transit



Definition: Ridership is the sum of all passenger trips. A passenger trip is a one-way trip from origin to destination regardless of the number of transfers that may be required. Ridership data is calculated from fare box data and data from PRESTO and demand response.

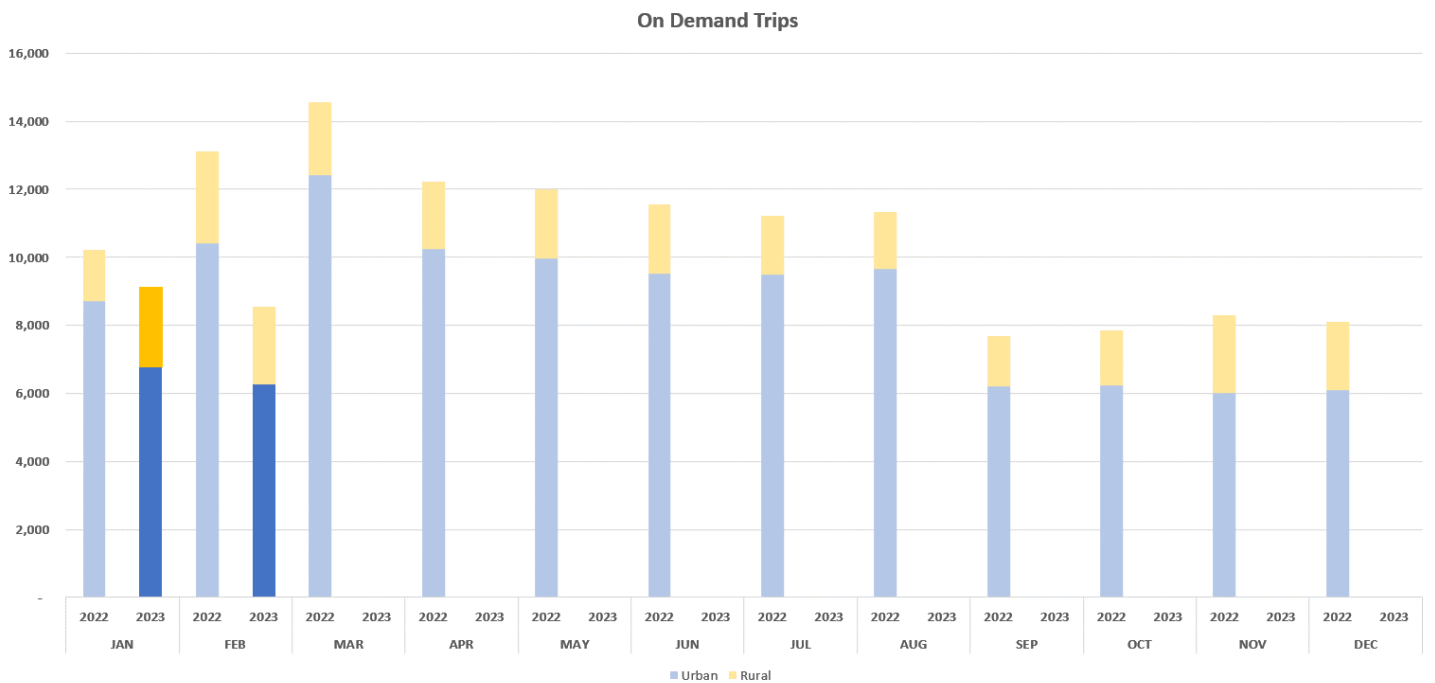
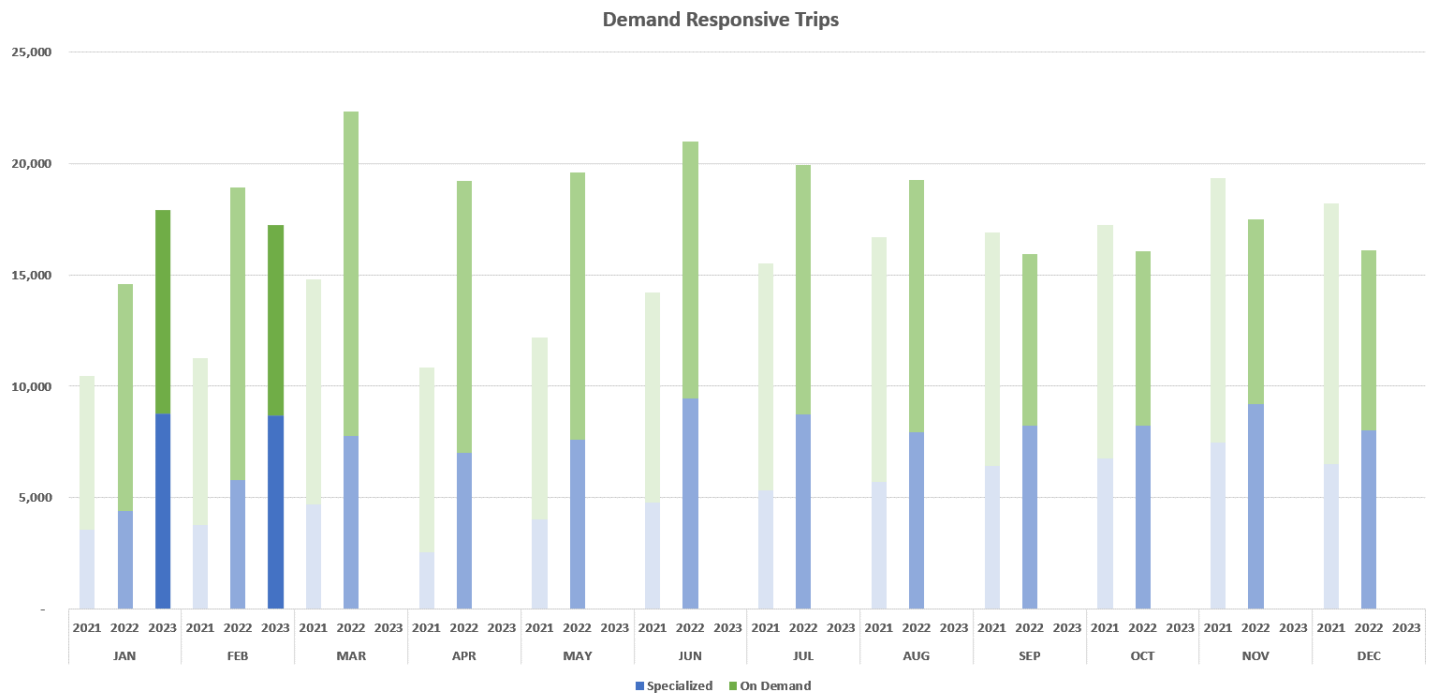
Results

