



Transit Executive Committee Agenda

Wednesday, September 6, 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, October 4, 2023 at 1:30 PM

12. Adjournment

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The Regional Municipality of Durham

MINUTES

DURHAM REGION TRANSIT EXECUTIVE COMMITTEE

Wednesday, June 7, 2023

A regular meeting of the Durham Region Transit Executive Committee was held on Wednesday, June 7, 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
Commissioner Brenner*
Commissioner Carter*
Commissioner Garrod
Commissioner Roy*
Commissioner Wotten*
Regional Chair Henry
***denotes Commissioners participating electronically**

Also

Present: Commissioner Jubb

Absent: None

Present: R. Adamsz, Deputy General Manager of Maintenance, Durham Region Transit
W. Holmes, General Manager, Durham Region Transit
R. Inacio, Systems Support Specialist, Corporate Services – IT
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. Prasad, Assistant Secretary to Council, Corporate Services – Legislative Services
S. Ciani, Committee Clerk, Corporate Services – Legislative Services

2. Declarations of Interest

There were no declarations of interest.

3. Adoption of Minutes

Moved by Commissioner Anderson, Seconded by Commissioner Garrod, (26) That the minutes of the regular Durham Region Transit Executive Committee meeting held on Wednesday, May 3, 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 effective 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. He also advised that buses will no longer strictly be assigned to a route type. For example, a bus branded as "PULSE" may be assigned to any route on the scheduled transit network.

B. Holmes advised that for the current school year through the month of May 2023, sales of youth passes increased across all pass products during the 2022/23 secondary school year, overall weekly ridership is now exceeded pre-pandemic levels, with boardings during the week ending May 28, 2023 were up 7.5% compared to 2019.

B. Holmes advised that staff are experiencing some challenges with respect to the child fare free concession with residents claiming they are 12 years old but appearing older, the impact on the fare revenue, and increasing conflict with operators. He advised that staff are looking at the current fare policy and plan to bring forward an information report in the fall to further advance that discussion.

B. Holmes advised that at a recent Durham Accessibility Conference DRT was recognized for making progress to improve inclusivity and accessibility for DRT customers of all abilities.

B. Holmes advised that on June 12, 2023, the 2022 safe driver recipients will be recognized at an honorary breakfast, and that staff will be honouring all DRT employees throughout National Public Service Week.

B. Holmes responded to questions from the Committee regarding why the student passes were cancelled and if they could be reinstated; whether there is boarding information at the post-secondary schools; availability of data from the On Demand system for unaccommodated trips; and whether there could be a route to connect Durham Region to Simcoe County. B. Holmes advised that he will bring

back to TEC in October data for boardings and alighting's at the three post-secondary campuses in the Region.

5. Delegations

There were no delegations heard.

6. Correspondence

There were no communication items considered.

7. Reports

A) General Manager's Report – June 2023 (2023-DRT-13)

Report #2023-DRT-13 from B. Holmes, General Manager, Durham Region Transit, was received.

In response to a question from the Committee regarding the demand response platform currently not being able to report the unaccommodated rate, staff advised that in early fall of 2023, the enhanced platform should be able to capture a lot more data than it can today including not just the unaccommodated rates for specialized customers but also for the On Demand customers. Staff will inform TEC of the applicable data/metrics at the September meeting.

Moved by Regional Chair Henry, Seconded by Commissioner Schummer, (27) That Report #2023-DRT-13 of the General Manager, Durham Region Transit, be received for information.

CARRIED

B) DRT 310T Apprenticeship Program (2023-DRT-14)

Report #2023-DRT-14 from B. Holmes, General Manager, Durham Region Transit, was received.

Moved by Regional Chair Henry, Seconded by Commissioner Schummer, (28) That a formal apprenticeship program for Truck and Coach Technicians (310T) at Durham Region Transit, be endorsed.

CARRIED

C) Standardization and Sole/Single Source of On-Board Surveillance System and Driver Safety System (2023-DRT-15)

Report #2023-DRT-15 from B. Holmes, General Manager, Durham Region Transit, was received.

Moved by Regional Chair Henry, Seconded by Commissioner Schummer,

- (29) 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; and
- 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.

CARRIED

8. **Advisory Committee Resolutions**

There were no advisory committee resolutions considered.

9. **Confidential Matters**

There were no confidential matters considered.

10. **Other Business**

10.1 Ontario Tech Student Union (OTSU) Letter

In response to a question from the Committee regarding the OTSU letter that was circulated to the Committee members prior to the meeting and whether their request could be looked at again, and how it could be addressed in the fall, B. Holmes advised that at the January 11, 2023, TEC meeting, staff shared a report in response to similar issues raised during a delegation to TEC by the former OTSU leadership on December 7, 2022. He advised that staff will take into consideration feedback from post secondary students during the regular overall customer survey. continue to engage with the post-secondary institutions and student union leadership and continue to have collaborative discussions. He further advised that staff will come back in the fall to advise TEC on how staff will engage post secondary students during the DRT customer and resident survey process.

10.2 Results from the Scheduled Transit Service Survey

In response to a question from the Committee regarding when the results from the scheduled transit service survey that will inform the service design in the Village of Newcastle, in the Municipality of Clarington, B. Holmes advised that the

survey closed May 6, 2023, and staff are currently working through all of the data and will come back in the fall with a summary of the survey results.

11. Date of Next Meeting

The next regularly scheduled Durham Region Transit Executive Committee meeting will be held on Wednesday, September 6, 2023 at 1:30 PM in the Council Chambers, Regional Headquarters Building, 605 Rossland Road East, Whitby.

12. Adjournment

Moved by Commissioner Garrod, Seconded by Commissioner Anderson,
(30) That the meeting be adjourned.

CARRIED

The meeting adjourned at 1:58 PM

Respectfully submitted,

M. Crawford, Chair

S. Ciani, Committee Clerk

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



The Regional Municipality of Durham Report

To: Durham Region Transit Executive Committee
From: General Manager, Durham Region Transit
Report: #2023-DRT-16
Date: September 6, 2023

Subject:

General Manager's Report – September 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 There are no financial impacts associated with 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 – September 2023

Attachment #2: Schedule and route updates, September 5, 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
September 6, 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	July	0.07	0.22	✓ -66.1	✗ 5.4

Ridership

Scheduled						
Ridership (x1,000)	Number passengers	July	814	579	✓ 40.5	✓ 60.5
PRESTO Ridership	Customers paying using PRESTO (per cent)	July	88.9	81.3	✓ 7.6	✓ 9.0
Bus full occurrences	Number operator reported occurrences	July	107	26	NA	NA
Demand Responsive						
Ridership - Specialized	Number customer trips	July	9,881	8,733	✓ 13.1	✓ 35.9
Unaccommodated Rate - Specialized	Trip requests not scheduled (per cent)	July	NA ³	NA ³		
Ridership – On Demand	Number customer trips	July	11,356	11,206	✓ 1.3	✗ -17.2

Service Delivery

Scheduled						
On time performance	On-time departures from all stops (per cent)	Service Period 2 ⁴	69.3	73.6	✗ -4.3	✗ -4.0
Service availability	Scheduled service delivered (per cent)	Service Period 2 ⁴	98.6	97.6	✓ 1.0	✓ 1.0

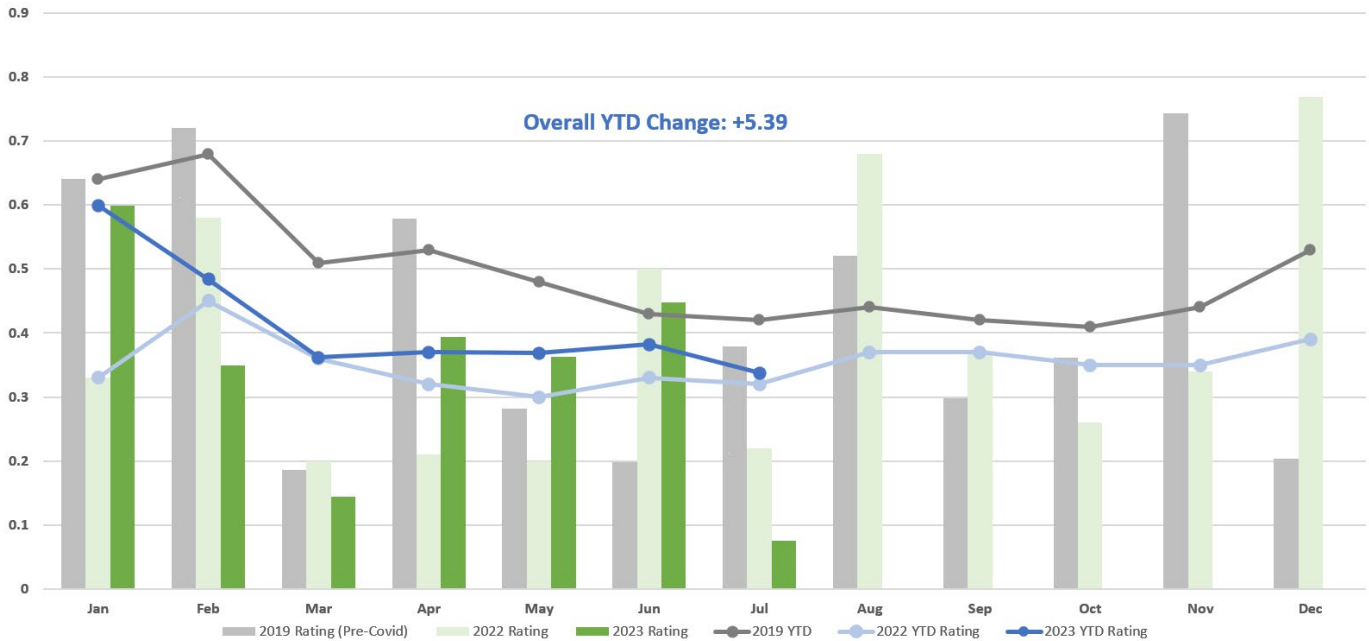
¹Target is 2022 measure for the same period

²Year to Date (YTD) compared to previous year

³Demand response platform currently not reporting unaccommodated rate

⁴April 17, 2023 through June 18, 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

