



Transit Executive Committee Agenda

Wednesday, May 8, 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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8. Advisory Committee Resolutions

There are no advisory committee resolutions to be considered

9. Confidential Matters

There are no confidential matters to be considered

10. Other Business

11. Date of Next Meeting

Wednesday, June 5, 2024 at 1:30 PM

12. Adjournment

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The Regional Municipality of Durham

MINUTES

DURHAM REGION TRANSIT EXECUTIVE COMMITTEE

Wednesday, April 3, 2024

A regular meeting of the Durham Region Transit Executive Committee was held on Wednesday, April 3, 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 Carter*
Commissioner Garrod*
Commissioner Wotten*
Regional Chair Henry* attended the meeting at 1:45 PM
***denotes Commissioners participating electronically**

Absent: Commissioner Brenner
Commissioner Roy

Also

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

Present: 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
N. Lysaght, Manager, Policy and Planning, Durham Region Transit
A. Mak, Transit Supervisor, Financial, Durham Region Transit
D. Margiotta, Manager, Operations Conventional East, Durham Region Transit*
A. Naeem, Solicitor, Legal Services*
Z. Osime-Fakolade, Program Manager, Community Engagement and Change Management, Durham Region Transit

A. Pezzetti, Deputy General Manager, Operations, 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 Anderson, Seconded by Commissioner Wotten,
(17) That the minutes of the regular Durham Region Transit Executive
Committee meeting held on Wednesday, March 6, 2024, be adopted.
CARRIED

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
 - Service Change, April 8, 2024
 - Promotion of services supporting 55+ residents
 - DRT Accessibility Spotlight
 - Transit Operator and Worker Appreciation Day – March 18, 2024

B. Holmes responded to questions from the Committee regarding the timeline and implementation of the additional service hours approved in the 2024 Business Plan and Budget; clarification on Durham Region Transit (DRT) service availability and unaccommodated trip rates; Public Information Session (PIC) in the Municipality of Clarington and planned virtual sessions in April; and the communication strategy to inform the public about the PICs.

B. Holmes introduced and welcomed Anthony Pezzetti as the Deputy General Manager of Operations.

5. **Delegations**

There were no delegations heard.

6. Correspondence

- A) Correspondence received from Mary Medeiros, Clerk, City of Oshawa, dated March 27, 2024, re: Durham Region Transit Stop at Harmony Taunton Smart Centres
-

The Committee requested that staff review the matter, respond to the City of Oshawa, and provide an update at an upcoming Transit Executive Committee meeting.

Moved by Commissioner Carter, Seconded by Commissioner Anderson,
(18) That correspondence received from Mary Medeiros, Clerk, City of Oshawa, dated March 27, 2024, re: Durham Region Transit Stop at Harmony Taunton Smart Centres, be referred to staff for a response.
CARRIED

7. Reports

- A) General Manager's Report – April 2024 (2024-DRT-07)
-

Report #2024-DRT-07 from B. Holmes, General Manager, Durham Region Transit, was received.

Moved by Commissioner Garrod, Seconded by Commissioner Wotten,
(19) That Report #2024-DRT-07 of the General Manager, Durham Region Transit, be received for information.
CARRIED

- B) Extension of Existing Standing Agreement to Continue to Sole Source the Purchases and Repairs Related to Proprietary Bus Parts and Fareboxes (2024-DRT-08)
-

Report #2024-DRT-08 from B. Holmes, General Manager, Durham Region Transit, was received.

Staff responded to questions from the Committee regarding sole source purchases of proprietary bus parts being the best rate for the residents of the Region of Durham.

Moved by Commissioner Anderson, Seconded by Commissioner Schummer,
(20) 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 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 be approved.

CARRIED

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, May 8, 2024 at 1:30 PM in the Council Chambers, Regional Headquarters Building, 605 Rossland Road East, Whitby.

12. Adjournment

Moved by Regional Chair Henry, Seconded by Commissioner Anderson, (21) That the meeting be adjourned.

CARRIED

The meeting adjourned at 2:03 PM

Respectfully submitted,

M. Crawford, Chair

S. Dessureault, Committee Clerk



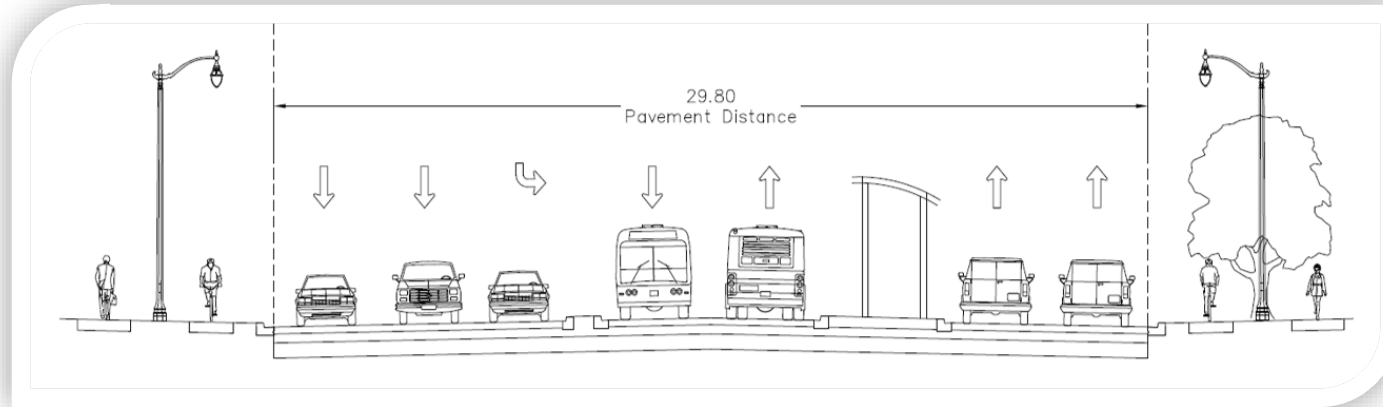
Durham Scarborough Bus Rapid Transit & Simcoe Street Rapid Transit Update

Durham-Scarborough Bus Rapid Transit (DSBRT)



- The Metrolinx led TPAP is complete for the 36km BRT corridor
- Preliminary Design Business Case (PDBC) is currently in progress

Durham-Scarborough Bus Rapid Transit (DSBRT)



- Median BRT lanes
- Median bus shelters
- Active transportation facilities



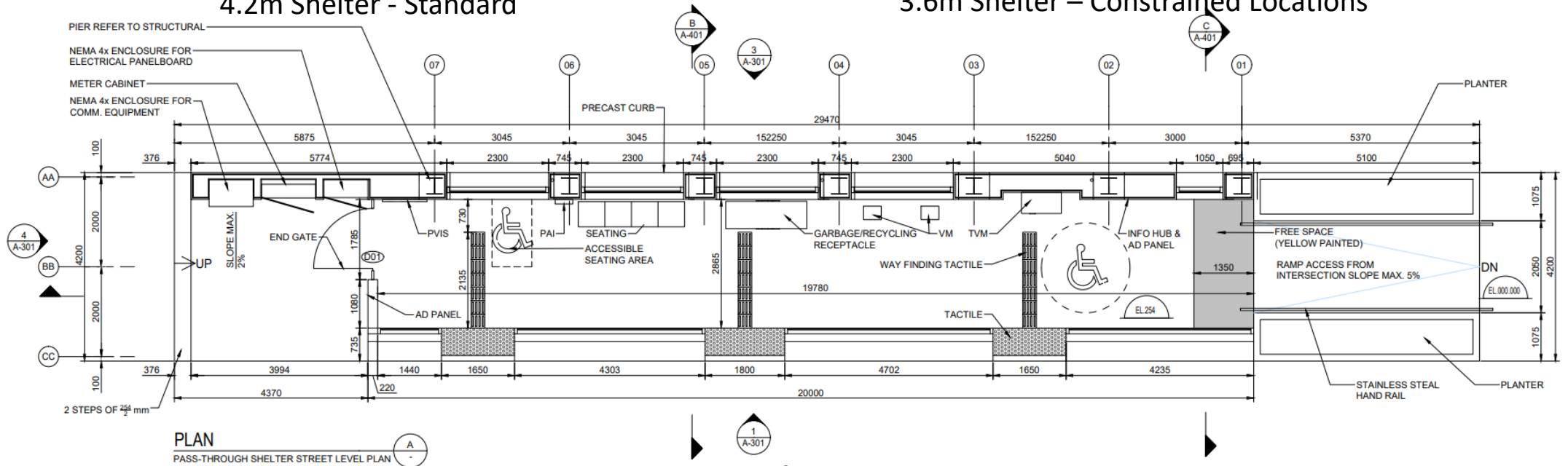
Median Shelter Design



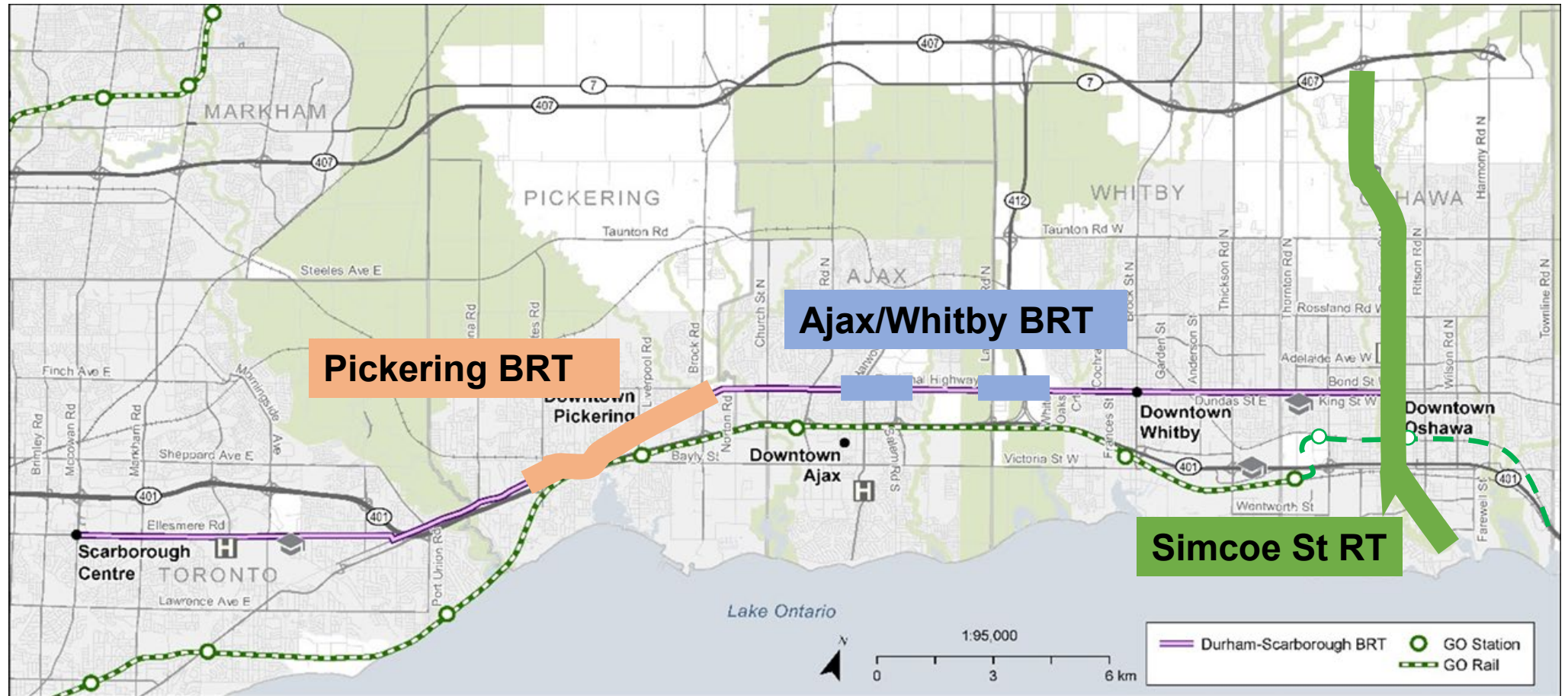
4.2m Shelter - Standard



3.6m Shelter – Constrained Locations



Investing in Canada Infrastructure Program



- Rapid Transit Projects

Pickering Project Status



1. Dixie to Bainbridge – Construction 2025*
2. Steeple Hill to Merritton – Construction 2025*
3. Merritton to Dixie – Construction 2027*

* Construction dates subject to First Nations consultations.



