



Transit Executive Committee Agenda

Wednesday, April 3, 2024, 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 streaming](#).

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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, May 8, 2024 at 1:30 PM

12. Adjournment

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The Regional Municipality of Durham

MINUTES

DURHAM REGION TRANSIT EXECUTIVE COMMITTEE

Wednesday, March 6, 2024

A regular meeting of the Durham Region Transit Executive Committee was held on Wednesday, March 6, 2024 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* attended the meeting at 3:00 PM
Commissioner Garrod
Commissioner Roy
Commissioner Wotten
Regional Chair Henry
***denotes Commissioners participating electronically**

Absent: None

Also

Present: Commissioner Jubb*
***denotes visiting Commissioners participating electronically**

Present: E. Baxter-Trahair, Chief Administrative Officer
S. Ciani, Committee Clerk, Corporate Services – Legislative Services
S. Dessureault, Committee Clerk, Corporate Services – Legislative Services
A. Harras, Regional Clerk, Corporate Services – Legislative Services*
W. Holmes, General Manager, Durham Region Transit
K. Hornburg, Deputy General Manager, Business Services, Durham Region Transit
R. Inacio, Systems Support Specialist, Corporate Services – IT
J. Kilgour, Acting Deputy General Manager, Maintenance, Durham Region Transit
D. Margiotta, Manager, Operations Conventional East, Durham Region Transit*
A. Naeem, Solicitor, Chief Administrative Office - Legal Services*
Z. Osime-Fakolade, Program Manager, Community Engagement and Change Management, Durham Region Transit

N. Pincombe, Director, Business Planning and Budgeting, Finance
Department

T. Steffler, Supervisor, Transit Durham West, Durham Region Transit

N. Taylor, Treasurer, Durham Region Transit, and Commissioner of Finance

P. Uthayakumar, Program Manager, Sustainability and Strategic Initiatives,
Durham Region Transit*

* **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 Wotten,
(8) That the minutes of the regular Durham Region Transit Executive
Committee meeting held on Wednesday, February 7, 2024, be adopted.
CARRIED

Moved by Regional Chair Henry, Seconded by Commissioner Wotten,
(9) That the agenda be altered to consider Delegation Items 5.1 through 5.7
next.

CARRIED

5. **Delegations**

5.1 Joell Vanderwagen, Oshawa Resident (In Person Attendance), re: General Policies regarding Route Plans and Service Levels

Joell Vanderwagen, Oshawa resident, appeared before the committee with
respect to the general policies regarding Route Plans and Service Levels.

J. Vanderwagen expressed concerns regarding a need for direct routes and
continuous bus service on the major arterial roads in the Region of Durham; and
the impact of a reported shortage of Durham Region Transit (DRT) drivers
affecting service levels. J. Vanderwagen provided the committee with examples of
specific trips where the lack of two-way service has impacted commuting time.

Moved by Commissioner Anderson, Seconded by Commissioner Brenner,
(10) That the rules of procedure be suspended to extend the time for the
delegation by two minutes.

CARRIED ON A 2/3rds VOTE

J. Vanderwagen expressed concerns regarding funding being allocated for new
capital projects compared to the operating expenses of DRT. She stated that
construction projects may provide for faster express services on main routes for
those who live nearby, but the lack of a grid of connecting routes will hinder riders

being able to easily access these express routes. She stated there is a need for higher subsidies of operating costs.

J. Vanderwagen provided the Committee with strategies to change the DRT bus service grid and funding possibilities.

J. Vanderwagen responded to questions from the Committee.

5.2 Patrick Ferguson, Durham Resident, re: Bus Cancellation without Advisory

P. Ferguson, Durham resident, did not appear.

5.3 Tega Ubor, Vice President, Ontario Tech Student Union (In Person Attendance), re: 2024 Durham Region Transit Business Plan and Budget (2024-DRT-05) [Item 7.2]

Tega Ubor, Vice President, Ontario Tech Student Union, appeared before the committee regarding the 2024 Durham Region Transit Business Plan and Budget.

T. Ubor expressed concerns regarding the affect that this year's DRT budget will have on Ontario Tech University (OTU) students; the current issues that OTU students have when commuting on DRT buses, specifically over crowding on buses and buses reaching capacity limits; the possibility of increased walking distances and overcrowded buses, and the affect these impacts will have on a person with accessibility issues.

5.4 Samantha Brown, President, Ontario Tech Student Union (In Person Attendance), re: 2024 Durham Region Transit Business Plan and Budget (2024-DRT-05) [Item 7.2]

Samantha Brown, President, Ontario Tech Student Union, appeared before the committee regarding the 2024 Durham Region Transit Business Plan and Budget, particularly as it relates to service enhancements and how they impact students.

S. Brown stated customer expectations of transit services are rising, and with the increase in students attending post secondary institutions she expressed concerns regarding the affect Durham Region Transit (DRT) service changes can have on Ontario Tech University students who rely on DRT to commute to school.

S. Brown stated DRT is struggling to accomplish its goal of getting riders to and from their destinations, specifically students who have accessibility issues. She expressed concerns regarding DRT's ability to meet the current demands of riders She questioned, how DRT will achieve their goal of getting people to their destinations and how budget allocations will help the community members, and if that will put more strain on things that DRT is already trying to accomplish.

5.5 Angelique Dack, Ontario Tech Student (In-Person Attendance), re: 2024 Durham

Region Transit Business Plan and Budget (2024-DRT-05) [Item 7.2]

Angelique Dack, Ontario Tech Student, appeared before the committee regarding the 2024 Durham Region Transit Business Plan and Budget.

A. Dack expressed concerns regarding the feedback from Ontario Tech University (OTU) students regarding lack of prioritization of student priorities not being reflected in previous years budgets and in the current year's DRT budget..

A. Dack expressed concerns regarding transit costs, especially for student's ineligible for the U-Pass; the need for significant improvements in reliability and attempts to address overcrowding on buses; the value of the U-Pass in light of the introduction of the One Fare Program; and residents of the Durham Region seeking alternative job options due to rising prices in the Region. A. Dack stated these are not just student concerns, but also community concerns. She stated that this is the opportune moment to prioritize investment, increase service hours and deploy larger buses to meet rising demands.

A. Dack responded to questions from the Committee.

5.6 Tien Huynh, Whitby Resident (In-Person Attendance), re: 2024 Durham Region Transit Business Plan and Budget (2024-DRT-05) [Item 7.2]

Tien Huynh, Whitby resident, appeared before the committee regarding the 2024 Durham Region Transit Business Plan and Budget.

T. Huynh expressed concerns regarding the frequency and reliability of DRT buses, specifically the 302 Route from Brooklin to the Ontario Tech campus; the proposed budget not accounting for the increase in ridership due to the insufficient funding being allocated to DRT; and the need for DRT services to keep pace with population growth in the Region of Durham.

T. Huynh stated the proposed service enhancements appear promising, however they aren't enough in the face of increased ridership; and providing new service to fast growing areas, improvements to routes that are chronically late, and more operators to drive the buses are being pushed back due to the lack of funding in the proposed budget.

T. Huynh stated that deferring funding to the transit system only means Durham Region will continue to fall behind if there is not a real and lasting change to the transit system; and public transit is an essential service that needs to be able to keep up with rising population in Durham Region.

5.7 Lorraine Hogg, Pickering Resident (In-Person Attendance), re Business Plans and Budget Issues (2024-DRT-05) [Item 7.2]

Lorraine Hogg, Pickering Resident, appeared before the committee regarding the 2024 Durham Region Transit Business Plan and Budget.

L. Hogg expressed concerns regarding the financial burden on DRT riders; the challenges posed by the distance between bus stops; and DRT not meeting their own service proximity guidelines as some areas receive no off-peak service which means that DRT is not meeting these guidelines.

L. Hogg stated that under the Ontario Rights Commission, every citizen has the right to equal treatment in receiving public services, including public transit services, and that access to public transit is a necessity. She also expressed concerns with the fare increase for the level of service being provided.

L. Hogg questioned how many DRT staff use transit regularly to travel from neighbourhoods that have low or non-existent service levels.

4. Presentations

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

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

Highlights from the presentation included:

- March General Manager Information Highlights
- Updates
 - One Fare Program Announcement
 - Engagement with Specialized transit customers
 - New data for Demand Response Services
 - First six electric buses and infrastructure/equipment
 - Transit Operator and Worker Appreciation Day – March 18, 2024

B. Holmes responded to questions from the Committee regarding providing the breakdown of the On Demand unaccommodated rate statistic into more granular categories such as rural and urban, and the factors influencing capacity; the availability of statistics focusing on reliability of public transit within a specific local municipality; and the allocation and intended use of the additional 60,000 service hours for DRT.

4.2 Kris Hornburg, Deputy General Manager, Business Services, Durham Region Transit and Nicole Pincombe, Director, Business Planning and Budgets, re: 2024 Durham Region Transit Business Plan and Budget (2024-DRT-05) [Item 7.2]

Kris Hornburg, Deputy General Manager, Business Services, DRT and Nicole Pincombe, Director, Business Planning and Budgets provided a PowerPoint

presentation regarding the 2024 Durham Region Transit Business Plan and Budget.