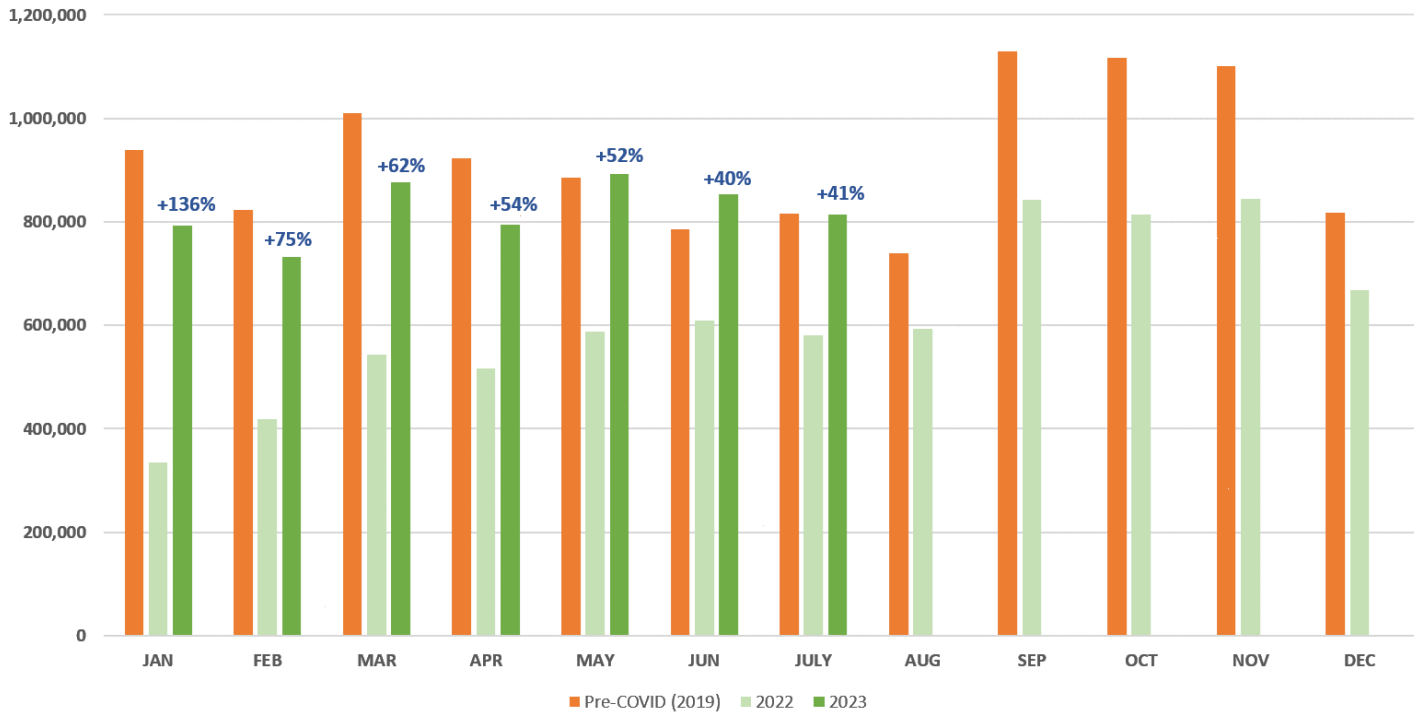
The July preventable collision rate was 0.07 per cent compared to a rate of 0.22 per cent for the same period in 2022. The year to date collision rate is 5.4 per cent higher than 2022.

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 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

July ridership on scheduled service was 40 per cent higher than the same month in 2022, and approximately 60 per cent higher year to date. Weekly boardings are regularly exceeded pre-pandemic levels for the same weeks in 2019.

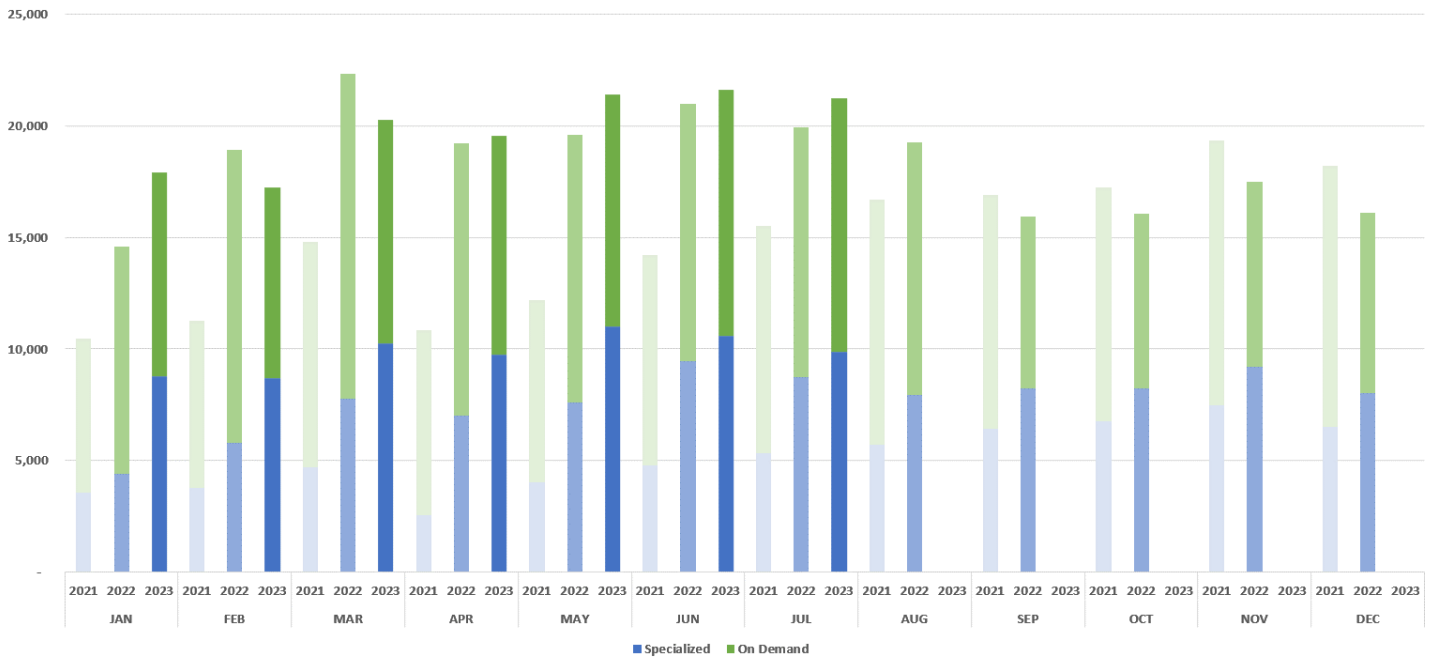
Travel patterns continue to evolve during the ridership recovery period. 2023 weekly boardings have remained relatively steady through July compared to pre-pandemic patterns where significant reductions in ridership levels were recorded following the end of the post-secondary winter semester.

Action Plan

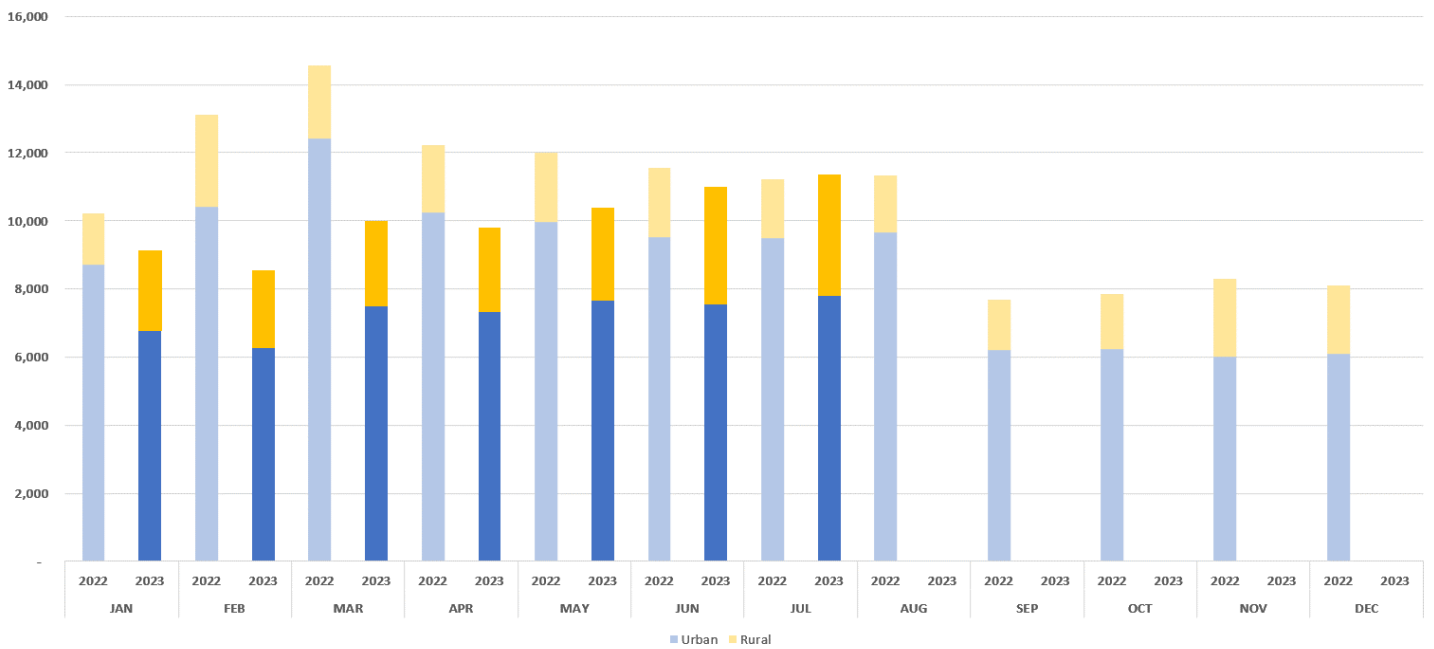
Ridership levels continue to be monitored to ensure adequate network capacity to meet increasing demand and changing travel patterns.

