



Transit Executive Committee Agenda

Wednesday, September 4, 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, October 2, 2024 at 1:30 PM

12. Adjournment

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The Regional Municipality of Durham

MINUTES

DURHAM REGION TRANSIT EXECUTIVE COMMITTEE

Wednesday, June 5, 2024

A regular meeting of the Durham Region Transit Executive Committee was held on Wednesday, June 5, 2024 in the Council Chambers, Regional Headquarters Building, 605 Rossland Road East, Whitby, Ontario at 1:31 PM. Electronic participation was offered for this meeting.

1. Roll Call

Present: Commissioner Schummer, Vice-Chair
Commissioner Brenner
Commissioner Carter*
Commissioner Garrod
Commissioner Roy*
Commissioner Wotten
Regional Chair Henry

***denotes Commissioners participating electronically**

Absent: Commissioner Crawford
Commissioner Anderson, was absent on municipal business

Also

Present: None

Present: S. Ciani, Committee Clerk, Corporate Services – Legislative Services
S. Dessureault, Committee Clerk, Corporate Services – Legislative Services
B. Fisher, Supervisor, Customer Service, 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, Supervisor, Financial, Durham Region Transit
A. Naeem*, Solicitor, Legal Services
A. Pezzetti, Deputy General Manager, Operations, Durham Region Transit
Z. Osime-Fakolade*, Program Manager, Community Engagement and Change Management, Durham Region Transit
K. Smith, Committee Clerk, Corporate Services – Legislative Services
N. Taylor, Treasurer, Durham Region Transit, and Commissioner of Finance
K. Wesener, Data Analyst, Durham Region Transit

C. Yuen, Program Manager, Technology Solutions, Durham Region Transit
* **denotes staff participating electronically**

In the absence of Chair Crawford, Vice Chair Schummer assumed the Chair.

2. Declarations of Pecuniary Interest

There were no declarations of pecuniary interest.

3. Adoption of Minutes

Moved by Commissioner Garrod, Seconded by Commissioner Brenner,
(27) That the minutes of the regular Durham Region Transit Executive
Committee meeting held on Wednesday, May 8, 2024, be adopted.
CARRIED

Kris Hornburg, Deputy General Manager, Business Services, Durham Region Transit highlighted to the Committee the exceptional support that was provided to Durham Region Transit (DRT) from Nova Bus after the fire at the DRT facility in August of 2023. K. Hornburg thanked Nova Bus for the prompt delivery of buses to DRT and announced that the first electric buses for DRT will arrive at the end of this month.

Regional Chair Henry asked staff to send correspondence to Nova Bus to provide thanks on behalf of the Committee.

4. Presentations

There were no presentations heard.

5. Delegations

Moved by Commissioner Brenner, Seconded by Commissioner Wotten,
(28) That the rules of procedure be suspended in order to hear Joell
Vanderwagen, Oshawa resident, as a delegation.
CARRIED ON A 2/3rds VOTE

5.1 Joell Vanderwagen, Oshawa Resident (In Person Attendance), re: Need for
Continuous Service on Arterial Roads

Joell Vanderwagen, Oshawa resident, appeared before the committee with respect to the need for continuous service on arterial roads.

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 provided the Committee with examples of specific trips where the lack of direct service has impacted commuting time.

J. Vanderwagen recommended to the Committee that the Bloor, Victoria and Bayly routes have continuous service; bus drivers should be included in the planning and decision making of DRT; and creating a beneficial cycle of rising ridership and revenue growth for DRT.

6. Correspondence

- A) Correspondence received from Martin Gallagher, Chief Operating Officer and Chief Safety Officer, Metrolinx, dated March 19, 2024, re: Resolution from the Transit Executive Committee requesting to Reinstate Weekday January 2020 Levels of Service on the Lakeshore East Line

Moved by Commissioner Brenner, Seconded by Commissioner Wotten,
(29) That correspondence received from Martin Gallagher, Chief Operating Officer and Chief Safety Officer, Metrolinx, dated March 19, 2024, re: Resolution from the Transit Executive Committee requesting to Reinstate Weekday January 2020 Levels of Service on the Lakeshore East Line, be received for information.

CARRIED

- B) Correspondence received from Joell Vanderwagen (Resident), dated May 27, 2024, re: Need for Continuous Service on Arterial Roads

Moved by Commissioner Brenner, Seconded by Commissioner Wotten,
(30) That correspondence received from Joell Vanderwagen (Resident), dated May 27, 2024, re: Need for Continuous Service on Arterial Roads, be received for information.

CARRIED

- C) Correspondence received from Noah Edwards (Resident), dated June 3, 2024, re: Report #2024-DRT-10: General Manager's Report – June 2024

Moved by Commissioner Brenner, Seconded by Commissioner Wotten,
(31) That correspondence received from Noah Edwards (Resident), dated June 3, 2024, re: Report #2024-DRT-10: General Manager's Report - June 2024, be referred to consideration of Report #2024-DRT-10: General Manager's Report – June 2024.

CARRIED

- D) Correspondence received from Noah Edwards (Resident), dated June 3, 2024, re: Report #2024-DRT-12: U-Pass Negotiation Framework

Moved by Commissioner Brenner, Seconded by Commissioner Wotten,
(32) That correspondence received from Noah Edwards (Resident), dated June 3, 2024, re: Report #2024-DRT-12: U-Pass Negotiation Framework, be referred to consideration of Report #2024-DRT-12: U-Pass Negotiation Framework.

CARRIED

7. Reports

A) General Manager's Report – June 2024 (2024-DRT-10)

Report #2024-DRT-10 from B. Holmes, General Manager, Durham Region Transit, was received.

Moved by Regional Chair Henry, Seconded by Commissioner Wotten,
(33) That Report #2024-DRT-10 of the General Manager, Durham Region Transit, be received for information.

CARRIED

B) Specialized Transit: Resumption of Integrated Trips (2024-DRT-11)

Report #2024-DRT-11 from B. Holmes, General Manager, Durham Region Transit, was received.

Moved by Regional Chair Henry, Seconded by Commissioner Wotten,
(34) That Report #2024-DRT-11 of the General Manager, Durham Region Transit, be received for information.

CARRIED

C) U-Pass Negotiation Framework (2024-DRT-12)

Report #2024-DRT-12 from B. Holmes, General Manager, Durham Region Transit, was received.

Moved by Regional Chair Henry, Seconded by Commissioner Wotten,
(35) A) That Durham Region Transit (DRT) staff be authorized to negotiate separate and independent U-Pass agreements with each of Durham College, Ontario Tech University, and Trent University (Durham Campus), or a single joint agreement, at the sole discretion of the General Manager of Durham Region Transit, or their delegate, to allow for mutually beneficial considerations and risk mitigation during UPass contract negotiations;

B) That the agreement(s) established with each of Durham College, Ontario Tech University, and Trent University (Durham Campus) be negotiated with an intent to realign U-Pass rates to better match upcoming service growth as endorsed by Council on DRT's Long-Term Service & Financing Strategy, a more appropriate revenue cost ratio and alignment with DRT's Council endorsed fare pricing strategy, and in consideration of switching from the Presto E-Ticket Solution to the Presto Mobile Wallet Solution, as presented in

Confidential Attachment #1 to Report #202-DRT-12 of the General Manager, Durham Region Transit;

- C) That in conjunction with Recommendation B) and the information presented in Confidential Attachment #1 to Report #2024-DRT-12, and as part of an overall negotiation strategy, staff be provided delegated authority to discontinue the UPASS with one or more of the post-secondary institutions in the event reasonable attempts at achieving increases fail during referendums and the costs to administer the program, including staff costs, outweigh revenues; and
- D) That the negotiated agreements be brought back to the Transit Executive Committee and then to the Finance and Administration Committee for final approval.

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, September 4, 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 Regional Chair Henry, (36) That the meeting be adjourned.

CARRIED

The meeting adjourned at 1:44 PM

Respectfully submitted,

W. Schummer, Vice-Chair

S. Dessureault, Committee Clerk



Data Driven Excellence

Featuring: Corporate Services – IT and Durham Region Transit

Stephanie Jones and Pei Chin Teoh
September 2024

Agenda

- What is Data Analytics?
- Data Analytics Program Goals
- Program Evolution
- Durham Region Transit's Analytics Journey
- Video Overview of Durham Region Transit's Reporting Tools

What is Data Analytics?



