



## Transit Executive Committee Agenda

Wednesday, November 8, 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, December 6, 2023 at 1:30 PM

**12. Adjournment**

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## The Regional Municipality of Durham

### MINUTES

#### DURHAM REGION TRANSIT EXECUTIVE COMMITTEE

Wednesday, October 4, 2023

A regular meeting of the Durham Region Transit Executive Committee was held on Wednesday, October 4, 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 Garrod  
Commissioner Roy  
Regional Chair Henry  
**\*denotes Commissioners participating electronically**

Absent: Commissioner Carter  
Commissioner Wotten

Also

Present: Commissioner Mulcahy  
Commissioner Woo  
**\*visiting Commissioners participated in-person**

Present: E. Baxter-Trahair\*, Chief Administrative Officer  
A. Bridgeman\*, Solicitor, Legal Services  
A. Chung, Systems Support Specialist, Corporate Services – IT  
S. Ciani, Committee Clerk, Corporate Services – Legislative Services  
W. Holmes, General Manager, Durham Region Transit  
K. Hornburg, Deputy General Manager, Business Services  
D. Margiotta\*, Manager of Operations, Conventional East  
A. McKinley, Deputy General Manager, Maintenance  
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  
V. Walker, Committee Clerk, Corporate Services – Legislative Services  
**\*denotes staff participating electronically**

## 2. **Declarations of Pecuniary Interest**

There were no declarations of pecuniary interest.

## 3. **Adoption of Minutes**

Moved by Commissioner Brenner, Seconded by Commissioner Garrod,  
(37) That the minutes of the regular Durham Region Transit Executive  
Committee meeting held on Wednesday, September 6, 2023, be adopted.  
CARRIED

## 4. **Presentations**

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

Bill Holmes, General Manager, Durham Region Transit (DRT) provided a PowerPoint presentation regarding the General Manager's Update to the Committee.

Highlights from the presentation included:

- October Transit Executive Committee (TEC) Highlights
  - Monthly Metrics for August
- Preliminary September Ridership
  - Schedule – Boardings
  - Scheduled – Historical
- Follow-Up to September Specialized Transit Report
- Bill 131

B. Holmes advised that in follow-up to the \$12 million capital approved in the 2023 budget and business plan, a report was proceeding to the Finance & Administration Committee on October 10, 2023, and subsequently Regional Council on October 25, 2023, for approval of funding for Harmony and Windfields Farm Terminals.

B. Holmes advised that recovery continues at the Raleigh site and that staff will soon be gearing up to look at the rebuild of the facility. He also advised that an order for 13 of the 19 busses lost in the fire has been placed, and again thanked staff for their exceptional work under very trying circumstances. Staff are also working to secure leased buses by end of the year.

B. Holmes responded to questions from the Committee regarding the cause of the Raleigh site fire, and if the cause was found to be undetermined, would that negatively affect receiving the insurance; and whether the replacement buses would be conventional, hybrid, or electric.

### 4.2 Nicole Ratti, Manager of Policy & Planning, Durham Region Transit, re: Stations,

Terminals, and Hubs Strategy (2023-DRT-21) [Item 7.2]

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Nicole Ratti, Manager of Policy & Planning, Durham Region Transit, provided a PowerPoint presentation regarding the Stations, Terminals, and Hubs Strategy.

Highlights from the presentation included:

- Customer and Operational Infrastructure
- Transfer Hub Overview
- Terminals
  - Upgraded/Expanded
  - Expansion Terminals
- Rail Stations
  - Current
  - Future
- Customer and Operational Amenities
- Planned Infrastructure
  - Pickering, Ajax, Whitby, Oshawa, Toronto, York Region
  - Clarington
  - Brock, Scugog, Uxbridge

N. Ratti responded to a question from the Committee regarding how staff will forecast bus services for the increasing growth in the Village of Newcastle and Newtonville in the Municipality of Clarington and advised that bus services will be determined through continued monitoring of demand throughout the Region. She responded to an additional question regarding the overall funding required for the full the Strategy.

**5. Delegations**

There were no delegations heard.

**6. Correspondence**

There were no communication items considered.

**7. Reports**

A) General Manager's Report – October 2023 (2023-DRT-20)

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Report #2023-DRT-20 from B. Holmes, General Manager, Durham Region Transit, was received.

Moved by Regional Chair Henry, Seconded by Commissioner Anderson,  
(38) That Report #2023-DRT-20 of the General Manager, Durham Region Transit, be received for information.

CARRIED

B) Stations, Terminals, and Hubs Strategy (2023-DRT-21)

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Report #2023-DRT-21 from B. Holmes, General Manager, Durham Region Transit, was received.

Moved by Regional Chair Henry, Seconded by Commissioner Anderson,  
(39) That Report #2023-DRT-21 of the General Manager, Durham Region Transit, be received for information.

CARRIED

C) DRT Rebrand (2023-DRT-22)

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Report #2023-DRT-22 from B. Holmes, General Manager, Durham Region Transit, was received.

In response to a question from the Committee regarding what the rebrand would cost, B. Holmes advised that if the Committee approved the recommendations contained in Report #2023-DRT-22, staff would investigate the options and determine the costs that would then be considered in the 2024 DRT Business Plan and Budget process.

Moved by Regional Chair Henry, Seconded by Commissioner Anderson,  
(40) A) That Durham Region Transit (DRT) initiate a rebranding strategy, including professional services required to develop a brand strategy, standards, and designs; and

B) That the required funding to develop the rebranding strategy for consideration during the 2024 DRT Business Plan and Budget process, be approved.

CARRIED

D) E-Mission Zero – Approval to Negotiate an Agreement for Durham Region Transit’s Electrification Infrastructure Delivery (2023-DRT-23)

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Report #2023-DRT-23 from B. Holmes, General Manager, Durham Region Transit, was received.

Moved by Regional Chair Henry, Seconded by Commissioner Anderson,  
(41) A) That a partnership framework with PowerON Energy Solutions LP (“PowerON”) (a subsidiary of Ontario Power Generation Inc.) for the engineering, procurement, and construction of the Electrification Infrastructure (the “EPC Services”) and management, operations and maintenance of the Electrification Infrastructure and related services (the “O&M Services”) to support the Durham Region Transit Fleet Electrification Plan be approved in principle and such partnership framework to include:

i. A Principal Agreement that defines the electrification program

- requirements and fee structure, financial management and relationship between the parties; and
- ii. Supplementary Project Forms, once completed, that detail the scope of work, workplan, and cost for EPC Services and O&M Services to be provided under the Principal Agreement and would be subject to any required approvals;
- B) That the General Manager of Transit be authorized to negotiate the Principal Agreement for the provision of EPC Services and O&M Services with PowerON and any ancillary documents, subject to the following requirements:
- i. That the initial term be for five years, with the option to renew for an additional three, five-year terms, subject to compliance of terms under the Principal Agreement and future funding approvals; and
  - ii. That the Principal Agreement align with the principles of the confidential term sheet (Attachment #1 to Report #2023-DRT-23 of the General Manager of Transit) and the partnership framework outlined in Recommendation A) of Report #2023-DRT-23;
- C) That the General Manager of Transit and the Treasurer report back to the Finance and Administration Committee to seek approval for the execution of the Principal Agreement, project costs and the associated financing strategy, subject to:
- i. Approval of the partnership framework with PowerON by Infrastructure Canada (INFC) as it relates to the Region's application for funding under the Zero Emissions Transit Fund (ZETF) program;
  - ii. Approval of the Region's application for funding under the ZETF program; and
  - iii. General terms and conditions being satisfactory to the Commissioner of Finance and the Regional Solicitor.

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 Request to Reinstate Weekday January 2020 Levels of Service on the Metrolinx Operated GO Lakeshore East Line**

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B. Holmes provided some background on the pre-pandemic level of GO train service that included 15-minute all-day service on the Metrolinx operated GO Lakeshore East Line. He advised that re-instating this level of service would enhance the viability of public transit as ridership continues to increase and eliminate the currently challenges shared customers experience when Go Train schedules are shifted from time to time.

Moved by Commissioner Brenner, Seconded by Commissioner Garrod,  
(42) That whereas up until Winter 2020, Metrolinx operated 15-minute all-day two way service on the GO Lakeshore East line;

And whereas the GO Lakeshore East line is the only Metrolinx rail service connecting Durham Region with the Greater Toronto and Hamilton Area;

And whereas increasing frequency of service is key to increase transit ridership;

And whereas the increased GO train frequency will create easier transfers with local transit services and maximize opportunities for transit ridership, supporting the intended outcomes of the free fare integration;

And whereas frequent GO Train service into Durham Region is key to economic growth and creating transit first mobility choices, including to the new OPG headquarters in Oshawa;

Now therefore be it resolved that the Durham Region Transit Commission requests that Metrolinx reinstate weekday January 2020 levels of service with the return of 15-minute all-day service on the Metrolinx operated GO Lakeshore East Line.