Ajax & Whitby Project Status



1. Harwood to Wicks – Construction 2024*
2. Wicks to Galea – Construction 2025*
3. Lake Ridge to Des Newman – Construction 2026*

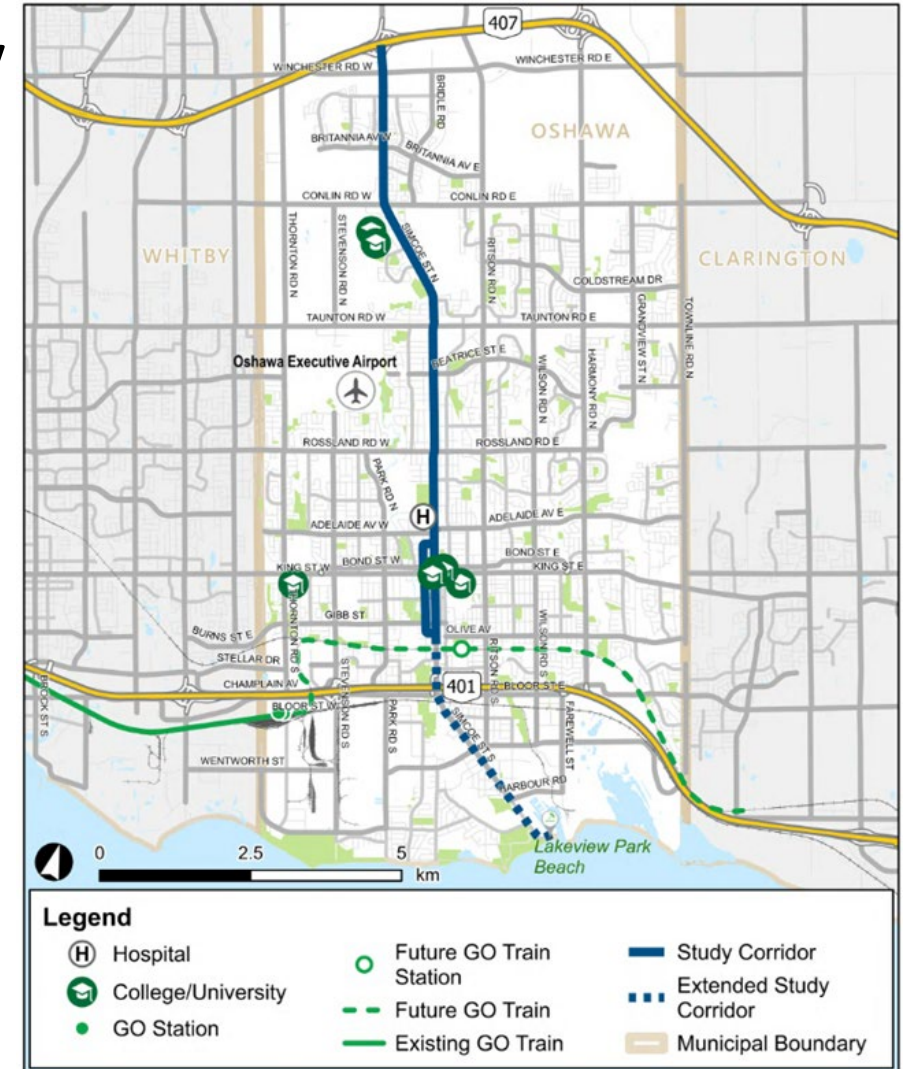
* Construction dates subject to First Nations consultations. Page 14 of 54



Simcoe Street RT

Visioning and Initial Business Case Study

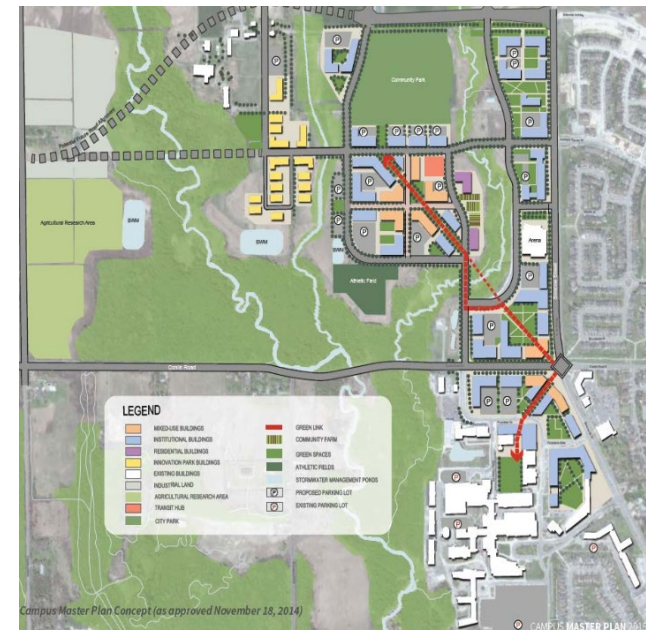
- The Region is undertaking a study to evaluate rapid transit technologies along the Simcoe Street corridor
- Visioning Study was launched in September 2022 to solicit public input for rapid transit on Simcoe Street
- Study planning is using a 2051-time horizon
- Based on feedback from Round #1 of consultation, study limits were extended south to Lakeview Park



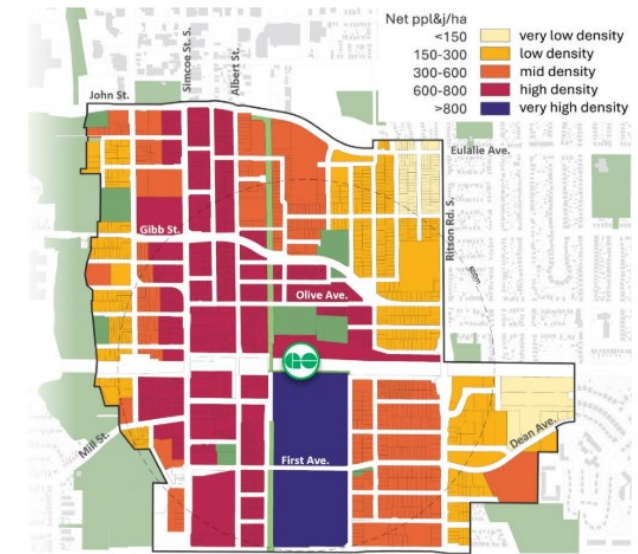
Simcoe Street RT

Why Simcoe Street?

- Rapid transit is necessary to meet the future corridor growth demands
- Connects Lakeview community, Central GO/MTSA, Downtown, hospital, university/college, 4 Regional priority neighbourhoods, future 407 transitway along with existing and planned high density developments
- Central Oshawa GO station is planning a minimum of 50% of commuters using GO service to arrive by transit
- Oshawa MTSA study - mode share of 60% cars / 40% sustainable transportation. Higher order transit is required to achieve these mode splits
- Without rapid transit, more trips will be allocated to cars and further gridlock will encompass a greater area



Oshawa Tech Campus Master Plan

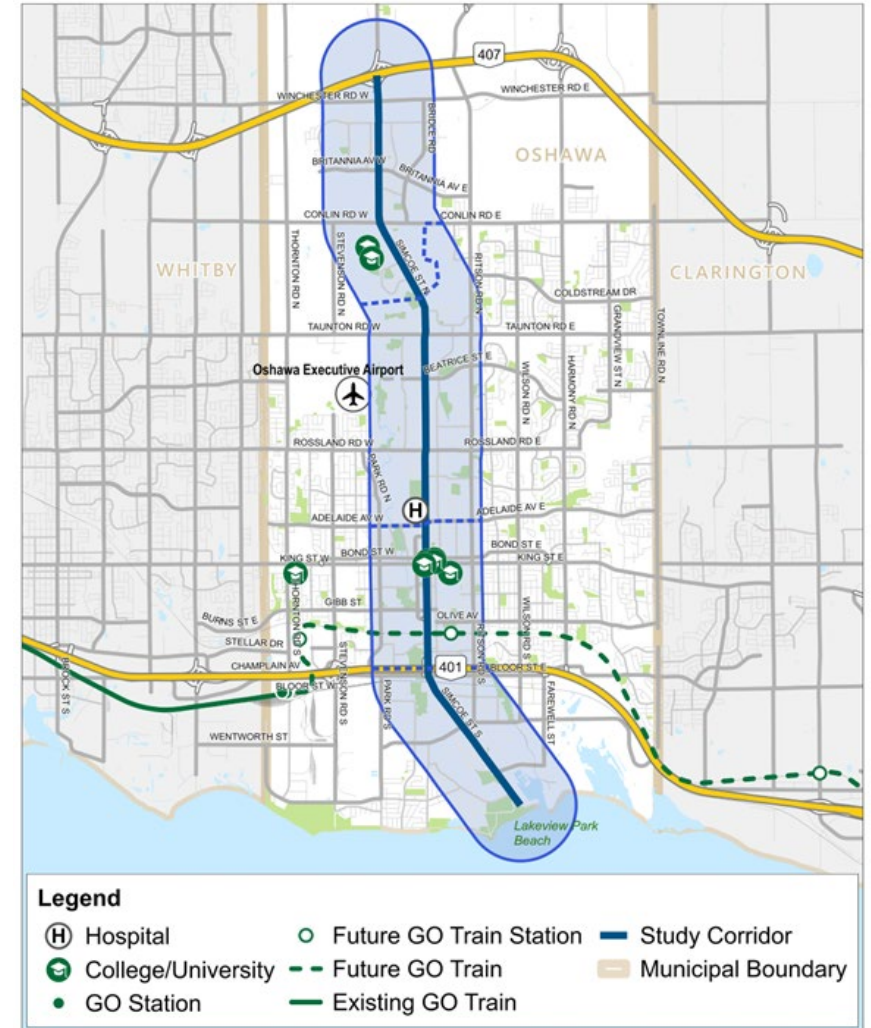


Oshawa MTSA Preferred Land Use Alternative

Simcoe Street RT

Why Simcoe Street?

