



Transit Executive Committee Agenda

Wednesday, June 7, 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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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, September 6, 2023 at 1:30 PM

12. Adjournment

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The Regional Municipality of Durham

MINUTES

DURHAM REGION TRANSIT EXECUTIVE COMMITTEE

Wednesday, May 3, 2023

A regular meeting of the Durham Region Transit Executive Committee was held on Wednesday, May 3, 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 Anderson
Commissioner Brenner
Commissioner Carter*
Commissioner Garrod
Commissioner Wotten
Regional Chair Henry

***denotes Commissioners participating electronically**

Also

Present: Commissioner Jubb*
Commissioner Woo

Absent: Commissioner Crawford, Chair, absent on municipal business
Commissioner Roy, absent on municipal business
Commissioner Schummer, Vice-Chair, absent on municipal business

Present: E. Baxter-Trahair, Chief Administrative Officer
W. Holmes, General Manager, Durham Region Transit
R. Adamsz, Deputy General Manager of Maintenance, Durham Region Transit
R. Inacio, Systems Support Specialist, Corporate Services – IT
A. Mak, Supervisor, Financials, Durham Region Transit
D. Margiotta, Manager, Operations, Conventional East
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
P. Uthayakumar, Program Manager, Sustainability and Strategic Initiatives
N. Prasad, Assistant Secretary to Council, Corporate Services – Legislative Services
S. Ciani, Committee Clerk, Corporate Services – Legislative Services

In the absence of Chair Crawford and Vice-Chair Schummer an Acting Chair was appointed for the May 3, 2023 Transit Executive Committee meeting.

Moved by Regional Chair Henry, Seconded by Commissioner Garrod,
(20) That Commissioner Brenner be appointed as Acting Chair for the May 3, 2023 Transit Executive Committee meeting.

CARRIED

2. Declarations of Interest

There were no declarations of interest.

3. Adoption of Minutes

Moved by Commissioner Wotten, Seconded by Commissioner Garrod,
(21) That the minutes of the regular Durham Region Transit Executive Committee meeting held on Wednesday, April 5, 2023, be adopted.

CARRIED

4. Presentations

4.1 Bill Holmes, General Manager, re: General Manager's Verbal Update

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

B. Holmes advised that PRESTO announced yesterday an additional contactless payment of the debit card that is now available for members of the public to use to pay for transit. He also advised that the PRESTO mobile wallet will be launched later this year.

B. Holmes advised that the Canadian Urban Transit Association recently released their recommendations aimed at addressing route causes of violence on transit which Durham staff will be reviewing. The recommendations are focussed on the following four focus areas:

- 1) Customer and Staff Safety;
- 2) Substance Use;
- 3) Housing and Supports; and
- 4) Mental Health.

B. Holmes advised that staff have finished their annual in-person Public Information Centres (PIC), and that there will be a final virtual session held on May 15, 2023. He advised that the three key themes that arose from the PICs was the lack of awareness of On Demand by rural residents; On Demand availability at select times in the Municipality of Clarington and the Township of Brock; and interest in the Simcoe Street and Highway 2 Rapid Transit projects.

B. Holmes advised that staff are seeking specific feedback on transit demand between Newcastle and Bowmanville through a 10-minute survey. He advised that the survey will remain open until May 21, 2023.

B. Holmes advised that staff will be hosting a drop-in session on May 15, 2023, from 6:30 – 8:30 PM at the Abilities Centre in the Town of Whitby, for families and customers registered for specialized services.

B. Holmes advised that with respect to recent operational performance, both the scheduled and On Demand services were adjusted resulting in on time performance and service availability improvements in the first quarter of 2023. He also advised that scheduled service boardings for the week ending April 30, 2023 exceeded pre-pandemic boarding levels for the same period. This is the first time during the ridership recovery period that weekly boardings have exceeded pre-pandemic levels. He further advised that the DRT transit service model has evolved since 2019, but that On Demand boardings are increasing week over week.

B. Holmes responded to questions from the Committee regarding updates with respect to concerns raised regarding On Demand service in the Municipality of Clarington and the Township of Brock.

In response to a question from Commissioner Anderson regarding the rural versus urban demand response service where the Municipality of Clarington (rural) has the most riders for the month of March 2023 and the year to date, and how many of those riders were from the Village of Newcastle, B. Holmes advised that he would follow-up with Commissioner Anderson directly after the meeting.

Commissioner Garrod advised that in the Town of Uxbridge, he has an article placed in the local newspaper once a month and a session on a local radio station and that staff are welcome to contribute to the writing of an article or to attend the radio station sessions to further leverage more channels in order to have consistent communications regarding Durham transit services across the Region.

5. Delegations

There were no delegations to be heard.

6. Correspondence

There were no correspondence items to be considered.

7. Reports

A) General Manager's Report – May 2023 (2023-DRT-10)

Report #2023-DRT-10 from B. Holmes, General Manager, Durham Region Transit, was received.

In response to a question from the Committee regarding scheduled transit service into the Village of Newcastle and details of the survey issued to residents with respect to their travel patterns which will inform the service design in the Village of Newcastle moving forward, staff advised that they will be reviewing the results of the survey and report back to the Committee in the Fall.

Staff responded to questions from the Committee regarding the one-way route from Stevenson Road/Rossland Road in the City of Oshawa to the Oshawa Centre, and whether a review is being done of that route.

Moved by Commissioner Anderson, Seconded by Commissioner Garrod,
(22) That Report #2023-DRT-10 of the General Manager, Durham Region Transit, be received for information.

CARRIED

B) Appointment of Members to the Durham Region Transit Advisory Committee (2023-DRT-11)

Report #2023-DRT-11 from B. Holmes, General Manager, Durham Region Transit, was received.

Moved by Commissioner Wotten, Seconded by Commissioner Anderson,
(23) That the Durham Region Transit Executive Committee (TEC) appoint Andrea Andrus, representing The Participation House (Durham Region) to the Transit Advisory Committee as one of the two members from various community groups representing persons with disabilities in Durham Region.

CARRIED

C) E-Mission Zero - Highlights Electric Transit Buses (2023-DRT-12)

Report #2023-DRT-12 from B. Holmes, General Manager, Durham Region Transit, was received.

Staff responded to questions from the Committee regarding the two manufacturers of electric transit buses (Nova Bus LFSe+ and Xcelsior Charge NG) in Canada; the price of an electric bus versus a traditional bus, and how long it would take an electric bus to pay for itself; and the plan for managing bus batteries at the end of their useful life.

Moved by Commissioner Wotten, Seconded by Commissioner Garrod,
(24) That Report #2023-DRT-12 of the General Manager, Durham Region Transit, be received for information.

CARRIED

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, June 7, 2023 at 1:30 PM in the Council Chambers, Regional Headquarters Building, 605 Rossland Road East, Whitby.

12. Adjournment

Moved by Regional Chair Henry, Seconded by Commissioner Anderson,
(25) That the meeting be adjourned.