Data Analytics is a **broad umbrella term for finding insights in data. It is the foundation for data informed decision making.**



Data Analysis is “**Procedures for analyzing data, techniques for interpreting the results of such procedures, ways of planning the gathering of data to make its analysis easier, more precise or more accurate, and all the machinery and results of (mathematical) statistics which apply to analyzing data.**”

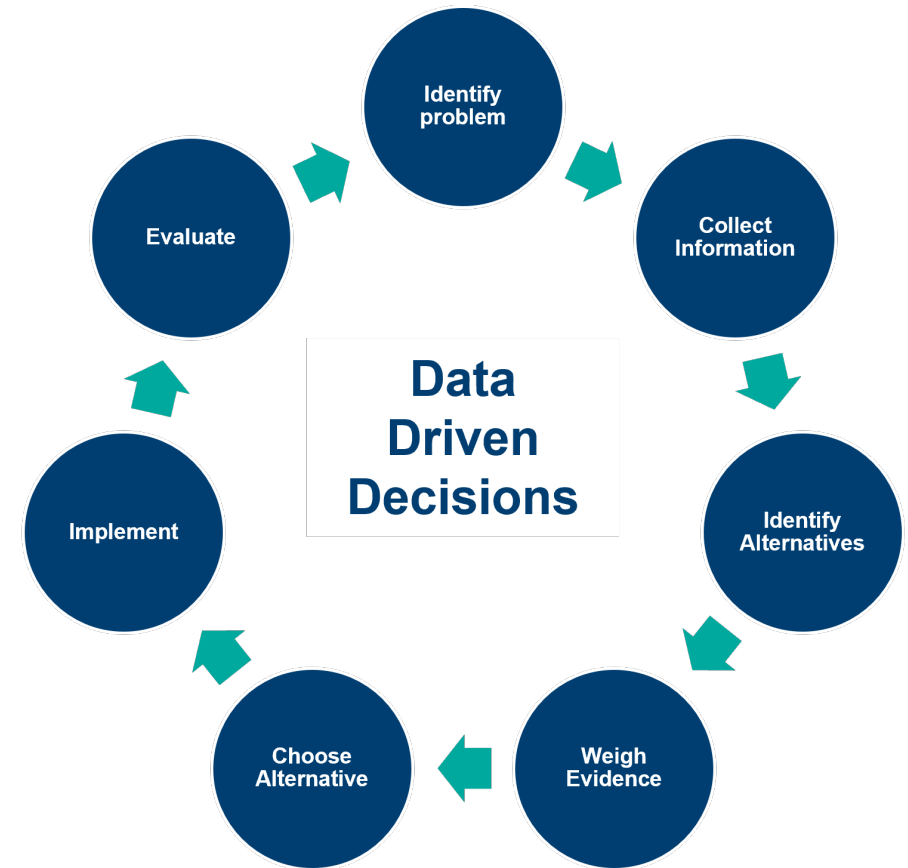


BI or Business Intelligence **focuses on descriptive analytics, or identifying operational insights.**

Why Data Analytics at the Region?

Data Driven Excellence

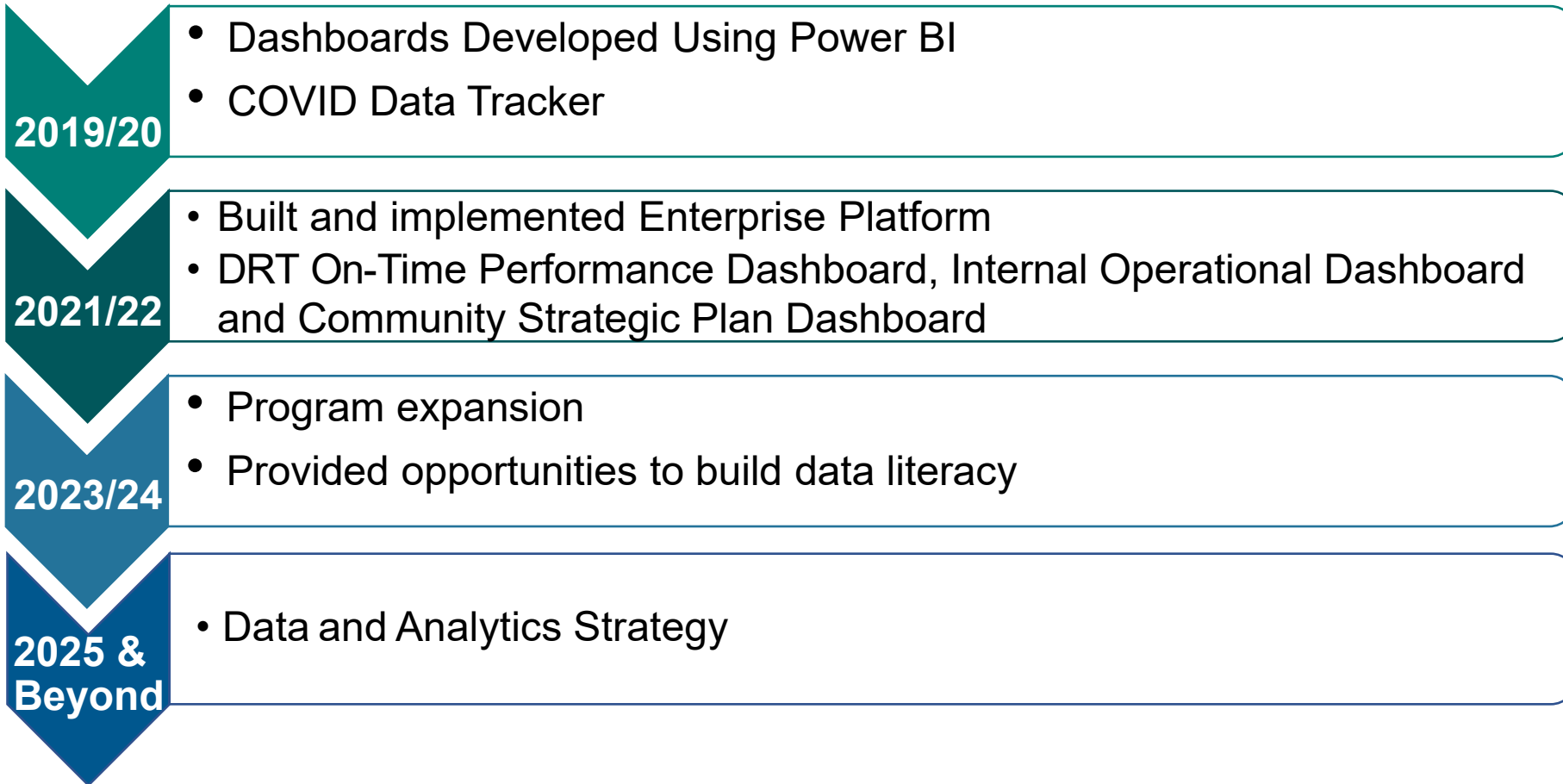
- Quality data driven decision making.
- Have data readily available for our stakeholders.
- View the Region's data as a whole, removing silos.
- Support Business functions to design better service and programs.
- Support for evaluation and monitoring.



Data Analytics Program Goals

- Provision and support a robust enterprise platform
- Integrate with all types of Regional data
- Engineer simplified access to data
- Integrate with Regional software applications
- Ensure security and privacy
- Provide analysis tools
- Develop Governance
- Empower end-users