CARRIED

**11. Date of Next Meeting**

The next regularly scheduled Durham Region Transit Executive Committee meeting will be held on Wednesday, November 8, 2023 at 1:30 PM in the Council Chambers, Regional Headquarters Building, 605 Rossland Road East, Whitby.

**12. Adjournment**

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

CARRIED



The meeting adjourned at 2:06 PM

Respectfully submitted,

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M. Crawford, Chair

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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

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To: Durham Region Transit Executive Committee  
From: General Manager, Durham Region Transit  
Report: #2023-DRT-24  
Date: November 8, 2023

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**Subject:**

General Manager's Report – November 2023

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**Recommendation:**

That the Transit Executive Committee recommends

That this report be received for information.

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**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 – November 2023

Respectfully submitted,

Original Signed by

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Bill Holmes  
General Manager, DRT

Recommended for Presentation to Committee

Original Signed by

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Elaine C. Baxter-Trahair  
Chief Administrative Officer



General Manager's Report  
November 8, 2023  
TEC  
Attachment #1

Performance Measures Dashboard	<a href="#"><u>2</u></a>
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# Performance Measures Dashboard

## Safety

Key performance indicator	Description	Latest Measure	Current	Target <sup>1</sup>	Current Variance to Target (per cent)	YTD Status <sup>2</sup> (per cent)
Collisions	Number preventable collisions per 100,000 km	September	0.07	0.37	✓ -80.8	✓ -20.2

## Ridership

Scheduled						
Ridership (x1,000)	Number passengers	September	1,131	841	✓ 34.4	✓ 53.3
PRESTO Ridership	Customers paying using PRESTO (per cent)	September	92.0	87.1	✓ 4.9	✓ 8.0
Bus full occurrences	Number operator reported occurrences	September	900	173	✗ 420	✗ 458
Demand Responsive						
Ridership - Specialized	Number customer trips	September	10,624	8,246	✓ 37.0	✓ 36.0
Unaccommodated Rate - Specialized	Trip requests not scheduled (per cent)	September	NA <sup>3</sup>	NA <sup>3</sup>		
Ridership – On Demand	Number customer trips	September	12,056	7,684	✓ 56.9	✗ -6.9

## Service Delivery

Scheduled						
On time performance	On-time departures from all stops (per cent)	Service Period 3 <sup>4</sup>	69.1	72.4	✗ -3.3	✗ -3.0
Service availability	Scheduled service delivered (per cent)	Service Period 3 <sup>4</sup>	96.7	97.6	0.9	✓ 0.3

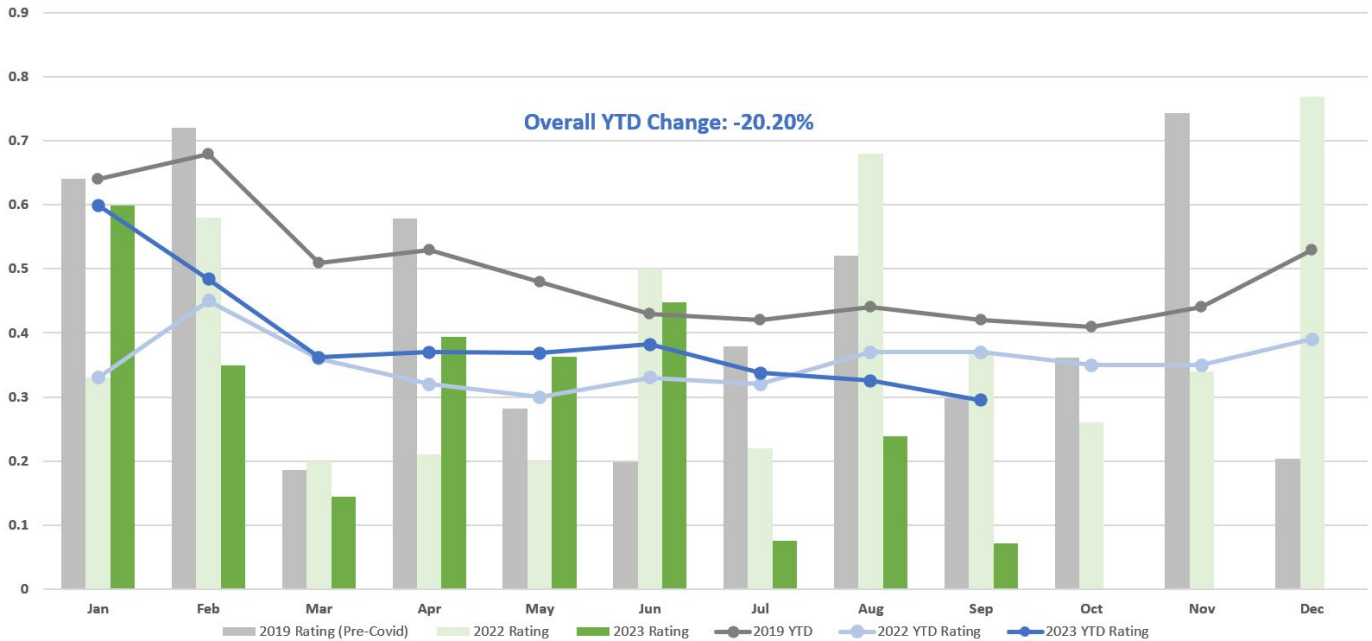
<sup>1</sup>Target is 2022 measure for the same period

<sup>2</sup>Year to Date (YTD) compared to previous year

<sup>3</sup>Unaccommodated rate to be reported starting October 2023

<sup>4</sup>June 19, 2023 through September 4, 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

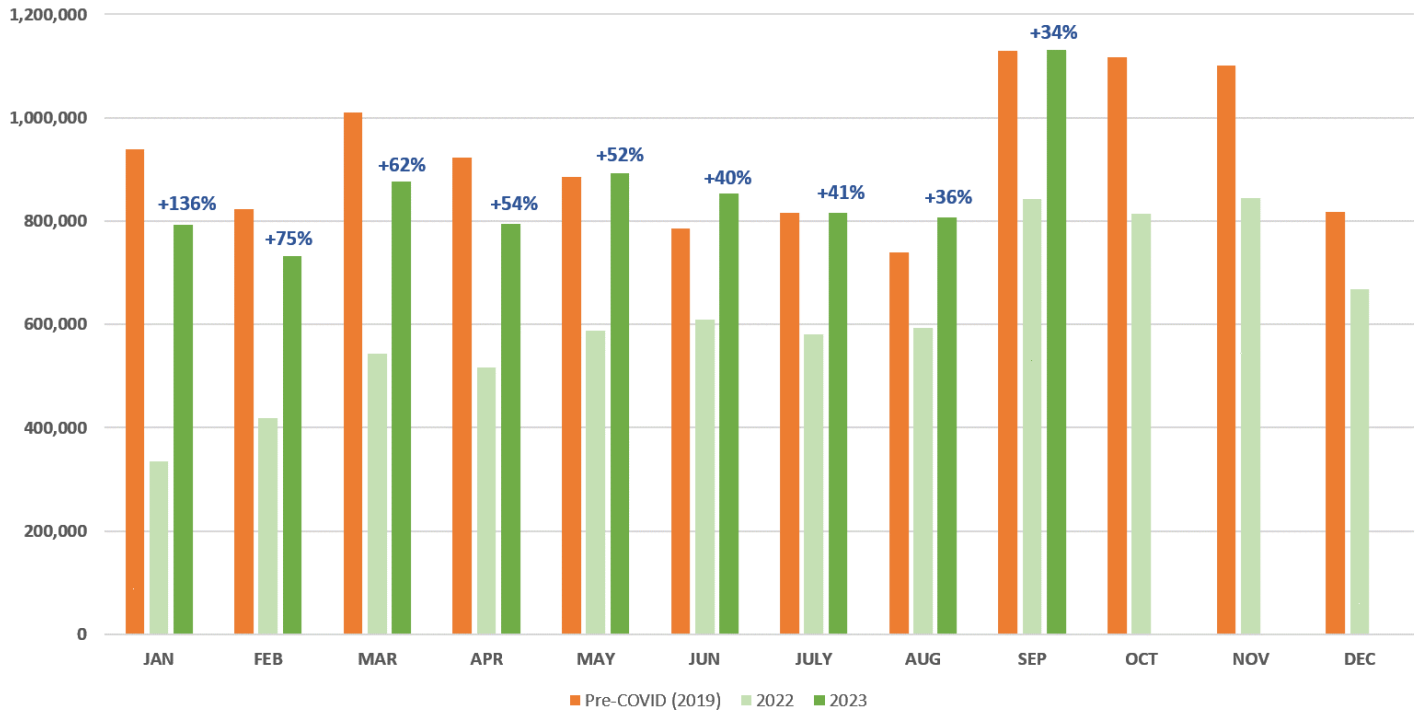
The September preventable collision rate was 0.07 per cent compared to a rate of 0.37 per cent for the same period in 2022. The year-to-date collision rate is 20 per cent lower than the rate in 2022.