- 42% of Oshawa's population and 51% of Oshawa's jobs are in the Simcoe corridor – 1 km on either side of Simcoe Street
- 2021 unemployment rate in the Simcoe corridor was 16.8% - Oshawa 15.2% and Durham Region 12.8%
- Average income in the Simcoe corridor is \$39,308 - Oshawa \$41,840 and Durham Region \$46,760
- 47% of households rent their home in the Simcoe corridor whereas 21% in the Region of Durham
- As home and car ownership costs continue to increase, so will use of rapid transit, particularly when service is frequent and reliable



Rapid Transit Benefits

Ridership

- Faster, reliable transit service encourages new ridership by providing a viable alternative to taking the car
- First 5-years of launching the BRT service on Kingston Road - 50% increase in transit ridership
- Simcoe corridor ridership in 2022 - approximately 8,200 weekdays and 7,700 on weekends, 2.5 million passengers per year
- 2051 ridership under the BAU scenario will increase to 7.3-9.5 million passengers per year
- The introduction of rapid transit further increases transit ridership to 14.2 to 17.5 million passengers

	Business as Usual (BAU)	Option 1: BRT	Option 2: LRT	Option 3: Monorail	Option 4: Gondola
Service Attributes					
Number of Stations	35	19	19	17	16
Average Station Spacing (m)	260	740	740	825	875
Average Operating Speed	17 km/h	25 km/h	30 km/h	40 km/h	21 km/h
Vehicle Type	Low-Floor Standard Bus	Low-Floor Articulated Bus	Low-Floor, Dual Ended	Suspended Rail (200 pass)	Suspended cabin (25 pass.)
Ridership Forecasts					
2051 Daily Boardings	20,000 to 26,000	39,000 to 47,000	39,000 to 48,000	28,000 to 34,000	39,000 to 48,000
2051 Peak Point Peak Direction Peak Hour	900 to 1,100	1,200 to 1,400	1,200 to 1,500	1,100 to 1,300	1,200 to 1,600

Comparison of Rapid Transit Options on Simcoe Street



Introduction of Rapid Transit on Simcoe Street

Rapid Transit Benefits

Economic

- Accepted that every \$1 invested in rapid transit, generates \$4-\$5 in economic returns and close to 50,000 jobs per \$1 billion invested
- Attracts new development to the corridor - developments along the Kingston Rd corridor advertising the DSBRT as a key feature
- Real estate values along rapid transit corridors generally see increases in North America between 2% and 40%
- Developments along rapid transit corridors have reduced parking requirements due to the modal shift. At over \$100,000 construction cost per space, rapid transit offers developers significant savings



Rapid Transit Benefits

Cleveland Healthline

- 10 years after construction of the \$200 million BRT “Healthline”
- Corridor has seen \$9.5 billion in development along the corridor
- A return of \$190 per dollar invested
- Credited with revitalizing an entire derelict corridor

Waterloo ION LRT Phase One

- Gained 22,000 new residents between 2011 and 2019
- Double the population growth rate of the rest of the Region
- TOD Accounted for 43% of the Region’s construction value in 2020 and 45% of the Region’s residential permits
- Total cumulative building permit value since 2011 = \$3.8 Billion
- A return of \$4.2 per dollar invested

Cleveland's Healthline among rapid transit systems that improve property values, OSU study says

Multi-family residences saw a 41.5 percent increase in their property values.



Rapid Transit Benefits

Portland Aerial Tram

- 10 years after construction of the Aerial Tram - over \$1 billion in development in South Waterfront
- Revitalized the previous underutilized industrial area
- Prior to construction - City offered to buy any property owners who felt that the project would negatively impact them – not one residents took the City up on their offer
- The tram ultimately increased property values
- Portland's aerial tram approaching maximum ridership capacity in ten years



Portland Aerial Tram 2007 Construction

Transit Infrastructure Options

PIC#3 Options



BRT (4 lane and 6 lane options)



LRT (4 lane and 6 lane options)









Aerial Cable Car



Monorail

Evaluation Criteria

Outcome	Benefit	Measure
Efficient and Connected Mobility	 Reduces transit times for riders and improve transportation network resiliency.	<ul style="list-style-type: none"> Net daily transit trips. Change in AM Peak ridership. Mode share shift.
	Strengthens the regional transit network.	<ul style="list-style-type: none"> Time savings to major destinations (e.g. Durham College, Ontario Tech U, Oshawa UGC). Transit trips to regional transit (e.g. Central Oshawa GO, DSBRT, 407 Transitway).
Equity and Inclusion	 Increases equitable access to transit and reduces the cost of transportation.	<ul style="list-style-type: none"> Change in transit attractiveness/mode share in Priority Neighborhoods² relative to others. Change in transit time savings in Priority Neighbourhoods relative to others. Shift to zero vehicle households in Priority Neighbourhoods relative to others. Transfer experience.
Economic Prosperity	 Expand access to economic and employment opportunities.	<ul style="list-style-type: none"> Number of employment opportunities within 1 km of corridor.
Environmental Sustainability	 Get travellers moving with less emissions and electricity.	<ul style="list-style-type: none"> Change in GHG emissions. Change in auto-km travelled. Shift to zero vehicle households.
Healthy & Complete Communities	 Increase the attractiveness of transit and get people moving.	<ul style="list-style-type: none"> Change in daily corridor ridership. Change in active travel within Oshawa (e.g. person-mins). Percentage of population living within 800 m of rapid transit stop and 400 m of BAU stop.
Safety & Security	 Support the roadway safety goals of Vision Zero.	<ul style="list-style-type: none"> Change in safety collision savings.

Transit Infrastructure Options

Current Preferred Options



BRT (4 lane)



LRT (4 lane)



Aerial Cable Car



Monorail

Transit Infrastructure Options

At-Grade BRT

Advantages

- Least expensive rapid transit solution to implement.
- Local buses that use Simcoe can utilize the BRT lanes
- Ease of access to at-grade BRT stations
- Transit improves corridor safety over car travel
- Near level boarding

Disadvantages

- Significant disruption during construction
- Removing a lane of traffic, can increase traffic congestion and infiltration
- Has the biggest footprint, requiring greater property acquisition
- Longer construction period



Transit Infrastructure Options

Aerial Cable Car

Advantages

- Short construction timeframe, with minimal disruption
- Maintain 2 full lanes of traffic in each direction
- Wait time for commuters at peak periods is approximately 20 seconds
- Easy to adjust system capacity based on demand by adding or removing cabins
- Extremely high reliability and safety rating compared to other modes of transit
- Level boarding

Disadvantages

- Typically need to access the system at 2nd/3rd storey, requiring the use of stairs or elevators
- Slowest of the transit options being explored
- Challenging for those who are afraid of heights
- Privacy concerns for those who live on the corridor



Transit Infrastructure Options

Existing Urban Cable Cars



La Paz, Boliva



New York City



Medellin, Columbia

Future Urban Cable Cars



Paris, France opening 2025



Los Angeles, California



Burnaby, British Columbia

Simcoe Street RT Study – Next Steps

- BRT/Cable Car Feasibility Study
- Presentation to Oshawa Council – Fall 2024
- Presentation to Regional Committee of the Whole – Fall 2024
- EA/TRPAP Simcoe Street Rapid Transit – Fall 2024-Spring 2026

Questions ?

Joell Ann Vanderwagen

• Oshawa, Ontario • Canada •

TO: DURHAM REGION TRANSPORTATION EXECUTIVE COMMITTEE

DATE: APRIL 11, 2024

RE: OSHAWA CENTRE TRANSIT TERMINAL

INTRODUCTION

Hello Councilors, I'm here again with more suggestions for improving Durham Region Transit.

Last month, I talked about the need for continuous, reliable transit service along the main arterials on the regional road grid. Today, I want to focus on **the transit centre located on the southeast side of the Oshawa Centre mall** (which is next to Stevenson, below King). This is an important location where many bus routes converge from across the region—where riders can begin or end a trip or transfer between routes. The problem is that this transit centre has only minimal facilities, primitive in comparison to transit centres in other cities in Ontario, and not very hospitable to prospective riders.

DESCRIPTION

The bus transfer centre is a large, concrete crescent, around which buses arrive, park, and then depart. There are some conventional glass shelters with benches. It is completely walled off from direct access to the mall inside, except for long ramp leading northward to mall entrance #7 – or a walk westward past the parking garage to lower-level entrance #5. There are no signs directing passengers to these entrances.

INSTALL ELEVATED LED SIGNS WITH REAL-TIME SCHEDULES

When I used the transit centre for the first time, I didn't know where to stand to wait for my bus. Finally, I saw it arrive on the other side of the crescent and had to make a run for it. The arrival location for each route should have a tall, visible sign—ideally an LED sign that displays real-time arrival and departure information for each bus. This is standard in centres around the world.

Ideally, there should also be LED signs in the Food Court so that riders can use the washroom and/or have a bite to eat while waiting for their bus. The presence of these LED signs would also alert mall patrons to the existence of the transit centre, which is now fairly hidden, and perhaps motivate them to give transit a try.

POST INFORMATION ON THE BARREN CONCRETE WALLS

Framing the bus centre are two barren concrete walls that should be used to display necessary information such as the fare structure, access to PRESTO card machines, the customer service number, maps of transit routes, and the location of the food court and washrooms. When taking transit trips, especially with transfers and long waits, access to washrooms is a major issue for many people.

When I toured the site recently, I didn't know about the fare structure (Sadly, I had mostly given up on transit after moving to Oshawa). I asked a waiting bus driver, who told me they take exact cash, personal credit cards, and PRESTO cards. She impatiently gestured to a sign INSIDE the bus which listed the cash fares for seniors, adults, children, and students and their corresponding, lower PRESTO charges. This fare information should be displayed on a sign outside so that riders can be ready with exact cash or know what other fare media they can use.

BETTER ACCESS TO PRESTO MACHINES

Riders throughout the GTHA can buy PRESTO cards and load them at machines or designated sellers to pay for all types of public transit. Signs should be posted at the Oshawa transit centre telling riders where they can buy or refill a card. I learned that Shoppers Drug Mart on the southwest side of the mall carries PRESTO cards. I went there and spoke to the clerk, who said their PRESTO machine had been down for two weeks and the company did not return their phone calls. So, I walked a half kilometre to Guest Services at the far north end. The clerk there said they do sell and refill PRESTO cards and have the mechanism to adjust fares for seniors and students. When I mentioned the difficulty of having to walk half kilometer each way, she said that they had asked PRESTO to install a machine at the south end, but PRESTO said NO, it was too expensive.

THE POLITICS OF PRESTO

It should be noted that PRESTO is a private company and their exclusive power to make these decisions is an important issue. From what I can piece together of the history, back in 2006 the Ontario Government had awarded a ten-year contract to a U.S. consulting firm, **Accenture**, to design, build, operate and maintain a fare card system for regional GO Transit. However, as of 2011, the TTC Commission had been planning for their own local fare card that could have been easily refilled at bank machines, making it more accessible to users, especially students and low-income persons.

However, the Provincial government of the day by-passed the TTC Commission and decided to give development of the TTC card system to the private company instead. And, according to the Provincial Auditor, rather than modifying the original Presto system to meet the needs of Ottawa and Toronto, as permitted in the contract, the Ministry of Transportation decided to pay for a new system, Presto Next Generation (PNG). As the 2012 *Annual Report* of the Auditor General concluded, the "Presto base and PNG combined would turn out to be one of the more expensive fare-card systems in the world" (p. 22).

INSTALL AND STAFF A TRANSIT KIOSK INSIDE THE MALL

I suggest that a transit kiosk be located inside the mall, possibly opposite the food court, staffed with a knowledgeable person who can introduce potential new riders to Durham Region Transit. Staff could help people understand the routes and schedules and make their own trip plans. They could inform them about how to phone the customer service centre for day-to-day help and how to find schedule information online. Making this first step easy is the key to encouraging more people to use transit. When I moved to Oshawa in 2016, I didn't have a clue about the transit system or even the existence of the DRT website. There was a bus stop in front of my building, but it proved to be only for rush hour, useless for making a shopping trip. There was a bus stop at Ritson and Bloor that I used to go downtown but, one day, it wasn't there. No explanation. That was when I realized I had to buy my first car.