CARRIED

The meeting adjourned at 2:12 PM

Respectfully submitted,

M. Brenner, Acting Committee Chair

S. Ciani, Committee Clerk



The Regional Municipality of Durham Report

To: Durham Region Transit Executive Committee
From: General Manager, Durham Region Transit
Report: #2023-DRT-13
Date: June 7, 2023

Subject:

General Manager's Report – June 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 – June 2023

Attachment #2: Schedule and route updates, June 19, 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
June 7, 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	April	0.39	0.21	✗ 87.9	✗ 15.6

Ridership

Scheduled						
Ridership (x1,000)	Number passengers	April	795	516	✓ 54.1	✓ 76.5
PRESTO Ridership	Customers paying using PRESTO (per cent)	April	90.6	83.2	✓ 7.4	✓ 9.0
Bus full occurrences	Number operator reported occurrences	April	107	26	NA	NA
Demand Responsive						
Ridership - Specialized	Number customer trips	April	9,755	6,989	✓ 39.6	✓ 52.4
Unaccommodated Rate - Specialized	Trip requests not scheduled (per cent)	April	NA ³	NA ³		
Ridership – On Demand	Number customer trips	April	9,811	12,224	✗ 19.7	✗ -36.2

Service Delivery

Scheduled						
On time performance	On-time departures from all stops (per cent)	Service Period 1 ⁴	73.6	77.1	✗ -3.5	✗ -3.5
Service availability	Scheduled service delivered (per cent)	Service Period 1 ⁴	98.6	97.6	✓ 1.0	✓ 1.0

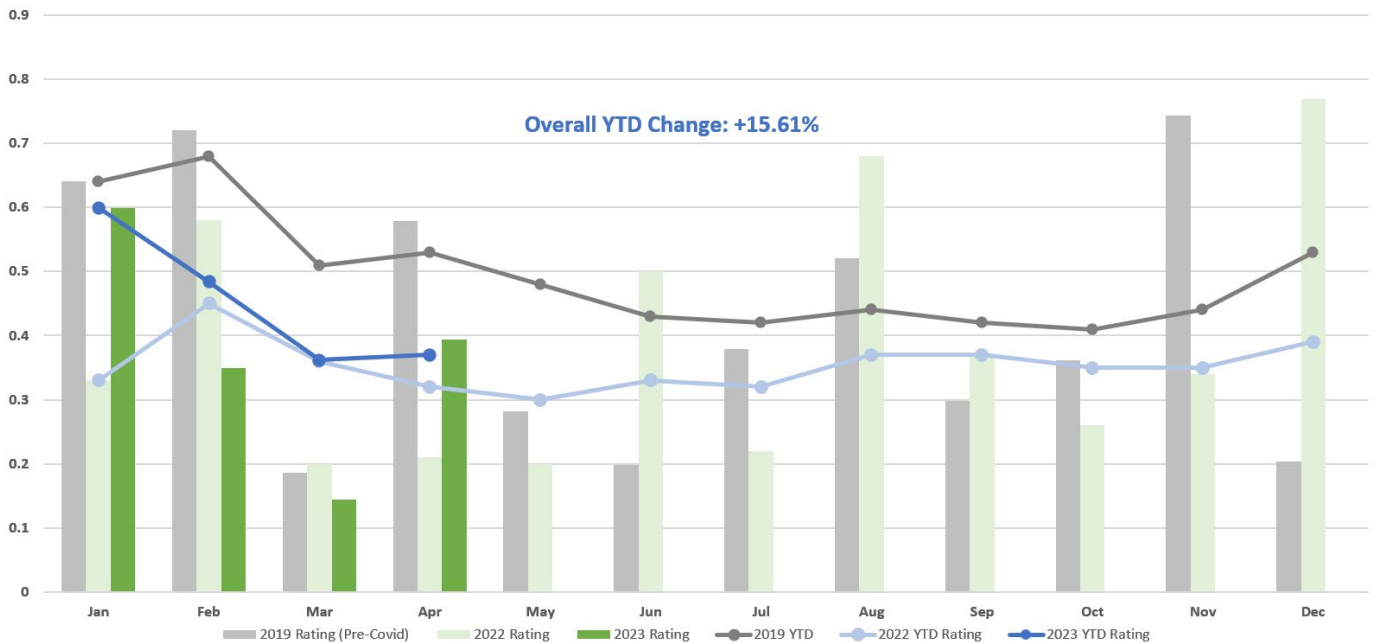
¹Target is 2022 measure for the same period

²Year to Date (YTD) compared to previous year

³Demand response platform currently not reporting unaccommodated rate

⁴January 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

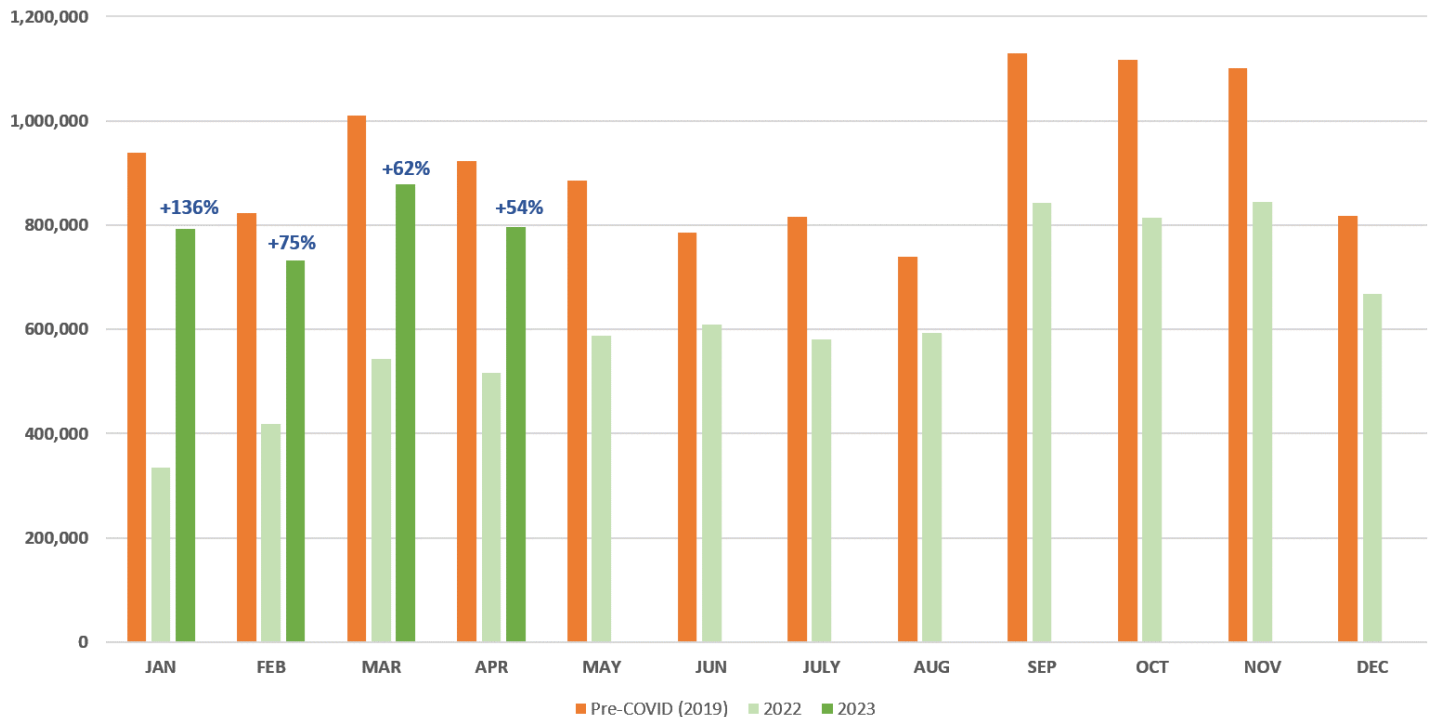
The April preventable collision rate was 0.39 per cent compared to a rate of 0.21 per cent for the same period in 2022. The year to date collision rate is 15.6 per cent higher than 2022.