Demand Response Transit

Demand Responsive Trips



On Demand Trips

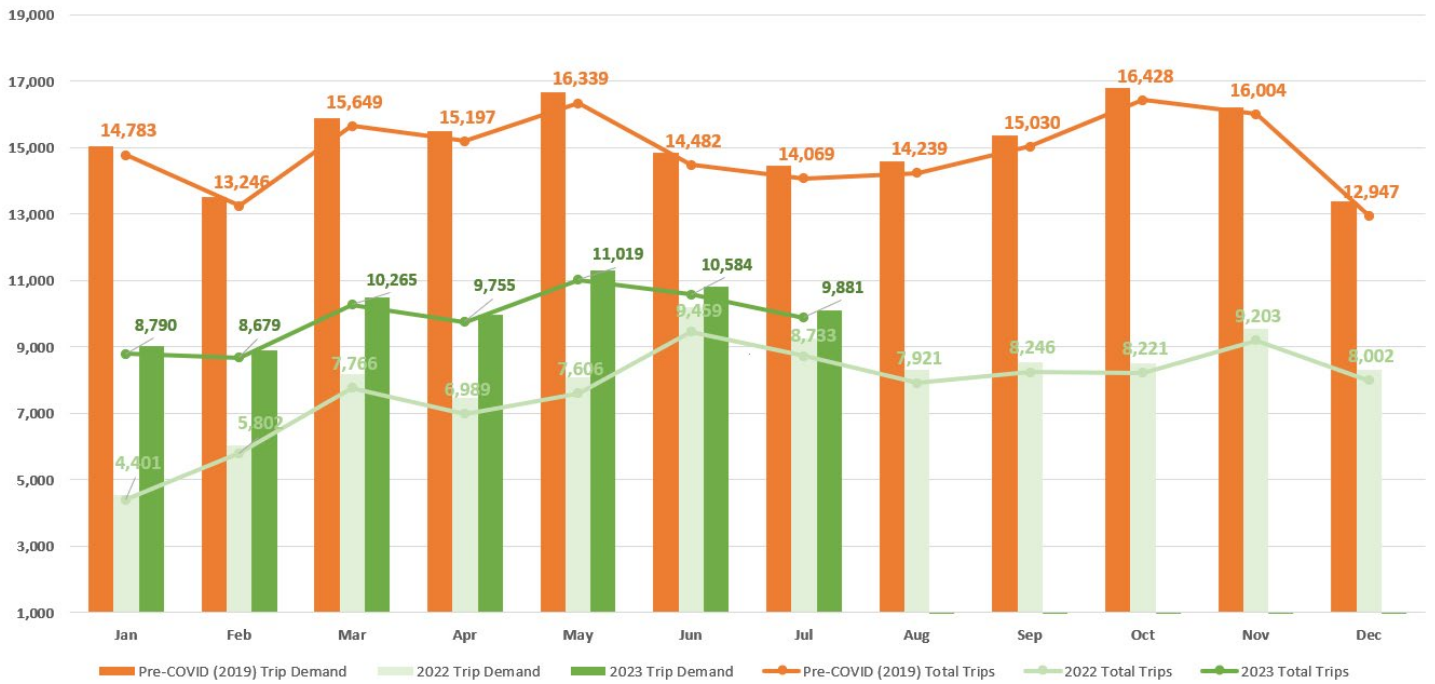


		JUL 2023	YTD 2023
R U R A L	Uxbridge	1,180	7,350
	Brock	572	3,330
	Scugog	1,125	7,308
	Pickering	333	1,378
	Whitby	16	89
	Oshawa	-	-
	Clarington	2,606	15,357

		JUL 2023	YTD 2023
U	Pickering	1,119	7,228
R	Ajax	1,068	6,921
B	Whitby	1,709	11,539
A	Oshawa	1,158	6,397
N	Clarington	470	3,341

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

Specialized Transit Trips



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

On Demand delivered a total of 21,237 trips in July 2023, including 9,881 trips for customers registered with Specialized Transit.

Through July, 70,238 On Demand trips (Specialized transit trips excluded) have been delivered in 2023; 49.6 percent of trips in rural areas, and 50.4 per cent in the urban area.

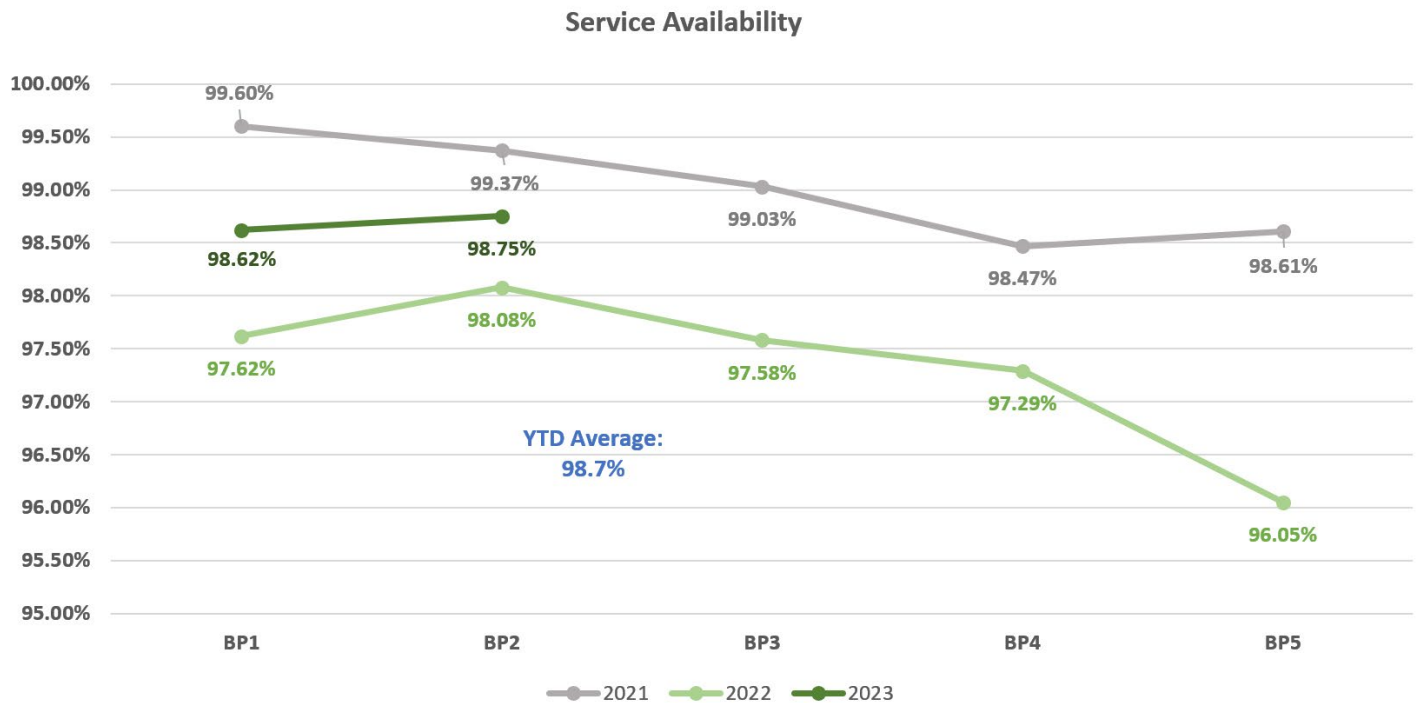
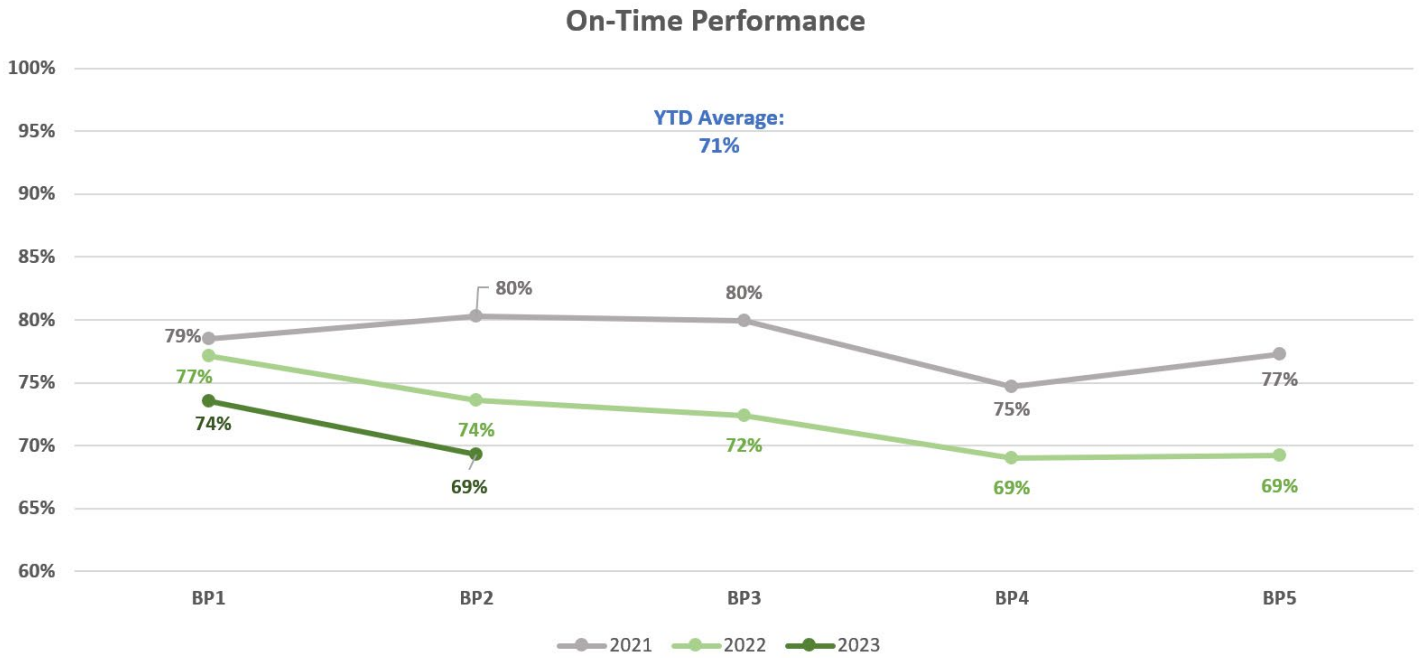
The current On Demand platform is unable to report unaccommodated trips.

Action Plan

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. Effective September 5, 2023, all On Demand trips are delivered by DRT’s third party contractor (Voyago).

Service Delivery

On Time Performance and Availability (conventional)



Definition

On Time Performance (OTP) is a measure of the per centage 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

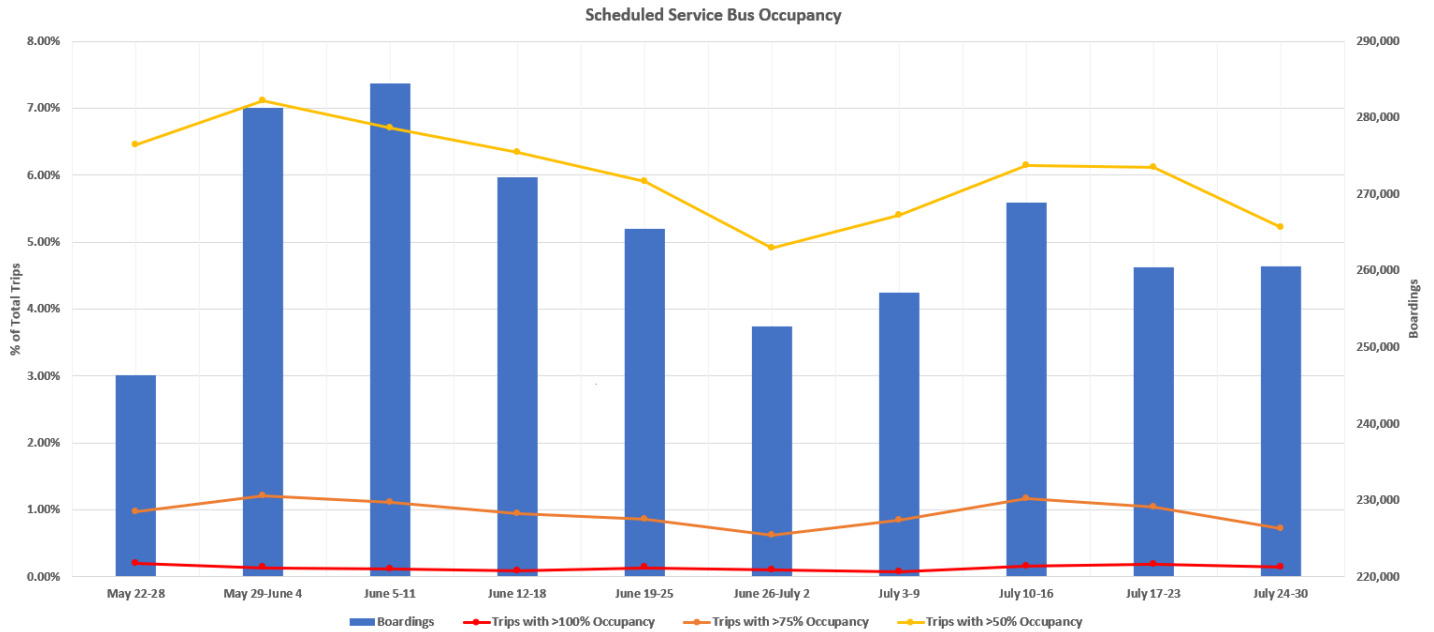
OTP for board period two (April 17, 2023 through June 18, 2023) of 2023 was approximately 69 per cent; four per cent lower than the same period in 2022 (74 per cent) and board period one of 2023.