Program Evolution

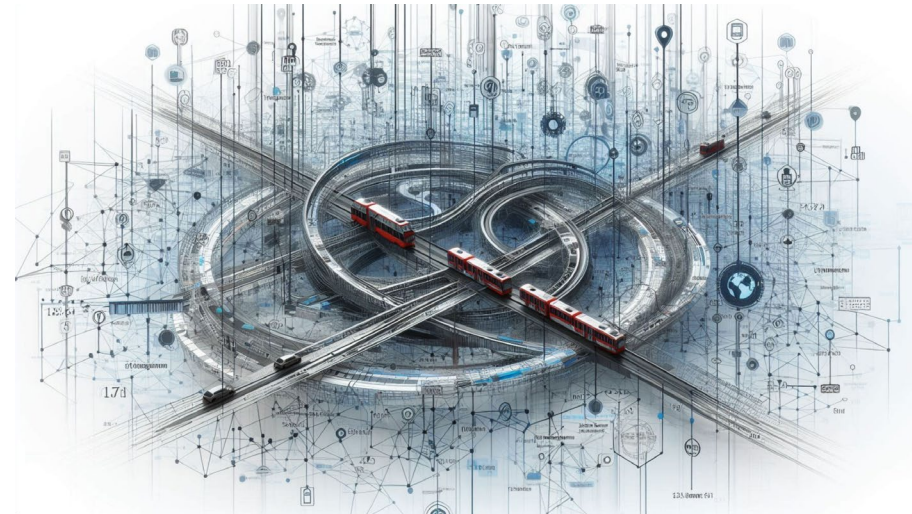




Durham Region Transit's Analytics Journey

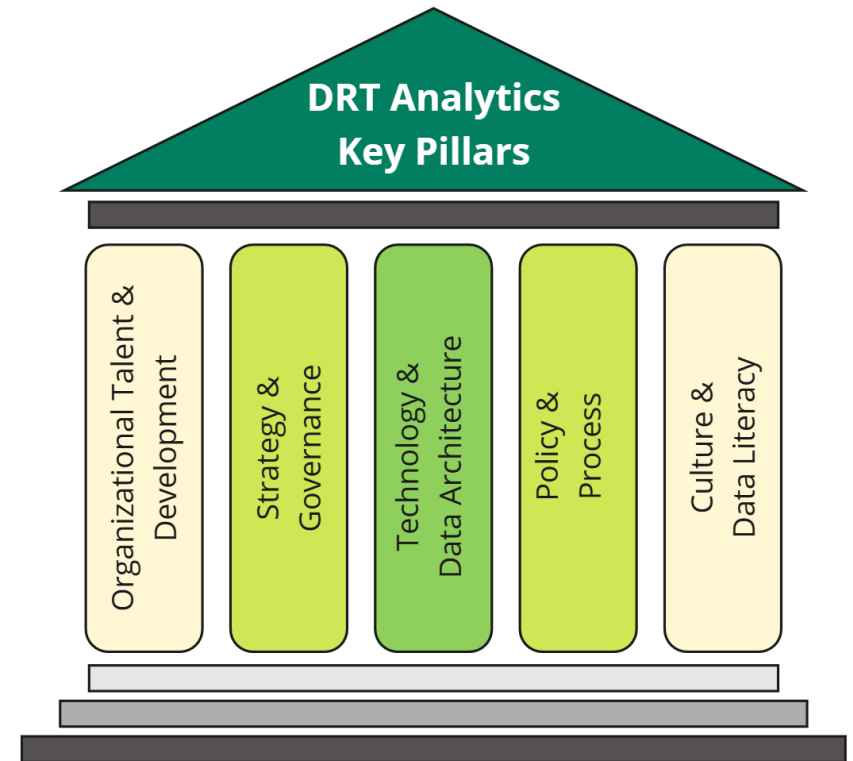
Durham Region Transit - Data Challenges

- DRT collects and tracks a vast volume of data across many different applications and business functions
- Processing and analyzing all this data consumed rapidly growing amounts of manual labour and time
- Insights and value from data was not broadly accessible, timely or of high quality



DRT Analytics Program Objectives

- Established in 2018 with the mandate to:
 - Provide DRT teams with accessible and intuitive reporting tools
 - Provide real-time monitoring and reporting of key performance indicators and service metrics, where possible
 - Significantly reduce manual and administrative time and effort required in reporting and analytics tasks through automation & scalable processes

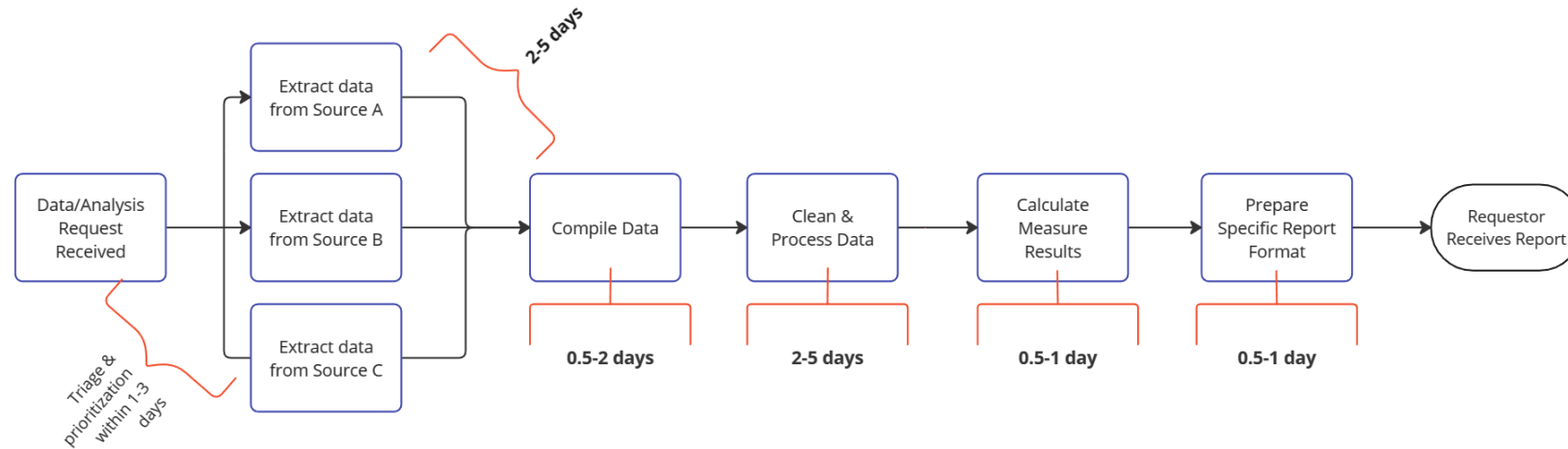


DRT Analytics Program Strategy & Approach

- Develop interactive and visual reporting tools connected to a central data repository
- Power reports with automated data extract, load and transformation/enrichment processes to improve data quality and reduce margin of error from 2%-15% to under 1%
- Build additional custom tools for the unique needs of each DRT business function
- Utilize an iterative approach that prizes progress over perfection
- Actively apply lessons learned as part of continuous improvement
- Improve data literacy and promote direct staff engagement in analytics outcomes

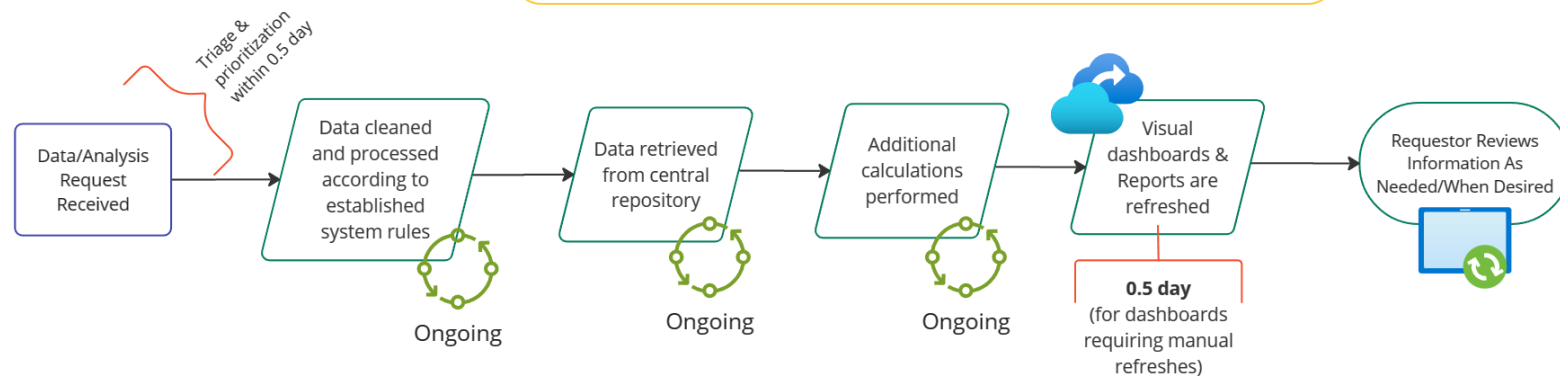
Outcomes

Typical Reporting Process Before Analytics Program



Improved Reporting Process

From an average of 15 days to 2 days = Over **80%** reduction/improvement of time-to-report



Cuing up the video ...