Highlights from the presentation included:

- Overview
- 2023 Accomplishments
 - Service Improvements
 - Community Capacity Building
- 2024 Proposed Expenditures and Financing
- 2024 Strategic Investments
- 2024 Business Plans and Budgets
 - Reductions and Deferrals
 - Risks and Uncertainties
- Beyond the 2024 Business Plans and Budget
 - Forecasted Pressures and Strategic Considerations

Staff responded to questions from the Committee regarding the projected impact of lost funding from Development Charges due to Provincial legislation with respect to Transit over the next few years; the expected increase in ridership from the introduction of the One Fare program; the distinction between a local route and a non-local route and how many local routes were lost or changed in January; clarification on what is meant by reduced innovation capacity and other challenges; the present levy increase assigned to supporting DRT in the future; limitations faced by DRT due to the 2024 budget guideline; the initiatives expected to be delivered in 2024 and beyond to facilitate connectivity for DRT riders in northern municipalities to access services provided in the southern municipalities of the Region of Durham; and the contingency plan in place if the Federal Government do not approve DRT's funding application through the Zero Emissions Transit Fund secured.

Moved by Commissioner Garrod, Seconded by Commissioner Brenner,
(11) That the agenda be altered to consider Items 7.1 through 7.3 next.
CARRIED

7. Reports

A) General Manager's Report – March 2024 (2024-DRT-04)

Report #2024-DRT-04 from B. Holmes, General Manager, Durham Region Transit, was received.

Moved by Commissioner Garrod, Seconded by Commissioner Wotten,
(12) That Report #2024-DRT-04 of the General Manager, Durham Region Transit, be received for information.
CARRIED

B) 2024 Durham Region Transit Business Plan and Budget (2024-DRT-05)

Report #2024-DRT-05 from B. Holmes, General Manager, Durham Region Transit, was received.

Detailed discussion ensued regarding the Federal carbon pricing program applied to diesel fuel and the 5 percent increase that comes into effect April 1, 2024; the increase of staff complement in the DRT budget to met the needs of growth in the Region of Durham; the implications of Bill 23 on the DRT budget and residents of the Region of Durham; the implications of the 2024 DRT budget for DRT riders, who depend on transit for their daily activities; the Regions process for classification and prioritization to determine necessary positions in the 2024 budget; and the need for financial support from the upper levels of government to support the transit infrastructure required to accommodate increased density along transit corridors.

Moved by Commissioner Garrod, Seconded by Commissioner Wotten,
(13) That the Transit Executive Committee recommends to the Finance and Administration Committee for subsequent recommendation to Regional Council:

That the 2024 Durham Region Transit Business Plan and Budget be approved.

CARRIED ON THE FOLLOWING
RECORDED VOTE:

Yes

Commissioner Carter
Commissioner Crawford
Commissioner Garrod
Regional Chair Henry
Commissioner Roy
Commissioner Schummer
Commissioner Wotten

No

Commissioner Anderson
Commissioner Brenner

Members Absent: None

Declarations of Interest: None

This matter will be considered by the Finance and Administration Committee on March 19, 2024 and presented to Regional Council on March 27, 2024.

C) Appointment of Member to the Durham Region Transit Advisory Committee (2024-DRT-06)

Report #2024-DRT-06 from B. Holmes, General Manager, Durham Region Transit, was received.

Moved by Commissioner Garrod, Seconded by Commissioner Wotten,
(14) That the Transit Executive Committee appoint nominee Jan Westerman,
City of Oshawa, to the Transit Advisory Committee for the remainder of
the current term of Council.

CARRIED

5. Delegations

5.1 Joell Vanderwagen, Oshawa Resident (In-Person Attendance), re: General Policies regarding Route Plans and Service Levels

This item was considered earlier in the meeting. [See page 2 of these minutes.]

5.2 Patrick Ferguson Durham Resident, re: Bus Cancellation without Advisory

This item was considered earlier in the meeting. [See page 3 of these minutes.]

5.3 Tega Ubor, Vice President, Ontario Tech Student Union (In-Person Attendance), re: 2024 Durham Region Transit Business Plan and Budget (2024-DRT-05) [Item 7.2]

This item was considered earlier in the meeting. [See page 3 of these minutes.]

5.4 Samantha Brown, President, Ontario Tech Student Union (In-Person Attendance), re: 2024 Durham Region Transit Business Plan and Budget (2024-DRT-05) [Item 7.2]

This item was considered earlier in the meeting. [See page 3 of these minutes.]

5.5 Angelique Dack, Ontario Tech Student (In-Person Attendance), re: 2024 Durham Region Transit Business Plan and Budget (2024-DRT-05) [Item 7.2]

This item was considered earlier in the meeting. [See pages 3 and 4 of these minutes.]

5.6 Tien Huynh, Whitby Resident (In-Person Attendance), re: 2024 Durham Region Transit Business Plan and Budget (2024-DRT-05) [Item 7.2]

This item was considered earlier in the meeting. [See page 4 of these minutes.]

5.7 Lorraine Hogg, Pickering Resident (In-Person Attendance), re Business Plans and Budget Issues (2024-DRT-05) [Item 7.2]

This item was considered earlier in the meeting. [See page 4 of these minutes.]

6. Correspondence

6.1 Correspondence received from the City of Pickering, dated March 1, 2024, re:

Resolution passed at their Council meeting held on February 26, 2024, regarding Report CS-02-24 Durham Region Transit Service Changes

Discussion ensued regarding local area Accessibility Advisory Committees within the Region of Durham expressing concern over the absence of consultation regarding the transit services implemented January 2024.

B. Holmes provided clarification on two points contained in the correspondence: the first in regards to the statement that the 95% proximity standard within 800 metres was newly put in place in January 2024, and advised that the standard is has been in place since September 2021 when TEC approved Report #2021-DRT-20: The Route Ahead, Durham Region Transit 2022-2025 Service Strategy; and the second with respect to the inference that DRT was refusing to implement audible bus stop announcements, and advised that there are pre-boarding announcements and on-boarding visual and auditory announcements, as required by Sections 51 and 52 of the Integrated Standards Act of the Accessibility of Ontarians with Disabilities Act (AODA).

Moved by Commissioner Brenner, Seconded by Commissioner Anderson,
(15) That correspondence from the City of Pickering, dated March 1, 2024, re: Resolution passed at their Council meeting held on February 26, 2024, regarding Report CS-02-24 Durham Region Transit Service Changes, be received for information.

CARRIED

7. Reports

A) General Manager's Report – March 2024 (2024-DRT-04)

This item was considered earlier in the meeting. [See page 6 of these minutes.]

B) 2024 Durham Region Transit Business Plan and Budget (2024-DRT-05)

This item was considered earlier in the meeting. [See pages 6 and 7 of these minutes.]

C) Appointment of member to the Durham Region Transit Advisory Committee (2024-DRT-06)

This item was considered earlier in the meeting. [See page 7 of these minutes.]

8. Advisory Committee Resolutions

There were no advisory committee resolutions considered.

9. Confidential Matters

There were no confidential matters considered.

10. Other Business

There was no other business considered.

11. Date of Next Meeting

The next regularly scheduled Durham Region Transit Executive Committee meeting will be held on Wednesday, April 3, 2024 at 1:30 PM in the Council Chambers, Regional Headquarters Building, 605 Rossland Road East, Whitby.

12. Adjournment

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

CARRIED

The meeting adjourned at 3:34 PM

Respectfully submitted,

M. Crawford, Chair

S. Dessureault, 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: #2024-DRT-07
Date: April 3, 2024

Subject:

General Manager's Report – April 2024

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 – April 2024

Respectfully submitted,

Original Signed by

Bill Holmes
General Manager, DRT

Recommended for Presentation to Committee

Original Signed by

Elaine C. Baxter-Trahair
Chief Administrative Officer



General Manager's Report
April 3, 2024
TEC
Attachment #1

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

Safety

Key performance indicator	Description	Latest Measure	Current	Target ¹	Current Variance to Target (per cent)	YTD Status ² (per cent)
Collisions	Number preventable collisions per 100,000 km	February	0.47	0.35	1. × 35.5	× 28.9

Ridership

Scheduled						
Ridership (x1,000)	Number passengers	February	1,044	731	✓ 42.7	✓ 37.5
PRESTO Ridership	Customers paying using PRESTO (per cent)	February	93.0	91.4	✓ 1.6	✓ 1.7
Bus full occurrences	Number operator reported occurrences	February	241	245	✓ -1.6	×
Demand Responsive						
Ridership - Specialized	Number customer trips	February	11,528	8,679	✓ 32.8	✓ 32.2
Unaccommodated Rate - Specialized	Trip requests not scheduled (per cent)	February	5.06	N/A	N/A	NA
Ridership – On Demand	Number customer trips	February	9,007	8,544	✓ 5.4	✓ 7.9
Unaccommodated Rate – On Demand	Trip requests not scheduled (per cent)	February	41.4	N/A	N/A	N/A