Service availability for the first quarter of 2023 was approximately 98.6 per cent; 1 per cent higher than the same period in 2022 (97.6 per cent), and approximately the same as board period one 2023.

Action Plan

Staff are currently reviewing the reduced OTP during board period two and will identify and implement further mitigation measures where applicable.

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 July, 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. September 2023 Service Enhancements

Effective Tuesday September 5, 2023, service updates will reflect higher travel demand typically seen in the Fall, and improvements to service reliability and availability.

Supported by DRT's Social Equity guidelines, the frequency on the 216 will now operate every 15-minutes on weekdays from 06:30 to 19:00, with every second trip will be extended to the Audley Recreation Centre.

Various service initiatives will support the increase in post-secondary travel: the PULSE 901 will operate approximately every 10 minutes, six trips per hour, on Simcoe Street between Windfields Farm and Gibb Street; and the 920 will increase to every 15-minutes between 07:00 and 19:00, new late-night trips, and improved service integration with the TTC as the route moves into the Scarborough Centre Station. New trips on the 302 and 917 will improve access to various post-secondary campus' in the Region.

Several areas will see new scheduled service options as transit demand continues to grow: 103 midday expansion to Finch and Altona, 112 midday expansion to Seaton, new 301 in West Whitby, 319 midday expansion on Garden/Anderson, new 421 connecting Courtice to the Oshawa GO Station, and the new 507 connecting Bowmanville, Newcastle, and Orono.

The new 507 was a result the recently community survey. A total of 238 responses were received from residents, 187 of whom indicated that they have used DRT previously. The survey identified trends for destinations, travel times and public transit connections, with 72 per cent, of respondents indicating they travel between Newcastle and Bowmanville (41 percent) or Oshawa (31 percent). Most travel from Newcastle occurs during the morning peak period (55 percent), with 66 percent of respondents travelling to Newcastle during the afternoon peak period. Respondents using On Demand connect to the 902 (50 percent) and the 502 (24 percent).

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

2. Enhancing community engagement

Starting in late June, DRT Ambassadors began their important work to enhance engagement with communities across the Region. They started providing travel training to residents who want to build their confidence in using DRT and public transit, engaging with customers at key stations on the network, and participating in various events and forums to promote DRT services, answer questions, and build relationships. DRT Ambassadors presented at a recent Seniors Forum in Whitby, hosted by MPP Coe and the Honourable Raymond Cho, Minister for

Seniors and Accessibility, and received a letter of appreciation from MPP Coe acknowledging their contributions to the successful event.

3. Standardized waste management at bus stops

A long-standing objective for DRT has been to improve the management of customer waste at DRT bus stops. The program included multiple vendors across various municipalities. Recently DRT awarded a contract to Creative Outdoor Advertising (COA) who were successful to the competitive tender to supply, install and maintain waste and recycling containers at DRT bus stops across the Region. The contract includes provisions to standardize the type and location of waste containers and placement of waste containers at bus stops. The revenue-generating contract enables DRT to avoid approximately \$100,000 annually in garbage collection costs, while generating annual advertising revenue from COA.

DRT maintain approximately 2,300 active bus stops across the transit network, with waste containers currently installed at 166 bus stops. Waste containers are generally prioritized at bus stops with more than 20 boardings per weekday, followed by bus stops at key destinations, transfer hubs and terminal platforms, and additional bus stops on the PULSE Rapid Transit routes where space permits.

Photo 1 eastbound bus stop on Rossland at Garden



4. On Demand capacity for customers registered with specialized transit

In response to concerns expressed by customers registered with specialized transit that there is less access to service today than in the past, staff reviewed data from April 2019 and 2023.

In April 2019, there were 1,061 active customers who completed at least 1 trip with the former Specialized Services. The average number of trips completed by active customer was 14.3 trips.

In April 2023, there were 754 active customers who completed at least 1 trip with On Demand (Specialized transit). The average number of trips completed by active customers was 14.6 trips.

There are many factors contributing to the lower number of active customers registered with Specialized transit in 2023 compared to 2019. However, for active Specialized transit customers using DRT On Demand, they completed approximately the same number of trips in July 2023 compared to July 2019.

5. Pilot to evaluate effectiveness of the new Social Services outreach program in supporting homeless and vulnerable individuals interacting specifically with DRT

Durham Region Transit (DRT), in collaboration with the Region of Durham's Social Services Department (CSSD), is working on an innovative pilot to fund the equivalent of two outreach workers from the Social Services Outreach program, that will specifically assist individuals interacting with or accessing transit.

The introduction of dedicated resources from the Social Services Outreach program to support DRT signifies a recognition of the broader social context in which transit operates across the Region and the very public-facing nature of our business, along with the diverse needs of our community. The Social Services Outreach program will play a pivotal role in aiding vulnerable populations, such as individuals who are at risk of homelessness, experiencing homelessness or at-risk populations. In addition, having dedicated outreach workers aligned with DRT will ensure at-risk populations are better served by professionals with a comprehensive understanding of community resources, social programs, and support networks.

The objective of integrating resources from the Social Services Outreach program is to prioritize the well-being of all individuals accessing transit, including members of the community who face additional barriers in accessing vital services, while enhancing support and assistance to transit staff and other customers encountering increasingly challenging situations. The pilot will commence once the Social Services Outreach team is in place. This is anticipated to be in mid to late Q3, 2023. DRT and CSSD will jointly evaluate the pilot in Q4, 2023. Success measures will be identified and will be specifically tied to assisting vulnerable individuals interacting with transit. It is anticipated that based on a successful pilot, DRT will request for consideration permanent funding equivalent to two Social Services Outreach workers as part of the 2024 budget.

6. New data/metrics available from On Demand platform

In September 2023 the On Demand booking, scheduling and dispatching platform will be replaced by a platform from Via Transportation. Through the new platform, service planners

and supervisors will continue to have access to dashboards and data related to on-time performance, system utilization, and rider reviews. New analytics and data are also available to quantify two situations where a customer trip request goes unfulfilled.

- “Seat unavailable,” which describes requests made where no trip can be offered near the requested time; this metric is a useful indicator of unmet demand and can be leveraged to adjust or enhance vehicle allocations and service hours based on the times and locations of these trip requests.
- “Unaccepted proposal,” which describes situations where a customer is offered a trip around their requested time but they opted not to book the trip. Because customers will sometimes attempt various trip requests to compare potential travel options, this statistic does not include unaccepted proposals if the customer booked another similar trip instead. This metric is most useful as an indicator to evaluate the quality of trip offerings in areas where the indicator is higher than usual.

These figures can be segmented based on eligibility for Specialized transit, geographic area, and time of day to facilitate service planning.

7. Updated PRESTO Card Pricing

Effective August 8, 2023, Metrolinx reduced the cost of their PRESTO card to \$4 from the previous price of \$6. The price charged for a PRESTO card covers the manufacturing and distribution costs. The PRESTO card continues to be the most cost effective and secure fare payment solution for DRT customers. Many discount programs, such as the Transit Assistance Pass (TAP) and Y10 program are only available to customers through PRESTO.

DRT customers can now use the PRESTO fare payment system to pay their fare using their PRESTO Card, PRESTO E-Ticket, and debit or credit cards. Coming soon, PRESTO will offer DRT the option of using their PRESTO card in smartphone wallets.

8. Youth bus pass sales to Kawartha Pine Ridge District School Board

For the second consecutive year, Student Transportation Services of Central Ontario (STSCO) and the Kawartha Pine Ridge District School Board have purchased bulk monthly Youth passes for the 2023-2024 secondary school year. STSCO have advised that they will purchase monthly Youth throughout the school year.

Students attending Holy Trinity Catholic Secondary School can access Routes 411 and new Route 421 in Courtice. In Bowmanville, Clarington Central SS, Bowmanville High School, and St. Stevens Catholic SS students can access Route 502. To promote awareness for youth attending these high schools, DRT staff have prepared and will make available appropriate information packages with routing, signage, and payment information.

9. Last minute GO Train schedule change and impact to DRT customers

On August 28, 2023, Metrolinx circulated notification of their final GO timetable to be implemented September 2, 2023. The notification advises that on weekdays, most eastbound weekday trips on the Lakeshore East GO train line will shift to depart 15 minutes later. Additionally, during the peak afternoon period, 15-minute frequency will begin at 4:20 p.m., The notification also advises of adjusted schedules to better reflect actual travel times on the Lakeshore East line, with some trips departing up to eight minutes earlier or nine minutes later.

DRT continues to coordinate and collaborate with our transit partners to align schedules. Due to notification and logistical challenges, some GO Train arrival and departure connections will impact DRT customers this fall. DRT is unable to make schedule adjustments until the next DRT service change in December, and staff will evaluate temporary adjustments that may be available through the fall.

The full extent of impacts to our shared transit customers will not be fully understood until DRT launches the service change on September 5, 2023. However, a preliminary review of potential impacts is summarized below.

- AM Peak travel westbound from Durham: Minor impact, existing DRT schedules should continue to maintain connections to the departing GO trains.
- AM Peak travel eastbound to Durham: Medium impact, some incoming GO Train trips may no longer connect to DRT trips, customers will need to wait for the next DRT trip.
- Midday both directions: Significant impact, GO Train trip times have shifted significantly (approximately 15 minutes) for all trips travelling to and from Durham. Midday GO Train connections with DRT trips are likely to be impacted. Many GO Train trips will arrive after DRT trips depart, customers will need to wait for the next scheduled DRT trip.
- PM Peak travel westbound from Durham: Medium impact, shifted GO schedule will reduce connection window for trips connecting with arriving DRT trips, customers may need to wait for the next GO Train.
- PM Peak travel eastbound to Durham: Medium impact, customers may have less time (2 minutes) to connect from arriving GO Train to departing DRT buses.
- Evening travel eastbound to Durham: Significant impact, arriving GO Train trips will not connect to scheduled DRT trips, customers will need to wait for the next DRT trip.