### Action Plan

Operations continue to implement their safety management system including promotion and communication, managing employee performance, and requiring remedial training for all employees involved in a preventable collision.

# 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

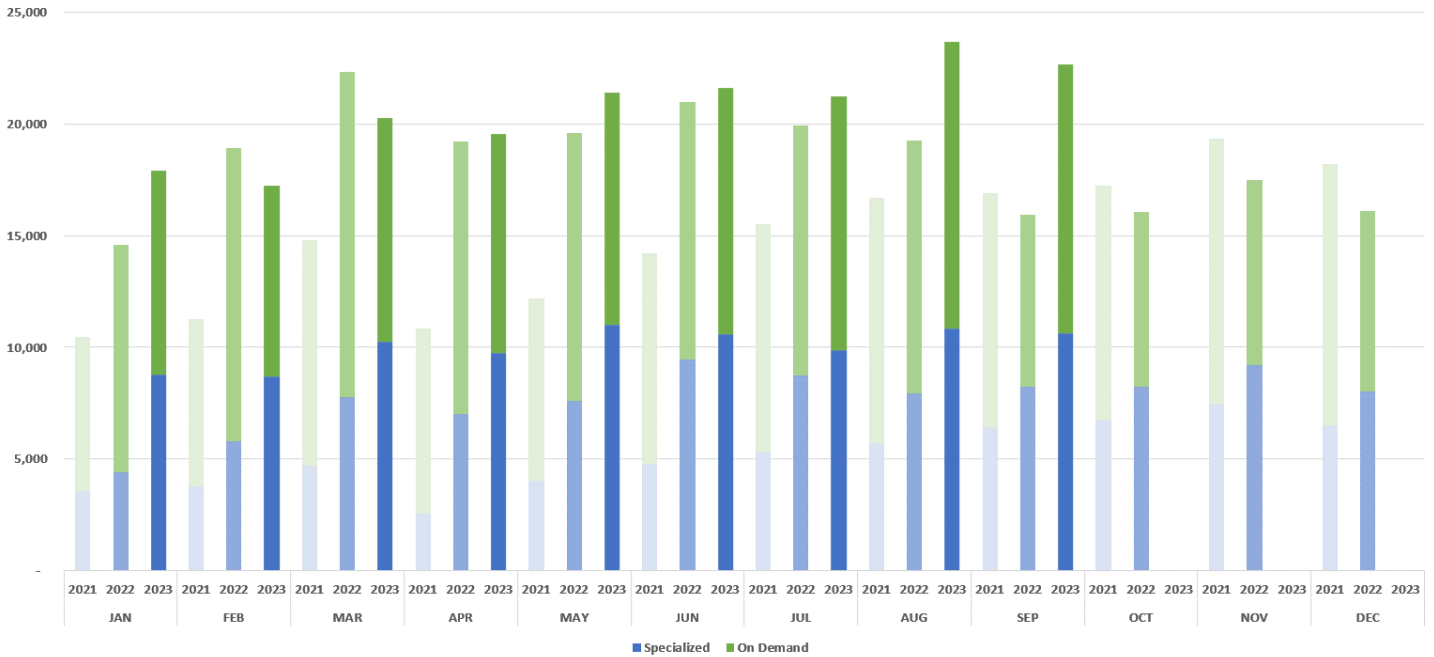
September ridership on scheduled service was 34 per cent higher than the same month in 2022, and approximately 53 per cent higher year to date. Ridership in September 2023 has recovered to pre-pandemic levels.

### Action Plan

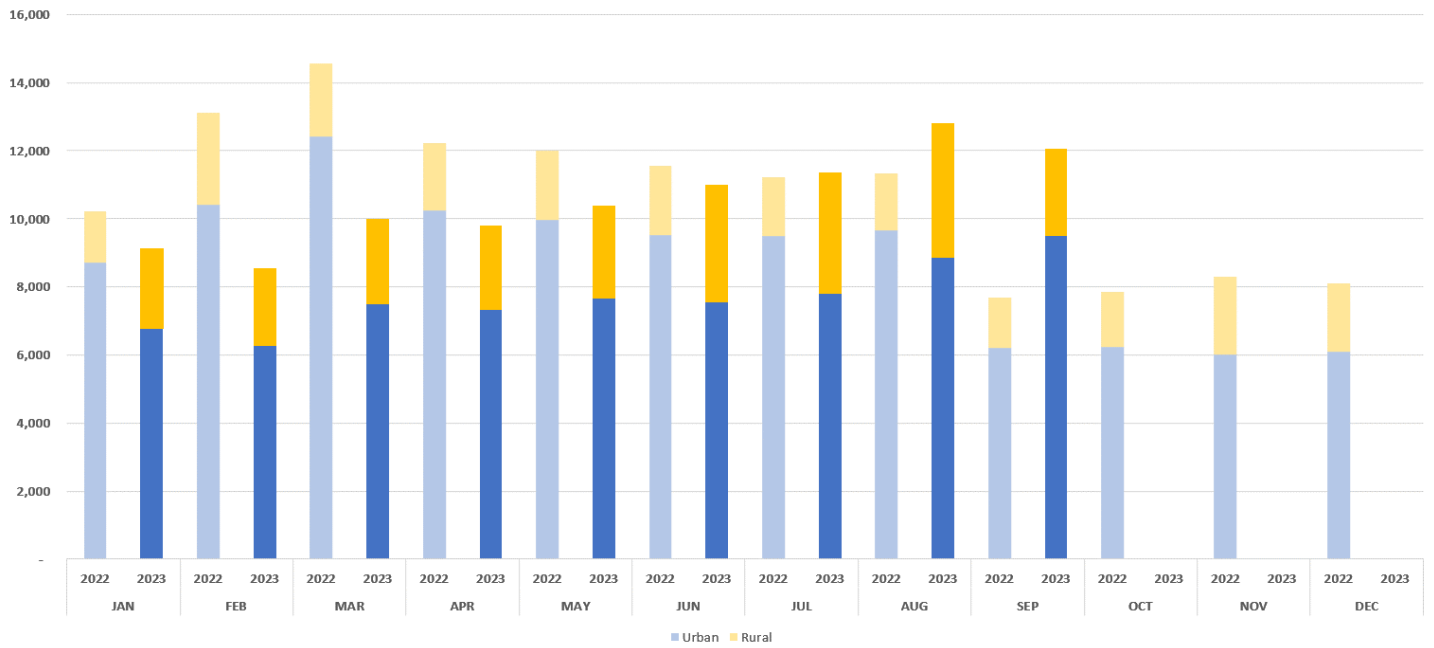
Ridership levels continue to be monitored to ensure adequate network capacity to meet increasing demand and changing travel patterns.