Thank you

Stephanie Jones

**Supervisor, GIS and Data
Analytics**

Corporate Services, IT

Pei Chin Teoh

**Program Manager,
Analytics**

Durham Region Transit

durham.ca/50years | [@RegionofDurham](https://durham.ca)



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-13
Date: September 4, 2024

Subject:

General Manager's Report – September 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 – September 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
September 4, 2024
TEC
Attachment #1

Performance Measures Dashboard	<u>2</u>
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Ridership	<u>4</u>
Service Delivery	<u>7</u>
Updates	<u>11</u>
General	<u>18</u>

Performance Measures Dashboard

Safety

Key performance indicator	Description	Latest Measure	Current	Target ¹	Current Variance to Target (per cent)	YTD Status ² (per cent)
Collisions	Number preventable collisions per 100,000 km	July	0.43	0.07	1.473	✗ 18.3

Ridership

Ridership						
Ridership (x1,000)	Number passengers	July	1,027	814	✓ 26.1	✓ 29.3
PRESTO Ridership	Customers paying using PRESTO (per cent)	July	92.5	88.9	✓ 3.6	✓ 2.0
Bus full occurrences	Number operator reported occurrences	July	171	59	✗ 190	✗ 63.5
Demand Responsive						
Ridership - Specialized	Number customer trips	July	13,035	9,881	✓ 31.9	✓ 25.6
Unaccommodated Rate - Specialized	Trip requests not scheduled (per cent)	July	7.06	0.05	✗ 7.01	✗ 6.65
Ridership – On Demand	Number customer trips	July	10,602	11,360	✗ -6.7	🚩 -2.7
Unaccommodated Rate – On Demand	Trip requests not scheduled (per cent)	July	41.63	N/A	N/A	N/A

Service Delivery

Scheduled						
On time performance	On-time departures from all stops (per cent)	Service Period 2 ³	68.4	69.3	✗ -0.9	🚩 0
Service availability	Scheduled service delivered (per cent)	Service Period 2 ³	98.6	98.8	🚩 -0.2	🚩 -0.4
Mean Distance Between Failure (MDBF)	Average number of revenue service kilometres between occurrences of vehicle defects impacting service (revenue service kilometers)	July	11,506	8,498	✓ 35.4	✗ -24.4

Demand Responsive						
Service Availability – Demand Response	Planned Service Delivered (per cent)	July	99.7	N/A	N/A	N/A
On time performance – Specialized	On-time customer pickups (per cent)	July	84.1	N/A	N/A	N/A
On time performance – On Demand	On-time customer pickups (per cent)	July	89.5	N/A	N/A	N/A
Service availability – Specialized	Average difference in requested trip time vs. booked trip time (minutes)	July	12:51	N/A	N/A	N/A
Service availability – On Demand	Average difference in requested trip time vs. booked trip time (minutes)	July	18:26	N/A	N/A	N/A

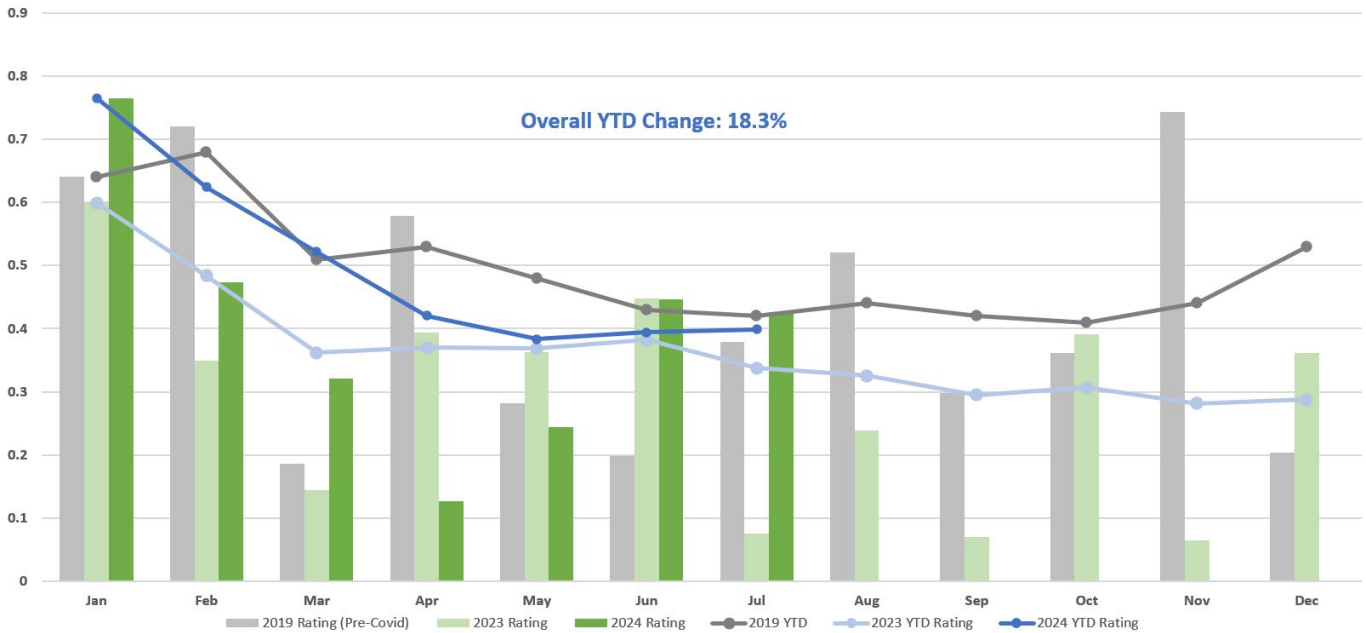
¹Target is 2023 measure for the same period

²Year to Date (YTD) compared to previous year

³July 8, 2024 through June 23, 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

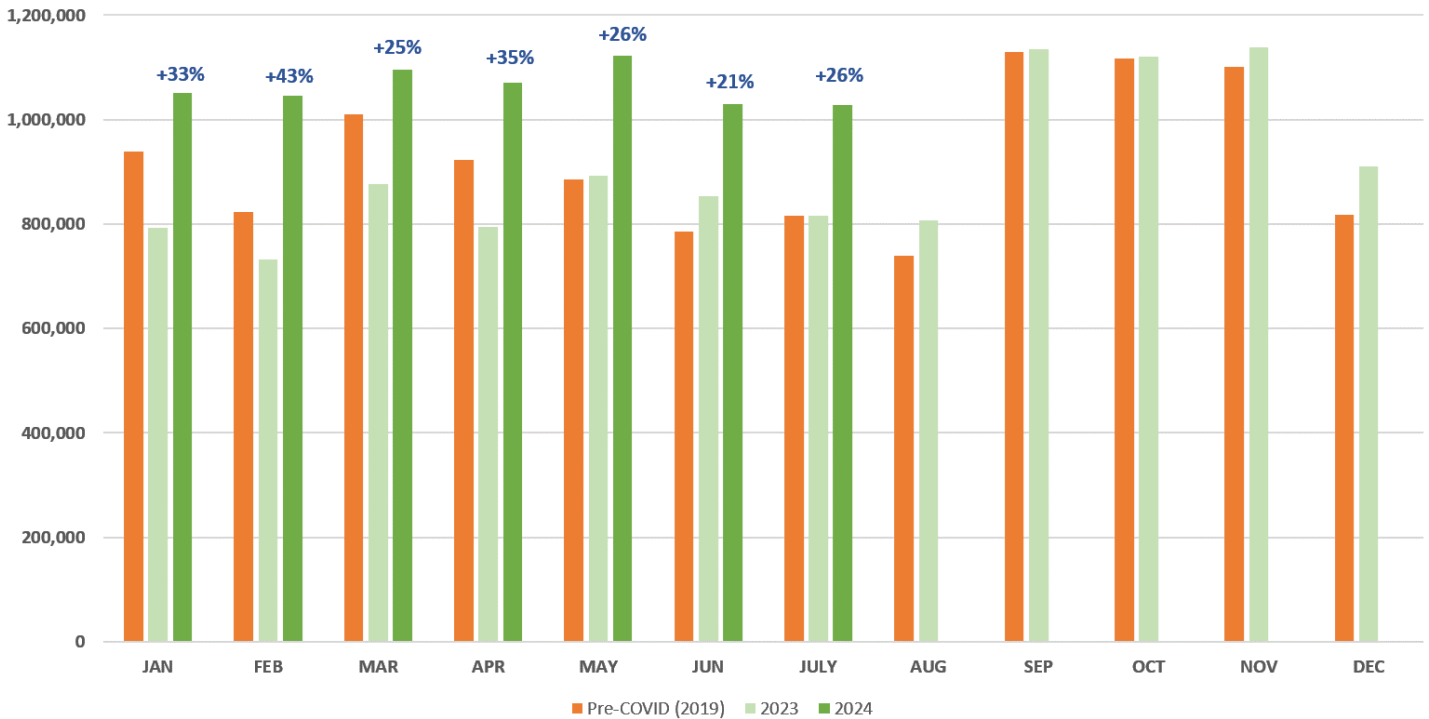
The preventable collision rate for July was 0.43 compared to 0.07 for the same month in 2023. Year to date remains higher than last year by 18.6 per cent.