General Manager's Report
September 6, 2023
Transit Executive Committee
Attachment #2

Schedule and routing updates, September 5, 2023

Route / Service Change Type	Days	Description	Customer Impact
101 Routing change	Monday to Friday	Routing modified to improve reliability. Will now operate on Sandy Beach Rd instead of Lublin Ave.	Low
103 Schedule change	Monday to Friday	<p>Weekday midday trips will operate via Finch / Altona, replacing On Demand service to the Finch and Altona area.</p> <p>Branches 103: Operates between Pickering Parkway Terminal and Altona via Kingston Road</p> <p>103A: Operates between Pickering Parkway Terminal and Altona via Strouds Lane.</p> <p>103B and 103C branches will no longer operate.</p>	Medium
110 Schedule change	Monday to Sunday	Schedule updated.	Low
112 Schedule change	Monday to Friday	Weekday midday trips will now operate as 112C between Pickering Parkway Terminal and Taunton / Burkholder (Seaton), replacing On Demand service all day to Seaton.	Medium
120 Schedule change	Monday to Sunday	Schedule updated.	Low
216 Route Extension / Service Increase	Monday to Friday	<p>216C will be extended to the Audley Recreation Centre, always operating on Williamson Drive.</p> <p>New 216C midday trips will be introduced, providing a combined frequency of 15 minutes.</p>	Medium

Route / Service Change Type	Days	Description	Customer Impact
222 <i>Schedule change</i>	Monday to Friday	Schedule updated to improve alignment with 917.	Low
224 <i>Schedule change</i>	Monday to Sunday	Seasonal 224C to Ajax Waterfront ends. Schedule updated.	Low
301 <i>New</i>	Monday to Friday	New 301 will provide weekday all-day service in the Lynde Creek and Williamsburg areas of west Whitby every 30 minutes, replacing On Demand.	High
302 <i>Schedule change</i>	Monday to Friday	Weekday southbound trip departing Anderson Road at 06:34 will now depart from North Campus Terminal at 06:22. New weekday northbound trip to depart Baldwin / Highway 407 Park and Ride at 05:55.	Low
319 <i>Service Increase</i>	Monday to Friday	New midday and evening departures will be introduced every 30 minutes, replacing On Demand.	Medium
421 <i>New</i>	Monday to Friday	New 421 will provide weekday peak service to the Oshawa Station via Bloor Street from Courtice, replacing the 411 during the afternoon peak period.	High
502 <i>Routing change</i>	Monday to Sunday	Routing modified in the Clarington Centre area to improve reliability. Will operate via Green Road, Brookhill Boulevard, and Clarington Boulevard, and will no longer operate along Boswell Drive or Brookhill Boulevard, west of Green Road.	Low
507 <i>New</i>	Monday to Friday	New 507 will provide weekday peak service between Orono, Newcastle and Bowmanville (King and Simpson) every 60 minutes, replacing On Demand.	High

Route / Service Change Type	Days	Description	Customer Impact
PULSE 901 <i>Service improvement</i>	Monday to Friday	Weekday 15-minute frequency will operate on the 901C, from 07:00 to 19:30. Combined six trips per hour, every 10 minutes, will operate between Windfields Farm and Gibb Street.	Medium
PULSE 915 <i>Schedule change</i>	Monday to Sunday	Minor schedule adjustment to improve service reliability.	Low

Route / Service Change Type	Days	Description	Customer Impact
PULSE 916 <i>Schedule change</i>	Monday to Sunday	Schedule adjustment to improve service reliability.	Low
917 <i>Schedule change</i>	Monday to Sunday	Seasonal 917Z to the Toronto Zoo and Rouge National Urban Park ends. <ul style="list-style-type: none"> - New weekday trip departing Pickering Parkway Terminal at 00:15 to Ajax Station - Weekend 23:15 departure from Oshawa Centre Terminal extended to Ajax Station - New weekend trip departing Pickering Parkway Terminal at 00:11 to Ajax Station - The weekend trip departing Whitby Station at 23:21 to Oshawa Centre Terminal cancelled. - New Saturday and Sunday trips departing Ajax Station to Oshawa Centre Terminal at 4:45 and 6:10. 	Low

<p>920 Routing change / Service improvement</p>	<p>Monday to Friday</p>	<p>Seasonal service decrease ends; 15-minute frequency will operate from 06:00 to 19:00 on 901C. New late night westbound departures from Scarborough Centre Station at 23:10 and 23:40, and new eastbound departures from Harmony Terminal at 21:40 and 22:05.</p> <p>Routing in Scarborough to Milner Avenue between Morningside and Progress to improve service reliability.</p> <p>Western Terminus Update due to closure to TTC Line 3.</p> <ul style="list-style-type: none"> - Westbound trips will end at Town Centre Court by the Scarborough Centre Station. - Eastbound trips will depart from Platform 1 in the Scarborough Centre Station. 	<p>Medium</p>
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September 2023 Service Level Exceptions

Date	Holiday	Service level
Monday, October 9	Thanksgiving	Statutory Holiday Schedule

Bus Stops

The following bus stops will be closed:

Stop number	Stop Location	Reason
142	Jeffery Southbound @ Dundas	On Demand stop closure
146	Michael Eastbound @ Marbury	On Demand stop closure
147	Michael Eastbound @ Harper	On Demand stop closure
148	Michael Southbound @ Burns	On Demand stop closure
325	Westbound @ 112 Consumers	Stop consolidation
333	Eastbound @ 113 Consumers	Stop consolidation
826	Taunton Westbound @ Harmony	Stop Consolidation
845	Taunton Eastbound @ Wilson West Side	Stop consolidation
848	Taunton Eastbound @ Harmony	Stop consolidation
852	Conlin Eastbound @ Walreg	Stop consolidation
871	Ritson Southbound @ Rolson	Stop consolidation
880	Ritson Northbound @ Rolson	Stop consolidation
1510	Altona Northbound @ Fidlers	Stop consolidation
1542	Altona Southbound @ Fidlers	Stop consolidation
1636	Rougemount Westbound @ Oakwood	Stop consolidation
1758	Southbound @ 1690 Whites	Stop consolidation
1702	Lublin Southbound @ Balaton	Stop consolidation
1705	Southbound @ 675 Sandy Beach	Stop consolidation
1710	McKay Eastbound @ Squires Beach	Stop consolidation
1744	Northbound @ 1675 Whites	Stop consolidation
1750	Whites Northbound @ Amaretto	Stop consolidation
1758	Southbound @ 1690 Whites	Stop consolidation
1867	Finch Westbound @ Forest Park	Stop consolidation
1874	Finch Westbound @ Darwin	Stop consolidation
1886	Finch Eastbound @ Darwin	Stop consolidation
1893	Finch Eastbound @ Forest Park	Stop consolidation
2032	Clover Ridge Westbound @ Dorling	Stop consolidation
2056	Monarch Southbound @ Barr	Stop consolidation
2460	Simcoe Northbound @ Howden	Stop consolidation
2461	Simcoe Southbound @ Howden	Stop consolidation
2469	Simcoe Southbound @ Scugog Line 4	Stop consolidation
2728	Taunton Eastbound @ Grainger	Stop consolidation

Stop number	Stop Location	Reason
3084	Clover Ridge Eastbound @ Lawrie	Stop consolidation
3546	Carnwith Westbound @ Way	Stop consolidation
3547	Carnwith Westbound @ Lethbridge	Stop consolidation
3287	Lake Eastbound @ Butler	Stop consolidation
3290	Lake Westbound @ Port Of Darlington	Stop consolidation
90025	Stevens Eastbound @ Clarington	502 routing change
93012	Taunton Westbound @ Lake Ridge	Stop consolidation
93013	Taunton Eastbound @ Lake Ridge	Stop consolidation
93184	Stevens Eastbound @ Green	502 routing change
93467	Boswell Northbound @ Highway 2	502 routing change
93468	Boswell Northbound @ Brookhill	502 routing change
93469	Brookhill Eastbound @ Green	502 routing change
93503	Westbound @ 850 McKay	Stop consolidation
93507	Sandy Beach Northbound @ Montgomery Park	Stop consolidation
93510	Lublin Northbound @ Balaton	Stop consolidation
93924	Southbound @ 940 Thornton	Stop consolidation
93981	Sheppard Westbound @ Brenyon Way	920 routing change
93989	Progress Southbound @ Sheppard	920 routing change
93997	Progress Southbound @ Milner	920 routing change
94011	Progress Northbound @ Sheppard	920 routing change
94013	Sheppard Eastbound @ Lapsley	920 routing change
94019	Sheppard Eastbound @ Breckon	920 routing change
94113	Carnwith Eastbound @ Way	Stop consolidation
94114	Carnwith Eastbound @ Lethbridge	Stop consolidation
94185	Hopkins Northbound @ Nichol	Stop consolidation
94186	Hopkins Southbound @ Nichol	Stop consolidation

The following bus stops will be opened.

Stop number	Stop Location	Reason
89	Burns Westbound @ Centre	New 301
90	Burns Westbound @ Henry	New 301
91	Burns Westbound @ Annes	New 301
127	Cochrane Southbound @ Medlan	New 301
128	Cochrane Southbound @ Windbreak	New 301
129	Cochrane Southbound @ Twin Streams	New 301
151	Burns Eastbound @ Henry	New 301
152	Burns Eastbound @ Centre	New 301
1062	Bloor Eastbound Wilson	New 421
1064	Bloor Eastbound @ Farewell	New 421
1087	Bloor Westbound @ Ritson	New 421
1395	Main southbound @ Millson Hill	New 507
1396	Main Southbound @ Centreview	New 507
2709	Bloor Eastbound @ Ritson	New 421
3347	Clarington Southbound @ Stevens	502 routing change
93532	Main Southbound @ Duchess	New 507
93533	Main Southbound @ Winter	New 507
94213	Annes Northbound @ Harriet	New 301
94214	Annes Northbound @ Dunlop	New 301
94216	Town Centre @ Scarborough Centre Station	920 routing change
94217	Twin Streams Westbound @ Country Lane	New 301
94218	Country Lane Southbound @ Randolph	New 301
94219	Country Lane Southbound @ Nugget	New 301
94220	Country Lane Southbound @ Tidewater	New 301
94221	Country Lane Southbound @ Rossland	New 301
94223	Annes Southbound @ Dunlop	New 301
94224	Annes Southbound @ Annes Street Park	New 301

94225	Burns Eastbound @ McCullough	New 301
94226	Brookhouse Northbound @ Ravey	New 507

Stop number	Stop Location	Reason
94227	King Westbound @ Arthur	New 507
94228	King Westbound @ Beaver	New 507
94229	Baseline Westbound @ Mearns	New 507
94230	Baseline Eastbound @ Mearns	New 507
94231	Baseline Eastbound @ Liberty	New 507
94238	Thickson Northbound @ Stellar	Enhanced access to Durham College.