Ridership on scheduled service in February was 70 percent higher than 2022 and approximately 89 per cent of pre-pandemic (2019) ridership for the same period.

Action Plan

Service adjustments were implemented on February 3, 2023, including the reallocation of revenue service hours to routes experiencing reliability challenges and to expand access in Seaton and Bowmanville. Ridership recovery continues to improve monthly, with some individual weekdays in February exceeding pre-COVID ridership levels.

Demand Response Transit



		FEB 2023	YTD 2023
R U R A L	Uxbridge	933	1,833
	Brock	364	820
	Scugog	969	1,885
	Pickering	90	186
	Whitby	13	44
	Oshawa	-	-
	Clarington	1,809	3,769

		FEB 2023	YTD 2023
U	Pickering	889	2,059
R	Ajax	895	1,845
B	Whitby	1,463	2,907
A	Oshawa	692	1,394
N	Clarington	419	922

Note: Rural Uxbridge and Scugog figures include trip pickups within urban Uxbridge and Port Perry areas.



Definitions:

Trips: A trip is considered a one-way passenger trip from origin to destination, regardless of the number of transfers that may be required.

Unaccommodated Rate (Specialized): An unaccommodated Specialized transit trip is one where DRT is unable to schedule a trip for the specific requirement requested by the customer, the customer declined to accept the trip option provided by the booking agent, or DRT did not have available capacity to accommodate the trip request.

Results

In February 2023, On Demand delivered a total of 17,223 trips, including 8,679 trips for customers registered with Specialized Services.

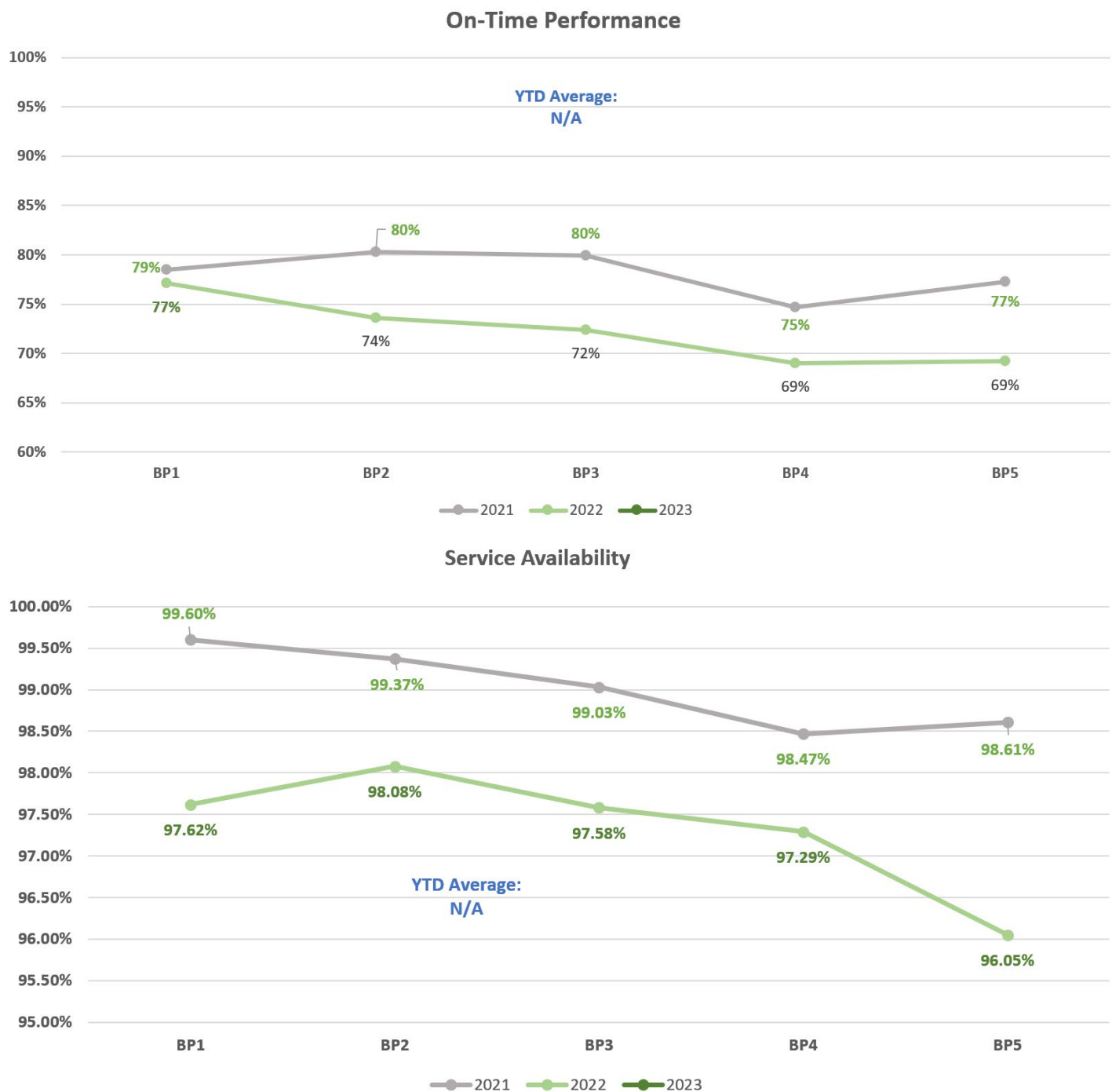
The current On Demand platform is unable to report unaccommodated trips.