# Demand Response Transit

Demand Responsive Trips



On Demand Trips



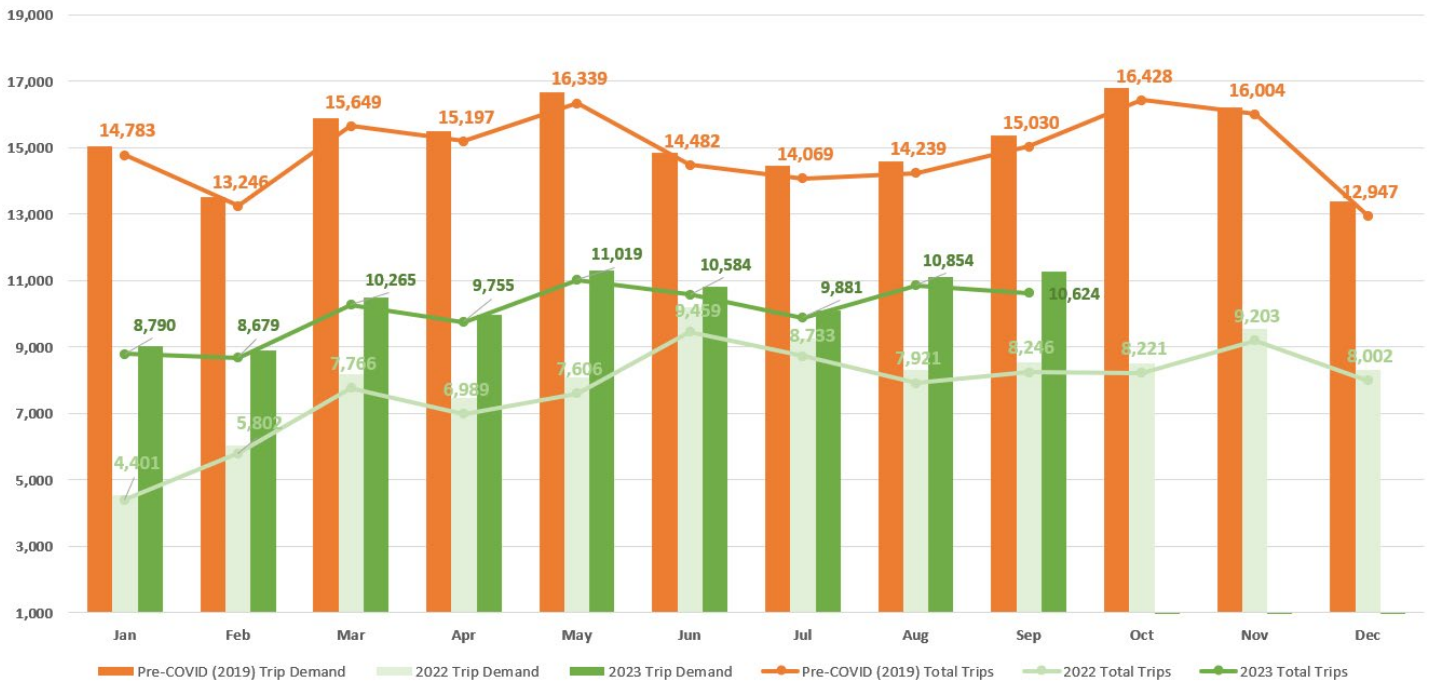
		SEP 2023	YTD 2023
R U R A L	Uxbridge	318	8,971
	Brock	846	4,802
	Scugog	573	8,928
	Pickering	236	1,949
	Ajax	6	
	Whitby	113	866
	Oshawa	1	1
	Clarington	734	18,875

		SEP 2023	YTD 2023
U R B A N	Uxbridge	739	739
	Scugog	596	596
	Pickering	930	9,470
	Ajax	873	8,874
	Whitby	2,886	15,964
	Oshawa	1,258	8,771
	Clarington	1,938	6,248

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 22,680 trips in September 2023, including 10,624 trips for customers registered with Specialized transit. Total On Demand trips delivered in September 2023 were 42 percent higher than September 2022, including a 29 percent increase in Specialized transit trips.

Data from the new On Demand platform implemented in September will be reported in this monthly report beginning December 2023.

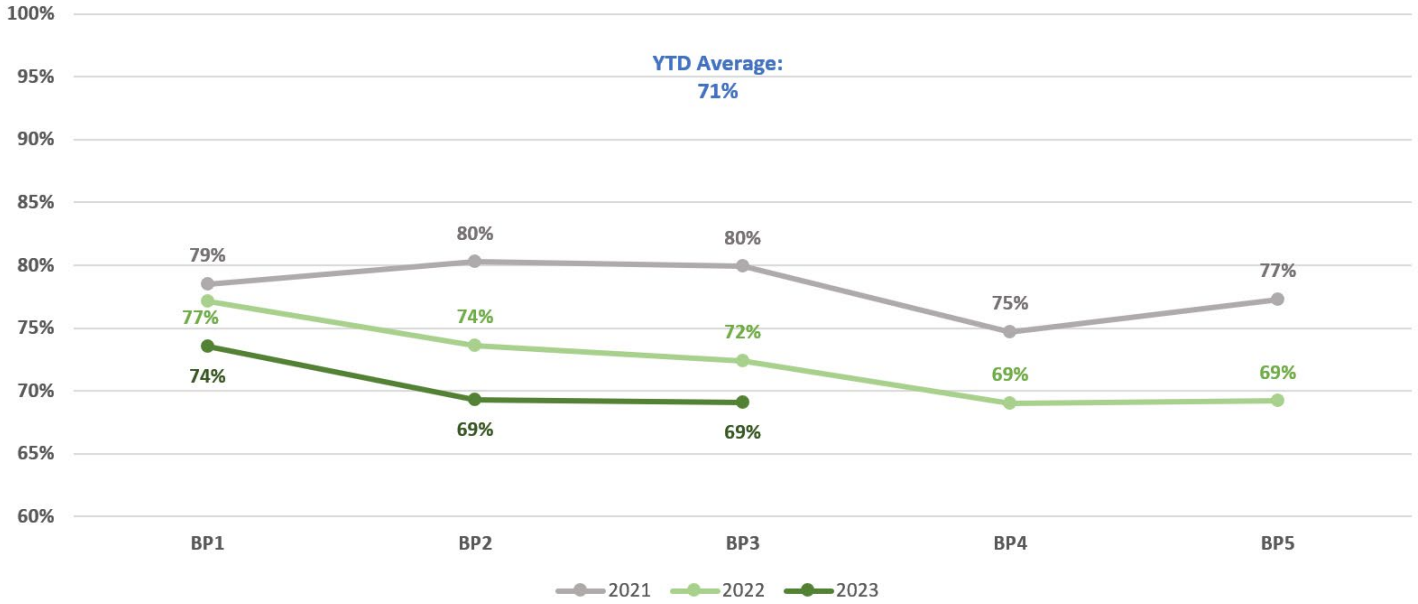
### Action Plan

As part of the service model transition program, DRT expedited the transition of On Demand services to the third party vendor to increase capacity. Effective September 5, 2023, all On Demand trips were delivered by DRT's third-party contractor (Voyago).

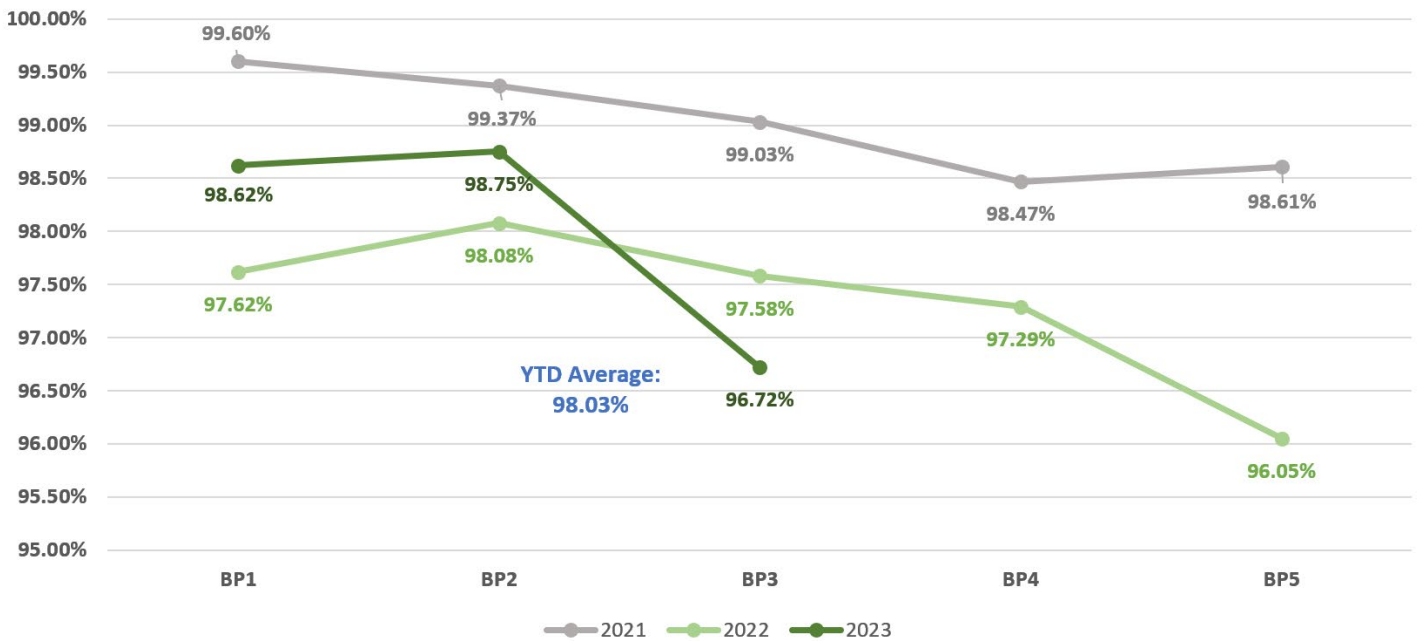
# Service Delivery

## On Time Performance and Availability (conventional)

On-Time Performance



Service Availability



### 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 three (June 19, 2023 through September 4, 2023) of 2023 was approximately 69 per cent; two and a half per cent lower than the same period in 2022 (72.4 per cent) and unchanged from the previous 2023 board period.