Service Delivery

Scheduled						
On time performance	On-time departures from all stops (per cent)	Service Period 1 ⁴	N/A	73.6	N/A	N/A
Service availability	Scheduled service delivered (per cent)	Service Period 1 ⁴	N/A	98.6	N/A	N/A
Mean Distance Between Failure (MDBF)	Average number of revenue service kilometres between occurrences of vehicle defects impacting service (revenue service kilometers)	February	11,462	N/A	N/A	N/A

Demand Responsive						
Service Availability – Demand Response	Planned Service Delivered (per cent)	February	93.0	N/A	N/A	N/A
On time performance – Specialized	On-time customer pickups (per cent)	February	79.2	N/A	N/A	N/A
On time performance – On Demand	On-time customer pickups (per cent)	February	88.7	N/A	N/A	N/A
Service availability – Specialized	Average difference in requested trip time vs. booked trip time (minutes)	February	15:05	N/A	N/A	N/A
Service availability – On Demand	Average difference in requested trip time vs. booked trip time (minutes)	February	19:00	N/A	N/A	N/A

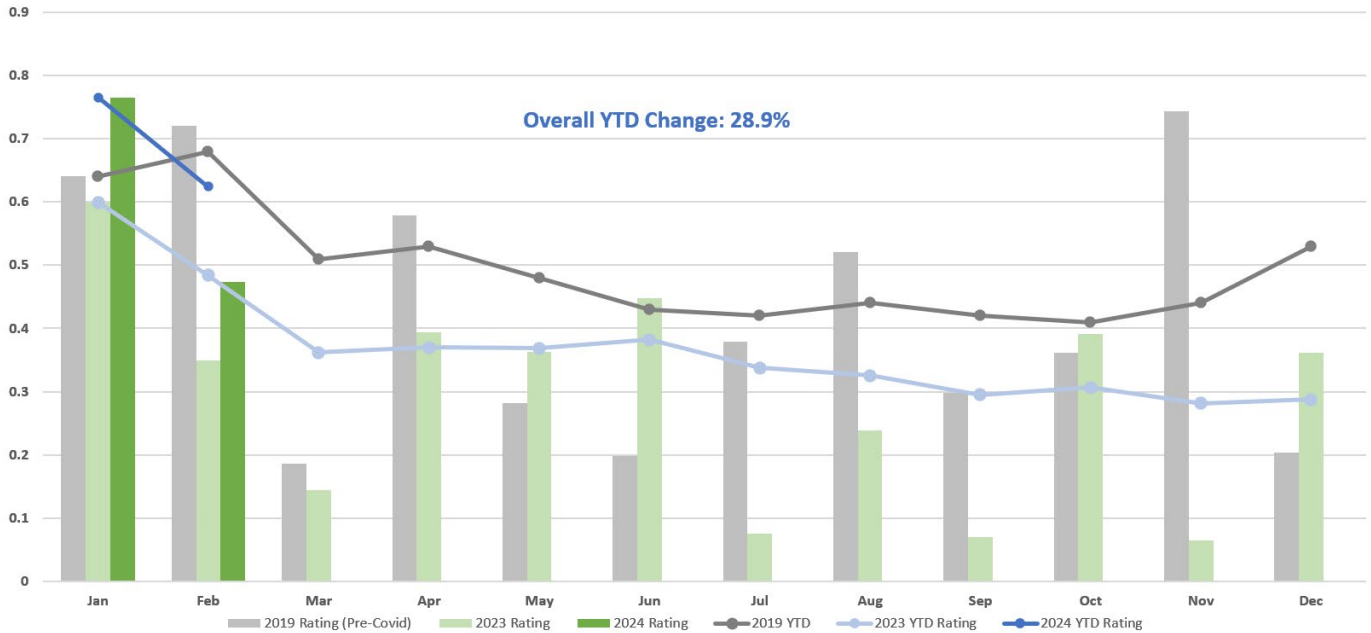
¹Target is 2023 measure for the same period

²Year to Date (YTD) compared to previous year

³February 2, 2024 through April 7, 2024

Safety

Preventable collisions rate per 100,000 km



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

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

Analysis

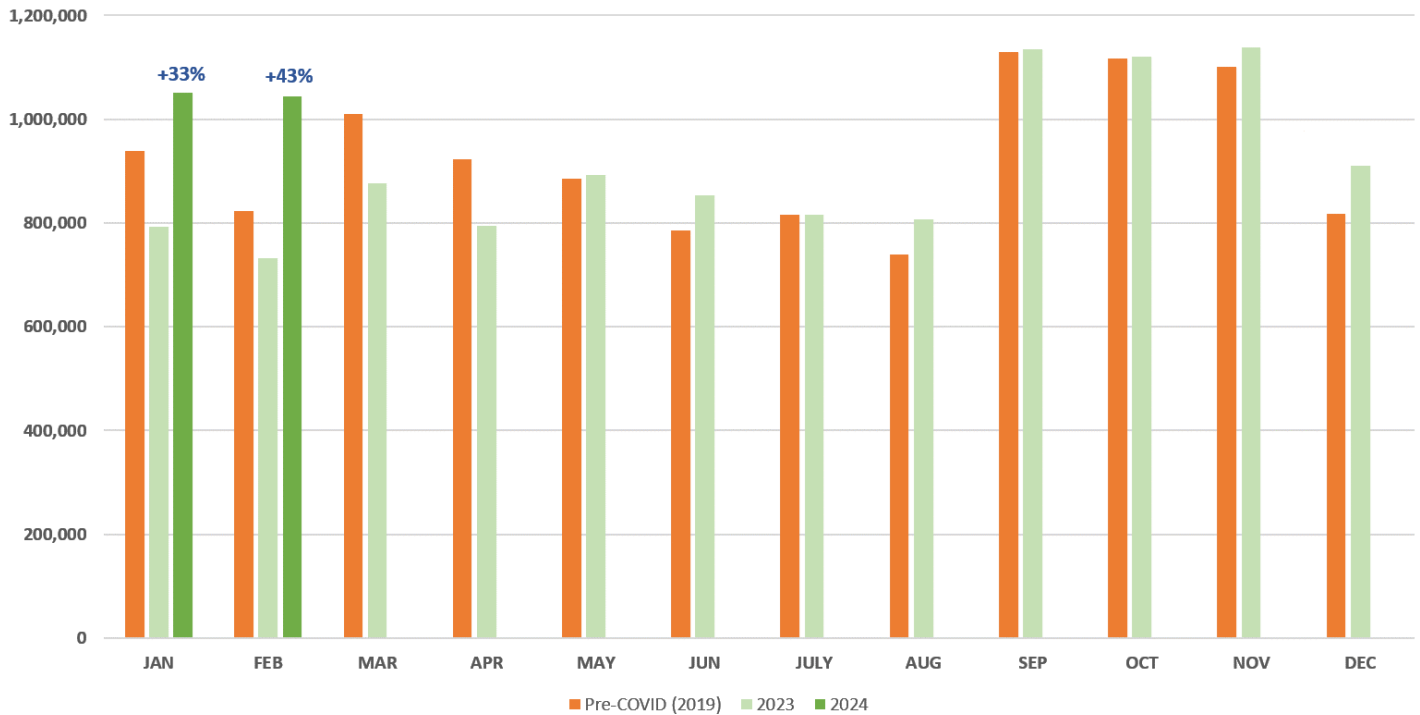
The February preventable collision rate was 0.47 per cent compared to 0.35 per cent for the same period in 2023. Year to date the collision rate is 29 per cent higher than the same period last year.

Action Plan

Operations continue to implement their safety management system including promotion and communication, managing employee performance, and 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.