The following bus stops will be moved:

Stop number	Stop Location	Reason
93979	Sheppard Westbound @ Morningside moved to Morningside Southbound @ Milner	920 routing change
93984	Sheppard Westbound @ Neilson moved to Milner Westbound @ Neilson	920 routing change
93991	Sheppard Westbound @ Washburn Way moved to Milner Westbound @ Dailing	920 routing change
94016	Sheppard Eastbound @ Neilson moved to Milner Eastbound @ Neilson	920 routing change
94021	Sheppard Eastbound @ Morningside moved to Milner Eastbound @ Morningside Nearside	920 routing change
94216	McCowan Station moved to Town Centre Westbound @ Scarborough Centre Station (west of YMCA)	920 routing change

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



Durham Region Transit Report

To: Durham Region Transit Executive Committee
From: General Manager, Durham Region Transit
Report: #2023-DRT- 17
Date: September 6, 2023

Subject:

Charter Policy

Recommendation:

That the Transit Executive Committee approve:

- a) The DRT Charter Policy (Attachment #1); and
 - b) That the General Manager of Durham Region Transit be authorized to make such revisions and updates to this policy as necessary.
-

Report:

1. Purpose

- 1.1 The purpose of this report is to seek approval from the Transit Executive Committee for Durham Region Transit (DRT) Charter Policy.

2. Background

- 2.1 Prior to 2021, DRT's Public Vehicles Operating License, as required through the Public Vehicles Act, strictly prohibited the provision of charter services. The Public Vehicles Act was repealed on July 1, 2021, under Bill 213, including the prohibition for DRT to provide charter services.
- 2.2 Each year DRT receives inquiries from organizations and the public interested in using DRT vehicles for event transportation purposes. During the development of the DRT Service and Finance Strategy (2023-2032), staff collaborated with the Finance department to establish a charter rate to enable public and third party booking of conventional 12 metre DRT buses. The approved charter rates were

established on a full cost recovery basis considering all expenditures incurred for the planning, operation, and servicing of the vehicle.

- 2.3 The approved 2023 charter rates include a base rate of \$925.00 for a minimum four hour booking for one vehicle, with additional hours provided at a rate of \$130.00 per hour. The rate for each additional bus is \$505.00 per vehicle for a minimum four-hour booking, with additional hours provided at a rate of \$130.00 per hour.

3. Discussion

- 3.1 The DRT Charter Policy (Attachment #1) outlines roles and responsibilities of staff and procedures to administer a charter. The policy ensures transparency for an organization, group, or person seeking DRT charter services.
- 3.2 A charter is defined as a non-revenue service delivered by DRT under contract to an organization, group or individual for the purpose of transporting people. Charters are organization and delivered separately and independent of scheduled services.
- 3.3 DRT does not provide charter services where the organization, group, or individual is a school board or other authority in charge of a school and the purpose is primarily the transportation of school-aged children. DRT vehicles and operator licenses do not meet provincial requirements for school-purpose transportation.
- 3.4 Parties interested in a charter will be required to fully complete and submit an on-line charter request form.
- 3.5 DRT evaluates charter requests in consideration of several factors.'
- a. Availability of DRT resources to plan and deliver the requested Charter (operations and maintenance)
 - b. Ability of DRT to meet Revenue Service commitments (operations and maintenance)
 - c. Time of day and day of week
 - d. Ability of DRT to safety deliver the Charter (site access and conditions, distance, etc.)
- 3.6 At the sole discretion of DRT, Charter requests will be denied when the charter:
- a. may impact the delivery of scheduled revenue services; or
 - b. is unable to be delivered safely.
- 3.7 In collaboration with Legal and Risk Management, a charter agreement was developed.
- 3.8 The organization, group or individual signing the charter agreement is fully responsible to reimburse DRT for the full cost of any damage, cleaning or servicing beyond the regular daily cleaning and servicing requirements.

- 3.9 The policy requires a 25 per cent non-refundable deposit of the estimated charter cost. The deposit will be applied as a credit to the final invoice, subject to any damage or extra cleaning or servicing of the bus beyond the regular post-charter cleaning.

4. Previous Reports and Decisions

- 4.1 Report #2023-DRT-05 Transit Service and Financing Strategy (2023-2032).
- 4.2 Report #2023-DRT-02 Durham Region Transit Business Plan and Budget

5. Financial Implications

- 5.1 There are no financial implications related to this report.

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. Service Excellence

- Goal 5.1: Optimize resources and partnerships to deliver exceptional quality services and values.
- Goal 5.4: Drive organizational success through innovation, a skilled workforce, and modernized services.

7. Conclusion

- 7.1 It is recommended that the Transit Executive Committee approve the DRT Charter Policy (Attachment #1), and that the General Manager of Durham Region Transit be authorized to make such revisions and updates to this policy as necessary.

8. Attachments

Attachment #1: Durham Region Transit Charter Policy

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



Durham Region Transit
Procedure Manual

Title: Charter Policy		
Procedure #:	Issued: September 6, 2023	Page #: 1 of 4
Revised: NA		
Approved by: Bill Holmes, General Manager		

1. Revision History

- a) Not applicable

2. Policy Statement

It is the policy of Durham Region Transit (DRT) that charter bus services will be delivered, when operationally feasible, on a full-cost recovery basis.

3. Purpose

- 3.1 This policy outlines the requirements associated with charter services delivered by Durham Region Transit (DRT).

4. Definitions

- 4.1 Charter: Non-revenue service delivered by DRT under contract to an organization, group or individual for the purpose of transporting people.
- 4.2 Marketing/Promotional: Events or activities that promote DRT or public transit, which do not include transporting people except for DRT staff or authorized persons representing the event or activity.
- 4.3 Requestor: Party requesting charter services.
- 4.4 Revenue Service: Planned and scheduled DRT services, where an in-service transit vehicle is available to the general public when they pay their applicable transit fare.
- 4.5 Transit Bus (Bus): A 12-metre transit bus, excludes articulated transit buses.
- 4.6 Travel Training: A DRT program available to the public to enhance their transit travel skills and knowledge.

5. Roles and Responsibilities

Responsibilities may be delegated under this Policy.

5.1 General Manager

The General Manager may delegate responsibilities under this Policy.

- Review the Policy every two years and make the necessary revisions or updates to the policy arising from the review, or at any other time as deemed necessary by the General Manager

5.2 Deputy General Manager, Operations

- Responsible for the operational delivery of charter services.
- Ensure charter services do not impede the planning, scheduling, and delivery of Revenue Service.
- Ensure a Charter can safely access proposed venues and routes.
- Provide operational oversight to ensure safety and that patrons experience service excellence.

5.3 Deputy General Manager, Maintenance

- Ensure charter services do not impede the maintenance and servicing of the transit bus fleet to meet Revenue Service commitments.
- Provide the required number of Charter Transit Bus(es) and that the buses are available when required.
- Inspect the condition of Charter Transit Bus before and after a Charter and identify and report deficiencies or damage beyond regular cleaning and servicing.

5.4 Durham Region Transit Charter Coordinator

- Responsible for the planning, marketing and administration of charter services.
- Collaborate with staff to review Charter requests and requirements prior to the signing of the Charter agreement.

6. Procedures

6.1 Interested parties shall fully complete and submit the on-line charter request form.

- 6.2 Charter requests will be evaluated in consideration of several factors.
- i) Availability of DRT resources to plan and deliver the requested Charter (operations and maintenance)
 - ii) Ability of DRT to meet Revenue Service commitments (operations and maintenance)
 - iii) Time of day and day of week
 - iv) Ability of DRT to safely deliver the Charter (site access and conditions, distance, etc.)
- 6.3 DRT does not provide charter services where the organization, group, or individual is a school board or other authority in charge of a school and the purpose is primarily the transportation of school-aged children.
- 6.4 At its sole discretion DRT reserves the right to deny a Charter request.
- 6.5 Approved Charters are subject to current charter rates approved by Regional Council during the annual budget process, or as otherwise approved by Regional Council.
- 6.6 A DRT bus used to deliver a Charter will be operated by a DRT employee.
- 6.7 The Charter Agreement must be signed by all parties and required documentation submitted at least 14 calendar days prior to the date of the charter. At its sole discretion, DRT may waive the 14-day period.
- 6.8 At least 14 calendar days prior to the date of the charter, the Requestor must submit a non-refundable deposit equivalent to 25 per cent of the estimated total charter cost. The deposit will be applied as a credit to the final invoice, subject to any damage or extra cleaning or servicing required to the Transit Bus.
- 6.9 A Charter cancelled by a Requestor within seven (7) calendar days of the date of the Charter shall be subject to a cancellation/administration fee equivalent to 25 per cent of the estimated total charter cost.
- 6.10 The Requestor shall reimburse DRT for the full cost of any damage, cleaning, or servicing of the Transit Bus beyond the regular post-event cleaning and servicing requirements.
- 6.11 All parties will adhere to the requirements of the signed charter agreement.
- 7. Application**
- 7.1 This policy applies to DRT and any Requestor seeking Charter services from DRT.
- 7.2 This policy does not apply to Marketing/Promotional activities and Travel Training.

8. Inquiries

8.1 For additional information regarding this policy please contact the DRT Charter Coordinator

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



The Regional Municipality of Durham Report

To: Durham Region Transit Executive Committee
From: General Manager, Durham Region Transit
Report: #2023-DRT-18
Date: September 6, 2023

Subject:

Specialized transit update

Recommendation:

That the Transit Executive Committee recommends

That this report be received for information.

Report:

1. Purpose

1.1 The purpose of this report is to provide the Transit Executive Committee (TEC) an overview of the current delivery of Specialized transit and a summary of the feedback received during recent customer engagement sessions.

2. Background

2.1 Specialized transit, operating since DRT was formed in 2006, is a demand responsive service available to eligible customers in accordance with the Accessibility for Ontarians with Disabilities Act (AODA).

2.2 The AODA transportation standard, part of Ontario Regulation 191/11, Integrated Accessibility Standards (IAS), is intended to remove barriers to persons with disabilities to ensure equity for all customers in accessing and using public transit. Eligibility requirements specified in the transportation standard are based on the abilities of a person, not the person's disabilities. A person may qualify for Specialized transit services when the person is unable to access and use conventional transit services.

Equity is the foundation of the AODA and the delivery of public transit services. One person should not be advantaged over another person when using public transit. For example, two residents travelling from the same address to the same destination are expected to be provided equitable access to public transit. Specialized transit services complement conventional transit services for people who are unable to use the conventional services for all or part of the intended trip.

- 2.3 On September 28, 2020, DRT launched the Phase 1 recovery service plan as part of DRT's ridership recovery framework. The service plan included On Demand, a demand responsive service, operating in low ridership zones within urban areas and rural areas across the Region. DRT On Demand was supported by the launch of a new technology platform, one of the TEC approved recommendations arising from the rural transit review in June 2020.
- 2.4 In October 2021, TEC approved the transition to a single demand response service, amalgamating Specialized transit and On Demand services.
- 2.5 On June 1, 2022, the new contractor began delivery of On Demand, including Specialized transit services. All vehicles are now DRT-branded and easily identified by customers and residents, and operators are uniformed and trained to provide a consistent DRT customer experience. To maximize efficiencies and the effectiveness of the service, On Demand and Specialized transit customers may travel on the same vehicle. This process improves the efficiency of service and provides additional capacity to deliver more customer trips.
- 2.6 In August 2022, two significant service model changes were initiated. First, as part of the renewal of the Collective Agreement between Unifor Local 222 and DRT, demand response service delivery would be fully contracted out. Separately, DRT transitioned all demand response service, Specialized transit and On Demand, to a single software platform.