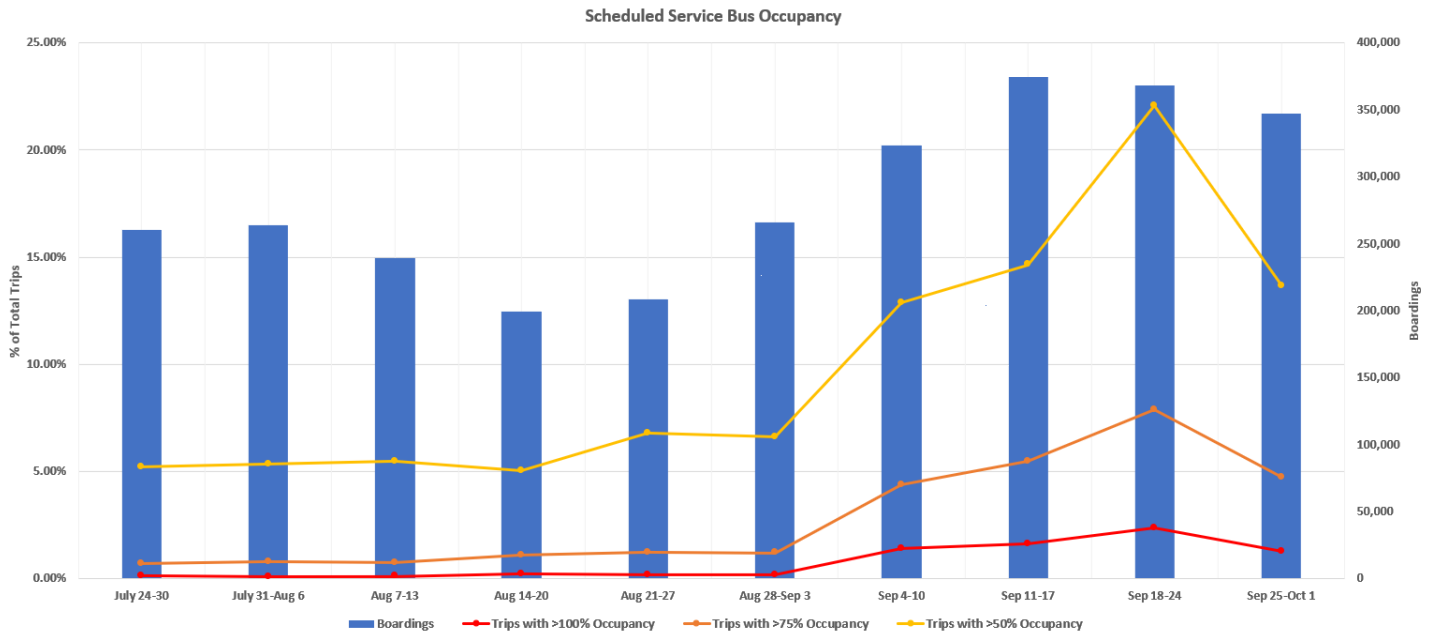
Service availability for board period three dropped to 96.7 percent and was significantly impacted by the emergency service changes required in response to the fire on September 16, 2023.

## **Action Plan**

OTP continues to be impacted by increasing delays due to congestion experienced across major roads in the Region. DRT continues to collaborate with Works to identify transit priority measures, while continuing to focus on adding additional revenue service across the network towards a reliable and frequent transit service available to residents to truly influence transportation behaviours and the necessary modal shift to public transit.

Details regarding current network pressures and the necessary service adjustment for January 2023 are summarized in the Update section of this report.

# Scheduled Service Maximum Bus Occupancy



## Definition

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

## Results

Throughout September, approximately 75-80 per cent of all trips were below maximum occupancy, with approximately eight per cent of trips exceeding 75 per cent maximum occupancy, and 2.5 per cent of trips exceeding planned bus capacity. Operators reported approximately 900 incidents of bus full occurrences, the highest monthly total since monitoring began by DRT.

## Action Plan

Significant service enhancements were implemented September 5, 2023, in anticipation of ridership reaching pre-pandemic levels. Where trips experience capacity limits, Transit Control continue to assign supplemental service when available to mitigate impacts to customers.

# Updates

## 1. Bill 131

On September 25, 2023 the Province announced new legislation that will enable municipalities to support the building of stations along new GO train routes, including the Lakeshore East extension to Bowmanville.

A second significant part of Bill 131 is a change to the City of Toronto Act that will enable “the TTC to enter into an agreement with a municipality or local board authorizing the municipality or local board to operate, maintain or both operate and maintain part of a local passenger transportation system within the City.” Since the fall 2020 DRT has been collaborating with the TTC, Brampton Transit, MiWay and York Region Transit to develop solutions for enhanced service and fare integration. This work transitioned into the Ministry of Transportation Fare and Service Integration Table in early 2021.

There are barriers to improving service integration with the TTC, one of which is the prohibition of transit agencies to pick-up and transport customers within Toronto. For example, a DRT PULSE 900 bus is unable to stop to pick-up a customer at a bus stop on Ellesmere Road in Toronto who is travelling to the University of Toronto Scarborough Campus. The changes to the City of Toronto Act included in Bill 131 will address this barrier, and enable transit agencies to continue to pursue cost neutral solutions towards overall service efficiencies and improved customer experiences when travelling near or across municipal boundaries.

## 2. Boardings at post secondary campuses

At the June 7, 2023 meeting of TEC, DRT was requested to report back the number of boardings and alighting’s at the three post-secondary campuses in the Region. Ridership in 2020 and 2021 was significantly impacted by the COVID-19 pandemic and data has been excluded. Campus-specific U-Pass ridership has been collected since 2021.

	U-Pass boardings & alightings January through August	
	2022	2023
<b>North Campus</b> (Durham College & Ontario Tech)	423,178	897,940
<b>Whitby Campus</b> Durham College	51,089	94,434
<b>Trent University</b>	53,603	97,230
<b>TOTAL</b>	527,870	1,089,604

U-Pass holders made up 26 percent of total DRT ridership in 2019, 19 percent in 2022, and 22 percent through September 2023.

### **3. Engaging post-secondary students during annual survey process**

At the June 7, 2023 meeting of TEC, DRT was requested to report back how staff will engage with post secondary students during the DRT customer and resident survey.

In fall 2024, DRT will re-launch the annual customer and resident survey to gain valuable insight from current and potential customers. The survey will provide an understanding of how customers and residents feel about DRT services in regards to key objectives such as safety, access, communication and information, competitiveness, and convenience.

The survey will be available to all DRT residents and customers, including post secondary students. The survey will be structured to ensure data can be assessed in consideration of multiple factors such as demographics, location in the Region, time of travel, and trip purposes (work, school, social, etc).

In addition to influencing annual service plans, survey results will be used for benchmarking purposes. DRT continue to pursue improved system performance by establishing objectives for key indicators, such as customers sense of security when using DRT service and level of satisfaction with the transit service. Survey outcomes will result in the development of initiatives and solutions to enhance performance and the customer experience.

DRT are engaged with the post-secondary students including on-site support at the start of the school term and scheduled drop-in sessions at the campuses in November 2023 to answer questions and gather feedback on their current transit experiences.

DRT maintain a multi-faceted customer engagement strategy, which covers the following.

- Transit Advisory Committee
- Community engagement across local municipalities (events, fairs, etc)
- Engagement with community partners including post-secondary student union leadership and post-secondary institutions
- Engagement directly with customers on the transit network
- Promotion of DRT services through presentations, information sharing, and collaboration with stakeholders on shared initiatives
- Annual survey of customers and residents (fall 2024)
- Annual spring Public Information Centres (PICs) specific to network design plans
- Continuous evaluation and review of feedback received through customer service, influencing decisions across the organization
- Annual accessibility forum

### **4. January 2024 changes to respond to current service pressures**

DRT is experiencing unplanned pressures on its transit network as weekday and weekend ridership hits record levels, service experiences delays due to higher loading and increased traffic congestion, and constraints on the fleet due to the recent fire that destroyed 19 buses.

The Service Design team recently examined service pressures across the transit network for on-time performance and compliance to DRT's service guidelines and social equity commitments. Several routes cannot maintain on-time performance which is affecting service availability, and a few routes are struggling with excessive loads and leaving customers behind at stops along the route. To address immediate and priority service pressures on the network, nine additional peak period transit buses and the associated revenue service hours are required.

However, all fleet resources and budgeted revenue service hours are currently scheduled. Additional fleet resources are expected to be available in early 2024, however, all budgeted weekly service hours are deployed on a weekly basis. To mitigate network pressures and minimize ridership impacts, the current transit network is planned to be optimized to reallocate the required number of buses and service hours. Reallocating resources to areas experiencing the greatest pressure will assist to mitigate ridership impacts by improving service availability and reliability.