Results

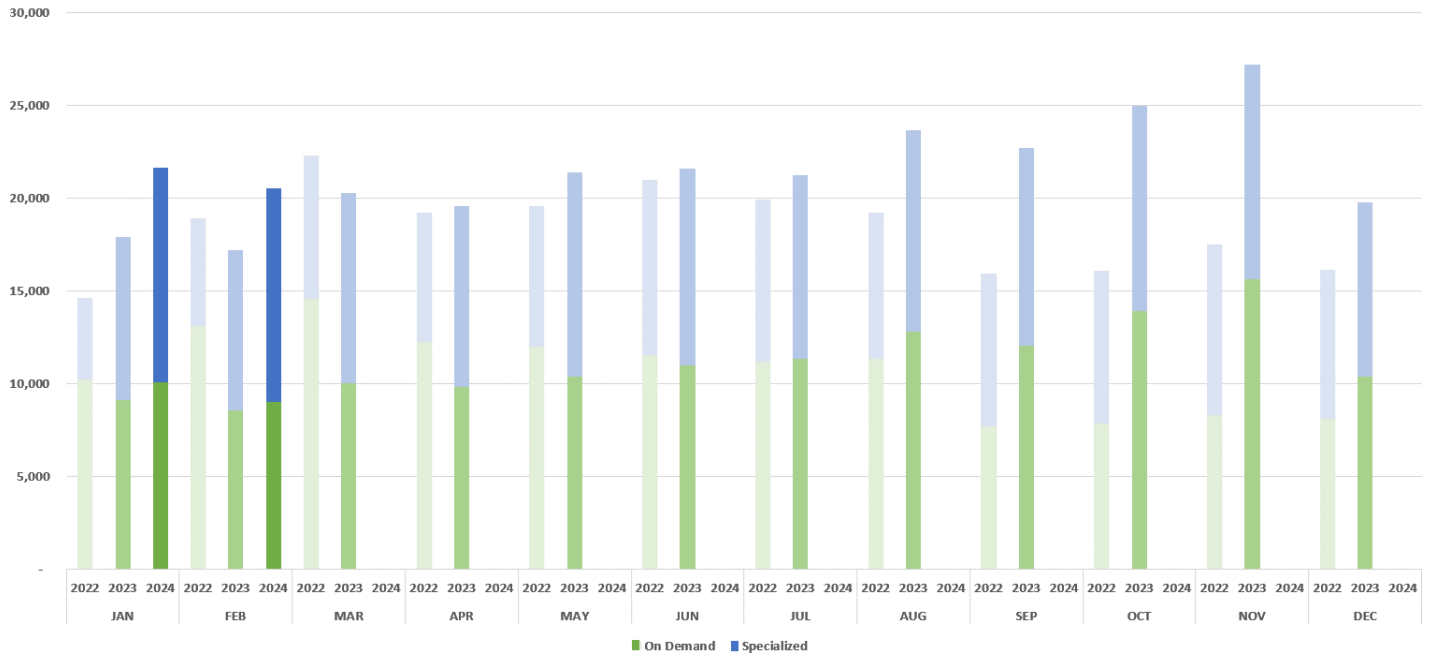
February ridership on scheduled service exceeded one million passenger trips and was 43 per cent higher than the same month in 2023, and approximately 30 per cent higher than the pre-pandemic period.

Action Plan

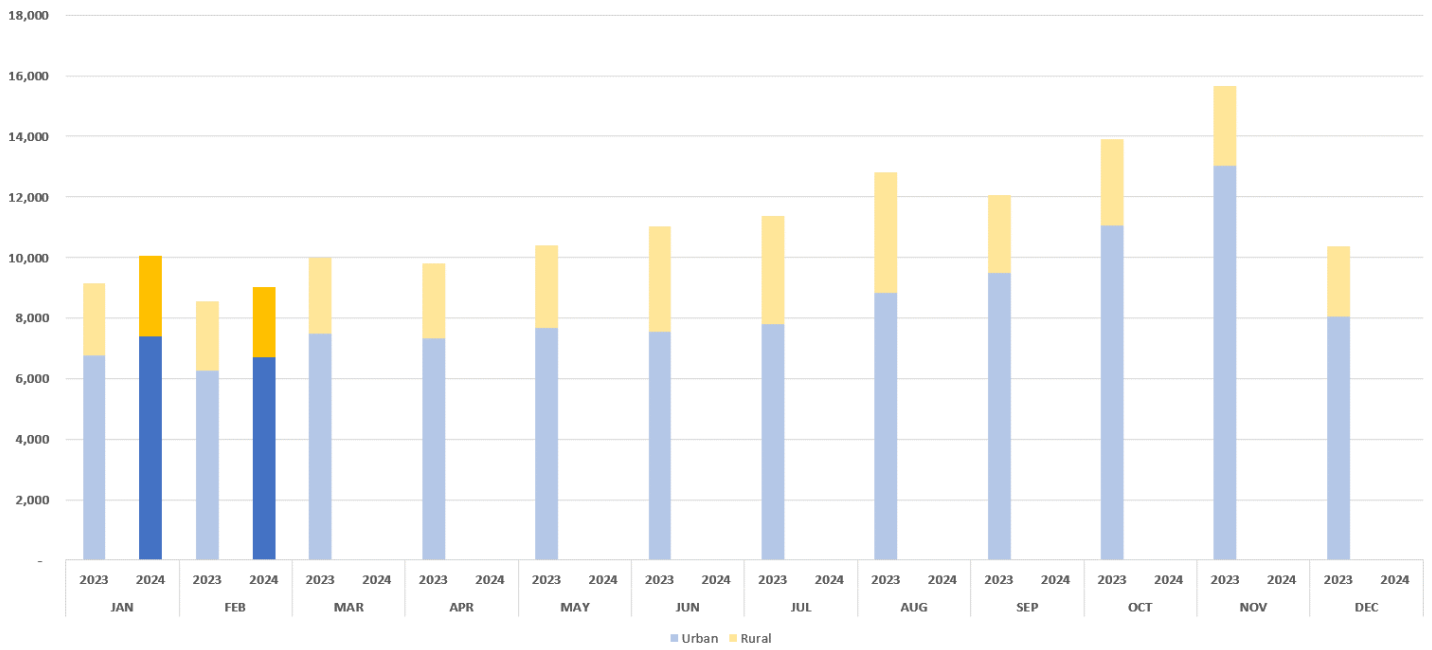
Ridership and transit demand have reached record levels across the Region. For January 2024, DRT optimized resources within existing service guidelines. Resources were reallocated from lowest performing routes and trips to areas of highest pressure and inadequate capacity to meet ridership demand on the busiest corridors. Some routes were restructured to remove service duplication, improve network reliability, and mitigate requirements for additional resources. Ridership pressures and network performance continue to be monitored.

Demand Response Transit

Demand Responsive Trips



On Demand Trips



On Demand Trip Service Areas Breakdown

		FEB 2024	YTD 2024
R U R A L	Uxbridge	299	647
	Brock	667	1,449
	Scugog	430	973
	Pickering	294	597
	Ajax	14	26
	Whitby	23	51
	Oshawa	40	93
	Clarington	533	1,117

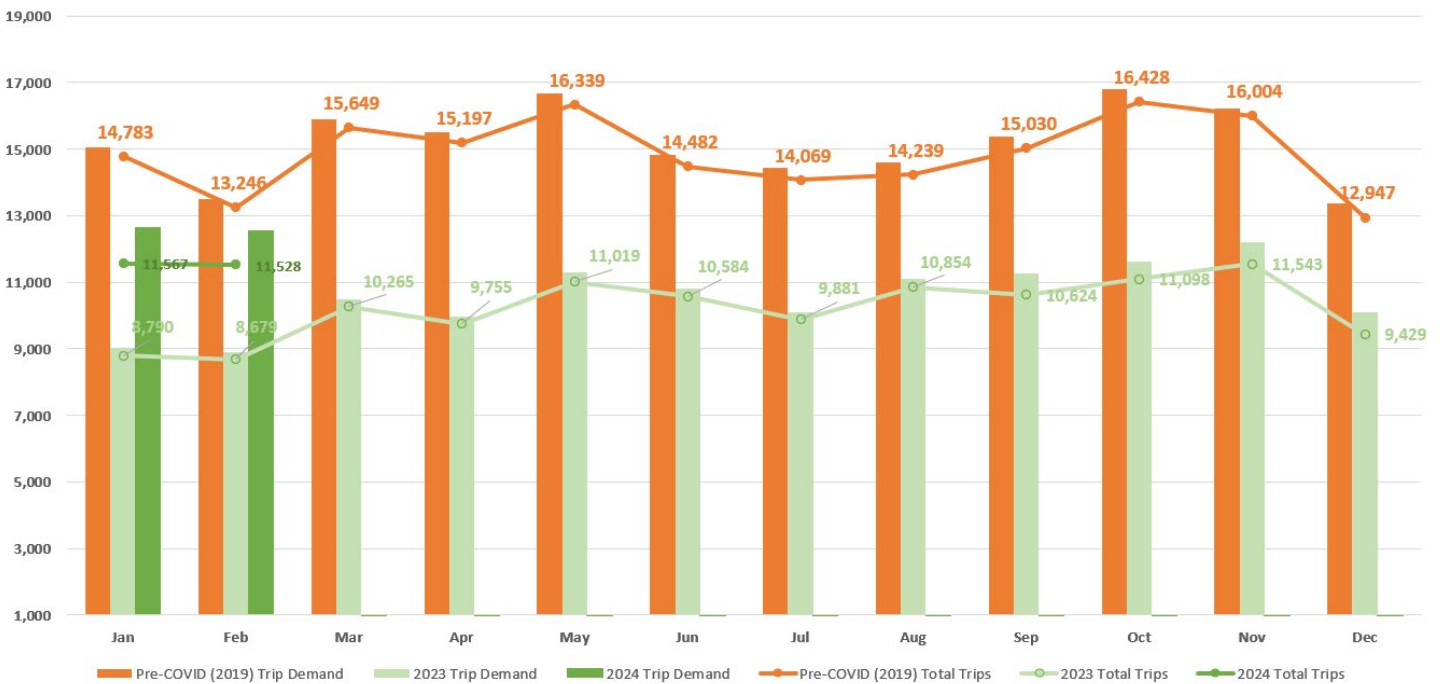
		FEB 2024	YTD 2024
U R B A N	Uxbridge	470	1,005
	Scugog	617	1,317
	Pickering	846	1,730
	Ajax	845	1,778
	Whitby	1,242	2,660
	Oshawa	1,103	2,388
	Clarington	1,584	3,231

Specialized Trip Service Areas Breakdown

		FEB 2024	YTD 2024
R U R A L	Uxbridge	15	28
	Brock	45	74
	Scugog	96	194
	Pickering	14	19
	Ajax	-	-
	Whitby	75	147
	Oshawa	7	17
	Clarington	121	242

		JAN 2024	YTD 2024
U R B A N	Uxbridge	47	91
	Scugog	110	217
	Pickering	1,397	2,758
	Ajax	2,009	4,095
	Whitby	2,833	5,602
	Oshawa	3,690	7,464
	Clarington	845	1,673
	Toronto-Yo	224	474

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.