WE NEED LOW-TECH, VISIBLE PUBLIC INFORMATION

Please understand that many of the people who most need to rely on transit are not high-tech! A bus driver once commented to me that "They think everyone has a computer in their hand!" There are seniors who no longer drive, or never have; low-income people who cannot afford smart phones, or people like me who don't use them for internet access. People need visible public information and easy-to-understand transit routes and schedules. The three key parts of transit are: route patterns, reliable service, and INFORMATION. The phone number of the DRT Customer Service Centre should be prominently displayed, perhaps on most bus stop signs. I am happy to say that I have found the DRT staff at Customer Information very helpful.

IMPROVE THE TRANSIT SHELTER

With only a few small glass shelters and benches, the current transit centre does not serve the needs of riders. There should be a continuous enclosed structure all along the crescent that provides seating and shelter from driving rain, cold wind, or blazing sun. Transit riders need to be able to survive in all types of weather. Hey, even throw in some vending machines for food and coffee. Again, this is not a fairy-tale, it is common practice in other places.

THE PROCESS OF IMPLEMENTATION

I visited the Oshawa Centre Administration Office, to ask for information about the mall, such as the fact that they have nine million visitors a year, and happened to speak with the Operations Manager, Craig Walsh. We discussed the need to improve the transit centre and I said I hoped that Durham Region representatives could work with the Oshawa Centre to improve transit access and use and he said they would be happy to discuss these things with the Region. Might I suggest that it would be good if the Oshawa Centre would donate the space for a transit kiosk, rent-free, and perhaps even locate a Guest Services staff person there, more conveniently located in the centre rather than just at the far north end.

Sincerely,

Joell Ann Vanderwagen

April 24, 2024



Office of the CAO
Legislative Services
City of Oshawa

**Durham Region
Transit**

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durhamregiontransit.com

Re: Item ED-24-30

**Durham Region Transit Stop at Harmony Taunton Smart
Centres**

Thank for your correspondence dated March 27, 2024. Oshawa City Council adopted the following recommendation of the Economic and Development Services Committee:

“That in accordance with Item ED-24-30 concerning the Durham Region Transit Stop at Harmony Taunton Smart Centres, the following be endorsed and referred to Durham Region Transit:

That the Oshawa Accessibility Advisory Committee advise Durham Region Transit that the transit stop changes recently initiated that removed the Harmony Taunton Smart Centres Stop is adversely impacting people with disabilities and that Durham Region Transit consider returning the stop to the shopping plaza.”

At the meeting held April 3, 2024, the Transit Executive Committee referred the correspondence to staff for a response to the City of Oshawa.

DRT is committed to consistently monitoring trends and performance of the transit network to best serve the Region of Durham with the resources available. Throughout the fall of 2023, increased bus congestion at the bus stops in the Harmony Taunton Smart Centre contributed to operational delays resulting in reduced service reliability for customers. DRT also experienced record ridership levels resulting in insufficient capacity on several key corridors, and unprecedented demand from residents and businesses to improve reliability and expand access to transit for residents.

If you require this information in an accessible format, please contact 1-866-247-0055

In response to these challenges, DRT implemented service adjustments on January 2, 2024, to reallocate resources to areas of greatest pressure and demand. Specific to the Taunton/Harmony/Conlin corridor, routes 410, 419, 423, and 920/921 continue to operate from the bus stops in the Harmony Taunton Smart Centre. PULSE 915, PULSE 916, N1, and routes 405 and 407 were rerouted to bus stops on Harmony road and Taunton road. These stops are equipped with fully accessible hard surfaces and are connected to the City of Oshawa pedestrian network. Bus shelters are planned for installation in Spring-Summer, 2024.

Congestion within the terminal has since improved, with buses generally departing on time, contributing to improved reliability for customers. The adjustments also enabled DRT to provide residents in the Townline/Conlin Road areas with access to the extended route PULSE 915.

As a result of the restructuring of routes and reallocating resources to areas of greatest demand across the Region, some customers will walk or travel further to a bus stop. These adjustments remain consistent with DRT's service standards, including the walking distance standard of 95 per cent of addresses within 800 metres of a bus stop. DRT acknowledge that transit customers possess diverse abilities, and we continue to evaluate established service standards in consideration of customers, service quality, and transit resources. DRT also continues to advocate to property owners across the Region to ensure uninterrupted and barrier-free pedestrian access to bus stops.

The feedback from the City of Oshawa is appreciated and will be considered as DRT implements record level investments into services and infrastructure to accommodate increasing demand for transit across the Region.

Thank you.



William (Bill) Holmes
General Manager – Durham Region Transit

Copy:

Elaine Baxter-Trahair, Chief Administrative Officer
Cheryl Bandel, Deputy Regional Clerk
Transit Executive Committee Members

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-09
Date: May 8, 2024

Subject:

General Manager's Report – May 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 – May 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
May 8, 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	March	0.32	0.14	✗ 123	✗ 44.1

Ridership

Demand Responsive						
Ridership (x1,000)	Number passengers	March	1,092	876	✓ 24.6	✓ 32.8
PRESTO Ridership	Customers paying using PRESTO (per cent)	March	93.4	91.7	✓ 1.7	✓ 1.8
Bus full occurrences	Number operator reported occurrences	March	319	173	✗ 84.4	✗ 44
Demand Responsive						
Ridership - Specialized	Number customer trips	March	12,096	10,265	✓ 17.8	✓ 26.9
Unaccommodated Rate - Specialized	Trip requests not scheduled (per cent)	March	6.45	NA	NA	NA
Ridership – On Demand	Number customer trips	March	9,237	10,003	✗ -7.7	✓ 2.2
Unaccommodated Rate – On Demand	Trip requests not scheduled (per cent)	March	42.1	NA	NA	NA

Service Delivery

Scheduled						
On time performance	On-time departures from all stops (per cent)	Service Period 1 ³	68.5	73.6	✗ -5.1	✗ -5.1
Service availability	Scheduled service delivered (per cent)	Service Period 1 ³	97.1	98.6	✗ -1.5	✗ -1.5
Mean Distance Between Failure (MDBF)	Average number of revenue service kilometres between occurrences of vehicle defects impacting service (revenue service kilometers)	March	11,356	NA	NA	NA

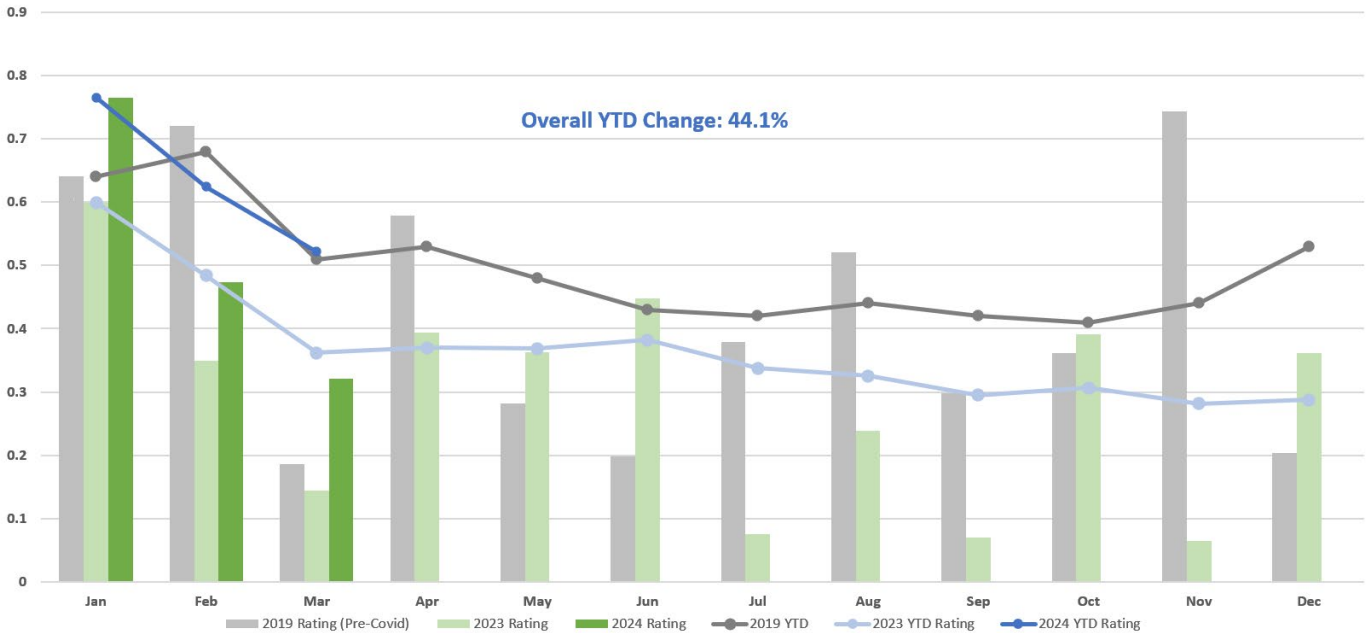
Demand Responsive						
Service Availability – Demand Response	Planned Service Delivered (per cent)	March	91.9	N/A	N/A	N/A
On time performance – Specialized	On-time customer pickups (per cent)	March	86.7	N/A	N/A	N/A
On time performance – On Demand	On-time customer pickups (per cent)	March	90.7	N/A	N/A	N/A
Service availability – Specialized	Average difference in requested trip time vs. booked trip time (minutes)	March	13:51	N/A	N/A	N/A
Service availability – On Demand	Average difference in requested trip time vs. booked trip time (minutes)	March	18:57	N/A	N/A	N/A

¹Target is 2023 measure for the same period

²Year to Date (YTD) compared to previous year

³March 2, 2024 through April 7, 2024

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 March preventable collision rate was 0.32 per cent compared to 0.14 per cent for the same month in 2023. There were 13 preventable collisions year to date in 2024, contributing to a 44 per cent increase in the collision rate in 2024.