Network optimization will result in changes, including restructuring of several routes, suspension of service on the lowest performing routes, new or replacement service, and a reduction in some route frequencies. Optimization will also result in improved reliability and increased capacity on key routes that are critical to sustaining ridership and the transit network.

Recovery of suspended services will occur as new revenue service hours and fleet are available. Priority for new resources are existing routes experience reliability challenges, followed by the resumption of suspended services.

Communication of the changes to customers is planned to begin mid-November, with detailed route and schedule level information distributed by mid-December.

Should DRT not implement the changes in January 2024, the core transit network will become increasingly unreliable, and the continued negative impacts to customers is likely to affect ridership levels at least in the short term.

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



## Durham Region Transit Report

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To: Durham Region Transit Executive Committee  
From: General Manager, Durham Region Transit  
Report: #2023-DRT-25  
Date: November 8, 2023

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**Subject:**

DRT Customer Policy Update

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**Recommendation:**

That the Transit Executive Committee receive this report for information.

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**Report:**

**1. Purpose**

1.1 The purpose of this report is to inform the Transit Executive Committee (TEC) of the updated customer policies that aligns expectations of all DRT service models and promotes equitable access to transit services.

**2. Background**

2.1 Current DRT customer policies were updated in 2021 following five key principles:

- Clear and Concise: Policies support diverse communities for a common understanding of expectations.
- Technology: Policies reflect current and impending technology systems.
- Consistent Customer Experience: Policies are aligned with public transit service providers across the Greater Toronto and Hamilton Area (GTHA) to support a consistent inter-regional travel experience.
- Modern Service: Policies embrace evolving models and methods for providing access and delivering public transit within the Region of Durham.
- Equity: Policies developed through the application of an equity framework and lens.



- 2.2 DRT currently operates service across two primary service delivery models; scheduled service and On Demand.
- 2.3 On June 1, 2022, a new contractor began delivery of On Demand, including Specialized transit. 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.
- 2.4 In August 2022, two significant service model changes were initiated; demand response service delivery being fully delivered by a contracted service provider, and all demand response service, Specialized transit and On Demand, transitioning to a single software platform.
- 2.5 The Region of Durham launched its Public Code of Conduct Policy in September 2023, supporting the provision of excellent customer service by ensuring a respectful, equitable and harassment-free workplace and space for employees and customers.

### **3. Previous Reports and Decisions**

- 3.1 TEC received Report #2021-DRT-16 DRT Customer Policies Update which updated customer policies to ensure they are clear and concise reflecting a modern transit organization committed to adopting technology to provide a consistent customer experience within the Region and the GTHA.
- 3.2 TEC approved Report #2021-DRT-25 Demand Responsive Services, which included recommendations of the Durham Region Transit Demand Response Transit Study conducted by Ernst and Young LLP (EY).
  - a. Integrating Specialized and On Demand services into a single On Demand service.
  - b. Offering integrated On Demand travel, allowing eligible specialized transit customers to use a mixture of On Demand and Scheduled transit to complete their trip at designated accessible transfer locations.
- 3.3 TEC received report #2023-DRT-18 Specialized Transit Update, which included feedback from customers on the eligibility application process, policies surrounding mandatory support persons, and eligibility.

### **4. Discussion**

- 4.1 As DRT and public transit continues to modernize, the customer experience must be consistent and equitable across services. The alignment of scheduled and On Demand service delivery models, and the merging of the operational delivery of On Demand and Specialized Transit, necessitated a review of current policies.

- 4.2 DRT retained a third-party consultant with leading expertise in public transit and accessibility to review and recommend updates to DRT’s customer policy to reflect industry best practices and ensure a consistent customer experience across all services.
- 4.3 DRT engaged directly with Specialized Transit customers and families who provided feedback regarding the eligibility application process, policies surrounding mandatory support persons, and eligibility. Feedback was also received regarding inconsistent customer experiences, where some customers reported receiving different levels of services. Insight provided by customers influenced the final policies.
- 4.4 The Transit Advisory Committee was engaged to provide input on the updates to the policy in accordance with the Advisory Committee Terms of Reference.
- 4.5 To advance the stated key principle of equity, revised Customer Policies were also shared with and reviewed by the Region's Diversity, Equity and Inclusion division to ensure alignment with corporate priorities and equity best practices.
- 4.6 Customer policies are detailed in Attachment #1. The following summary highlights the policy revisions.

Policy	Key Highlights
<b>All Modes</b>	
Passenger Code of Conduct	<ul style="list-style-type: none"> <li>• Minor revisions to existing Code of Conduct.</li> <li>• New process for responding to inappropriate behaviours towards DRT employees.</li> <li>• Includes additional detail for passengers with disabilities (first on, last off protocols).</li> <li>• Consolidation of existing policies for clarity.</li> </ul>
Fares and Transfers	<ul style="list-style-type: none"> <li>• Updated to include PRESTO information.</li> <li>• Updated to reflect transfer instructions for On Demand and scheduled transit.</li> </ul>
Strollers, shopping carts, play buggies and wagons	<ul style="list-style-type: none"> <li>• Updated to reflect additional items a customer may be permitted to bring on board (strollers, carts, play wagons, etc.)</li> </ul>
Travelling with Mobility Devices	<ul style="list-style-type: none"> <li>• New policy to summarize permissible mobility devices and size requirements.</li> <li>• Reflects On Demand and Scheduled service expectations.</li> </ul>

Bicycles	<ul style="list-style-type: none"> <li>Updated bicycle requirements for racks on scheduled service buses.</li> <li>Clarifications regarding power-assisted bicycles and their requirements for racks.</li> </ul>
Carry On Items	<ul style="list-style-type: none"> <li>Updated to reflect expectations when travelling via On Demand, and no operator assistance when loading/unloading</li> </ul>
Travelling with pets and service animals	<ul style="list-style-type: none"> <li>New policies to define a pet, service animal, and emotional support animal.</li> <li>Outlines required documentation and responsibilities of the customer.</li> <li>Outlines operator will not engage or assist with animals.</li> </ul>
Travelling with infants and children	<ul style="list-style-type: none"> <li>New policy to identify expectations when travelling on scheduled service.</li> <li>Outlines expectations for infants and children travelling on On Demand in accordance with the Ontario Highway Traffic Act requirements.</li> </ul>
<b>On Demand Specific</b>	
Travelling with On Demand	<ul style="list-style-type: none"> <li>New policy to outline On Demand booking process and policies.</li> <li>Update operator responsibilities.</li> <li>Now states that operators will notify Specialized customers of their arrival (doorbell or apartment buzzer or verbally in a public lobby)</li> </ul>
Eligibility for Specialized Transit	<ul style="list-style-type: none"> <li>Outlines AODA eligibility categories and how decisions are made for transparency and customer clarity.</li> </ul>
Cancellations and No-Shows	<ul style="list-style-type: none"> <li>Policy expanded to include all On Demand customers.</li> <li>Points accumulated for cancellations and no-shows</li> </ul>

<p>Support Persons</p>	<ul style="list-style-type: none"> <li>• Explains AODA requirements for Support Persons and Companions.</li> <li>• Outlines process for applying for Support Person card and traveling with a support person or companion</li> </ul>
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4.7 DRT customer policies are reviewed on a regular basis. The General Manger, Durham Region Transit, will authorize appropriate policy additions and revisions to continue to ensure alignment with leading industry and equity practices.

**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’s updated customer policies ensure alignment between scheduled and On Demand services to provide a consistent and equitable customer experience within the Region and the GTHA.

6.2 The new and revised customer policies will be launched January 1, 2024, supported by an extensive communications plan. The updated policies will be available on the website (durhamregiontransit.com) or by contacting DRT Customer Service by telephone (1-866-247-0055).

**7. Attachments**

Attachment #1 to Report #2023-DRT-25 will be provided at a later date

Respectfully submitted,

Original Signed by

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William (Bill) Holmes  
General Manager, DRT

Recommended for Presentation to Committee

Original Signed by

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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

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To: Durham Region Transit Executive Committee  
From: General Manager, Durham Region Transit and Treasurer, Durham Region Transit  
Report: #2023-DRT-26  
Date: November 8, 2023

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**Subject:**

U-Pass Agreement Extension

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**Recommendation:**

That the Transit Executive Committee recommends to Regional Council:

That the existing U-Pass agreement with Durham College, Ontario Tech University and Trent University (Durham Campus) be extended through the 2024-2025 academic year, including a 1.9 per cent increase in the fee per eligible student from \$150 per semester to \$152.85 per semester for the period of September 1, 2024, to August 31, 2025.

**1. Purpose**

1.1 This report updates Transit Executive Committee (TEC) on the status of DRT's U-Pass agreement with Durham College, Ontario Tech University and Trent University including seeking authorization for a one-year extension to the U-Pass agreement from September 1, 2024 to August 31, 2025 with a 1.9 per cent increase in the fee.