Action Plan

Initial challenges with the current scheduling platform have been resolved. A new On Demand platform will be launched in the coming months to further enhance the customer experience and realize efficiencies through the integrated demand response service. Demand for trips currently exceeds capacity, and actions were taken effective March 14, 2022, to improve service reliability. As part of the service model transition program, DRT has expedited the transition of On Demand services to the third party vendor to increase capacity over the coming months.

Service Delivery

On Time Performance and Availability (conventional)



Definition

On Time Performance (OTP) is a measure of the percentage of buses departing a bus stop no more than zero minutes early and five minutes late. The annual OTP target is 80 per cent. OTP is reported for each service period.

Service availability is a measure of the actual service delivered by DRT as a percentage of scheduled revenue service. The service availability target is 99.5 per cent. Service availability is reported for each service period.

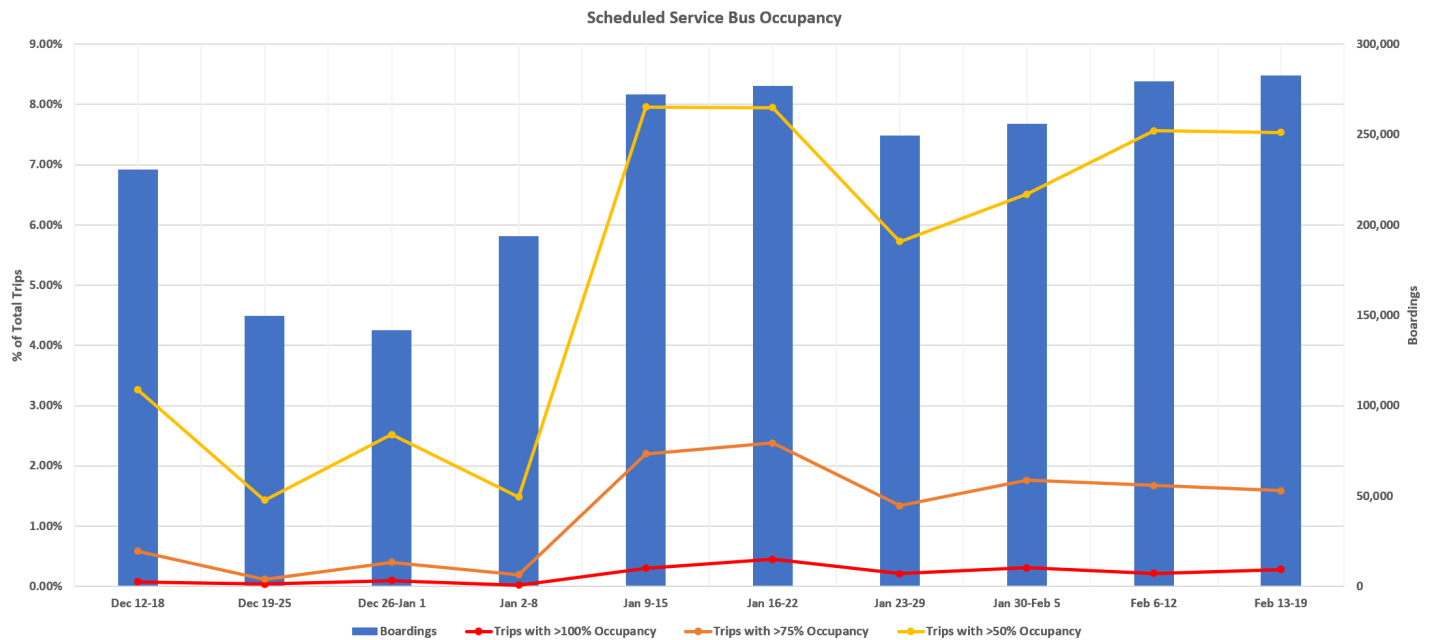
Results

OTP and service availability for the 2023 service period (January 2, 2023 through April 9, 2023) will be reported in May.

Action Plan

Not applicable for this report.

Scheduled Service Maximum Bus Occupancy



Definition

Maximum bus occupancy is a measure of the maximum number of riders on a scheduled service vehicle at any point of a trip, currently expressed as a percentage of the overall vehicle capacity. The data accounts for the differences in capacity for regular and articulated buses.

Results

In January and February 2023, approximately 92 per cent of all trips were below 50 per cent of maximum occupancy, with approximately two per cent of trips exceeding 75 per cent maximum occupancy. Approximately 0.5 percent of trips exceeded planned bus capacity.

Bus operators recorded 245 bus full occurrences in February, compared to 46 in February 2022, and 225 in November 2022.

Action Plan

The transit network continues to provide adequate capacity for current customer demand. Where trips are experiencing capacity limits, Transit Control assign additional service to mitigate impacts to customers.

Updates

1. Metrolinx service changes April 8, 2023