Action Plan

A recent analysis of 2022 preventable collisions identified that over 75 percent of preventable collisions occurred between the transit vehicle and stationary objects, that 56 percent of preventable collisions were experienced by bus operators with five or less years experience, and the preventable collision rate was two times higher in the Oshawa area compared to Ajax and Pickering. The Transit training team have identified that generally lane widths in Ajax and Pickering are wider and there are fewer objects close to the edge of the curb lane within the impact zone of the curb side of the bus. The training team are coordinating with DRT operations to identify mitigation measures to minimize conflicts with physical objects along routes.

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

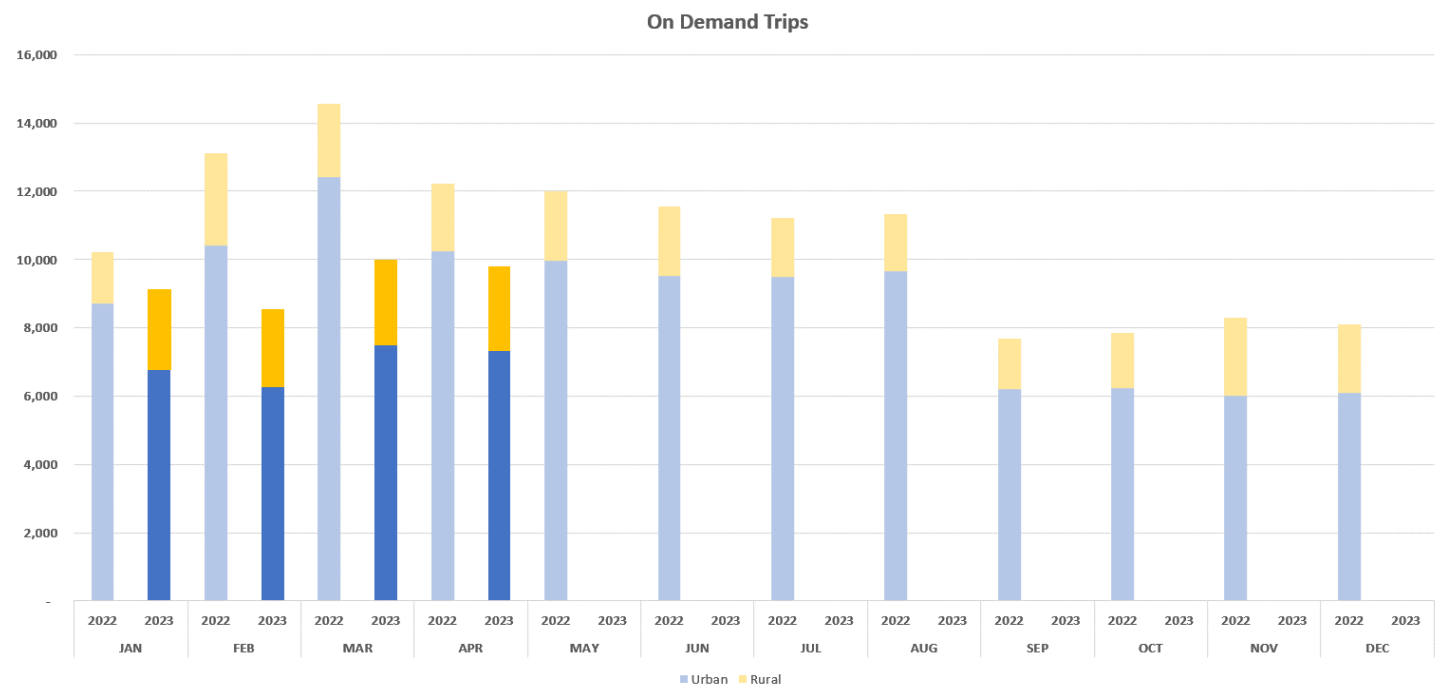
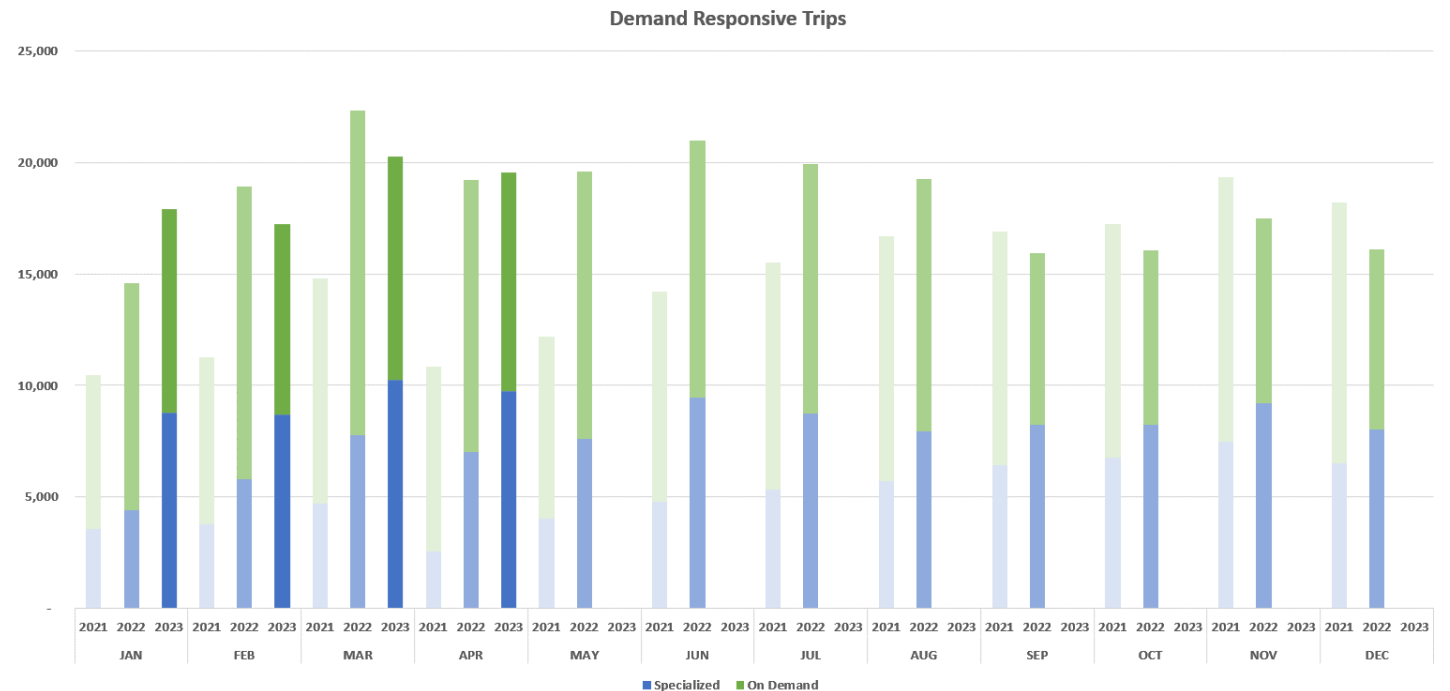
Ridership on scheduled service in April was 54 per cent higher than the same month in 2022, and approximately 76 per cent higher year to date compared to 2022. Weekly boardings for the weeks ending April 30, 2023 and May 7, 2023, exceeded pre-pandemic levels for the same weeks in 2019. These are the first weeks where boardings have exceeded pre-pandemic levels during the ridership recovery period.