**2. Background**

2.1 DRT entered into the current U-Pass agreement with Durham College, Ontario Tech University and Trent University effective for the period May 1, 2017, through August 31, 2019. The parties have since executed several extensions to the original agreement, based on an on-going collaborative effort to increase transit ridership and provide students with an equitable and environmentally friendly transportation option.

- 2.2 The 2023-2024 academic year U-Pass rate is \$150.00 per eligible student per semester providing unlimited trips on DRT throughout each four-month semester. This rate is charged to all full-time students of participating institutions as an ancillary fee to their tuition costs. On a monthly basis the U-Pass rate per student is \$37.50, \$9.40 less than DRT's Transit Assistance Program (TAP) available to Ontario Works and Ontario Disability Support Program clients (\$46.90 per month) and less than the cost of six adult round trips (i.e., 12 rides) per month. The U-Pass rate is equivalent to 31 per cent of an adult monthly pass or 39 per cent of a youth monthly pass.
- 2.3 The U-Pass accounted for 19 per cent of DRT's annual ridership in 2022. For 2023, the U-Pass is forecast to generate approximately \$6.9 million in revenue for DRT, approximately 24 per cent of DRT's total fare-related revenue.
- 2.4 In 2019, the Ministry of Training, Colleges and Universities issued a new Tuition Fee Framework and Ancillary Fee Guidelines stating that where an institution has a compulsory ancillary fee for student transit passes established prior to January 17, 2019, those fees can continue to be charged for the duration of the agreement and to any subsequent renewals. Renewals are considered to be subsequent contracts between the same parties creating uninterrupted service to students. No compulsory fees may be charged for a student transit pass for new agreements and can only be implemented on an opt-out basis. Subsequently student association groups successfully appealed the ancillary fee guidelines. There is currently no impact from the ancillary fee guidelines, or their appeal, on the Upass program and Durham Region Transit will continue to monitor for new developments.

### **3. Previous Reports and Decisions**

- 3.1 At its meeting of January 8, 2020, TEC authorized a one-year extension to the existing U-Pass agreement with Durham College, Ontario Tech University and Trent University (Durham Campus), including a two per cent increase in the fee per eligible student from \$139.00 per semester to \$141.75 per semester for the period of September 1, 2020 to August 31, 2021 (Report #2020-DRT-02).
- 3.2 Subsequently, at its meeting of July 8, 2020, TEC authorized a temporary suspension of the one-year extension to the U-Pass agreement for the fall 2020 semester at the request of the three post secondary institutions due to the impacts of COVID-19 on the delivery of academic programming (Report #2020-DRT-15).

- 3.3 At its meeting of December 2, 2020, TEC approved the continued suspension of the U-Pass through the winter and summer 2021 semesters (Report #2020-DRT-23). The extension of the temporary suspension of the U-Pass agreement does not preclude Durham College, Ontario Tech University or Trent University from execution of a further extension to the existing agreement with DRT. On this basis, TEC also approved an additional one-year extension to the U-Pass agreement through August 31, 2022, including a 1.9 per cent increase in the U-Pass rate to \$144.50 per semester effective September 1, 2021.
- 3.4 At its meeting of December 8, 2021, TEC approved the extension of the U-Pass agreement through the 2022-2023 academic year (Report #2021-DRT-30), including a 1.9 per cent increase in the fee per eligible student from \$144.50 per semester to \$147.25 per semester for the period of September 1, 2022 to August 31, 2023 conditional upon Finance and Administration Committee approval.
- 3.5 The extension of the U-Pass agreement through the 2023-2024 academic year, including a 1.9 per cent increase in the fee per eligible student from \$147.25 per semester to \$150.00 per semester for the period of September 1, 2023 to August 31, 2024 was authorized by staff in the fall of 2022 under the delegated authority provided by Regional Council through Report #2022-F-4.

#### **4. Current status**

- 4.1 Durham Region Transit Staff and representatives from each post-secondary institution (Durham College, Ontario Tech University and Trent University), along with staff from Metrolinx meet regularly to discuss technical challenges, communications strategies, technology change and improvements and other items of interest. This working group allows for excellent collaboration and ensures that we all work together to provide students a positive transit experience. In addition, DRT's Community Engagement and Change Management Team has been a regular participant and with advice from the post-secondary institutions has set up booths and other touchpoints on-campus where students can drop by and ask questions about the transit system. This type of collaboration is planned to be expanded, particularly around the start of the fall and winter semester each year.
- 4.2 Per the terms of delivery of the PRESTO E-Ticket solution by Metrolinx, DRT pays a six per cent commission fee on all U-Pass PRESTO revenues. This compares to the current nine per cent commission fee on all PRESTO card transactions as established in the PRESTO operating agreement negotiated between the 905 transit agencies and Metrolinx.



- 4.3 All parties remain committed to continuing the U-Pass arrangement and to negotiating a new longer-term extension in 2024 for the 2025-2026 school year and beyond.

## 5. Financial Implications

- 5.1 Additional 2024 revenues of approximately \$60,000 are expected as a result of a 1.9 per cent increase in the U-Pass fee from \$150.00 per semester to \$152.85 effective September 1, 2024, based on comparable post-secondary enrollment in 2023. The annualized revenue impact through August 2024 is estimated at \$140,000.

## 6. Next Steps

- 6.1 This report, seeking authority for the U-Pass increase, will be presented to Council.
- 6.2 Upon approval of the recommendations, DRT will work with Finance and Legal to execute an amendment to the U-Pass Agreement to implement the one-year extension beginning September 2024.
- 6.3 Upon execution of the agreement extension, The Region's fees and charges schedule will be updated to reflect the increased fee.

## 7. Relationship to Strategic Plan

- 7.1 This report aligns with/addresses the following strategic goals and priorities in the Durham Region Strategic Plan:
- a. Goal 1: Environmental Sustainability – By providing convenient and cost-effective public transit, we can reduce reliance on single occupancy passenger vehicles directly minimizing carbon emissions as well as reducing congestion on the road network overall.
  - b. Goal 4: Social Investment – Students represent a vulnerable community that is more sensitive to general inflation and cost of living increases. Inexpensive and convenient public transit helps mitigate against these issues and ensures students can travel between their residence and campus, as well as to employment opportunities within the Region.
  - c. Goal 5: Service Excellence – Durham Region Transit is always looking to expand its service offerings, and with the 10-year approved service growth plan, public transit within the Region will continue to provide exceptional value to students and customers in general. The ongoing commitment to the U-pass

Program is an example of continued service excellence in the face of difficult budgetary considerations.

## 8. Conclusion

- 8.1 DRT's U-Pass Agreement has benefited all parties in a variety of ways. For DRT it has contributed to strong ridership growth amongst post secondary students, thereby contributing to overall fare revenues as well as mitigating congestion if the same trips were completed using single occupancy passenger vehicles. For Durham's post secondary institutions, it has provided students with an affordable option for school and personal travel, while assisting the institutions in managing parking and traffic pressures on campus and in the surrounding community. In addition, for the Region overall, promoting transit is a cost-effective mechanism for reducing localized emissions thereby contributing to our collective environmental sustainability and health outcomes.

Respectfully submitted,

Original signed by

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Bill Holmes  
General Manager, DRT

Original signed by

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Nancy Taylor  
Treasurer, DRT

Recommended for Presentation to Committee

Original signed by

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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

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To: Durham Region Transit Executive Committee  
From: General Manager, Durham Region Transit  
Report: #2023-DRT-27  
Date: November 8, 2023

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**Subject:**

Fare Integration – Removal of Double Fares Program

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**Recommendation:**

That the Transit Executive Committee recommends:

- A. That the General Manager, Durham Region Transit be authorized to negotiate and execute an agreement with Metrolinx to implement the Fare Integration – Removal of Double Fares (FI-RDF) program funded by the Ministry of Transportation, subject to the terms and conditions being satisfactory to the Commissioner of Finance and the Regional Solicitor; and
  - B. That the final agreement acknowledge Durham Region Transit and the Region of Durham are responsible for fare policy and set fares for DRT services.
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**Report:**

**1. Purpose**

- 1.1 The purpose of this report is to provide the Transit Executive Committee (TEC) with background related to recent discussions with the Ministry of Transportation (MTO), Metrolinx, MiWay, Brampton Transit, Durham Region Transit, Toronto Transit Commission, and York Regional Transit, regarding the MTO proposed Fare Integration – Removal of Double Fares (FI-RDF) program, and to seek approval for the General Manager, Durham Region Transit, to negotiate and execute an agreement for DRT's participation in the FI-RDF program,.