3. Previous Reports and Decisions

- 3.1 TEC approved recommendations of Report #2020-DRT-12 DRT Rural Review, which included:
 - a. a new On Demand technology platform to support the scheduling and dispatching of both Specialized transit and On Demand trips;
 - b. combining the delivery of On Demand and Specialized transit based on their complementary delivery model; and
 - c. DRT branded vehicles and uniformed operators/drivers for On Demand.

- 3.2 TEC approved recommendations of Report #2021-DRT-25 Demand Responsive Services, which included:
- a. integrating Specialized and On Demand services into a single On Demand service;
 - b. improving the integration of all DRT services towards a “one DRT” customer experience; and
 - c. implementing an automated dispatching software and related app for the seamless integration of On Demand and Specialized transit trip bookings that can meet both customer and business/operational requirements.
- 3.3 Report# 2022-DRT-13 Update to Demand Response Services, provided a status update for the transition to a single demand response service, including the new system platform and contracted service delivery.
- 3.4 Council approved of DRT’s 2023 Budget and Business Plans (Report #2023-F-9) which included significant increases to revenue service hours, including investments in overall On Demand service delivery to meet demand.

4. Discussion

Specialized transit customer engagement sessions

- 4.1 In response to requests from customers and to resume dedicated engagement with Specialized transit customers, sessions were held in-person on Monday, May 15, 2023, at the Abilities Centre in Whitby, and virtually on Thursday, May 18, 2023.
- 4.2 The engagement sessions were coordinated to:
- a. update customers on Specialized transit;
 - b. listen to customer experiences with Specialized transit during the previous six months; and
 - c. identify customer priorities.
- 4.3 Approximately 2,350 invitations were mailed to all active customers registered with Specialized transit, inviting them to participate in the sessions and/or submit feedback to DRT. Approximately 50 people (2 per cent) attended either the in-person drop-in, the virtual session, or submitted comments through email.
- 4.4 DRT contracted with a consultant specializing in collaborative planning, facilitation, and bringing people together to engage in meaningful conversations.

The consultant assisted to coordinate and plan the engagements and facilitated conversations and interactions with participants. DRT staff were present to respond to questions, but mainly provided logistical support during the engagements.

4.5 Participants shared their views of what has worked well, their recommended areas for improvement, and their priorities for the future. Several themes emerged during the consultations and are summarized below, including the applicable DRT response or actions planned or already in place.

4.5.1 Theme: Service Availability

Concern: Limited availability of specialized trips, including last minute trip requests.

DRT Response or Action:

- DRT continues to deploy additional On Demand budgeted revenue hours, including planned annual increases as part of the 2023-2032 service plan.
- Any new conventional service routes, such as those planned to be implemented September 5, 2023, enable DRT to redeploy On Demand resources to meet emerging demand pressures. DRT also reviews ridership and travel demand on a regular basis to match capacity with demand where possible to increase service availability.
- Consistent with the trend across the DRT network, Specialized transit trips by active customer has recovered to pre-COVID levels. On average, active customers completed 14.6 trips in April 2023 compared to 14.3 trips in April 2019.

4.5.2 Theme: Service Reliability

Concern: Last minute trip cancellations

DRT Response or Action:

- During Spring 2023 DRT experienced service availability and reliability challenges within internal operations. Revisions to operational planning mitigated unplanned trip cancellations during Summer 2023 and this positive trend is expected to continue into Fall 2023.

- Unplanned incidents on the road network, including vehicle breakdowns and other events impacting traffic that are beyond the control of DRT, will continue to occur and require DRT to cancel or shift trips. These operational challenges generally impact all DRT operations.

4.5.3 Theme: Equipment/Infrastructure

- a. Concern: Some vehicles have ramps that are hard to use

DRT Response or Action:

- All vehicles used by DRT comply with the accessibility requirements as outlined by the Ontario Highway Traffic Act, R.R.O. 1990, Reg. 629: Accessible Vehicles. The act prescribes requirements for accessible passenger vehicles and buses in Ontario, including ramp inclines.

- b. Concern: Contracted vehicles do not have cameras

DRT Response or Action:

- DRT is currently installing the on-board surveillance system across the On Demand fleet, with work to be completed by January 2024.

4.5.4 Theme: Service to adult day programs

- a. Concern: Trip cancellations or delays impact Day Program providers, customers and families. Day Program operators have incurred overtime charges, and customers/families have been charged by Day Programs for cancelling day program reservations.

DRT Response or Action:

- On Demand, including Specialized transit, is a shared-ride public transit service, available to all eligible customers. To maximize capacity and deliver service for as many customers as possible within existing resources, all DRT trips may be shared with multiple customers. As a shared ride service, some variability in pick up and drop off times is expected as customer trip requests are scheduled in real-time and can be incorporated on a vehicle with an ongoing trip. DRT observe a drop off or pick up window of 20 minutes to

accommodate variability in traffic or other operational delays. Transit schedules, including pick up and drop off times, are not guaranteed.

- Public transit service can be impacted by various factors, and DRT implement appropriate operational actions to mitigate service disruptions and impacts to customers. DRT truly regret inconveniences to customers and the community when scheduled or planned services are impacted.

b. Concern: Request for dedicated travel to/from day programs

DRT Response or Action:

- As a public transit provider, DRT is prohibited to prioritize access to services based on trip purpose, customer abilities, or destination.
- The AODA, through article 72 of the Integrated Accessibility Standard, specifies that a service provider is prohibited to implement a policy or operational practice that limits the availability of specialized transportation services to persons with disabilities. The intent of this requirement is to prevent service providers from limiting the availability of services to people with a disability and removes unreasonable and unfair barriers that people with disabilities would not face if they were able to use conventional transportation services.
- Reserving capacity or access to On Demand to prioritize service to/from day programs would be inconsistent with the Integrated Accessibility Standard.
- A dedicated transportation services for day program participants would be consistent with a charter-type transportation service, and not a public transit service. A dedicated and separate transportation service for travel to/from day programs would require significant investment to ensure existing On Demand services and resources remain available to meet current and future travel demands of residents.

4.5.5 Theme: Eligibility process

a. Concern: Confusing regarding the eligibility form and need for a support person

DRT Response or Action:

- A recent review of the Specialized transit Processes and Policies, including eligibility documents was completed by an accessibility consultant with extensive experience in public transit and services for persons with disabilities. A summary of the review and recommendations is planned for the October 2023 TEC meeting.

4.5.6 Theme: Trip booking/operation

- a. Concern: Timing of connections with TTC Wheel Trans when travelling between Durham and Toronto

DRT Response or Action

- DRT is a member of the Greater Toronto and Hamilton Area (GTHA) Specialized transit Working Group, and works closely with peer transit agencies to ensure consistency, such as processes to facilitate transfers of shared customers between transit agencies.
- For travel connecting with TTC Wheel-Trans, DRT coordinate with Wheel-Trans to schedule the best available trip for customers. However, both agencies manage their own operations, such as timing, policy for pickup windows and On Time Performance, and each are subject to traffic conditions within their respective jurisdictions. These factors may result in situations where a customer can expect to wait longer at a designated transfer location than originally planned.

- b. Concern: Customer trips longer than originally planned

DRT Response or Action

- Specialized transit is a shared-ride service. DRT's booking technology enables last-minute real-time bookings which increases flexibility in travel for all customers. In doing so, additional customers may be picked up mid-way through a trip, resulting in a slight increase to travel time. Starting in September 2023, the new On Demand system will ensure customer trips do not extend beyond the established pick-up windows for the trip. However unplanned events outside of DRT's control, such as increased congestion due to major road closure, may impact travel time.

- c. Concern: Operators unaware of special needs of customers

DRT Response or Action:

- On Demand drivers are trained professionals and expected to follow established policies and procedures such as securing mobility devices on the vehicle, providing assistance between the vehicle and the accessible door of a building, and being sensitive to the general needs of persons with visible or invisible disabilities. On Demand trips are assigned in real-time to in-service vehicles in consideration of various factors, and customers should expect different vehicle drivers on a regular basis.

4.5.7 Theme: Communication

a. Concern: Lack of clarity of DRT customer policies

DRT Response or Action :

- A recent review of the Specialized transit Processes and Policies, including eligibility documents was completed by an accessibility consultant with extensive experience in public transit and services for persons with disabilities. A summary of the review and recommendations is planned for the October 2023 TEC meeting.

b. b) Concern: Customer not informed directly when a trip is cancelled

DRT Response or Action

- DRT is required and committed to communicate with customers when their scheduled trip is significantly impacted. The new DRT On Demand App, planned to be implemented Fall 2023, provides new features for all customers. For Specialized transit customers using the App, a new trip tracking tool through a mobile application will automatically inform customers of a change in their trip. Otherwise, DRT booking agents will continue to telephone customers where preferred to advise of significant trip impacts or adjustments.

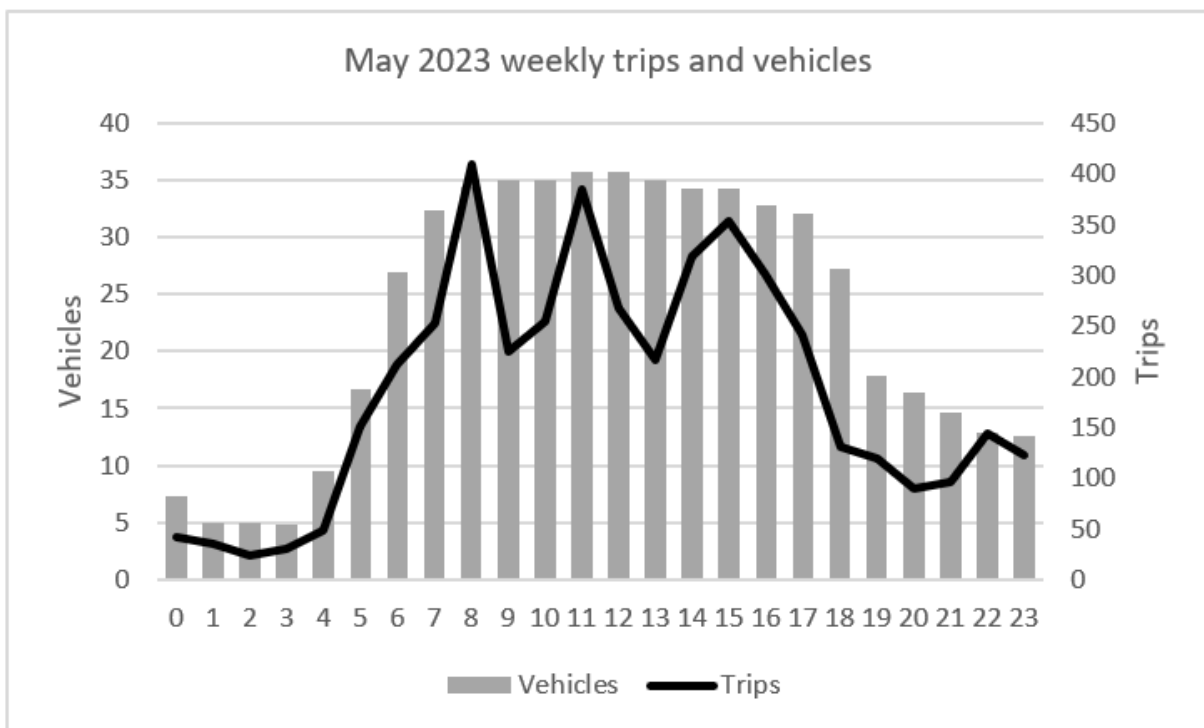
Specialized transit demand and capacity

4.6 On Demand trip demand and capacity

a. On demand trip distribution

DRT matches available capacity to demand throughout the day. Figure 1 demonstrates the number of in-service vehicles and average number of trips delivered over a 24-hour period.