Action Plan

The Safety and Training group and Occupational Health and Safety Committee continue to 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

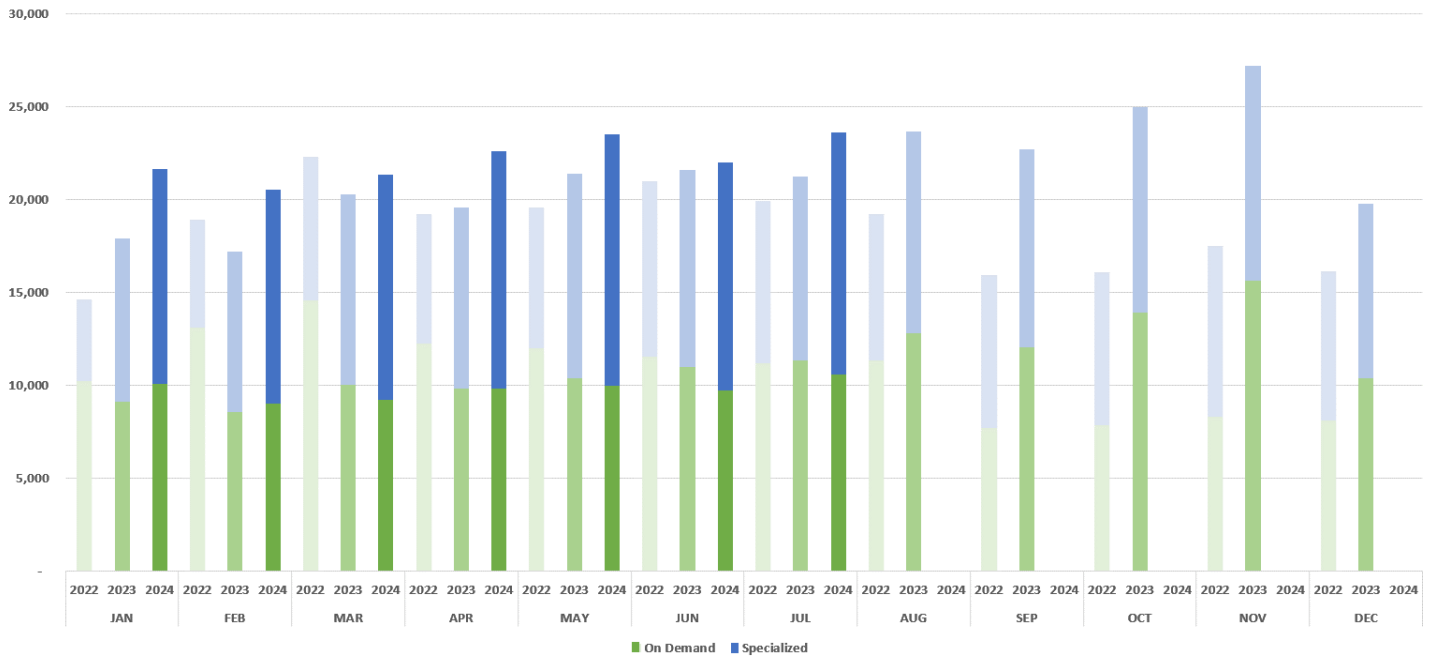
July ridership on scheduled service was approximately 1.1 million, 26 per cent higher than the same month in 2023, and approximately 29 per cent higher than the pre-pandemic period. For the first time in the history of DRT, monthly ridership in July exceeded one million. Year to date, 2024 ridership is 20 per cent higher than 2019, and 29 per cent higher than 2023.

Action Plan

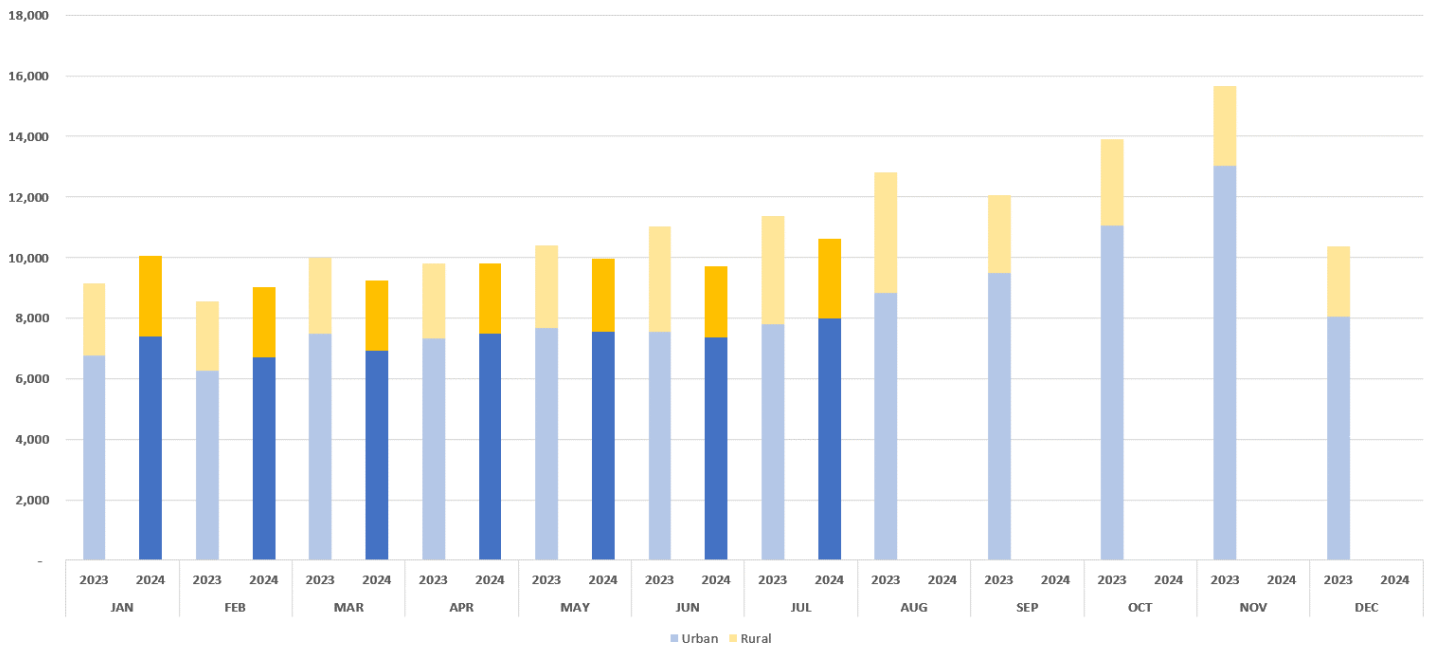
DRT continue to recruit and train staff to deliver the 44,405 new annual revenue service hours approved in the 2024 budget. Most new service hours are planned to be implemented starting at the September service change. Some service enhancements will be delayed until later in the year when new bus operators are available to deliver the service.

Demand Response Transit

Demand Responsive Trips



On Demand Trips



On Demand Trip Service Areas Breakdown

		JUL 2024	YTD 2024
R U R A L	Uxbridge	198	1,708
	Brock	631	4,504
	Scugog	508	3,331
	Pickering	293	2,099
	Ajax	23	159
	Whitby	32	149
	Oshawa	34	280
	Clarington	894	4,761

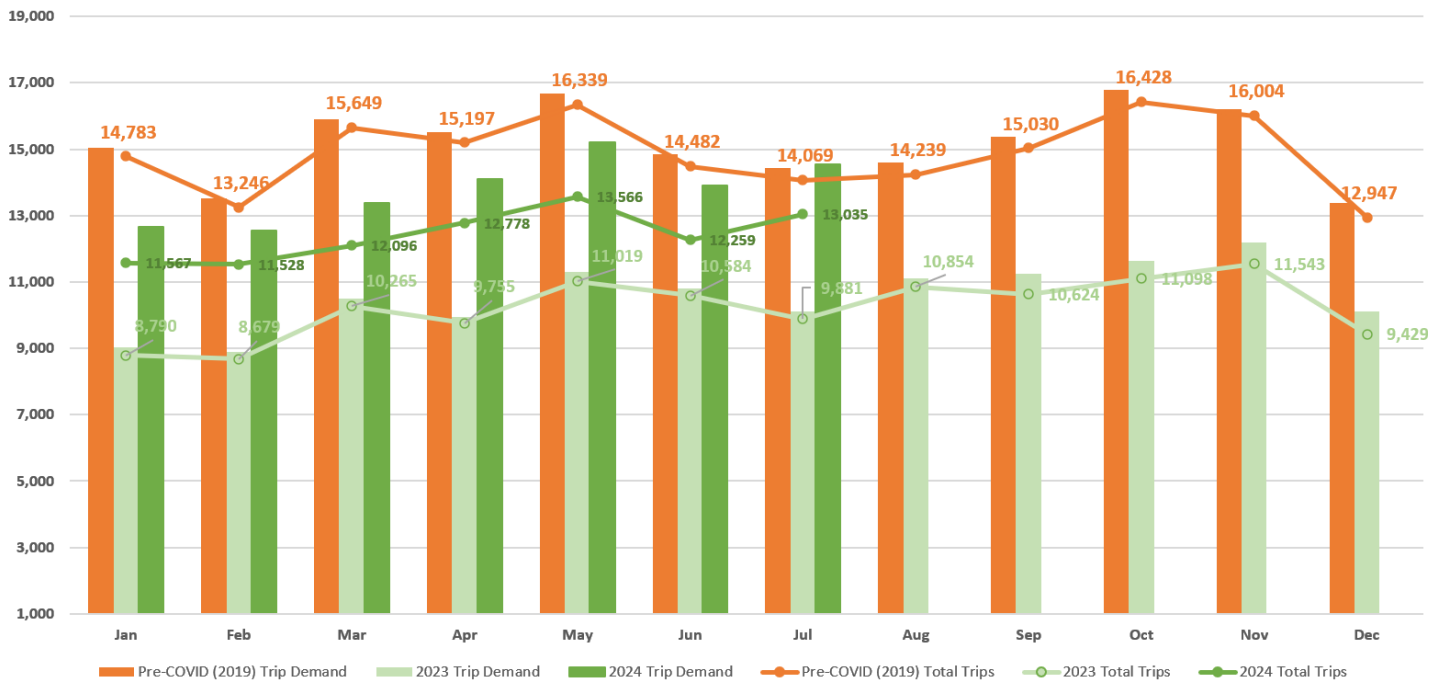
		JUL 2024	YTD 2024
U R B A N	Uxbridge	393	3,127
	Scugog	535	3,911
	Pickering	923	6,763
	Ajax	729	5,571
	Whitby	1,873	10,797
	Oshawa	1,564	9,022
	Clarington	1,972	12,206