## 2. Background

- 2.1 Fare integration has been discussed for many years in consideration of enhancing the transit customer experience, including elimination of double fares when transferring between 905 transit agencies, the Toronto Transit Commission (TTC), and GO services. One solution proposed has been the elimination of the double fare and to provide customers free transfers between Transit Agencies (TA's). Free transfers already exist between 905 TA's, as well as co-fare agreements between Metrolinx and 905 TAs which fully reimburse TAs for forgone revenue. Free transfers between the TTC and the 905 TAs, and the TTC and GO Services, would significantly reduce fare revenue to the local TA's, and requires new sources of provincial funding.
- 2.2 In 2020, transit agencies bordering the City of Toronto (Brampton Transit, Durham Region Transit, MiWay, York Regional Transit) collaborated with the TTC in the Cross-Boundary Service Integration Plan to develop options to eliminate barriers to service integration between local transit agencies.
- 2.3 In 2021, the Ministry of Transportation (MTO) established a Fare and Service Integration (FSI) Provincial-Municipal Table ("the Table"), comprised of senior representatives from transit systems within the GTHA and the broader GO service area (Greater Golden Horseshoe).

The Table's work and recommendations were to inform the provincial government on ways to improve transit and the customer experience when travelling between municipalities.

In the short-term the Table intended to address immediate FSI objectives, such as:

- One bus/one fare;
- Cross-boundary challenges for short, "local" trips; and
- Harmonizing fare concessions across systems.

- 2.4 On March 1, 2022, the Province announced Phase 1 accomplishments arising from the FSI Table.

GO Youth Concession Harmonization: Metrolinx aligned their concessions with local transit agencies across the region (Youth = 13-19 years old).

- Increased GO and UP Express Youth Concession from 23 per cent to 40 per cent discount.
- GO Affordability Pilot in Peel to provide low-income concession holders with a GO fare rebate.
- GO-905 Co-Fare increased to 100 per cent from 75 per cent. This action saved customers \$0.80 when connecting between GO and DRT and was revenue neutral for DRT; Metrolinx reimburse DRT the forgone fare revenue.

- 2.5 Effective March 2023, MTO established the Fare and Service Collaboration Table, consisting of representatives from the Province, Metrolinx, Toronto Transit Commission, Brampton Transit, MiWay, Durham Region Transit, and York Region Transit. The Collaboration Table was tasked to explore a fare integration program proposed by the MTO for the purpose of eliminating double fares.
- 2.6 Significant progress has been made to address operational and technical barriers, and discussions are currently focused on the legal agreements between Metrolinx and local transit agencies that would support the FI-RDF program.
- 2.7 Service Integration between the TTC and 905 TA's continues to advance and along with fare integration, will further enhance transit networks in the GTHA.
- 2.8 PRESTO transfers between the TTC and DRT in September and October 2023 were approximately 26,500, or an estimated 160,000 transfers annually. Open payment accounted for approximately 4.5 per cent of PRESTO transfers from the TTC to DRT in October 2023.
- 2.9 Metrolinx forecasts for fare integration suggest that there would be between 115,000 to 160,000 net new transfers annually between TTC and DRT. The forecast uplift was derived from modelling that supported the Regional Fare Structure Initial Business Case (IBC).

Assuming 50 percent of transfers are from the TTC to DRT, approximately 57,000 to 80,000 net new annual transfers can be expected from the TTC to DRT, for which forgone DRT fare revenue would be reimbursed by the Province of Ontario through the FI-RDF program.

### **3. Program summary**

- 3.1 The MTO proposed the FI-RDF program to eliminate double fares. Customers currently pay a double fare when transferring between the TTC and DRT. For example, a customer connecting to DRT from the TTC or Wheel-Trans will pay a total fare of \$6.65; \$3.30 when boarding the TTC or Wheel-Trans, and an additional \$3.35 (PRESTO standard/adult fare) when boarding DRT. Under the FI-RDF program, the customer would pay a total of \$3.30; \$3.30 fare paid directly to the TTC or Wheel-Trans, and the MTO would subsidize DRT \$3.35 for lost fare revenue, less the PRESTO commission.
- 3.2 The Ministry of Transportation (MTO) has committed to fund the FI-RDF program through March 31, 2026, and has directed Metrolinx to implement and deliver the program, including the administration and payment of the provincial subsidy for lost fare revenue to TAs.
- 3.3 The FI-RDF program is based on key principles:
  - a. Reimbursement of 100 per cent of eligible trips to transit systems for their respective foregone fare revenue;

- b. Prospective subsidy based on actual transfer transactions, not a formula; and
  - c. Proposal for the first phase of the new program with built-in review milestones to assess performance, requiring engagement and data sharing.
- 3.4 Separate Legal Agreements are required between Metrolinx and each of the five TAs participating in the program to support the program launch and the flow of subsidy payments expected in early 2024. The Legal Agreements will identify and define the fares/transfer FI-RDF program subsidies that will be paid, define the responsibility for associated program elements, and define renewal and termination provisions.
- 3.5 The existing PRESTO Operating Agreement will remain unchanged and in full effect following the execution of the FI-RDF program legal agreement. The legal agreement will focus on describing Metrolinx and DRT obligations associated with the new FI-RDF program.
- 3.6 A Senior Solicitor from the Region of Durham is participating in the legal working group formed to review and maintain consistency across agreements.
- 3.7 The existing PRESTO Operating Agreement approved by Regional Council remains in effect through November 27, 2027. The PRESTO Operating Agreement will take precedence should any conflicts arise with the FI-RDF legal agreement.

#### **4. Key terms of the draft legal agreement**

- 4.1 The term of the Agreement will be for the duration of subsidy funding from MTO, which is currently committed through March 31, 2026. The MTO has indicated that the FI-RDF program is an important transit initiative for the Province of Ontario.
- 4.2 The FI-RDF program is intended for eligible transfers between TTC and DRT, where customers will receive a discount, and the program will reimburse DRT for forgone revenue, less the applicable PRESTO commission. Eligible fares must be paid via the PRESTO system, using PRESTO Card (pay-as-you-go and monthly passes), PRESTO in Mobile Wallet (pay-as-you-go and monthly passes) when available, and Debit/Credit taps (Open Payment).
- Trips taken using cash fare payments, E-Ticket applications, or PRESTO Ticket purchases will not be eligible for reimbursement under the program.
- 4.3 The DRT fare strategy aligns open payment fares to cash fares. The Region of Durham Council approved fare for open payment and cash at \$4.35. The draft legal agreement specifies that the FI-RDF program will reimburse open payment transactions at PRESTO standard/adult rates, resulting in the loss of \$1 for every TTC to DRT open payment transaction.
- 4.4 Complete execution and sign-off of the legal agreement is planned to occur between November 2023 and January 2024 in advance of the program launch.

## **5. Previous Reports and Decisions**

### **5.1 2021-DRT-05 General Managers Report**

- a. Highlighted the Fare and Service Integration Provincial Municipal Table (“Table”) comprised of senior representatives from transit systems within the GTHA and the broader GO service area (Greater Golden Horseshoe). The Table’s work and recommendations were planned to inform the provincial government on ways to improve transit and the customer experience when travelling between municipalities.

### **5.2 2022-DRT-01 General Managers Report**

- a. Highlighted that the Ministry of Transportation (MTO) fare and service integration table, established in 2021, was nearing completion of Phase 1. Phase 1 focused on priority areas for cross-boundary service integration and other short-term foundational actions.

### **5.3 2022-DRT-03 General Managers Report**

- a. Highlighted the February 10, 2022, meeting of the Toronto Transit Commission (TTC) Board which approved a status update report for Cross Boundary Service Integration.

## **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. Environmental Sustainability: Expand sustainable and active transportation
- b. Economic Prosperity: Leverage Durham’s prime geography, social infrastructure, and strong partnerships to foster economic growth
- c. Service Excellence: Collaborate for a seamless service experience

## **7. Financial Considerations**

### **7.1 The FI-RDF program is intended to be revenue neutral for DRT and the other TA’s, with forgone fare revenue reimbursed by the Province of Ontario.**

### **7.2 The draft legal agreement specifies subsidies for open payment at a rate lower than the fare approved by Region of Durham Council and the DRT fare strategy.**

### **7.3 The Metrolinx Regional Fare Structure Initial Business Case (IBC) forecasted 115,000 to 160,000 net new annual transfers between the TTC and DRT.**

**8. Conclusion**

- 8.1 Through a focus and commitment to the transit customer journey, advancing fare integration and future service integration opportunities will significantly enhance the competitiveness of public transit for travel across the GTHA.
- 8.2 The comprehensive FI-RDF program supports the objectives of municipalities to advance an integrated public transit network. Eliminating double fares will save customers money and is an essential first step towards a seamless transit experience across the GTHA.

Respectfully submitted,

Original signed by

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Bill Holmes  
General Manager, DRT

Recommended for Presentation to Committee

Original signed by

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Elaine C. Baxter-Trahair  
Chief Administrative Officer