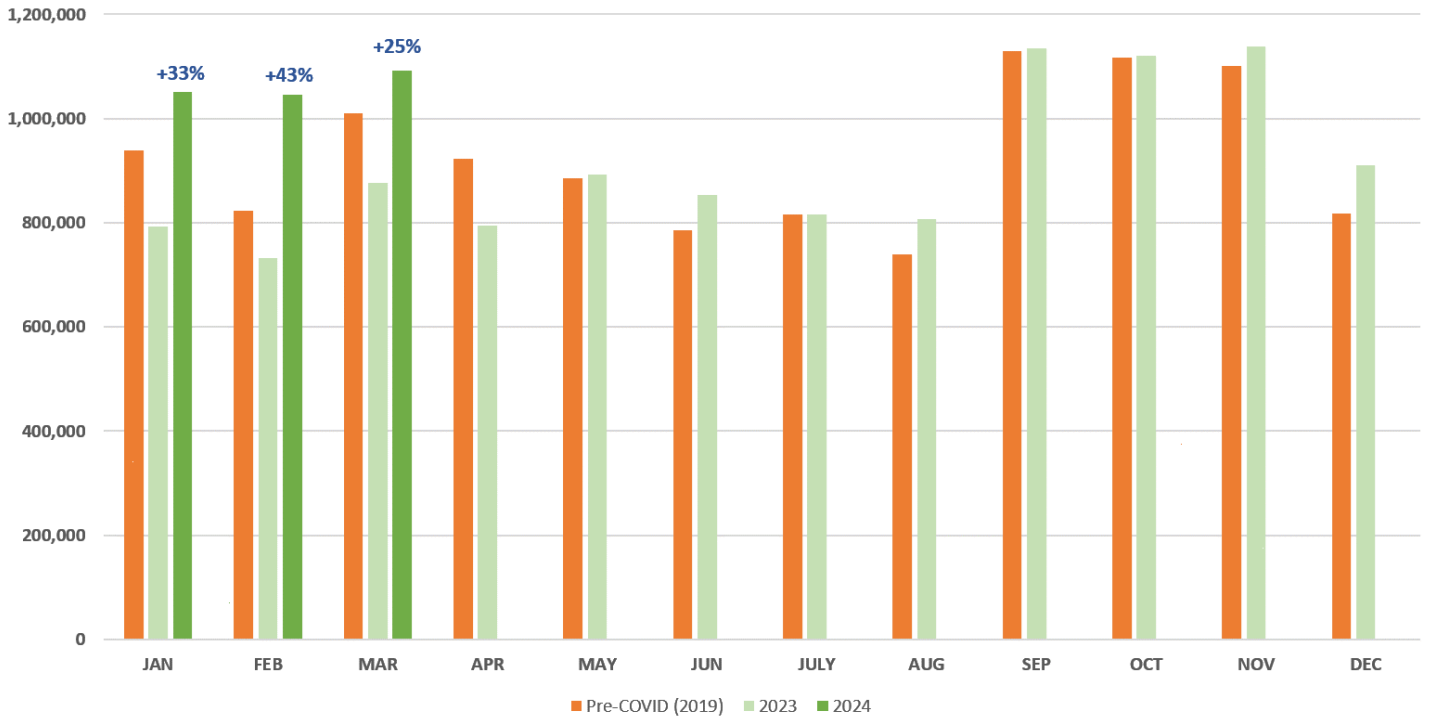
Preventable collision rate trends for transit drivers are generally consistent, with the highest rates experienced by drivers with less transit driving with experience. Year to date, DRT operators with less than one year driving experience account for 46 per cent of preventable collisions. Further, in 2024 there are 23 additional bus operators with less than one year transit driving experience, a 3 per cent increase in this operator demographic.

Action Plan

The Safety and Training group will further investigate root causes of preventable collisions and implement the appropriate mitigation measures.

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

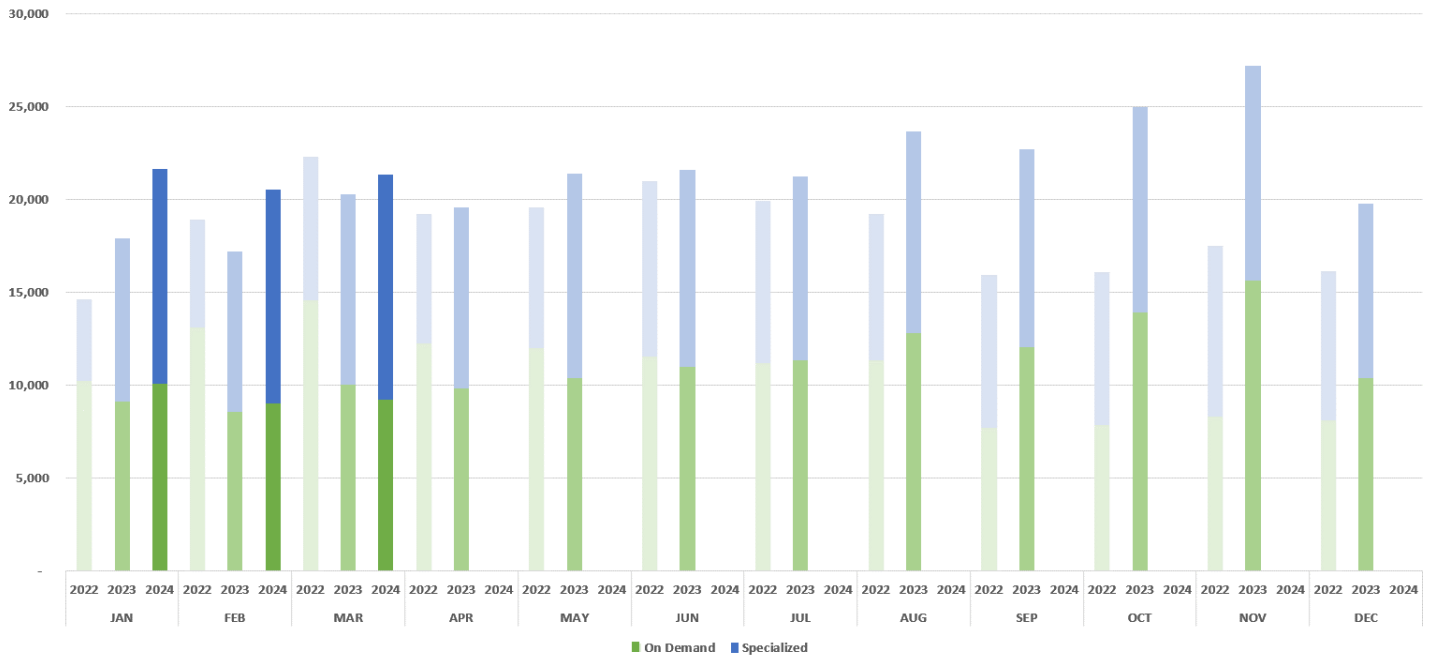
March ridership on scheduled service was 1.1 million, 25 per cent higher than the same month in 2023, and approximately 9 per cent higher than the pre-pandemic period.

Action Plan

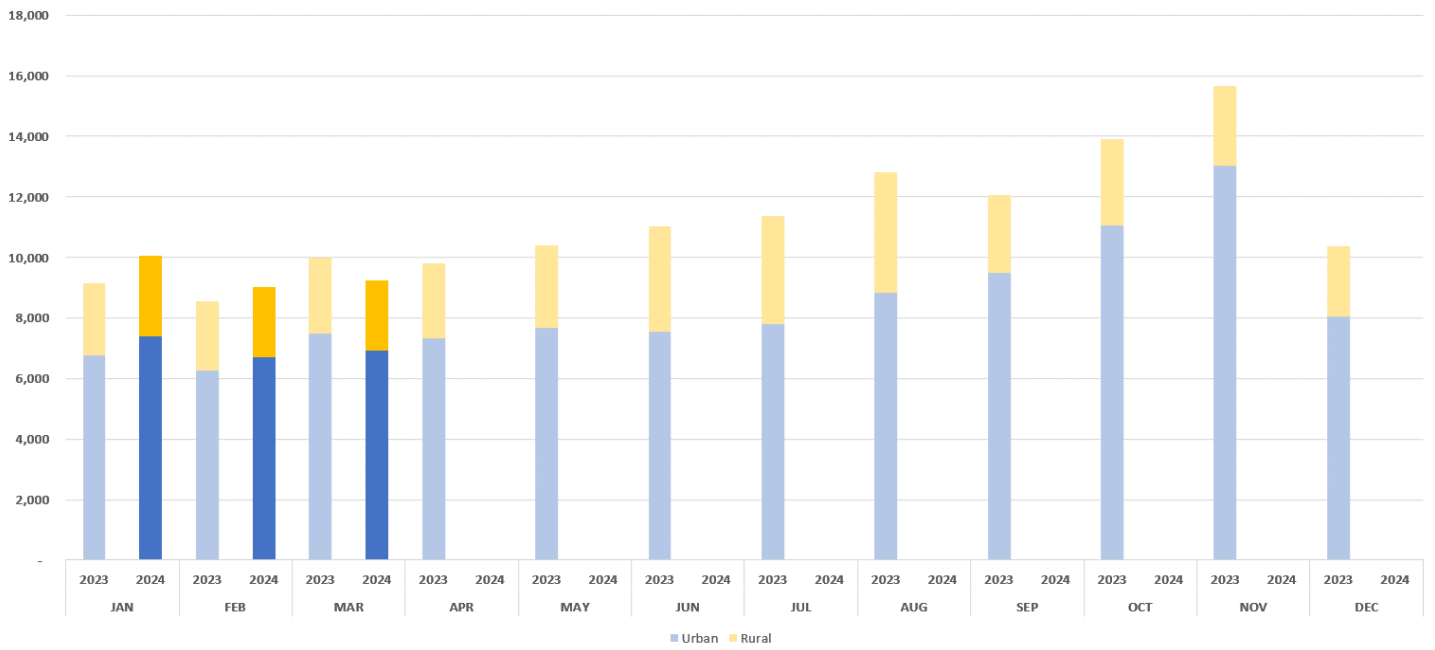
DRT continue to recruit and train staff to deliver the 44,405 new annual revenue service hours approved in the 2024 budget. The new service hours are planned to be implemented starting at the September service change. Approximately 26 per cent of the new service hours will be assigned to improve service reliability to mitigate impacts of congestion and construction, with the remaining 74 per cent of new service hours planned for service impacted by changes required to be implemented in January 2024, and some growth areas in the Region.

Demand Response Transit

Demand Responsive Trips



On Demand Trips



On Demand Trip Service Areas Breakdown

		MAR 2024	YTD 2024
R U R A L	Uxbridge	249	896
	Brock	642	2,091
	Scugog	481	1,454
	Pickering	306	903
	Ajax	10	36
	Whitby	8	59
	Oshawa	48	141
	Clarington	584	1,701

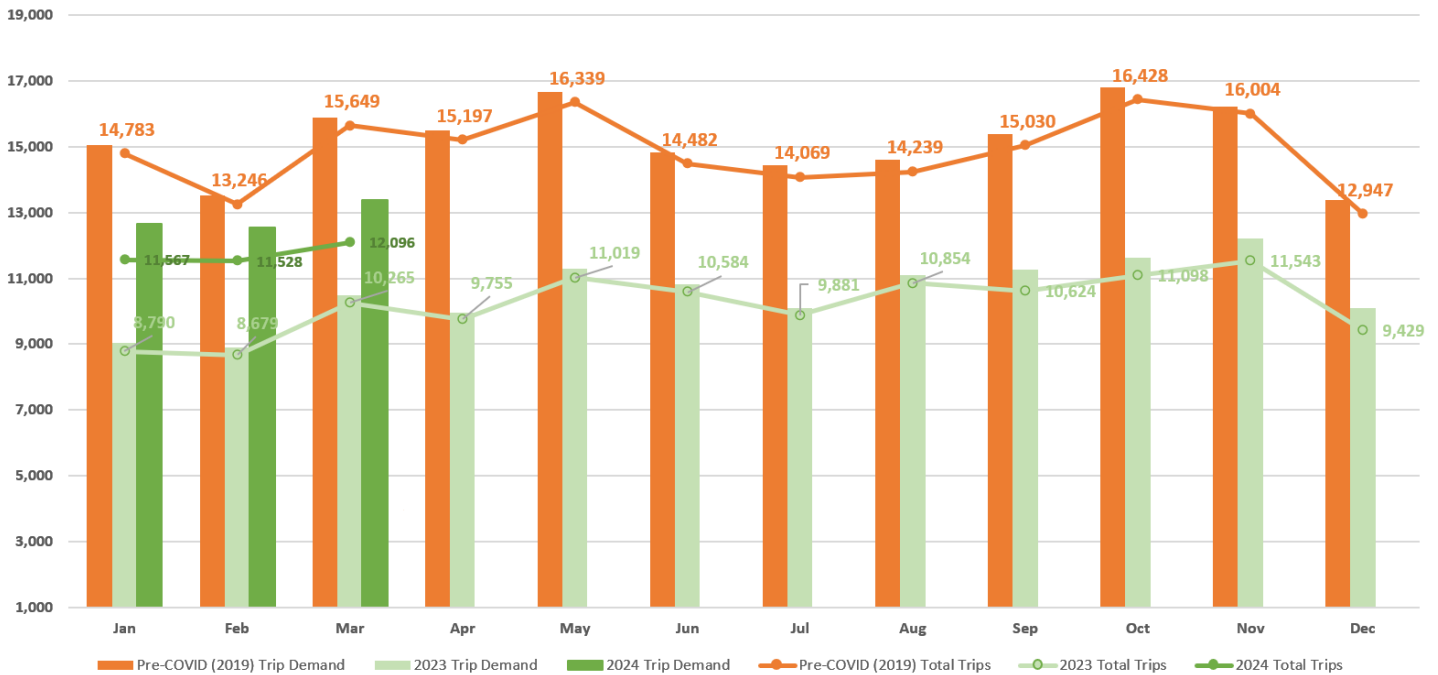
		MAR 2024	YTD 2024
U R B A N	Uxbridge	472	1,477
	Scugog	601	1,918
	Pickering	960	2,690
	Ajax	753	2,531
	Whitby	1,342	4,002
	Oshawa	1,096	3,484
	Clarington	1,685	4,916