Results

On Demand services delivered a total of 20,529 trips in February 2023, including 11,528 for customers registered with Specialized transit. Total On Demand trips delivered in February 2024 were approximately 20 per cent higher than February 2023, including a 33 per cent increase in Specialized transit trips.

Action Plan

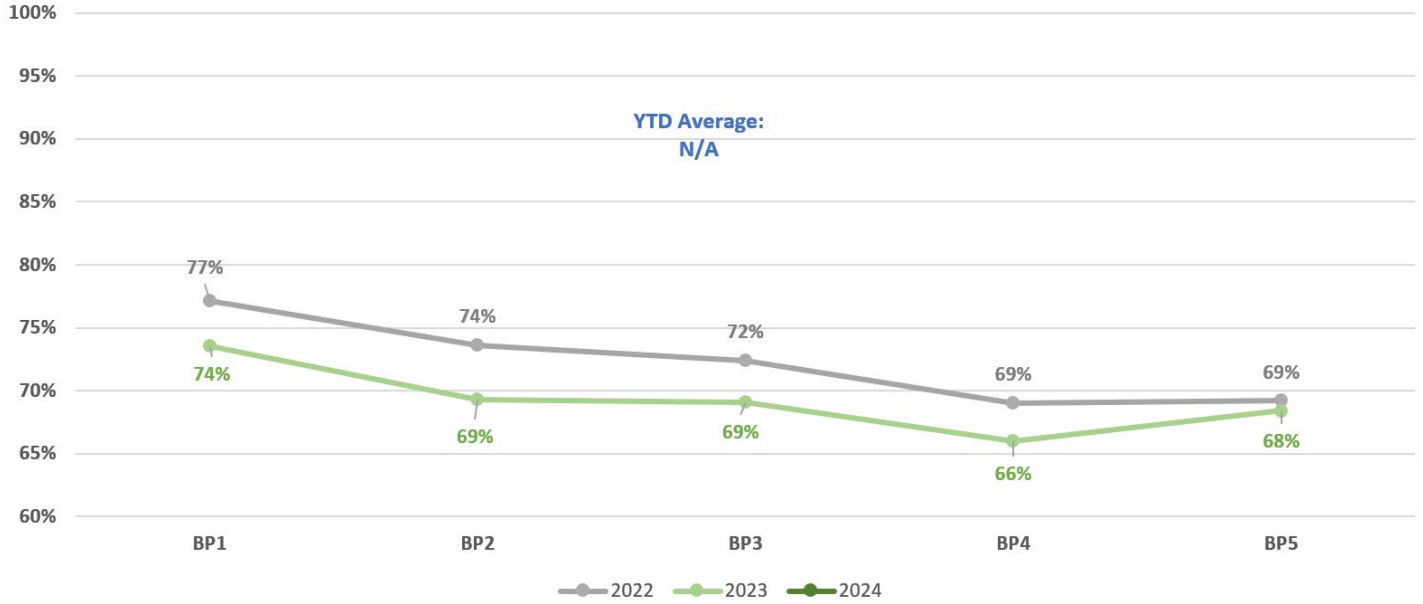
The number of trips increased significantly following the implementation of the new On Demand system platform in September 2023, delivering over 26,500 trips in November. However, customers were commenting, and staff were observing that service was increasingly unreliable with trips being late and significantly impacting travel plans. System settings were reviewed, and several parameters needed to be adjusted, such as dwell time at pick-ups. For example, the dwell time setting of On Demand trips, or time to pick-up or drip off a passenger, was set at 5 seconds and not representative of the average time customers require to board the vehicle, secure their seat belt, and pay their PRESTO fare. Similarly, the dwell time for pick-up for a specialized transit trip was too short, particularly for pick-ups involving a mobility device.

The parameters were adjusted for January 2024, which provide for more accurate trip times. The impact of the changes has been a significant improvement in trip reliability for customers, with a lower overall capacity on the service.

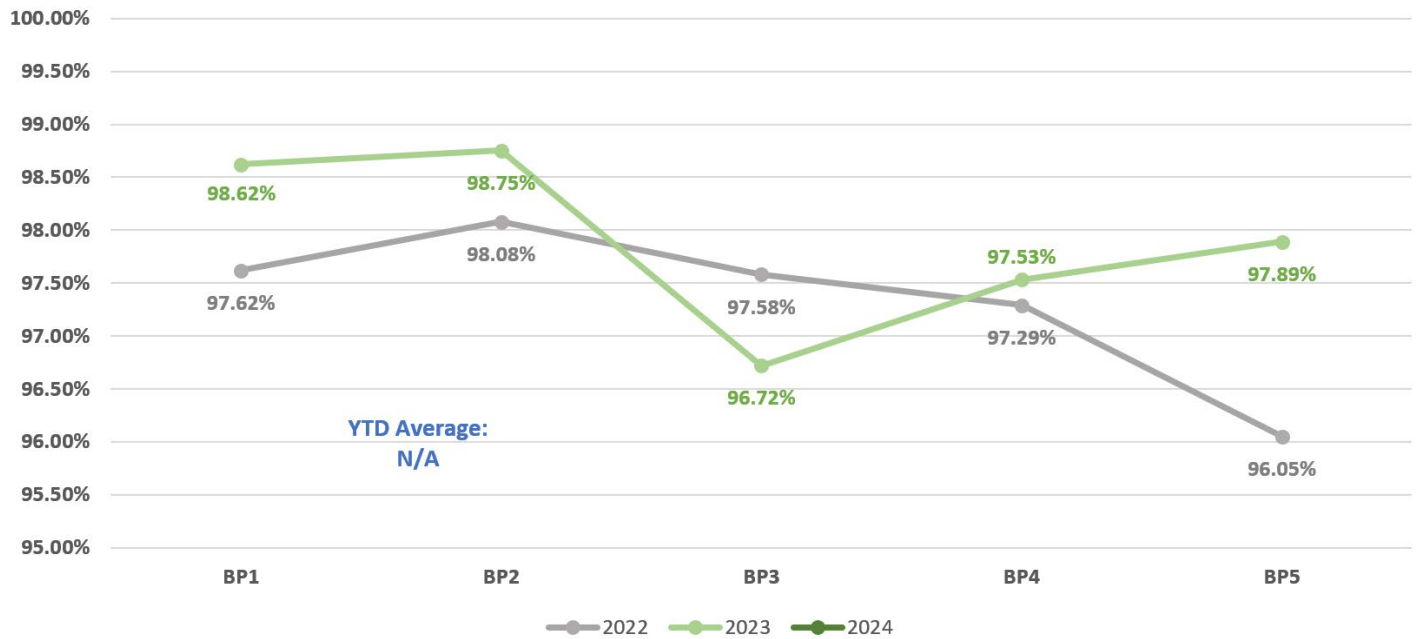
Service Delivery

On Time Performance and Availability (conventional)