Figure 1: Average number of On Demand vehicles in service and average trips delivered throughout the day, for May 2023.



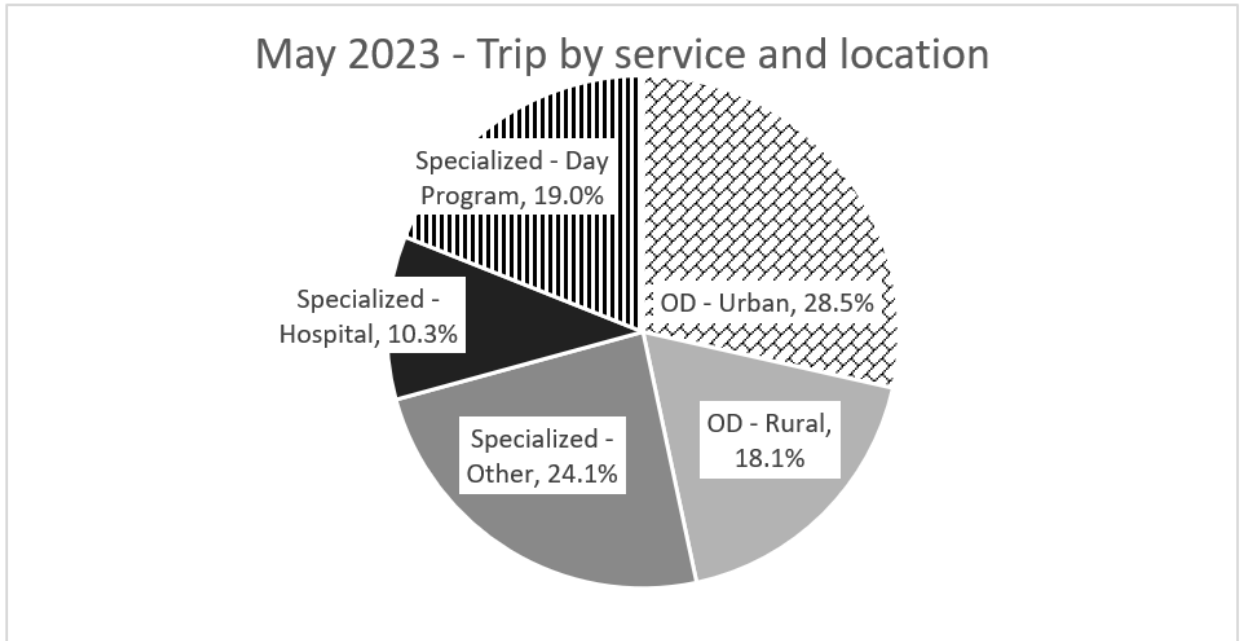
Customer demand is highest during three peak periods: 8 AM, 11 AM, and 3 PM. These peak periods coincide with highest demand for trips to day programs and hospitals. Vehicle deployment is consistent between peak periods due to operational and logistical requirements, resulting in available capacity between the peaks. Further growth pressure for travel during the daily peak would require deployment of additional vehicles. Alternatively, customers may consider travelling outside these peak periods when capacity is available.

b. On demand travel destinations

Specialized transit trips account for 53.4 percent of all On Demand trips. For May 2023, 19 per cent of all On Demand trips were Specialized transit trips to/from day programs, 10.3 per cent were specialized trips to hospitals, and 24.1 per cent were specialized trips to other destinations (Figure 2). Trips

to/from a Day Program represented 36 per cent of all Specialized transit trips, with 19 per cent to/from a hospital.

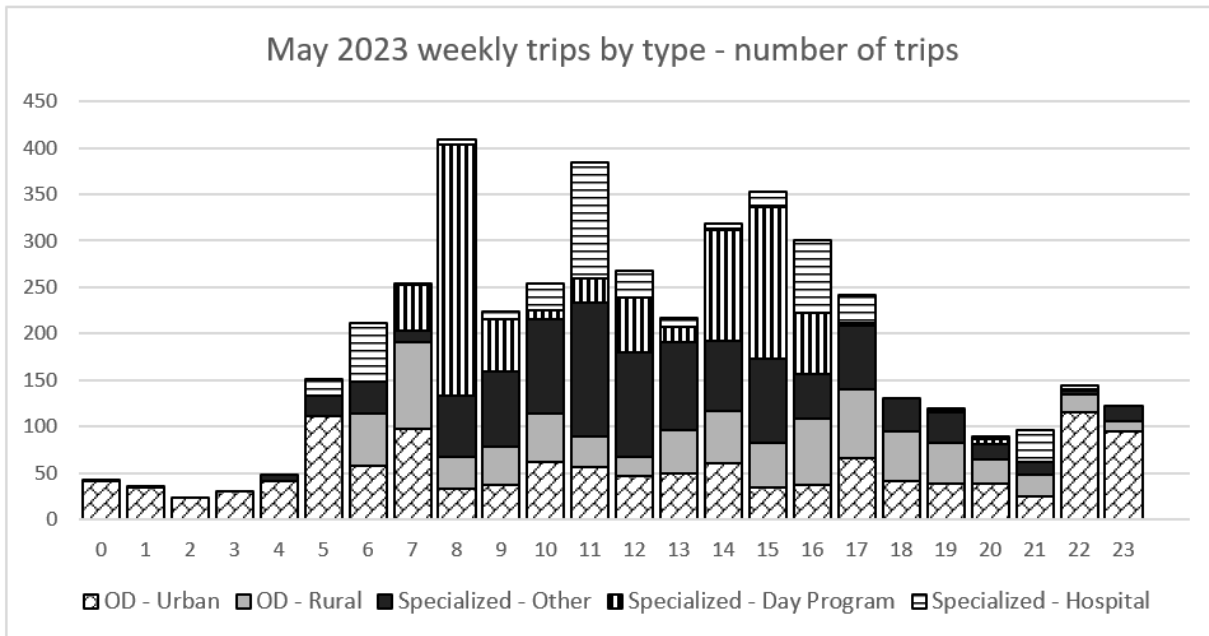
Figure 2: On Demand trips by service type and destinations (May 2023)



Travel within the On Demand Urban areas occur throughout the day, including late night and overnight when On Demand replaces local conventional service routes that are not operating (Figure 3). Demand for On Demand Rural occurs throughout the hours of operation of the service, with the highest demand during morning and afternoon peak periods.

Specialized transit peak periods occur at 8 AM, 11 AM and 3 PM. Specialized transit trips to/from Day Program happen only during morning and afternoon peak periods. Specialized transit trips to/from a Hospital occur throughout the day, with peaks at 6 AM, 11 AM and 4 PM

Figure 3: Daily distribution of On Demand trips by type and location



On Demand weekday travel in the urban and rural areas between 5 AM and 8 PM is expected to decrease in September 2023 when new conventional service is launched. On Demand capacity will remain the same in September 2023, with capacity re-directed to times and areas experiencing highest service demand.

4.7 Specialized transit trip bookings

Specialized transit customers book their trips by contacting a DRT booking agent up to seven days in advance. They can also schedule recurring trips. All On Demand trips are scheduled on a first come, first served basis because public transit in Ontario, including Specialized transit, is to be available to all residents within available capacity, regardless of the purpose of their trip.

The AODA, through article 72 of the Integrated Accessibility Standard, specifies that a service provider is prohibited to implement a policy or operational practice that limits the availability of specialized transportation services to persons with disabilities. The intent of this requirement is to prevent service providers from limiting the availability of services to people with a disability and removes unreasonable and unfair barriers that people with disabilities would not face if they were able to use conventional transportation services.

Consistent with the trend across the DRT network, Specialized transit trips by active customers has recovered to pre-COVID levels. On average, active customers completed 14.6 trips in April 2023 compared to 14.3 trips in April 2019.

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. Environmental Sustainability

- Expand sustainable and active transportation

b. Economic Prosperity

- Position Durham Region as the location of choice for business
- Enhance communication and transportation networks to better connect people and move goods more effectively

c. Service Excellence

- Optimize resources and partnerships to deliver exceptional quality services and value

6. Conclusion

6.1 DRT On Demand is a modern public transit service that continues to innovate to meet the evolving travel expectations of the community. Trips on Specialized transit by active customers has recovered to pre-COVID levels.

6.2 During engagement sessions following recent enhancements to On Demand, customers registered with Specialized transit highlighted many positive aspects of the service and network; they also shared their challenges. The engagement sessions provided an opportunity to engage with and listen to customers, and plan and implement actions and enhancements to respond to their concerns and priorities.

6.3 DRT services, including On Demand, comply to the requirements of the AODA and the Integrated Transportation Standard. Specialized transit service ensures equity for all residents to access and use public transit. Prioritizing or reserving capacity for individuals based on their disability, destination, or purpose of travel,

would limit access to public transit for other residents and is contrary to the requirements and spirit of the AODA. There are members of the community whose individual or family travel needs exceed the transportation services provided by public transit and DRT, yet these travel needs are no less important than the travel needs of other people. Solutions may be available, and they would need to be funded and delivered separately from public transit services.

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



Durham Region Transit Report

To: Durham Region Transit Executive Committee
From: General Manager, Durham Region Transit
Report: #2023-DRT-19
Date: September 6, 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) A member from various community groups representing persons with disabilities in Durham Region:
 - a. Rosemary Smith – Durham Association for Family Resources
 - B) Nominated by local municipal Councils:
 - a. Ian Giffin – Township of Uxbridge
-

Report:

1. Purpose

- 1.1 The purpose of this report is to obtain approval from TEC for nominations received from 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 Further to the original due date of October 27, 2022, a fully completed application was received from an individual representing a community group representing persons with disabilities on June 12, 2023; and an individual representing the

Township of Uxbridge on July 27, 2023.

3. Previous Reports and Decisions

3.1 2023-DRT-09 Appointment of Members to the DRT Advisory Committee

3.2 2023-DRT-11 Appointment of Members to the DRT Advisory Committee

4. Financial

4.1 There are no financial impacts associated with 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. **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.

6. Conclusion

It is recommended that the Transit Executive Committee appoint the individuals to the Transit Advisory Committee as set out in this report.

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