Specialized Trip Service Areas Breakdown

		MAR 2024	YTD 2024
R U R A L	Uxbridge	19	47
	Brock	52	126
	Scugog	131	325
	Pickering	24	43
	Ajax	1	1
	Whitby	84	231
	Oshawa	9	26
	Clarington	153	395

		MAR 2024	YTD 2024
U R B A N	Uxbridge	55	146
	Scugog	106	323
	Pickering	1,470	4,228
	Ajax	2,083	6,178
	Whitby	2,738	8,340
	Oshawa	3,952	11,416
	Clarington	945	2,618
	Toronto-Yo	274	748

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 21,333 trips in March 2024, including 12,096 trips for customers registered with Specialized transit. Total On Demand trips delivered in March 2024 were

approximately 5 per cent higher than March 2023, including a 17 per cent increase in Specialized transit trips, with an 8 per cent reduction in On Demand 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 were adjusted. For example, the dwell time setting of On Demand trips, or time to pick-up or drop 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 fare. Similarly, the dwell time for pick-up of a specialized transit trip was too short, particularly for pick-ups involving a mobility device.

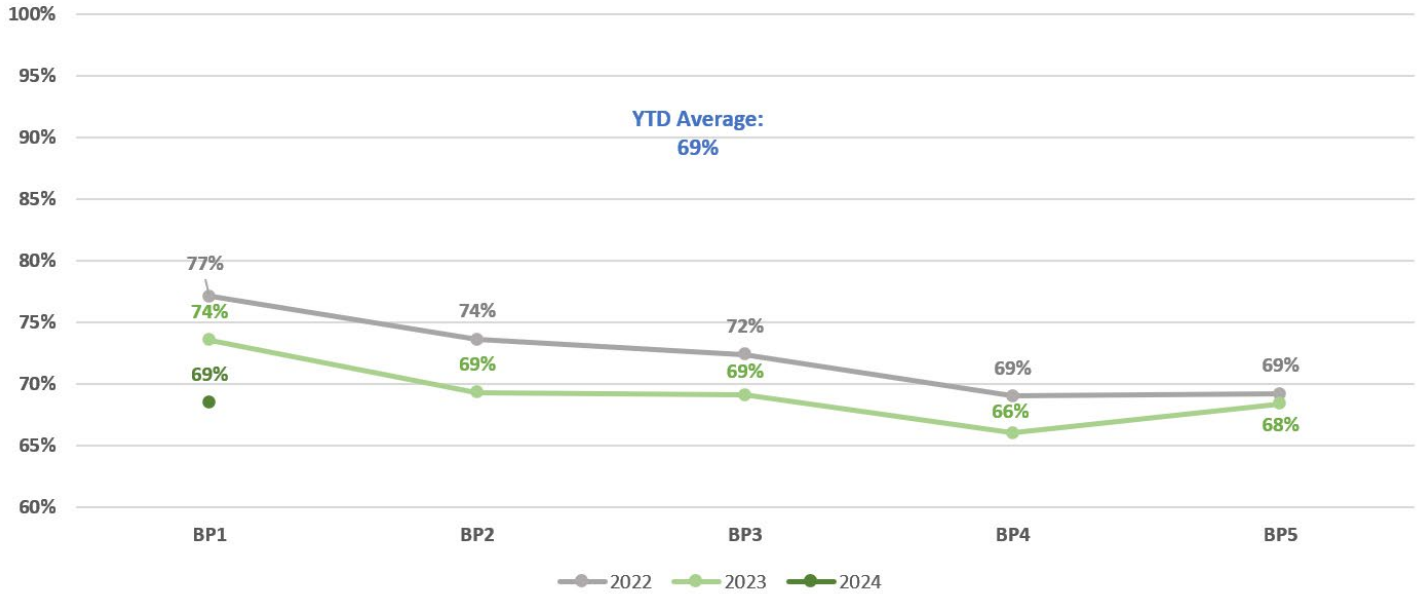
The parameters were adjusted for January 2024, which provide for more accurate trip times. The changes have resulted in an improvement to reliability for booked trips, with a lower overall capacity on the service.

The 15,260 additional On Demand service hours approved in the 2024 budget are planned to be implemented as soon as possible, in consideration of driver recruitment and vehicle procurement.