Specialized Trip Service Areas Breakdown

		JUL 2024	YTD 2024
R U R A L	Uxbridge	16	119
	Brock	50	348
	Scugog	98	746
	Pickering	22	101
	Ajax	3	8
	Whitby	95	596
	Oshawa	-	54
	Clarington	133	905

		JUL 2024	YTD 2024
U R B A N	Uxbridge	76	382
	Scugog	85	704
	Pickering	1,717	10,757
	Ajax	2,446	15,872
	Whitby	2,786	19,761
	Oshawa	4,221	27,925
	Clarington	958	6,579
	Toronto-Yo	329	1,972

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 23,637 trips in July 2024, including 13,035 trips for customers registered with Specialized transit.

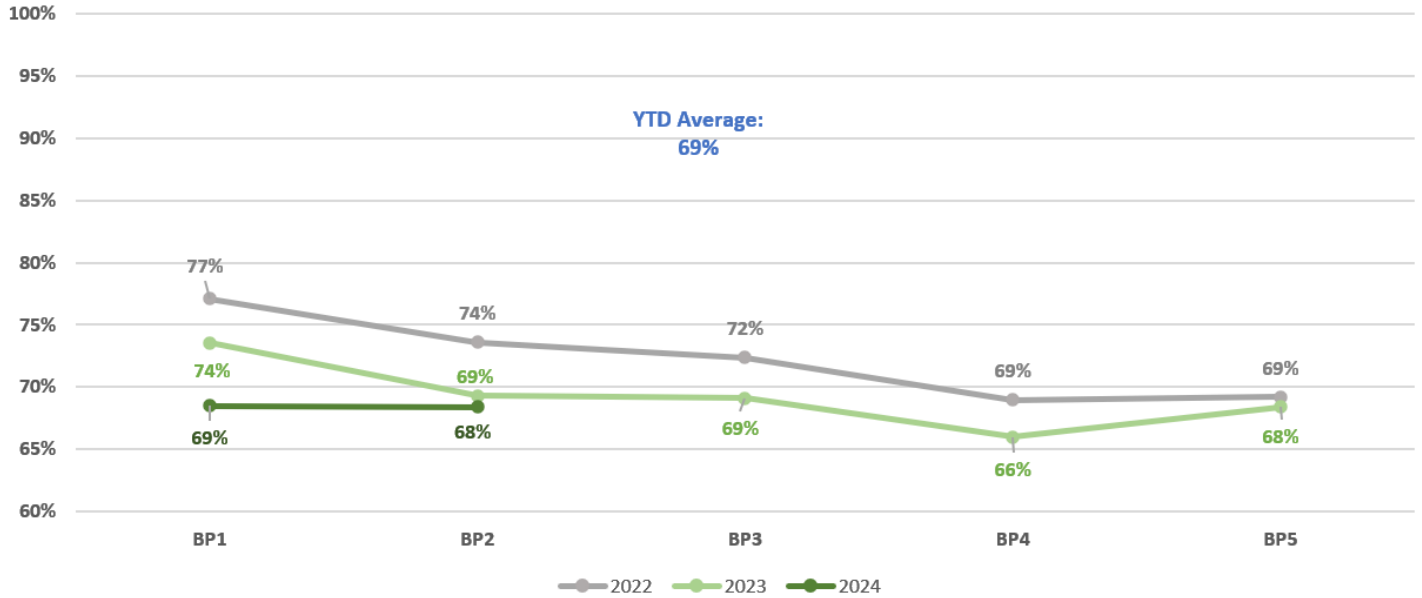
Action Plan

Ridership continues to be strong across the On Demand Network, with demand for services continuing to exceed capacity. The additional Demand revenue service hours approved in the 2024 budget are planned to be implemented through the fall as vehicles arrive and are placed into service.