Travel patterns have continued to evolve during the ridership recovery period. 2023 weekly boardings have remained relatively steady through April and into May compared to pre-pandemic patterns where significant reductions in ridership levels were recorded following the end of the post-secondary winter semester.

Action Plan

Ridership levels continue to be monitored to ensure adequate network capacity to meet increasing demand.

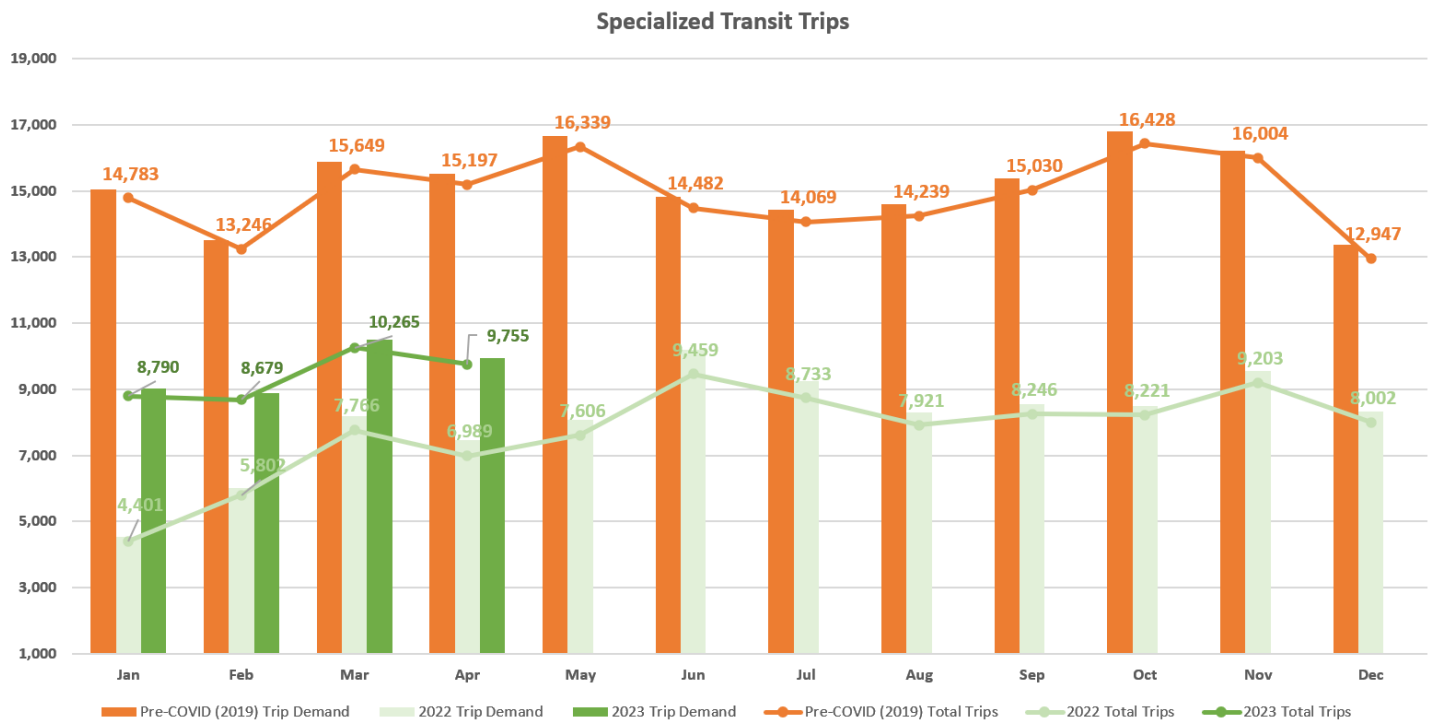
Demand Response Transit



		APR 2023	YTD 2023
R U R A L	Uxbridge	1,000	3,895
	Brock	452	1,659
	Scugog	1,032	3,976
	Pickering	165	491
	Whitby	2	61
	Oshawa	-	-
	Clarington	2,137	8,037

		APR 2023	YTD 2023
U R B A N	Pickering	946	3,933
	Ajax	968	3,902
	Whitby	1,607	6,373
	Oshawa	970	3,247
	Clarington	532	1,903

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 April 2023, On Demand delivered a total of 19,566 trips, including 9,755 trips for customers registered with Specialized Services. Trips for customers registered with Specialized Services increased 40 percent compared to April 2022, and increased 52 percent year to date compared to 2022.