Scheduled Service On-Time Performance



Scheduled Service 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

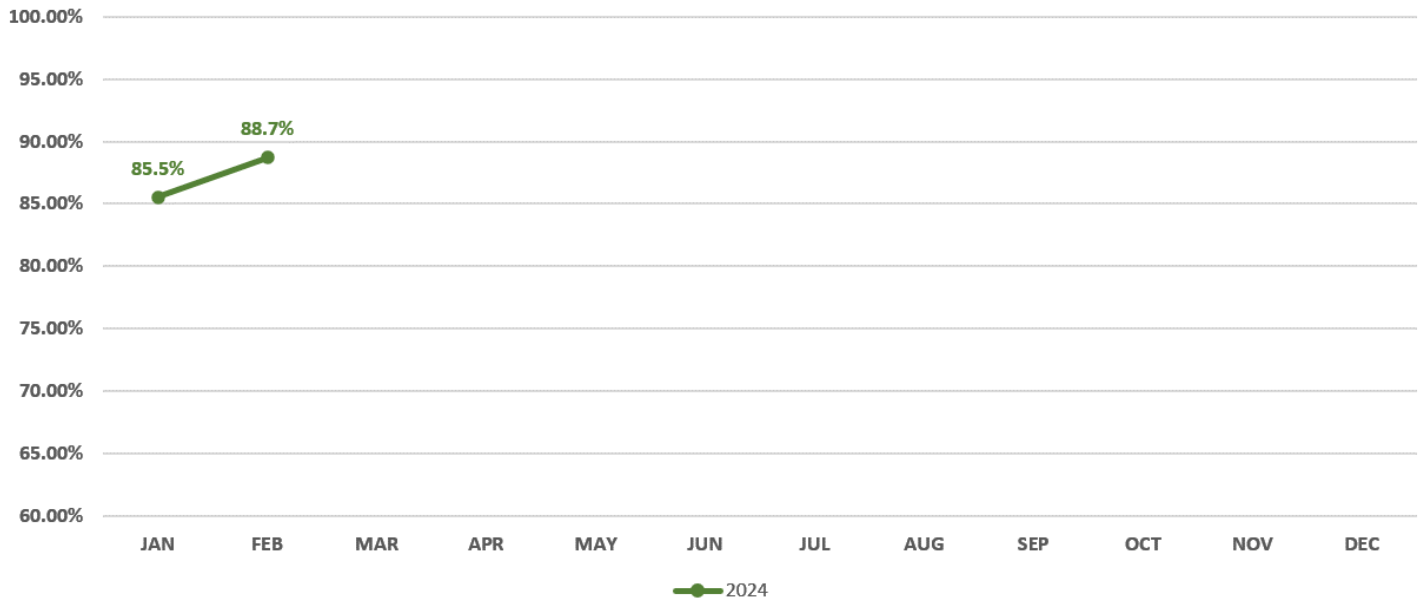
OTP results for board period one will be reported in June 2024.

Action Plan

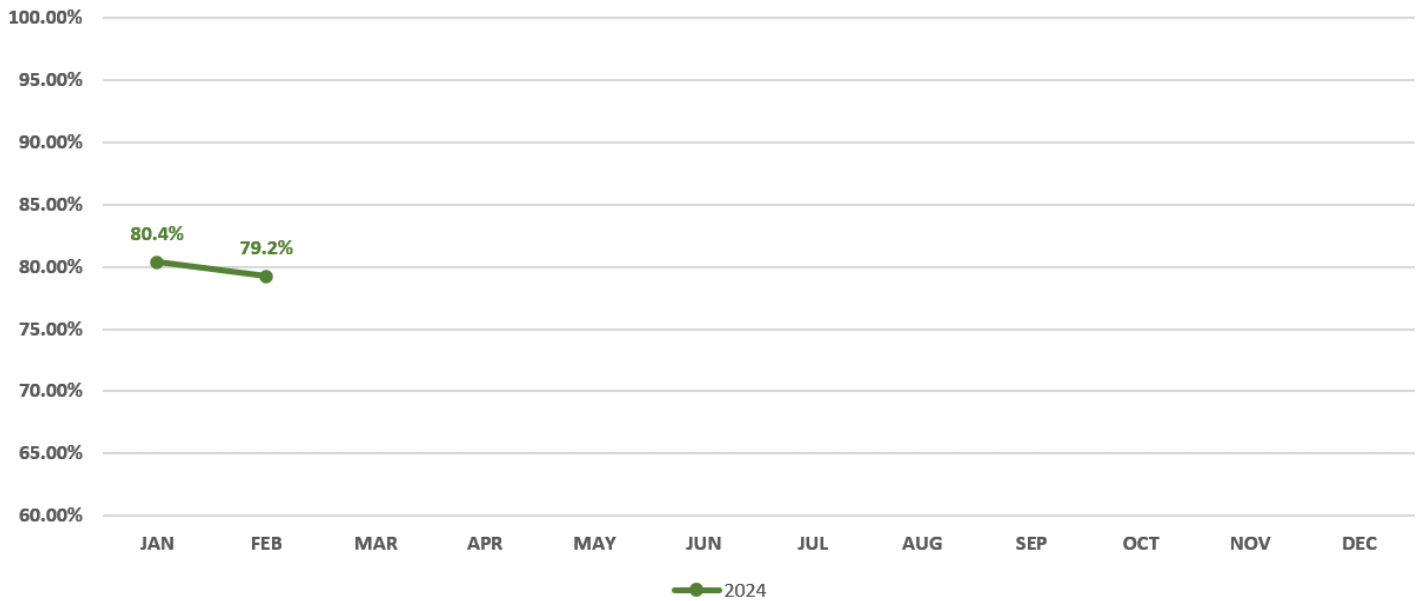
OTP continues to be impacted by increasing delays due to congestion experienced across major roads in the Region. DRT continue to experience service impacts from congestion and construction projects. Some planned trips are cancelled when a route is operating excessively late to enable subsequent planned trips to remain on schedule. Trip cancellations, which reduces service availability, impacts customers through less route capacity, longer wait times, and longer travel times due to missed connections. Staff have identified budget requirements to improve service reliability for routes in areas of known and significant congestion and 2024 road construction. When fully implemented, these investments will improve service reliability resulting in improved OTP and service availability for customers.

On Time Performance (Demand Responsive)

On Demand On-Time Performance



Specialized On-Time Performance



Definition

On Time Performance – Demand Response: Measures the percentage of customer pickups that occur as scheduled up to 5 minutes after the pick-up window. OTP – Demand Response is measured monthly, with a target of 80%.

Results

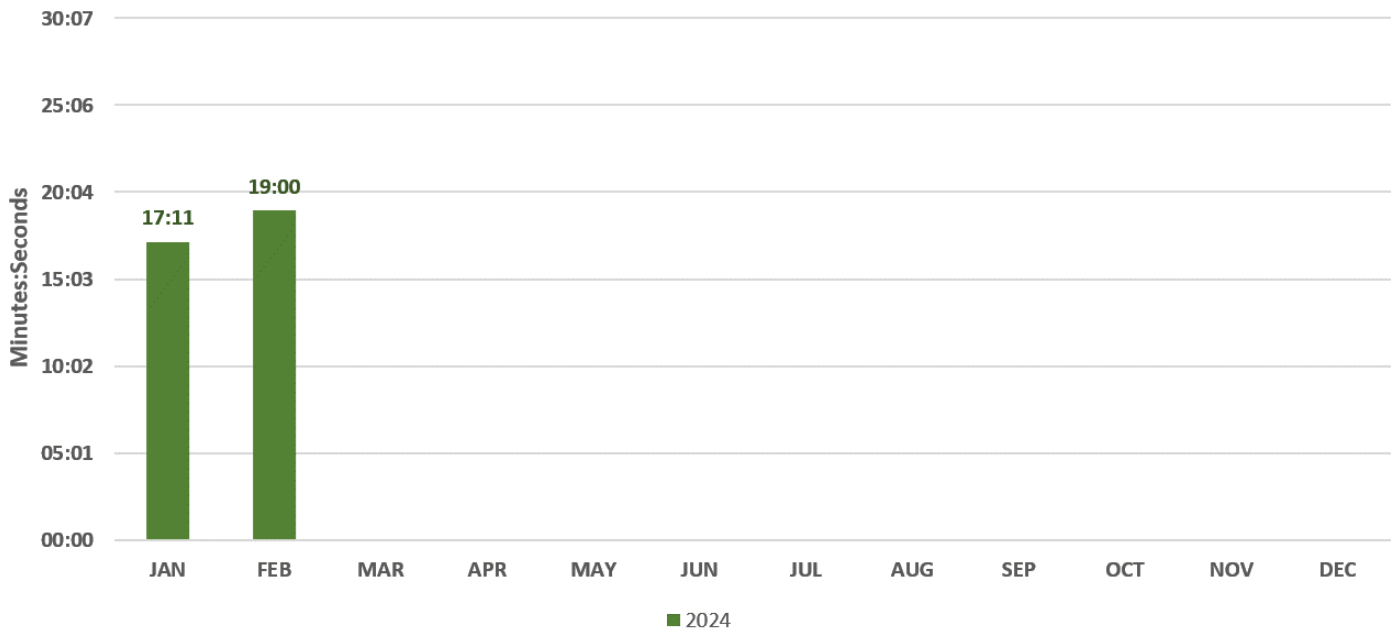
OTP – Demand Response for February 2024 were 88.7 per cent for On Demand trips, and 79.2 per cent for specialized transit trips.