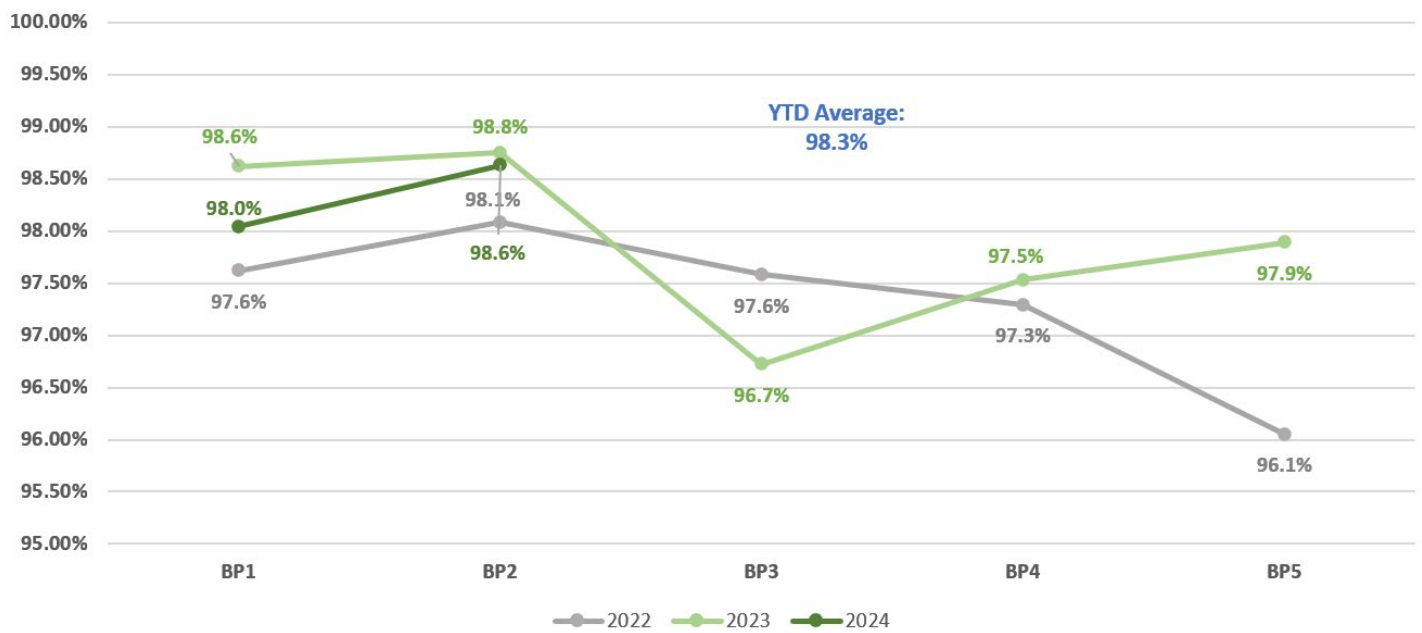
Service Delivery

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

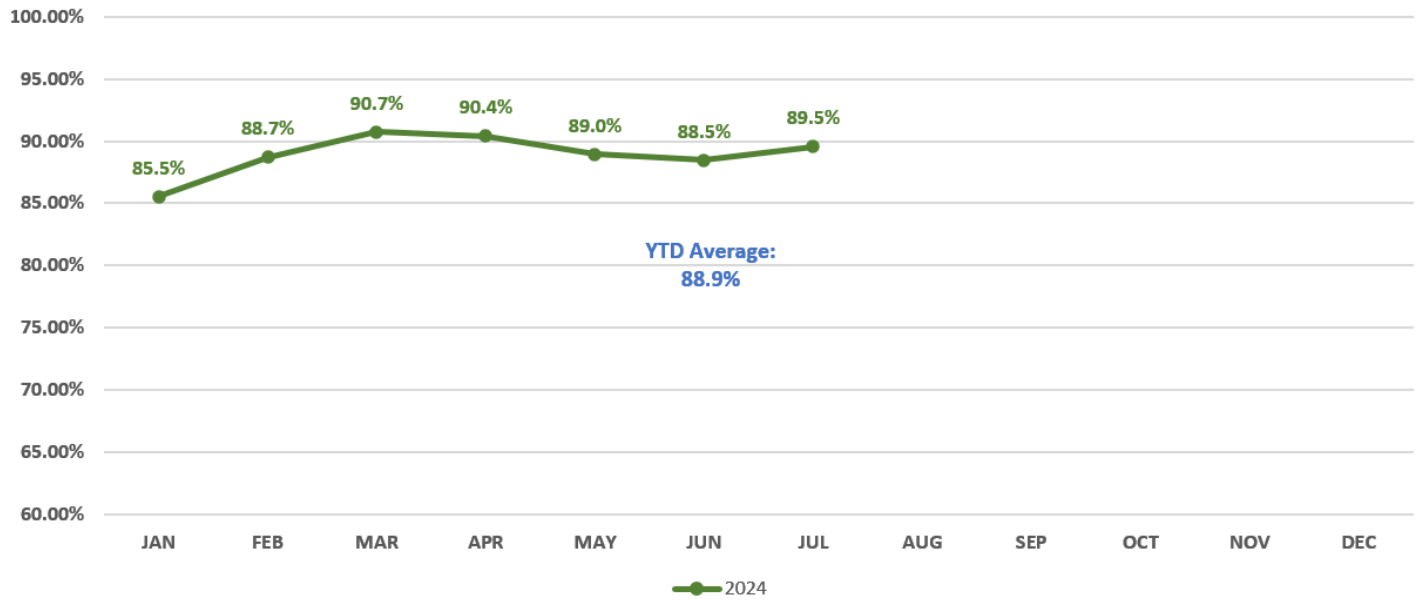
OTP for board period two was 68.4 per cent. Congestion on main traffic corridors continues to impact the transit network, with Service Availability for board period two at 98.6 per cent, compared to 98.8 per cent for the same month in 2023.

Action Plan

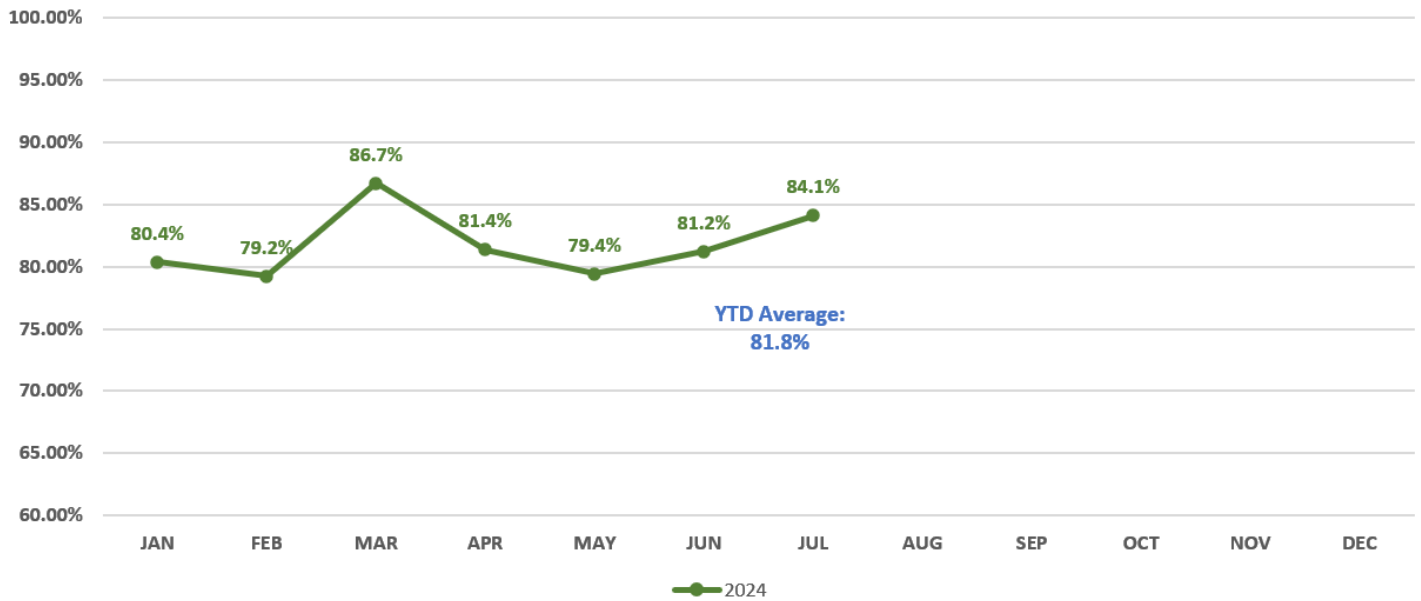
DRT continue to experience service impacts from trips operating at maximum passenger capacity, congestion and construction projects. Some planned trips are cancelled when a route is operating excessively late to enable subsequent planned trips to remain on schedule. Trip cancellations, which reduces 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)

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 per cent.

Results

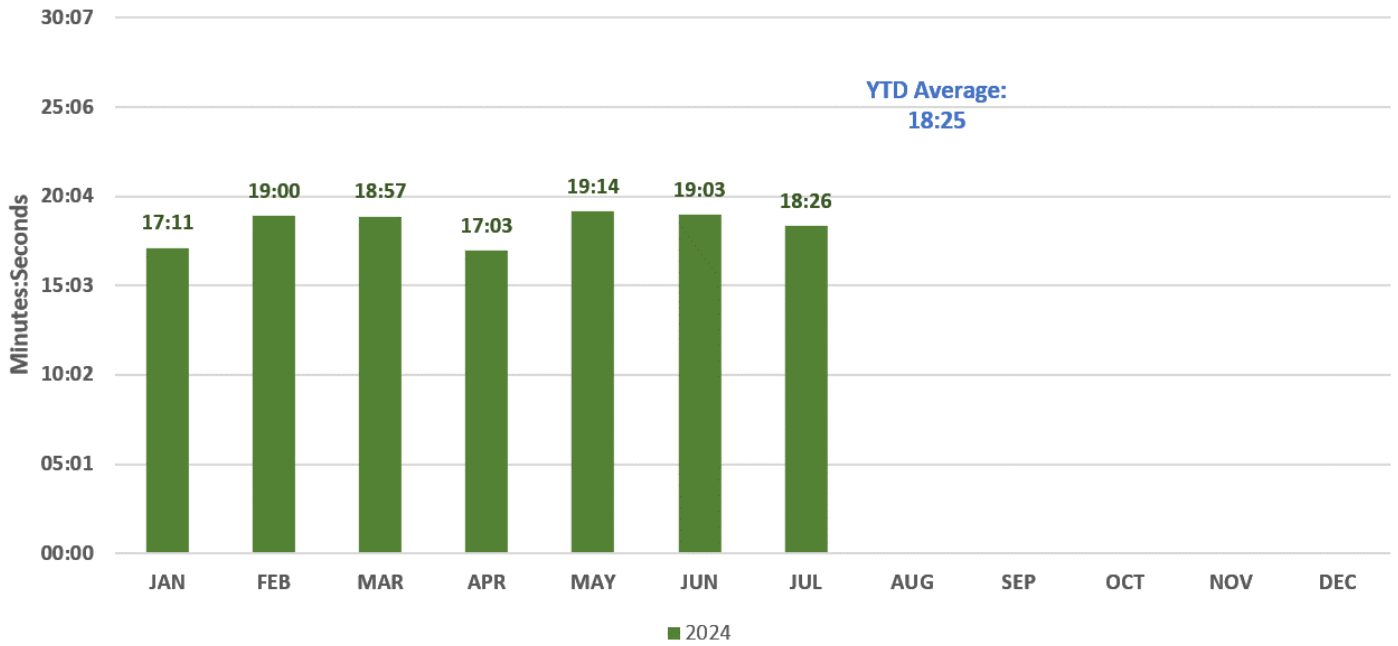
OTP – Demand Response for July 2024 was 89.5 per cent for On Demand trips, and 84.1 per cent for specialized transit trips.