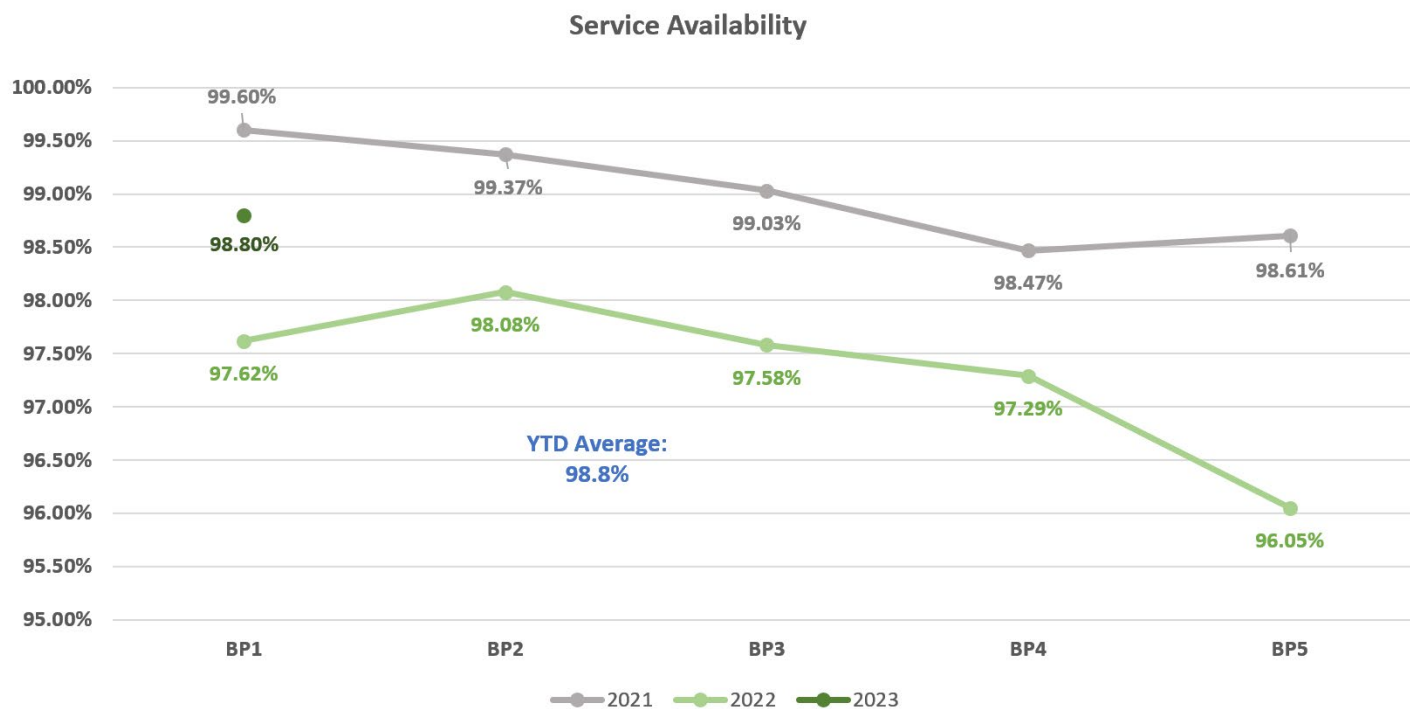
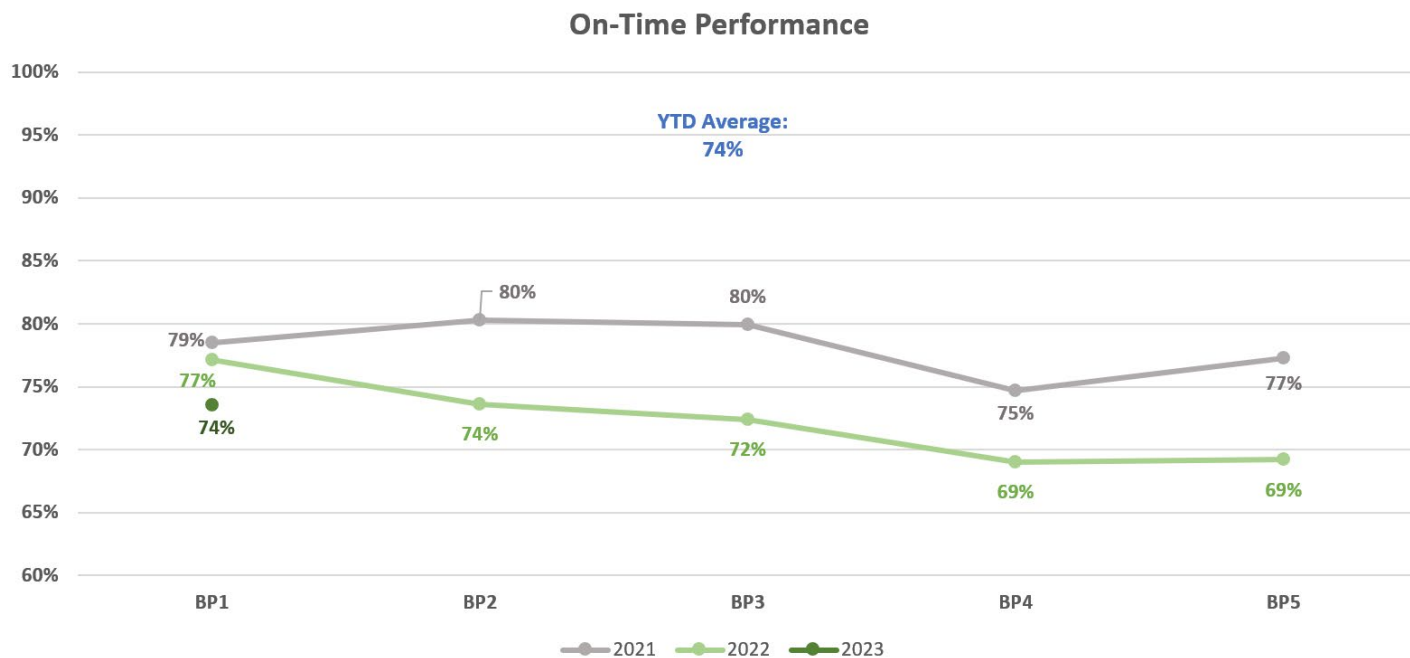
The current On Demand platform is unable to report unaccommodated trips.

Action Plan

Demand for trips currently exceeds capacity, and actions were taken effective April 14, 2023, 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 per centage of scheduled revenue service. The service availability target is 99.5 per cent. Service availability is reported for each service period.

Results

OTP for the first quarter of 2023 was approximately 74 per cent; three per cent lower than the same period in 2022 (77 per cent), but a five per cent improvement compared to fall 2022 (69 per cent).

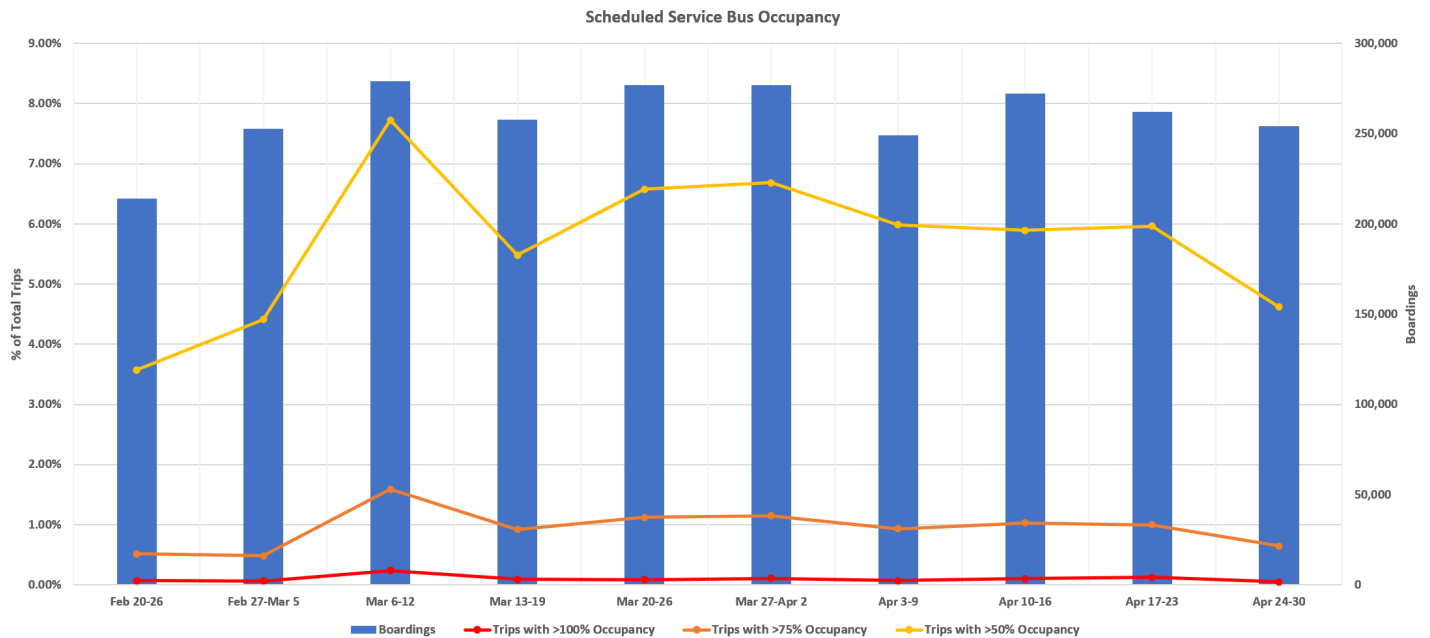
Service availability for the first quarter of 2023 was approximately 98.8 per cent; 1.2 per cent higher than the same period in 2022 (97.6 per cent), and 1.5 per cent higher than fall 2022 (97.3 per cent).