As communicated recently, Metrolinx will implement several service adjustments effective April 8, 2023. Full details are available from Metrolinx.

Metrolinx has announced Routes 81 and 88A into Newcastle will be discontinued. Metrolinx has discontinued routes or reduced duplication where existing transit options are available. DRT staff is collaborating with Metrolinx to understand ridership impacts from these GO Bus changes, and to evaluate and plan DRT capacity requirements to support residents.

Metrolinx will introduce a new Regional Express Bus Route 94, connecting Durham (at Pickering GO and Town Centre), Toronto, and Peel via highway 401. The route is intended to serve six employment areas, including Pearson Airport.

2. Health & Safety Check-in Campaign

The Safety and Training unit have implemented a new Health & Safety Check-in campaign that focusses on a specific monthly safety topic. Through March, DRT is highlighting it's commitment to promoting a respectful environment in which all employees and customers are treated fairly. DRT recognizes and values the diversity, self-worth and human rights of its employees and customers, and will not tolerate, ignore, or condone workplace discrimination, harassment and violence by, or against, anyone in the workplace.

Throughout March, internal and external communications addressed issues of discrimination, harassment, and violence. Communications will be circulating external messages through various communication tactics, with complementary on-board decals installed to reinforce rider expectations.

3. Transit Operator & Worker Appreciation Day

Celebrated annually on March 18, transit systems, businesses, riders, and elected officials recognize and thank Canada's dedicated public transit staff who keep our cities running. Public transit staff deliver a critical service – getting people to work, school, recreation, and essential services. They provide affordable and reliable transportation for millions of Canadians. On this day, we celebrate frontline transit operators, as well as the maintenance crews, mechanics, dispatchers, and other important staff that keep transit running.

The DRT team celebrated the occasion throughout the week of March 18 by spotlighting several employees on social media and their contributions to public transit in Durham.