Action Plan

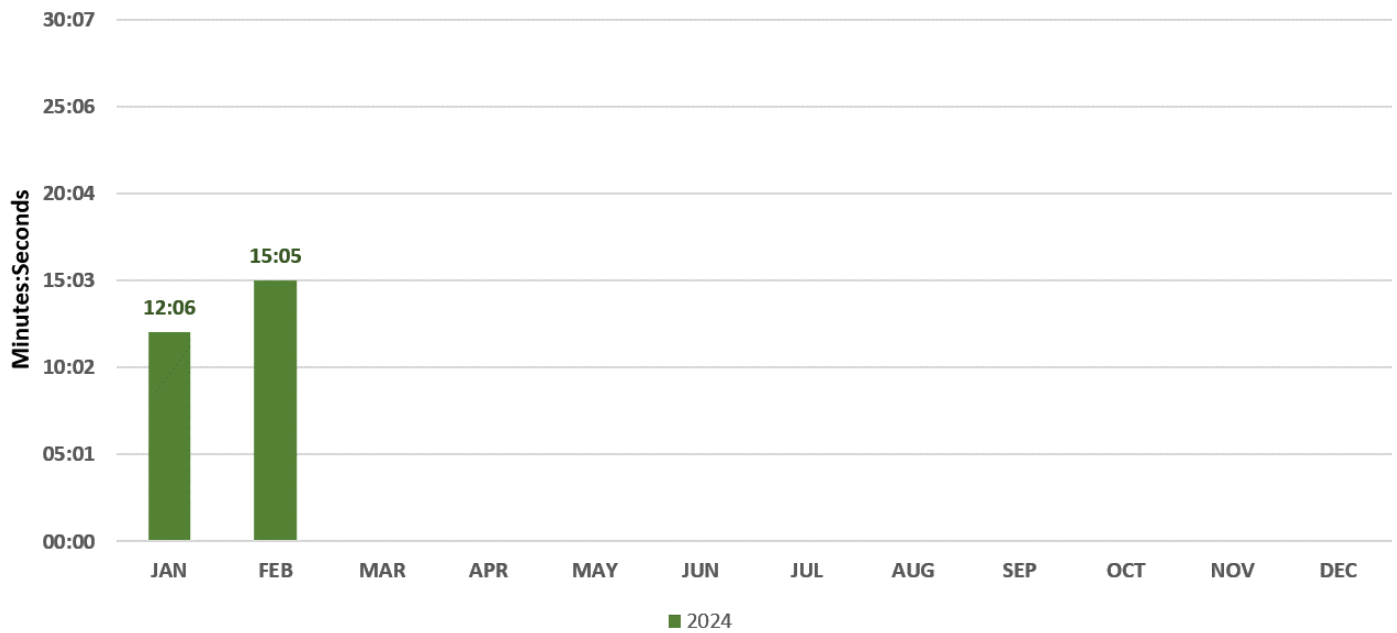
DRT will monitor OTP – Demand Response trends throughout 2024 and review the current performance target for 2025.

Service Availability (Demand Responsive)

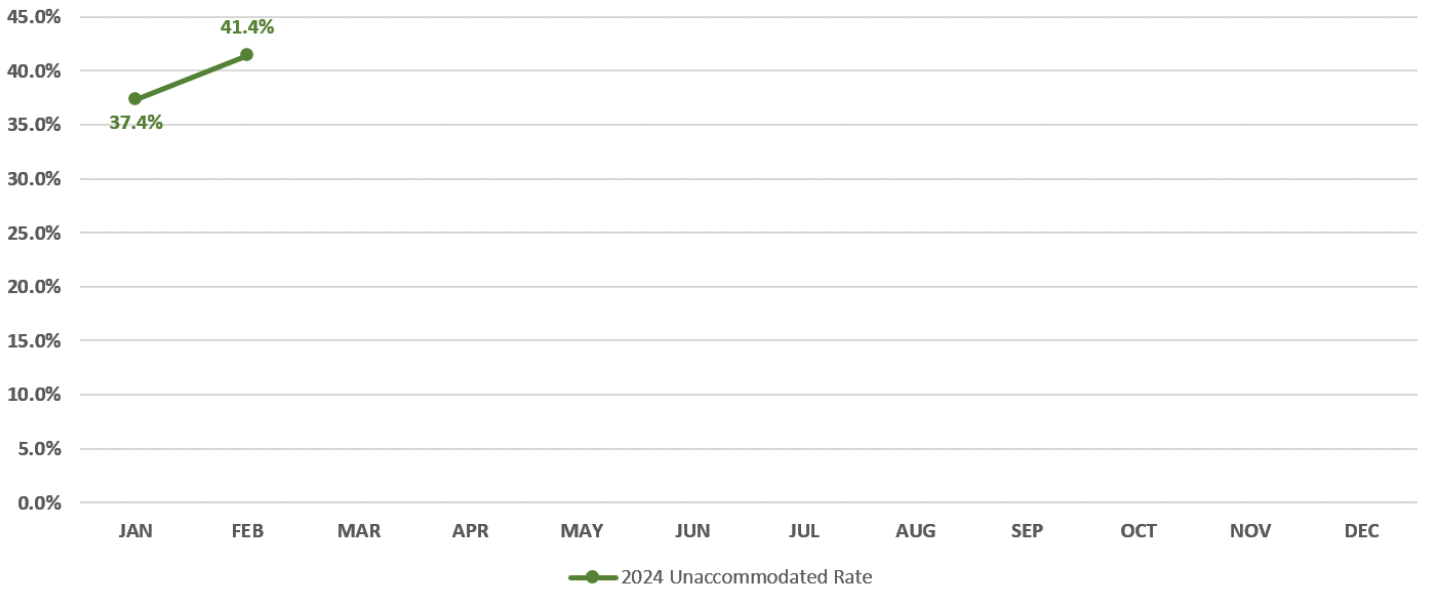
On Demand Average Difference in Requested Trip Time vs. Booked Trip Time



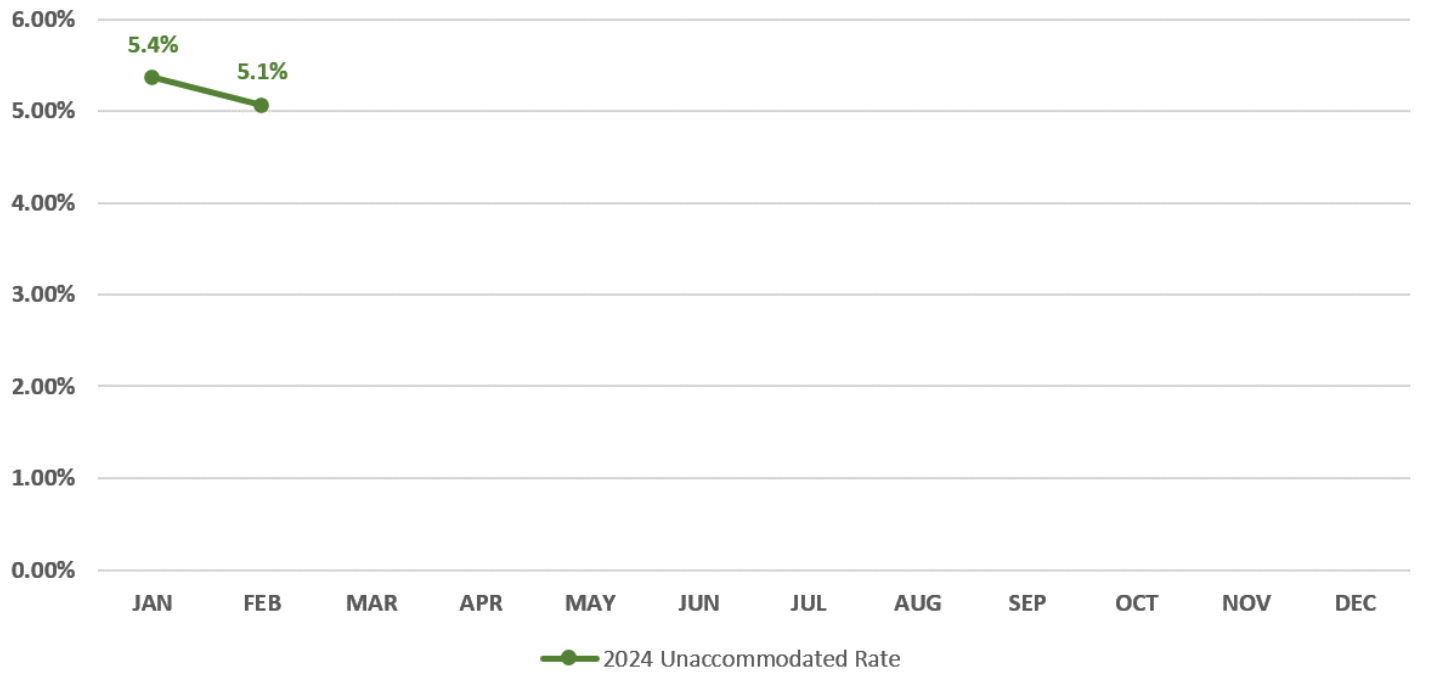
Specialized Average Difference in Requested Trip Time vs. Booked Trip Time