Action Plan

OTP during fall 2022 was significantly impacted by service delays resulting from increasing traffic volumes. Mitigation measures were implemented for Q1 2023 to enhance the reliability of the transit network, including reallocation of service hours to routes experiencing significant delays. These measures had positive impacts to OTP. Staff continue to monitor and evaluate route performance and reliability to prioritize allocation of 2023 growth revenue service hours.

Like OTP, mitigation measures implemented to improve network reliability resulted in positive impacts to service availability. When routes or trips are delayed, or where resources are not available to operate schedule trips, operational actions are taken to cancel full or partial trips to regain service, which in turn reduces service availability for customers. When routes or trips are operated as scheduled and within service standards, service availability is maximized.

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 per centage of the overall vehicle capacity. The data accounts for the differences in capacity for regular and articulated buses.

Results

Throughout April, approximately 94 per cent of all trips were below 50 per cent of maximum occupancy, with approximately one per cent of trips exceeding 75 per cent maximum occupancy. Less than 0.5 per cent of trips exceeded planned bus capacity.

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. June 19, 2023 Service Change Details

Effective Monday June 19, 2023, service updates will reflect lower travel demand typically seen in the summer months, seasonal service enhancements to recreational and regional destinations, and improvements to service reliability and availability.

To maximize operational efficiencies, buses will no longer strictly be assigned to a route type. For example, a bus banded as “PULSE” may be assigned to any route on the scheduled transit network. The one exception is the PULSE branded articulated buses, which will continue to be used for the PULSE 900 only.

Schedule and route updates, service day exceptions and closed/open bus stops are highlighted in Attachment #2.

2. Youth pass sales, 2022/23 secondary school term

DRT provide several fare incentive passes and programs for youth 13-19 years of age.

Youth Monthly PRESTO Pass

Youth Monthly PRESTO eTicket

Y10 Youth Monthly Pass

Bulk Youth Monthly Pass program for school boards

Through May 2023, sales of Youth passes increased across all programs during the 2022/23 secondary school year.

- Monthly PRESTO Passes: Sales increased 51 percent to 3,442 total monthly passes from 2,275 for the 2021 secondary school year.
- Monthly PRESTO eTickets: Sales increased 337 percent to 1,063 total monthly eTicket passes from 243 for the 2021 secondary school year.
- Y10 passes: Sales increased 10 percent to 2,878 total monthly passes from 2,611 for the 2021 secondary school year.
- Bulk Youth Monthly Passes: Sales increased 171 percent to 3,950 total monthly passes from 2,611 for the 2021 secondary school year.



General Manager's Report

June 7, 2023

TEC

Attachment #2

Schedule and routing updates

Route / Service Change Type	Days	Description	Customer Impact
101 <i>Schedule change</i>	Monday to Friday	To improve service reliability, trips will no longer serve the Pickering Parkway Terminal.	High
	Saturday and Sunday	Schedule updated to improve connections to GO train.	Low
112 <i>Schedule change</i>	Monday to Friday	<p>The 8:25 and 8:55 departures from the Pickering Parkway Terminal are now 8:08 and 8:38 departures as 112C, to Burkholder Drive (Seaton).</p> <p>New trips will depart from Burkholder Drive and Belcourt Street at 8:34 and 9:04.</p>	Low
120 <i>Schedule change</i>	Saturday and Sunday	Schedule updated to improve connections to GO train.	Low
211 <i>Schedule change</i>	Monday to Friday	The 6:00 and 8:30 departures from Ajax Station, and the 8:25 and 16:15 departures from the Pickering Parkway Terminal are cancelled due to low demand.	Low
216 <i>Schedule change</i>	Monday to Sunday	Schedule updated to improve connections to GO train.	Low

222 <i>Schedule change</i>	Monday to Friday	30-minute headways return, updated departures to improve connections to GO train.	Medium
224 <i>Schedule change</i> <i>Seasonal Service</i>	Monday to Sunday	Schedule updated to improve connections to GO train. Seasonal service to the Ajax waterfront reinstated, operated as 224C.	Low
302 <i>Schedule change</i>	Monday to Friday	Trips that begin or end at Thickson Road and Winchester Road extended to Anderson Avenue and Duggan Avenue.	Low
392 <i>Schedule change</i>	Monday to Friday	Trips operating between Whitby Station and the Oshawa Centre Terminal are cancelled due to low demand. Service on Nichol Avenue replaced by 409C.	Low
403 <i>Schedule change</i>	Monday to Sunday	Schedule updated to improve connections to GO train. To improve service reliability, routing will be updated to operate along Phillip Murray Avenue between Park Road and Stevenson Road, instead of Lakeview Avenue and Renaissance Drive. 403B branch is not impacted.	Low
405 <i>Schedule change</i>	Monday to Sunday	Departure times updated to improve reliability.	Low

407 <i>Schedule change</i>	Monday to Sunday	Departure times updated to improve reliability. The 21:30 departure from Harmony Terminal will not serve Colonel Sam Drive.	Low
409 <i>Schedule change</i>	Monday to Friday	Select departures will operate as 409C via Glen Hill Drive, replacing 392.	Low
410 <i>Schedule change</i>	Monday to Sunday	Monday to Friday The 13:17 departure from Harmony Terminal, will now depart at 13:20 Monday to Sunday Departure times from the Oshawa Centre Terminal have been updated. Saturday and Sunday New departure from the Oshawa Centre Terminal departing at 22:50	Low
411 <i>Routing change</i>	Monday to Sunday	Monday to Friday 411C trips departing from the Oshawa Centre Terminal at 7:18 and 13:51 will now operate as 411. Monday to Sunday Departure times in both directions have been updated. Sunday Service will operate to Trulls Road. Select trips will terminate at Farewell Street and Raleigh Avenue.	Low
423 <i>Schedule change</i>	Monday to Friday	Departure times from the Oshawa Centre Terminal have been updated.	Low

502 <i>Routing change</i>	Monday to Friday	Eastbound service will begin at Clarington Boulevard and Prince William Drive instead of Church Street and Temperance Street.	High
PULSE 900 <i>Schedule change</i>	Monday to Sunday	Departure times in both directions have been updated.	Low
PULSE 901 <i>Schedule change</i>	Monday to Sunday	<p>Monday to Sunday Departure times in both directions have been updated.</p> <p>Monday to Friday 15-minute headways return between Winchester Road and the North Campus Terminal.</p> <p>Changes will be made to branch designations and following branches will be used:</p> <p>Southbound:</p> <ul style="list-style-type: none"> • 901A: to Lakeview Park • 901C: to the Oshawa Centre Terminal <p>Northbound</p> <ul style="list-style-type: none"> • 901: to Windfields Farm 	Medium