Durham Region Transit Report

To: Durham Region Transit Executive Committee
From: General Manager, Durham Region Transit
Report: #2023-DRT-09
Date: April 5, 2023

Subject:

Appointment of members to the Durham Region Transit Advisory Committee

Recommendations:

That the Durham Region Transit Executive Committee (TEC) appoint the following nominees to the Transit Advisory Committee (TAC) for the term of this Council:

- A) Nominated by local municipal Councils:
 - a. Town of Ajax: Arshia Ali
 - b. Township of Brock: Monique Bonk
 - c. Municipality of Clarington: Pranay Gunti
 - d. City of Pickering: Azmat Mujeeb
 - e. Town of Whitby: Tim Ralph
 - B) Two (2) members at large to be appointed by the Executive Committee from the applications received but not nominated by local municipalities who use public transit service;
 - C) Two (2) members nominated by the Accessibility Advisory Committee:
 - a. Wayne Henshall;
 - b. Jim McEwen;
 - D) Chair of TEC as Chair of TAC; and
 - E) Durham Region Transit (DRT) General Manager, as non-voting member.
-

Report:

1. Purpose

- 1.1 The purpose of this report is to obtain approval from TEC for nominations received from local municipalities and other stakeholder groups, as set out in the [Terms of](#)

[Reference](#) for representation on TAC.

2. Background

- 2.1 As per its [Terms of Reference](#), TAC is comprised of 17 members in total (16 voting and one non-voting), including a representative from each area municipality.
- 2.2 Applications were due by October 27, 2022. DRT received applications for the Town of Ajax, Township of Brock, Municipality of Clarington, City of Pickering, and Town of Whitby. The applications and letters of interest were forwarded to the respective local municipal Councils on January 9, 2023, with a request to nominate their representative.
- 2.3 The jointly nominated member from the student associations at Ontario Tech University, Durham College and Trent University (or their designate) is awaiting confirmation. Discussions are underway with the student associations to advise of their joint member. The Durham College student association does not have an executive in place to participate in this joint discussion. The name of the nominee will be confirmed at a future TEC meeting.
- 2.4 The municipal appointment process may be deemed to have concluded, based on demonstrated interest to date. In accordance with the Terms of Reference, should a local Council not receive an application for appointment to TAC, then the appointment for that municipality will remain vacant for the term of this Council unless the local municipality receives subsequent expression of interest and opts to approve an appointment during the term of Regional Council.
- 2.5 A regionwide search is underway to identify a representative from Oshawa, Scugog and Uxbridge. The names of the nominees will be provided at a future TEC meeting for appointment.

3. Previous Reports and Decisions

- 3.1 Not applicable

4. Financial

- 4.1 There are no financial impacts associated with this report.

5. Staff Recommendations

- 5.1 Staff has selected five applicants who would best complement the proposed membership, as detailed in Confidential Attachment #1, for consideration in the selection of the two (2) at large members to serve as the Transit Executive

Committee's appointees. The selected applicants include:

- Tharshan Vigneswaran – Town of Ajax
- Richard Claxton Oldfield – Municipality of Clarington
- Khalid Hamilton – Town of Whitby
- Lucas Zver – Town of Whitby
- Tyler Smale – Town of Whitby

5.2 TEC is requested to select two members from the short list of appointees for appointment as at large members to the Transit Advisory Committee.

6. Relationship to Strategic Plan

6.1 This report aligns with/addresses the following strategic goals and priorities in the Durham Region Strategic Plan:

- a. Community Vitality: To foster an exceptional quality of life with services that contribute to strong neighbourhoods, vibrant and diverse communities, and influence our safety and well-being.
- b. Service Excellence: To provide exceptional value to Durham taxpayers through responsive, effective and fiscally sustainable service delivery.

7. Conclusion

It is recommended that the Transit Executive Committee appoint the individuals to the Transit Advisory Committee as set out in this report. The appointment of TAC members by TEC will enable staff to notify members and schedule the first TAC meeting for May 16, 2023.

8. Attachments

8.1 Confidential Attachment #1: Applications received

Respectfully submitted,

Original signed by

William Holmes

General Manager, DRT

Recommended for Presentation to Committee

Original signed by

Elaine C. Baxter-Trahair

Chief Administrative Officer