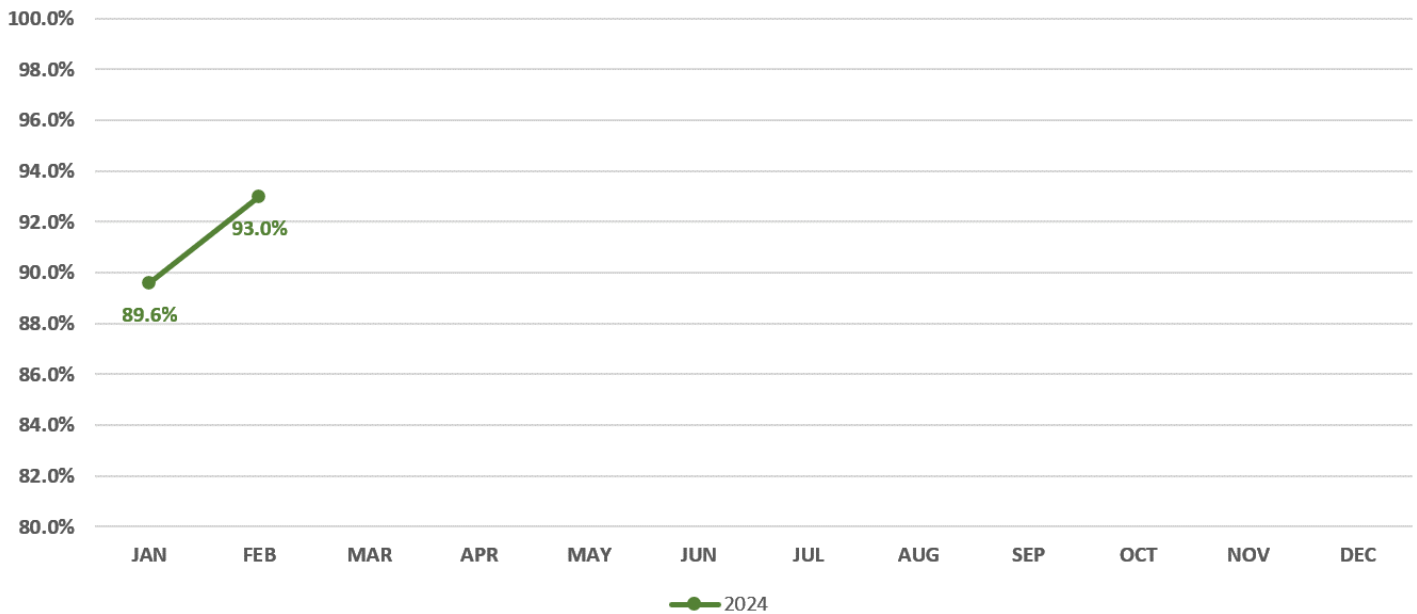
On Demand Unaccommodated Rate



Specialized Service Unaccommodated Rate



Demand Response Service Service Availability



Definition

Service Availability – Demand Response: Service Availability – Demand Response is reflected through three metrics.

Variance between Requested and Actual Booked Pick-up Time: Average difference between the pick-up time requested and actual booked pick-up time. This metric measures how closely a trip can be scheduled to the customer's preferred time. This metric is measured monthly, with a target of 15 minutes.

Unaccommodated Rate: Per cent of requested customer trips that were unable to be scheduled due to lack of capacity, within the service guideline trip scheduling parameter of 30 minutes for Urban and 60 minutes for Rural service areas (relative to pick-up time requested by customer).

An appropriate target for this metric is being developed in consideration of the investments planned in the DRT Transit Service and Financing Strategy (2023-2032), and the approved 2024 budget.

Service Availability: Actual On Demand service hours delivered as a per centage of scheduled On Demand service hours. The service availability target is 99.5 per cent. Service availability for Demand Response service is reported monthly.

Results

Variance between Requested and Actual Booked Pick-up Time

The February 2024 variance between requested and actual booked pick-up time for On Demand trips was 19.0 minutes; 10 per cent higher than January. For specialized transit trips, the variance between requested and actual book trips was 15.0 minutes; 25 per cent higher than January.

Unaccommodated Rate

The February 2024 unaccommodated rate for On Demand trips was 41.4 per cent, an increase of 3.7 per cent. For specialized transit trips, the unaccommodated rate was 5.1 per cent, 0.3 per cent lower than January 2024.

Service Availability

Service availability for February 2024 was 93.0 per cent, a 3.4 per cent improvement compared to January (89.6 per cent).

Action Plan

Staff continue to review the new metrics for On Demand and are actively engaged with the service provider to improve performance. Pending approval of the 2024 DRT budget, approximately 15,000 new service hours will be allocated to On Demand services in rural and urban areas, which will improve capacity and significantly influence reliability of On Demand services. The additional capacity will be added to the On Demand service as resources are secured (vehicles and operators).

Updates

1. Service Change, April 8, 2024

Effective April 8, 2024, schedules on twelve routes will be adjusted to improve service reliability. Existing allocated running time along the routes has been redistributed based on current travel conditions to improve reliability across the entire trip. For example, some trips impacted by congestion are increasing late, whereas there may be more time than required in another section of a route. Shifting travel time to segments that are operating late will improve reliability at each bus stop. For certain routes, changes to overall running time have been made, resulting in a minor impact (five minutes or less) to trip departure times. DRT has not added capacity to the network and there are no changes to frequency on any routes. Further, where trips previously connected to GO Train schedules, connections have been maintained.

The following routes are expected to benefit from improved reliability.

- 101
- 112
- 301
- 319
- 409
- 419
- 421
- 423
- 902
- 920: Due to significant redistribution of travel time on Route 920, departure times have been adjusted by up to 10 minutes. Service will continue to operate every 15-minutes, all day.
- N1
- N2

Two other changes will be implemented April 8, 2024. Route 216C trips will now start and end at the Audley Recreation Centre, instead of Harwood Ave. and Taunton Rd. This enhancement will provide customers more direct service to their destinations. The final Route 507 trip will now serve all stops in Orono.

2. Transit Operator and Worker Appreciation Day

During the week of March 18, 2024, DRT thanked and celebrated the dedication and hard work of all transit staff who keep Durham moving. From bus drivers and dispatchers to mechanics, service persons, reservationists, customer service and all other staff in roles working behind the scenes.

Come sunshine or snow blizzards, early mornings or late nights, transit employees are hard at work to ensure residents can get to work, school, health care, and social engagements.



**Transit Operator and Worker
Appreciation Day
Thank YOU!**

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: #2024-DRT-08
Date: March 19, 2024

Subject:

Extension of existing standing agreement to continue to sole source the purchases and repairs related to proprietary bus parts and fareboxes

Recommendation:

That the Transit Executive Committee recommends:

- A. That a three-year extension from July 1, 2024 to June 30, 2027 to the existing standing agreement with New Flyer Industries and Prevost (Nova Bus) to continue the sole source purchases of proprietary bus parts at an estimated annual cost of \$700,000 for New Flyer Industries, and \$300,000 for Prevost, to be funded from the annual Durham Region Transit Business Plans and Budget be approved;
- B. That a three-year extension from July 1, 2024 to June 30, 2027 to the existing standing agreement with Garival to continue to sole source the purchase, repairs, required proprietary parts and equipment for fareboxes at an estimated annual cost of \$75,000, to be funded from the annual Durham Region Transit Business Plans and Budget to be approved; and
- C. That a three-year extension from July 1, 2024 to June 30, 2027 to the existing standing agreement with Garival Inc. to continue to sole source for system warranty and support for the GFI system at an estimated annual cost of \$50,700, to be funded from the annual Durham Region Transit Business Plans and Budget to be approved.

Report

1. Purpose

- 1.1 The purpose of this report is to seek the approval of the Transit Executive Committee for the five-year extension of three sole source agreements that each exceed \$100,000. Sole source standing agreements are required with New Flyer Industries, Prevost (Nova Bus), and Garival Inc., for procurement of proprietary parts that are either not available in the competitive after-market bus parts industry, and farebox parts, system warranty and support for the GFI fare collection system.

2. Background

- 2.1 Since DRT was formed in 2006, standing agreements have been created with various suppliers. New Flyer Industries and Nova Bus use exclusive authorized distributors for various proprietary parts respective to their bus models. Garival Inc. is the certified exclusive authorized distributor and parts/service provider for DRT's farebox system. Standing agreements with these three vendors will continue to support efficient operation and maintenance of DRT buses.

3. Financial Implications

- 3.1 Section 7 of the Region's Purchasing By-Law 16-2020 allows for sole source purchases and requires Council approval where the sole source purchase exceeds \$100,000. Appendix C, article 1.1 of By-law 16-2020 supports the sole source agreements.
- 3.2 Continued funding for the annual expenditures under the standing agreements with New Flyer Industries (\$700,000), Prevost (\$300,000) and Garival for parts and equipment (\$75,000) and for warranty and support (\$50,000) will be provided within DRT's annual Business Plan and Budget.

4. Previous Reports and Decisions

- 4.1 Similar reports requesting sole source approval to negotiate standing agreements with New Flyer Industry Parts, Prevost and Garival were approved by Committee of the Whole (#2018-COW-65) on April 4, 2018, and Regional Council on April 11, 2018, and May 26, 2021.

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. Goal 5: Service Excellence

(a) 5.1 Optimize resources and partnerships to deliver exceptional quality services and value.

6. Conclusion

6.1 This report seeks approval to negotiate and award a five-year extension to each of the current standing agreements to continue to sole source with New Flyer Industries, Prevost and Garival Inc. for the purchase of proprietary and/or bus safety related parts.

6.2 As required by the Regions Purchasing By-Law 16-2020, Council approval is required for sole source agreements that exceed \$100,000.

6.3 This report has been reviewed by the Finance department and Commissioner of Finance. A similar report will be considered at the April 9th F&A meeting.

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