902 <i>Schedule change</i>	Monday to Sunday	<p>Monday to Sunday Departure times in both directions updated to improve connections with GO train.</p> <p>902A trips will now be designated 902.</p> <p>Most westbound trips on weekdays will begin at Simpson and King.</p> <p>Sunday New 902B departures. Service west of Trulls Road will operate every 15 minutes.</p>	Medium
905 Branch change	Monday to Sunday	905B trips will now be designated 905C.	Low
PULSE 915 <i>Schedule change</i>	Monday to Sunday	<p>Monday to Sunday Departure times in both directions have been updated.</p> <p>Monday to Friday New departures from Ajax Station at 23:45 and 00:15. New departure from Harmony Terminal at 00:05.</p> <p>The 3:45 trip from Ajax Station is cancelled.</p> <p>Saturday and Sunday New departures from Ajax Station at 23:40 and 24:10. New departure from Harmony Terminal at 23:30.</p> <p>The 5:00 departure from Harmony Terminal and 4:45 departure from Ajax Station are cancelled due to low demand.</p> <p>Seasonal reduction during the daytime, will operate every 30 minutes, instead of every 20 minutes.</p>	Low

<p>PULSE 916 <i>Schedule change</i></p>	<p>Monday to Sunday</p>	<p>Monday to Sunday All departures will now operate as 916, service will not operate on Terrace Drive. Customers continue to have access to 405 and 916 within 800 metres.</p> <p>Departure times in both directions have been updated.</p> <p>Monday to Friday Seasonal reduction during the daytime, will operate every 20 minutes between 8:30 and 14:30.</p> <p>New departures from Harmony Terminal at 22:55 and 23:25.</p> <p>New departure from Pickering Parkway Terminal at 23:05.</p> <p>Saturday and Sunday New departures from Harmony terminal at 4:32, 5:02, 22:25, 22:55 and 23:25.</p> <p>New departures from the Pickering Parkway Terminal at 22:35 and 23:05.</p>	<p>Low</p>
<p>917 <i>Seasonal Service</i></p>	<p>Weekends and Holidays</p>	<p>Seasonal service to the Toronto Zoo and Rouge National Park reinstated on weekends, as 917Z.</p>	<p>Low</p>

920 <i>Schedule change</i>	Monday to Friday	<p>Service will operate every 20 minutes instead of every 15 minutes.</p> <p>The last departing trip from Harmony Terminal will depart at 21:05 instead of 20:55.</p> <p>New departure from McCowan station at 22:40</p>	Low
N1 <i>Schedule change</i>	Monday to Sunday	<p>New departure from Centennial Circle at 4:45.</p> <p>The 4:30 departure from Harmony Terminal is cancelled and replaced by a new 900 departure.</p> <p>The 4:00 departure from Harmony Terminal will now depart at 3:58.</p>	Low

June 2023 Service Level Exceptions

Date	Holiday	Service level
Friday June 30	Canada Day – lieu	Holiday (reduced Sunday)
Saturday, July 1	Canada Day	Holiday (reduced Sunday)
Monday August 2	Civic Holiday	Holiday (reduced Sunday)
Monday September 4	Labour Day	Holiday (reduced Sunday)

Bus Stops

The following bus stops will be closed:

Stop number	Stop Location	Reason
939	Stevenson Southbound @ Phillip Murray	403 routing change
940	Stevenson Northbound @ Phillip Murray	403 routing change
960	Renaissance Eastbound @ O'Hara	403 routing change

961	Renaissance Eastbound @ Connery	403 routing change
962	Renaissance Eastbound @ Beaverbrook	403 routing change
963	Renaissance Eastbound @ Charter	403 routing change
964	Lakeview Eastbound @ Lakefield	403 routing change
965	Lakeview Eastbound @ Lakemount	403 routing change
970	Renaissance Westbound @ Charter	403 routing change
971	Renaissance Westbound @ Beaverbrook	403 routing change
972	Renaissance Westbound @ Connery	403 routing change
93001	Renaissance Westbound @ Noel	403 routing change

The following bus stops will be opened:

Stop number	Stop Location	Reason
497	Winchester Eastbound @ Anderson	302B extension
939	Phillip Murray Eastbound @ Stevenson	403 routing change
940	Phillip Murray Westbound @ Stevenson	403 routing change
963	Phillip Murray Eastbound @ Park	403 routing change
970	Phillip Murray Westbound @ Park	403 routing change
3619	Anderson Northbound @ Settlers	302B extension
3628	Anderson Southbound @ Winchester	302B extension
3629	Anderson Southbound @ Duggan	302B extension

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The Regional Municipality of Durham Report

To: Durham Region Transit Executive Committee
From: General Manager, Durham Region Transit
Report: #2023-DRT-14
Date: June 7, 2023

Subject:

DRT 310T Apprenticeship Program

Recommendation:

That the Transit Executive Committee recommends that a formal Apprenticeship Program for Truck and Coach Technicians (310T) at Durham Region Transit, be endorsed.

Report:

1. Purpose

- 1.1 This report provides the Transit Executive Committee (TEC) with highlights from the recently adopted apprenticeship program for Truck and Coach Technicians (310T) that will be hired by Durham Region Transit to mitigate current and future challenges to recruit licensed tradespersons.

2. Background

- 2.1 Recruiting qualified maintenance mechanics has become an increasingly difficult challenge for the transportation industry, including Durham Region Transit.

The shortage of skilled mechanics can be attributed to several factors, such as the aging workforce, lack of interest in the field among younger generations, and competition from other industries. This situation is particularly concerning for DRT, which relies on vehicles that require regular maintenance and repair. Without enough skilled mechanics to maintain the buses, the reliability of public transportation can suffer, causing delays, cancellations, and safety concerns for passengers.

Ultimately, this shortage can lead to a negative impact on the ability of Durham Region Transit to provide reliable transportation services to the public.

3. Previous Reports and Decisions

3.1 Not applicable

4. Apprentice program justification

4.1 An internal apprentice program for Truck and Coach Technicians can be an effective solution for addressing the challenges in recruiting diesel mechanics within the current competitive labour market. By creating an internal apprentice program, DRT can train and develop its own mechanics, ensuring that they have the necessary skills and experience to maintain and repair buses effectively.

This approach can also help to retain employees and reduce turnover, as apprentices are likely to feel a sense of loyalty to the company that invested in their training.

Moreover, an internal apprentice program for Truck and Coach Technicians can help to bridge the skills gap caused by the aging workforce, which can allow DRT to keep up with the demands of maintaining its fleet of buses and meet the planned growth of the service.

5. Apprentice Program Highlights

Truck and Coach Technician apprentices will have up to four years to complete their apprenticeship program as required by Skilled Trades Ontario.

Throughout the program, including workplace and in-school assignments, apprentices will remain active employees of DRT. Classroom instruction consists of 720 hours of in-class training required by Skilled Trades Ontario and is offered by accredited educational institutions.

Apprentices will report to the Maintenance Trainer in the Safety & Training Unit, who will assign the apprentices to various shifts and locations to ensure exposure to the technical learning requirements specified by Skilled Trades Ontario, and to experience and become knowledgeable in the relevant DRT policies and procedures.

After successfully completing the Certificate of Qualification exam the Truck and Coach Technicians apprentices will be offered employment as a DRT Mechanic/Swing Mechanic and must remain employed by DRT for a minimum of 24 months.

If an apprentice fails to complete the program in the prescribed time or remain in the employment of DRT for two years after the completion of the program, the apprentice will reimburse DRT the in-school wages based on a prorated schedule.