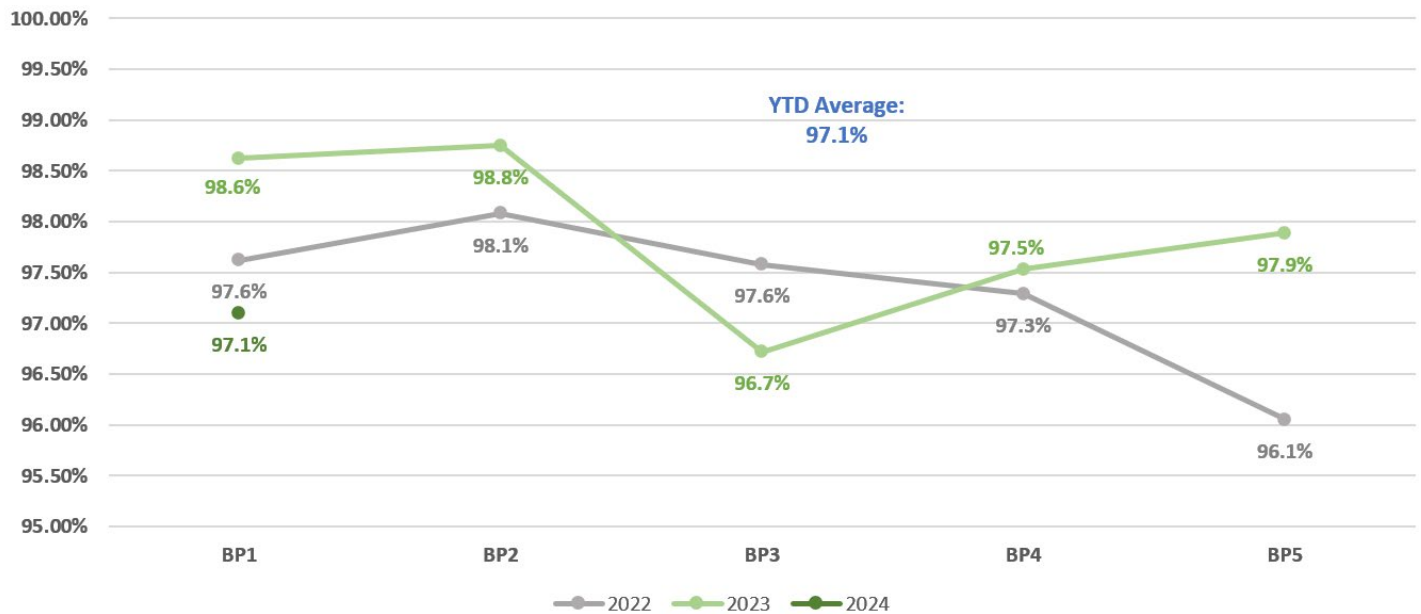
Service Delivery

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

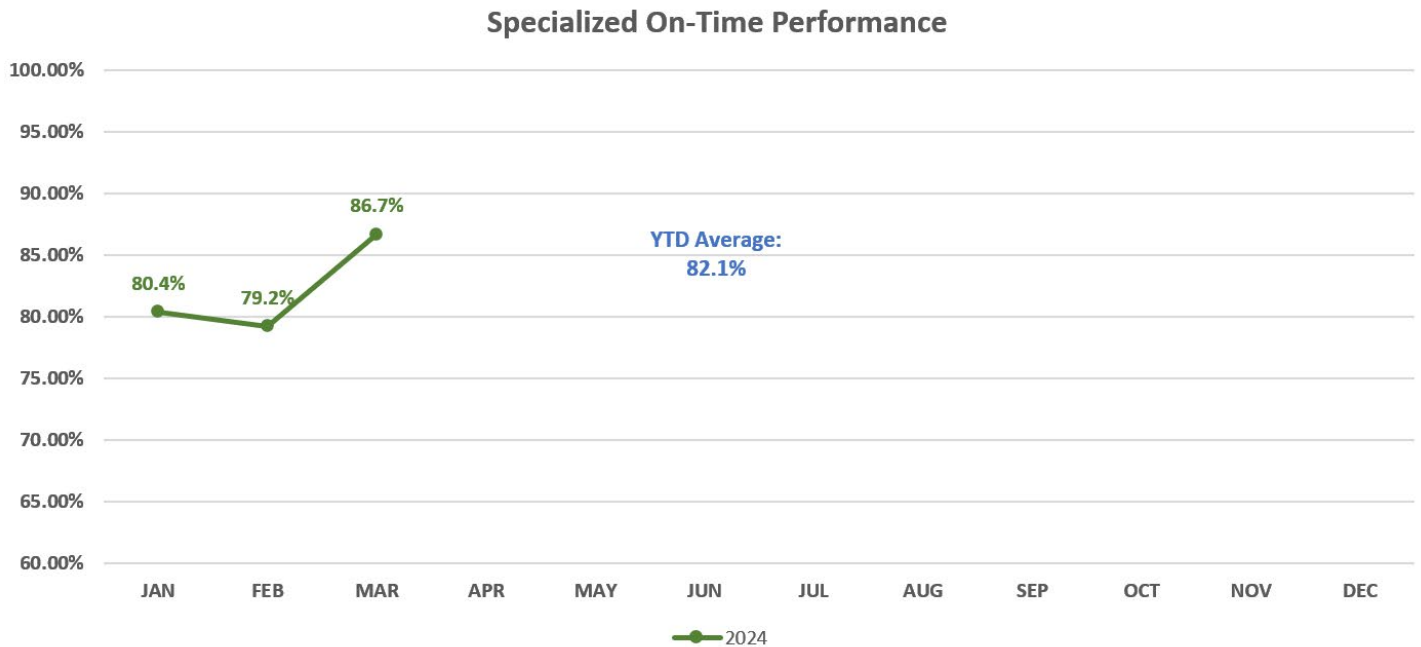
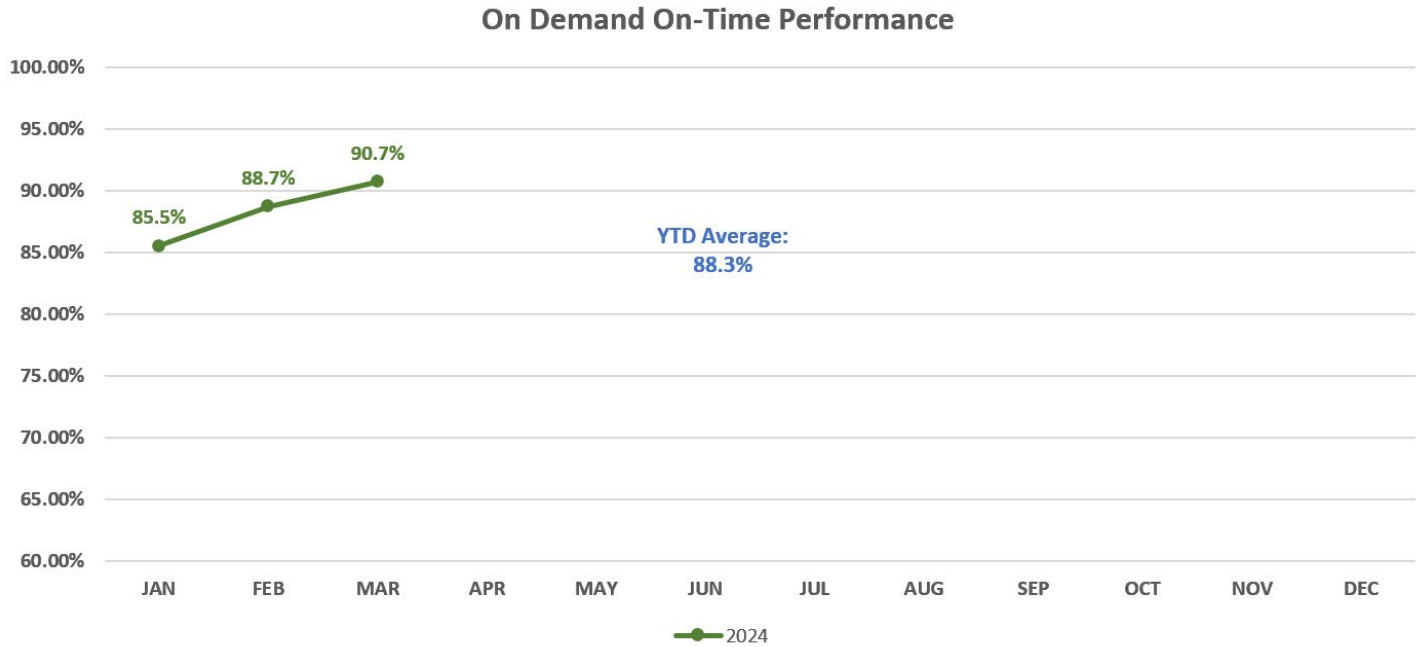
OTP for board period one was 69 per cent, recovering slightly from the record low 66 per cent recording during the fall 2023 (board period 4). This improvement is attributed to the allocation of resources to areas of highest pressure on the scheduled network to improve route performance.

Congestion on main traffic corridors continues to impact the transit network, with Service Availability in March at 97.1 per cent, compared to 98.6 per cent in 2023.

Action Plan

DRT continue to experience service impacts from trips operating at maximum passenger capacity, 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, impact customers through less route capacity, longer wait times, and longer travel times due to missed connections. When fully implemented, the new 2024 revenue service hours will improve OTP and service availability for customers.

On Time Performance (Demand Responsive)



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

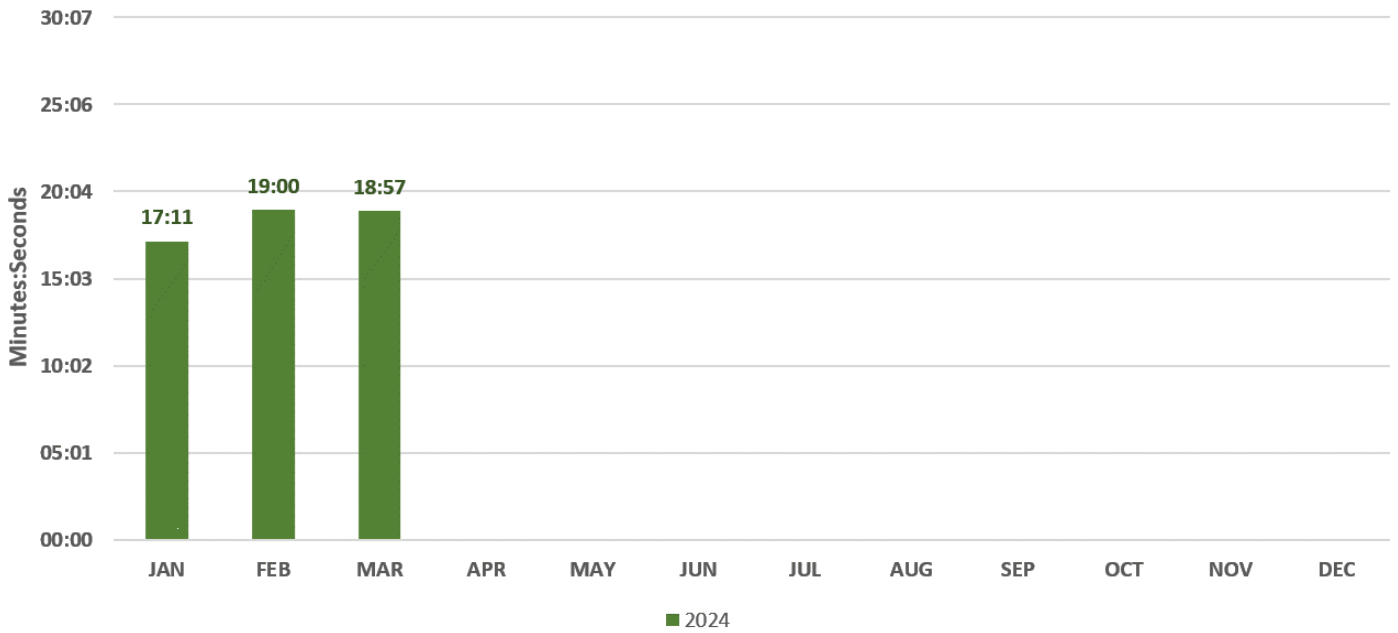
OTP – Demand Response for March 2024 was 90.7 per cent for On Demand trips, and 86.7 per cent for specialized transit trips.

Action Plan

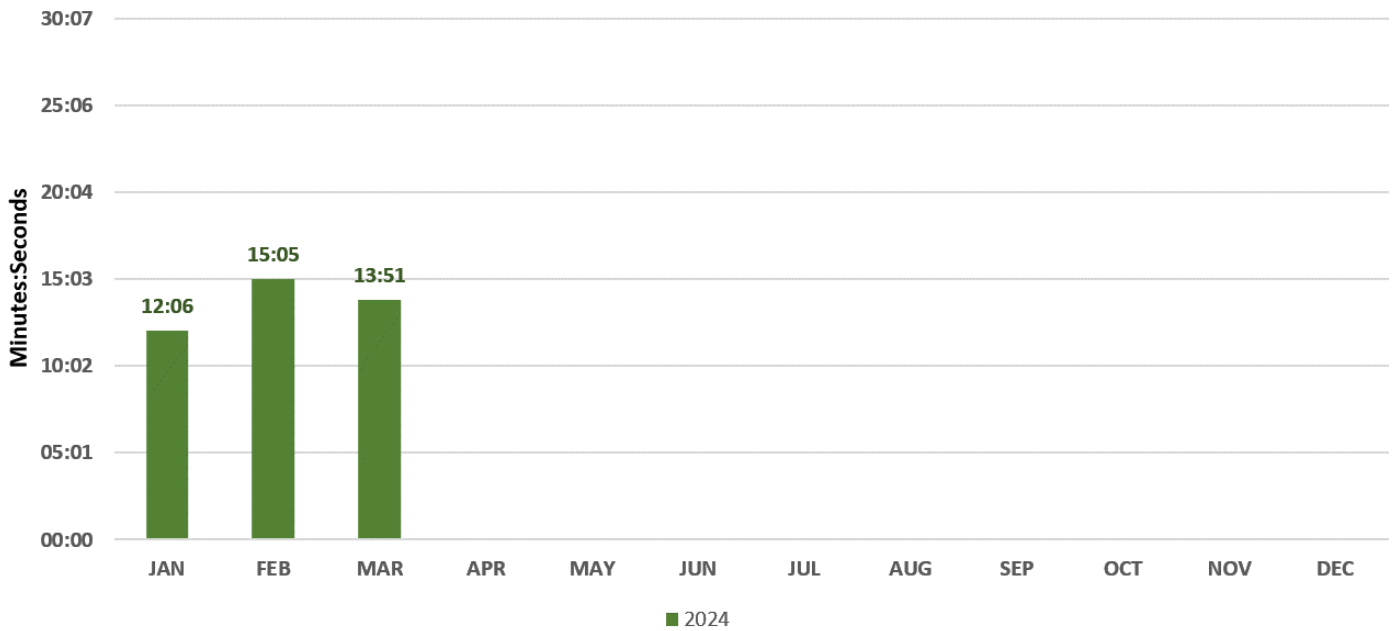
Reliability of scheduled On Demands trips has improved following the January 2024 adjustments to system parameters. DRT continue to monitor OTP – Demand Response trends throughout 2024 and will review the current performance target for 2025.