6. Relationship to Strategic Plan

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

Service Excellence

7. Conclusion

It is recommended that TEC endorse the implementation of a formal Apprenticeship Program for Truck and Coach Technicians (310T) at Durham Region Transit.

An internal apprentice program is a valuable investment for DRT, as it will help to ensure that the transit agency has a sufficient number of skilled mechanics to provide reliable transportation services to the public and support its projected future growth.

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

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Durham Region Transit Report

To: Durham Region Transit Executive Committee
From: General Manager, Durham Region Transit
Report: #2023-DRT-15
Date: June 7, 2023

Subject:

Standardization and sole/single Source of on-board surveillance system and driver safety system

Recommendation:

That the Transit Executive Committee recommends:

- A. That the Fleetmind Seon Solutions Inc., (SEON) CCTV camera/surveillance system, or replacement model, be adopted as Durham Region Transit's standard on-board audio video surveillance system for a 5-year term, ending June 30, 2028.
 - B. That the AROWGlobal Corp., AROWGuard Slide Stow Driver Protection System model MV308 (or replacement model) be adopted as Durham Region Transit's standard on-board driver system barrier for a 5-year term, ending June 30, 2028.
 - C. That authorization be granted to negotiate and award sole source agreements to SEON and AROWGlobal effective June 30, 2023 for a period of 5 years and that the Commissioner of Finance be authorized to execute any necessary agreements.
-

Report:

1. Purpose

- 1.1 This report seeks authorization of the Transit Executive Committee to standardize the SEON on-board video surveillance system on all DRT revenue and non-revenue vehicles and vehicles owned and operated by contracted sources providing service on behalf of DRT and the AROWGuard driver protection system on all DRT owned revenue vehicles as applicable for a term of 5 years, ending June 30, 2028.

2. Background

- 2.1 In 2017 Durham Region Transit participated in a Metrolinx led joint procurement competitive bid process for an on-board surveillance systems resulting in an award to SEON. Installation of SEON was completed on DRT's fleet of revenue and non-revenue vehicles at that time at a total cost of approximately \$2.8 million. SEON has since been installed on all new bus and vehicle purchases allowing for the uniformity and standardization across the fleet and will include vehicles owned and operated by contracted sources providing service on behalf of Durham Region Transit.

The AROWGuard driver protection system, manufactured by AROWGlobal, Corp., was initially installed on DRT buses in 2019, selected from the options provided to DRT through the Metrolinx joint procurement for 12 & 18m buses, The AROWGlobal product was found to offer superior safety features, ergonomic benefits, customizable design (e.g. to provide a custom fit around DRT fareboxes), and received positive feedback from employees and Joint Health and Safety Committee.

Funding approval totaling \$1.225 million to retrofit the fleet with driver protection systems was approved through the Region's 2021 business plans and budget process, with 50 percent of project costs funded by the Investing In Canada Infrastructure Program (ICIP).

- 2.2 In 2022, DRT issued a tender (T-1156-2022) to supply and install driver protection systems however no bids were received. The Investing In Canada Infrastructure Program requires a competitive procurement process to be eligible for funding however in March 2023 the Ontario Ministry of Transportation and Infrastructure Canada approved an exemption to award using a non-competitive negotiated agreement. Sole source approval from Finance was received on May 2, 2023 to negotiate and award to AROWGlobal Corp. the supply and install of their product.
- 2.3 Retrofitting the entire fleet with driver safety barriers is planned to be completed by Q2 2024.

3. Previous Reports and Decisions

- 3.1 #2018-DRT-20 Procurement and Installation of On-Board Video Surveillance System

4. Relationship to Strategic Plan

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

- a. Goal 2: Community Vitality

a) 2.2 Enhance community safety and well-being

5. Conclusion

- 5.1 Staff recommends approval of a 5-year term ending June 30, 2028 for the standardization of SEON video surveillance equipment for all DRT revenue and non-revenue vehicles and including vehicles owned and operated by contracted sources providing service on behalf of Durham Region Transit.
- 5.2 Staff recommends approval of a 5-year term ending June 30, 2028 for the standardization of AROWGlobal driver protection barrier for all DRT vehicles.
- 5.3 This report has been reviewed by the Finance department and Commissioner of Finance.

6. Attachments

Attachment #1: Transit Executive Committee Report 2018-DRT-20 Procurement and Installation of On-Board Surveillance System

Prepared by: Audra McKinley, Deputy General Manager Maintenance at 905-668-7711, extension 3754

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

If this information is required in an accessible format, please contact 1-800-372-1102 ext. 3702



Durham Region Transit Report

To: Transit Executive Committee
From: General Manager, Durham Region Transit
Report: #2018-DRT-20
Date: September 20, 2018

Subject:

Procurement and Installation of On-Board Video Surveillance System

Recommendation:

That the Durham Region Transit Executive Committee receive this report for information.

Report:**1. Purpose**

- 1.1 The purpose of this report is to advise the Transit Executive Committee that through the Metrolinx Transit Procurement Initiative (TPI), a contract has been awarded to Seon Design Inc. for the procurement and installation of an on-board video surveillance system extending to the entire fleet of Durham Region Transit (DRT) vehicles.

2. Discussion

- 2.1 The installation of on-board cameras on DRT buses started as a pilot project and subsequently extended to about a quarter of our conventional buses, including the Bus Rapid Transit (BRT) fleet. It has been a success, providing additional security for both DRT customers and operators, and a valuable resource in support of Durham Regional Police Services (DRPS).

- 2.2 The current on-board video surveillance system consists of cameras and an on-board hard drive. When video footage is required, authorized DRT staff must remove the hard drive, review and download the video, and replace the hard drive on board the bus. The new system is cloud-based, which reduces the number of steps required by staff and further improves video handling security. No longer will staff have to physically remove and reinstall a hard drive on board a vehicle, having instead the ability to access the secured cloud remotely. Video requests from DRPS can be shared via the secured cloud rather than transferring video to a USB medium.
- 2.3 The procurement of this system has been done through the Metrolinx sponsored joint Transit Procurement Initiative (TPI), in which DRT participates along with other Ontario transit agencies, including, as the case may be, involvement in the development of Requests for Proposals (RFP's) and in the evaluation of proposals. In August 2017, Metrolinx TPI released a RFP for the purchase and installation of on-board video surveillance systems. Upon closing in October 2017, five proposals were received, three of which were deemed non-compliant and not requiring further evaluation. The remaining two proposals were evaluated. Throughout the process a Fairness Commissioner was retained. Pricing submissions were opened on conclusion of the technical evaluation and equipment presentations.
- 2.4 Based on the evaluation results using the evaluation criteria featured in the RFP, final award was made by Metrolinx to Seon Design Inc. and the fully executed contract was signed and dated effective July 5, 2018.

3. Financial Implications

- 3.1 The installation of on board bus security cameras is a Public Transit Infrastructure Fund funded project, with \$2.6 million in approved funding.

4. Conclusions and Next Steps

4.1 Upon completion of the necessary documents with Seon Design Inc., DRT will commence scheduling installation of the video surveillance system on all conventional buses, including PULSE BRT buses, Specialized Services vans and supervisor vehicles within the timelines of PTIF funding requirements.

4.2 The Treasurer of DRT has reviewed this report.

Respectfully submitted,

Original signed by Vincent Patterson

Vincent Patterson, MCIP, RPP, MEng
General Manager, DRT