Service Availability (Demand Responsive)

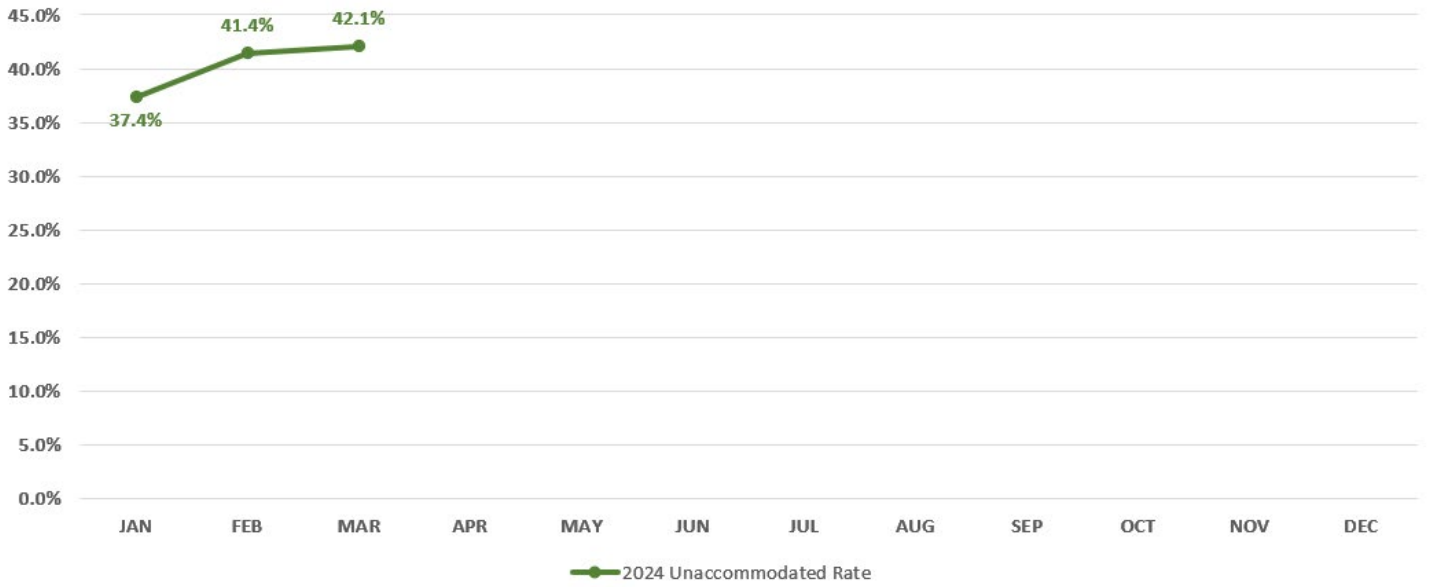
On Demand Average Difference in Requested Trip Time vs. Booked Trip Time



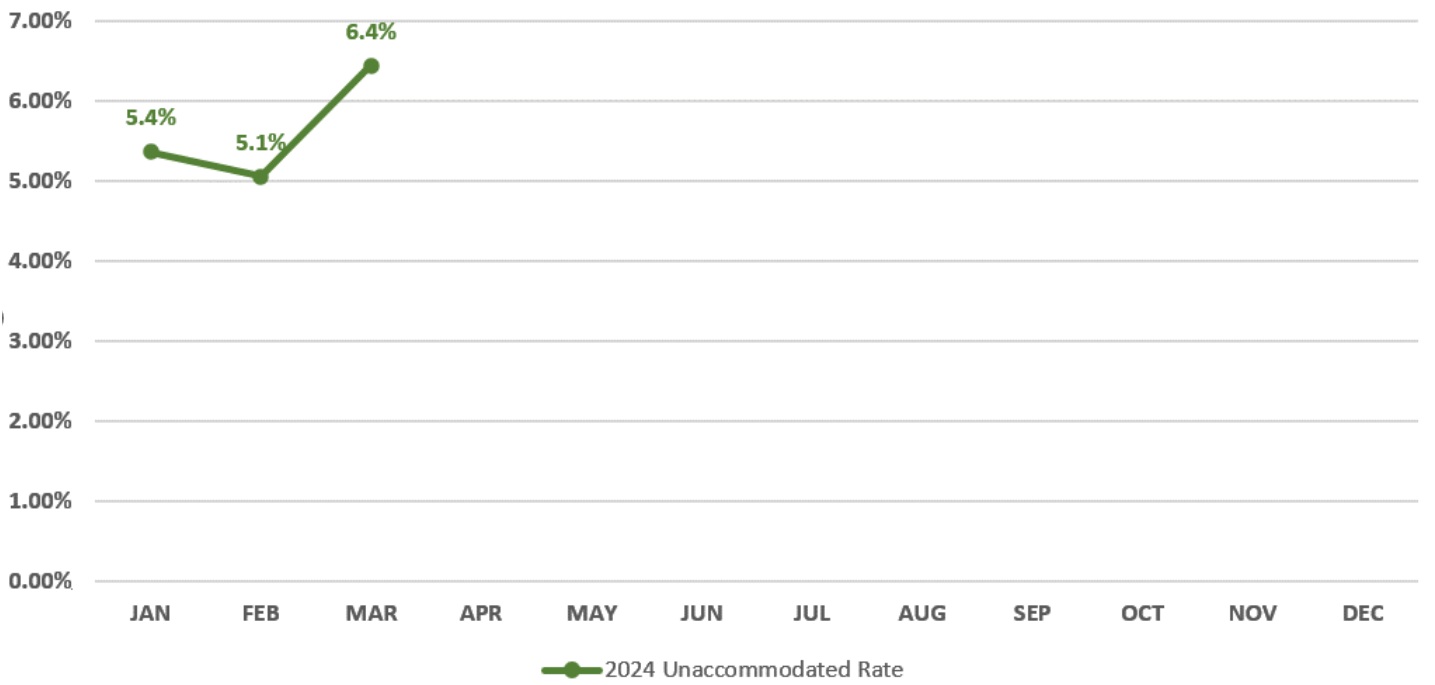
Specialized Average Difference in Requested Trip Time vs. Booked Trip Time



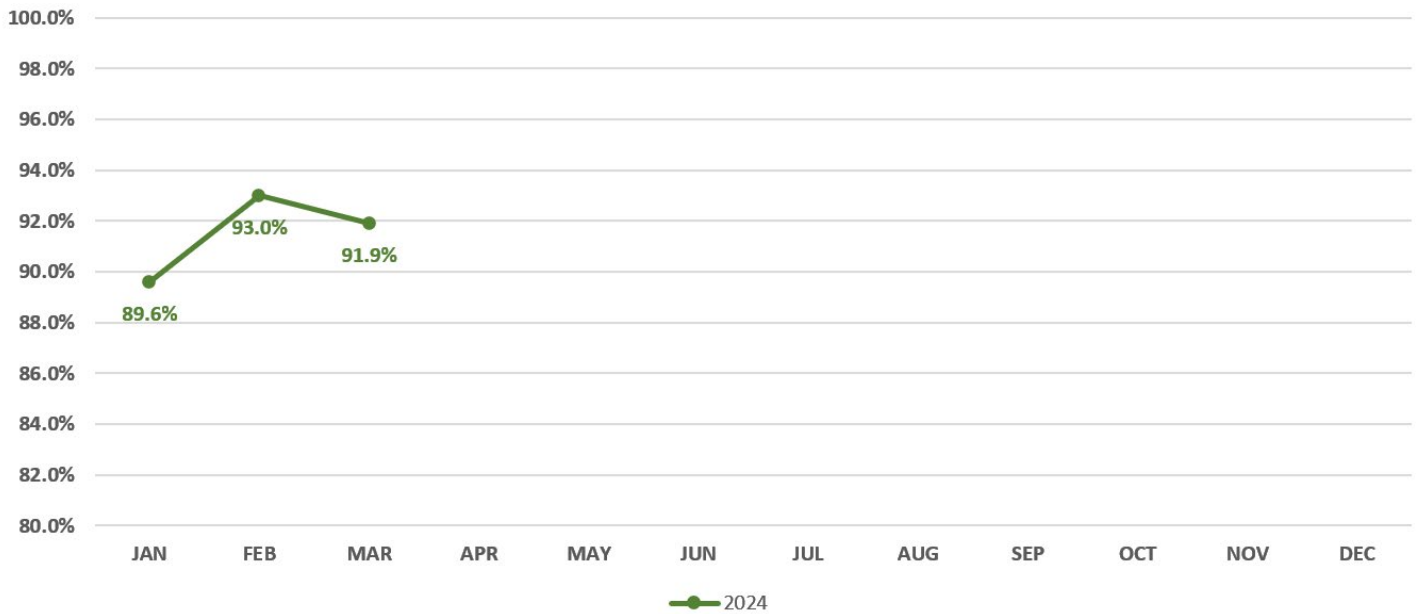
On Demand Unaccommodated Rate



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 March 2024 variance between requested and actual booked pick-up time for On Demand trips remained unchanged at approximately 19 minutes. For specialized transit trips, the variance improved to 13.8 minutes.

Unaccommodated Rate

The March 2024 unaccommodated rate for On Demand trips was 42.1 per cent, and 6.45 per cent for specialized transit trips. The increase in unaccommodated rates was influenced by the continued increase in demand for transit services, combined with lower Service Availability in March.

Service Availability

Service availability for March 2024 was 91.9 per cent, one per cent lower than February (93 per cent).

Action Plan

Staff continue to review the new metrics for On Demand and are actively engaged with the service provider to improve service performance. Implementation of the 15,260 additional On Demand service hours approved in the 2024 budget occur gradually over the next few months as resources are secured (drivers and vehicles), which will improve capacity and significantly influence reliability.

1. Fare and Service Integration (FSI) Collaboration Table

The FSI Collaboration Table (FSI Table) reconvened recently following the launch of the One Fare Program, to discuss plans and priorities for 2024/25. The Province has expanded participation at the FSI Table to include representatives from transit agencies across the Greater Golden Horseshoe (GGH). The three priorities of the Ministry of Transportation include the following:

- Fare integration: Advancing next steps in regional fare integration, including options to harmonize fare concessions.
- Service integration: Advancing transit service integration in the GGH towards a more consistent travel experience for passengers across the region, through the identification of gaps and opportunities, and strengthen connections to the GO network and improving regional trip convenience.
- Specialized transit: Exploring options to support a more simple, seamless and convenient specialized transit riders user experience across the GGH for persons whose physical condition or disability prevents them from using conventional transit for all or part of their travel.

DRT continue to be thoroughly engaged at the FSI Table and associated Work Groups, and further updates will be shared as the work progresses.

2. Summary from 2024 Public Information Centre Series

In March and April 2024, more than 700 participants attended the fourteen Public Information Centre (PIC) events held across the Region of Durham, providing opportunities for residents to engage with staff and provide their feedback to inform future service planning priorities.

At each event, representatives from the DRT Service Design and Scheduling, and Community Engagement teams listened to feedback regarding DRT services. Participants viewed visual boards outlining service planning and scheduling principles, route maps, and plans for future service enhancements including areas of high growth, new terminals, and rapid transit corridors. They were able to provide DRT with written feedback through a brainstorming board and take away materials including On Demand app instructions and Specialized Transit application packages.

In addition to specific local feedback, five themes emerged.

1. Awareness: Residents not aware of On Demand services
2. Service levels: Challenges with reliability and capacity (scheduled and On Demand services), need to increase capacity, service levels, and reliability
3. Partners: Challenges with connecting to GO train
4. Growth areas: Need for transit service to support the growing Region
5. Appreciation for improvements to the transit network

Staff will assemble the feedback, along with feedback received through Customer Service over the past few months, for consideration to influence the September service change and future service plans. Looking ahead to 2025, staff will be adjusting the PIC series based on experiences over the past few years. Further details will be shared in advance of the 2025 PIC series.

3. DRT staff front and centre at 2024 Ontario Transportation Expo

The 25th annual Ontario Transportation Expo (OTE) was held in Toronto from April 15 to 17, 2024. This annual event is unique opportunity for transit agencies, manufacturers/suppliers, and others related to these industries to get together and explore better ways of serving customers.

Several DRT staff participated in roundtable and delivered to share initiatives and ideas with leaders of transit agencies from across Ontario.

Kris Hornburg, Deputy General Manager Business Services, presented an overview and preliminary outcomes of the collaboration with the Social Services Outreach team to pilot a program supporting at-risk individuals interacting with DRT.

Nicole Lysaght, Manager Transit Policy and Planning, moderated and presented during a panel discussion focussed on gaining support for multi-year strategy transit plans in the annual budget process.

David Margiotta and Jessica Gillies, Operations Managers, presented an engaging session highlighting DRT's service delivery model transition project and outcomes to date.

Zefe Osime-Fakolade, Program Manager Engagement and Change, presented at the Marketing Committee meeting to share DRT's communication processes following the fire at the Raleigh facility, highlighting the transparent and timely sharing of information that was critical to supporting transit customers and employees through the operational crisis. Zefe also participated on a panel discussing comingling of customers using On Demand to provide equitable transit solutions for all customers and maximizing service capacity.