Action Plan

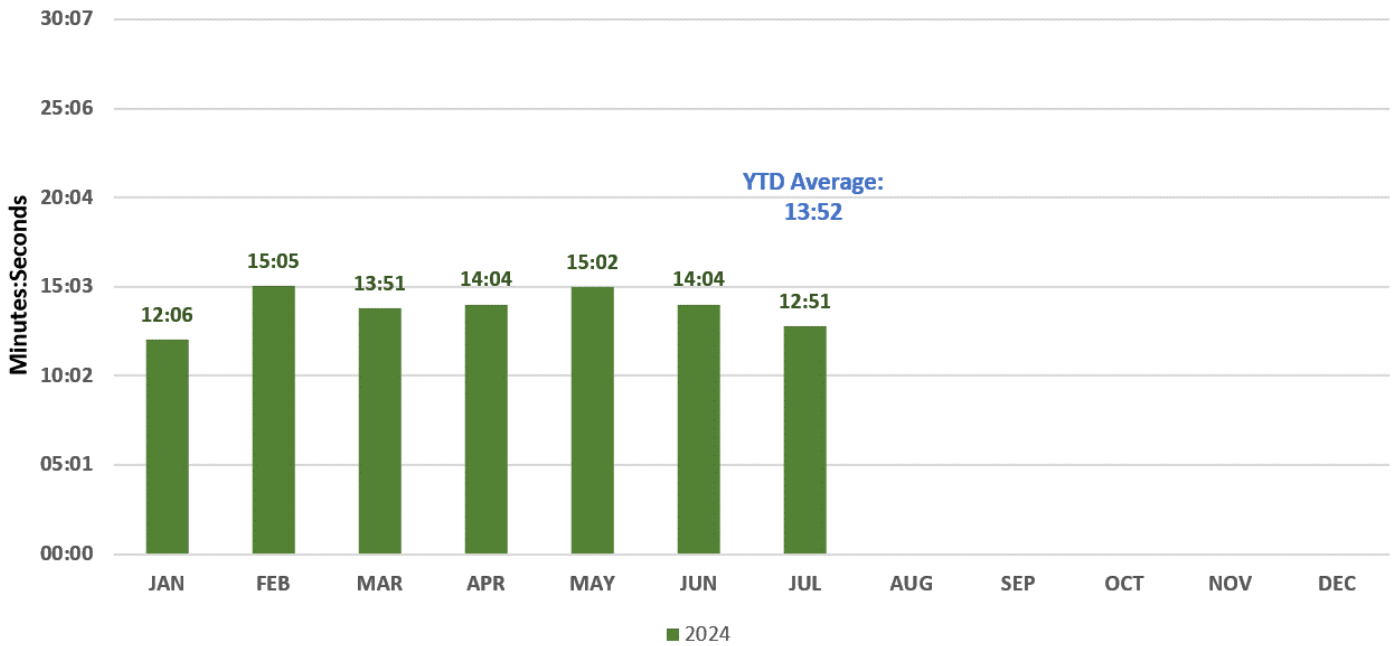
While there are less trips delivered following the January 2024 adjustments to system parameters, reliability of scheduled On Demands trips has improved. DRT continue to monitor OTP – Demand Response trends throughout 2024 and will review the current performance target for 2025.

Service Availability (Demand Responsive)

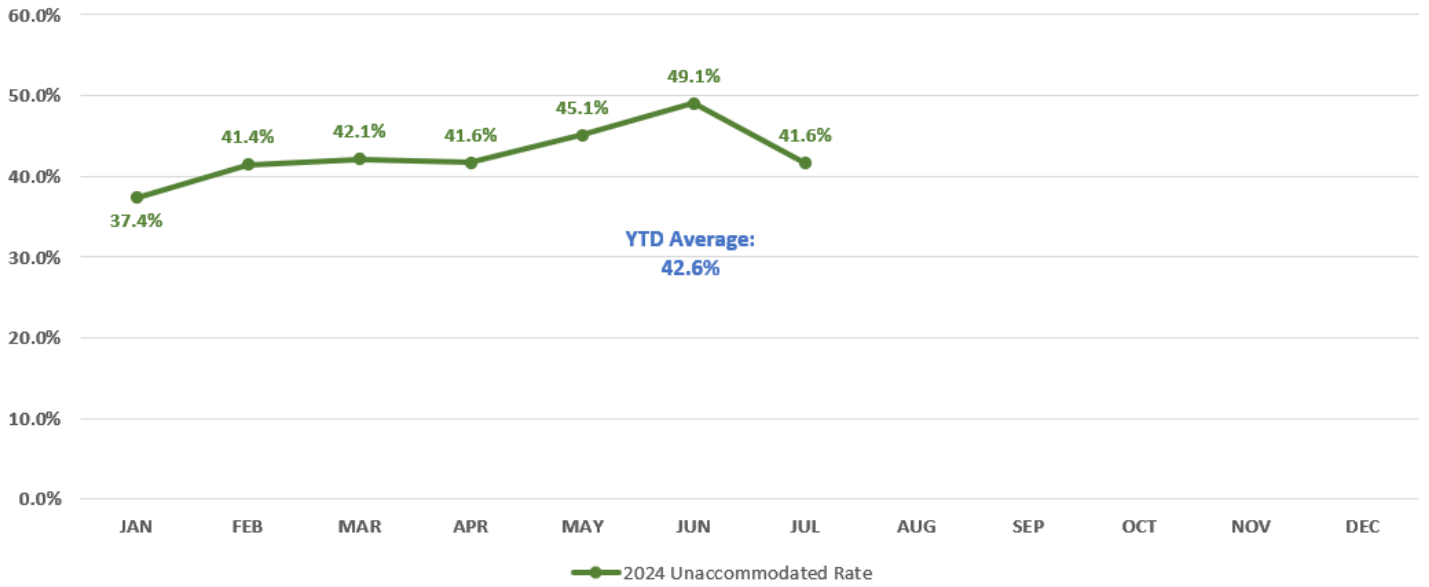
On Demand Average Difference in Requested Trip Time vs. Booked Trip Time



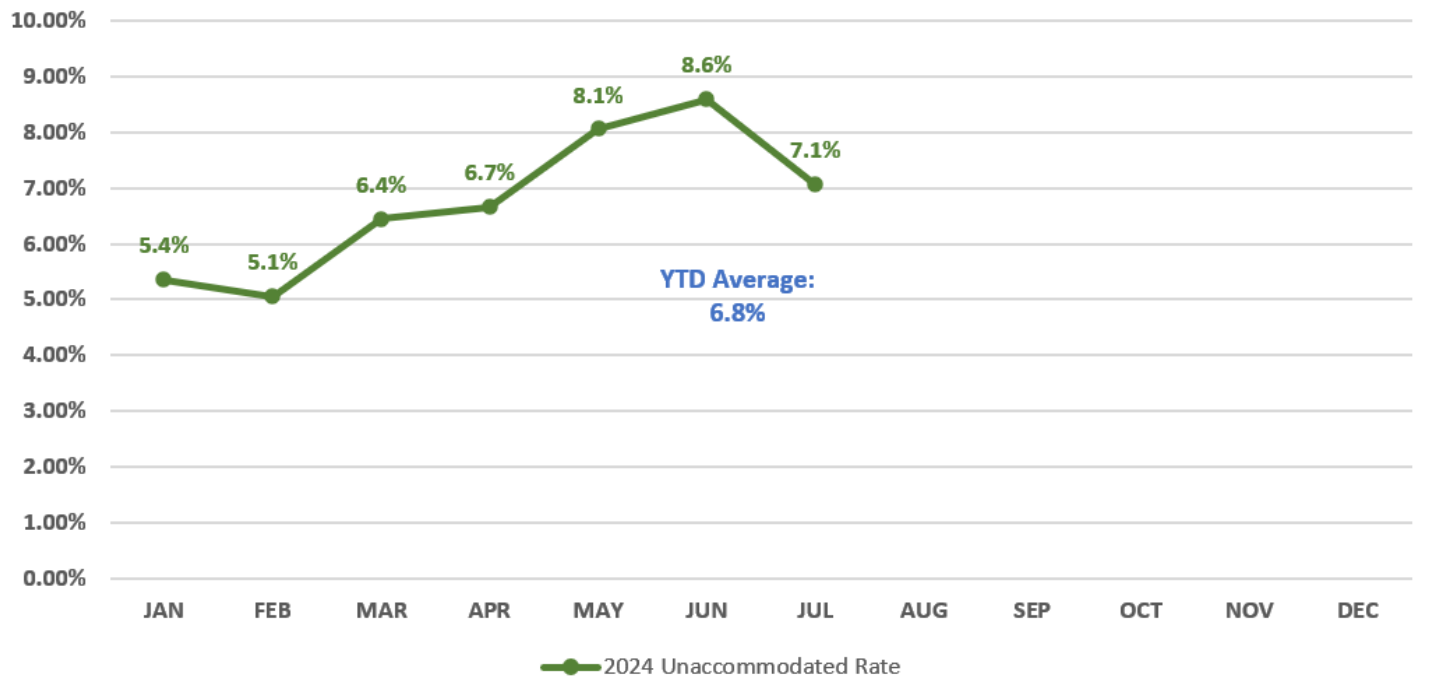
Specialized Average Difference in Requested Trip Time vs. Booked Trip Time

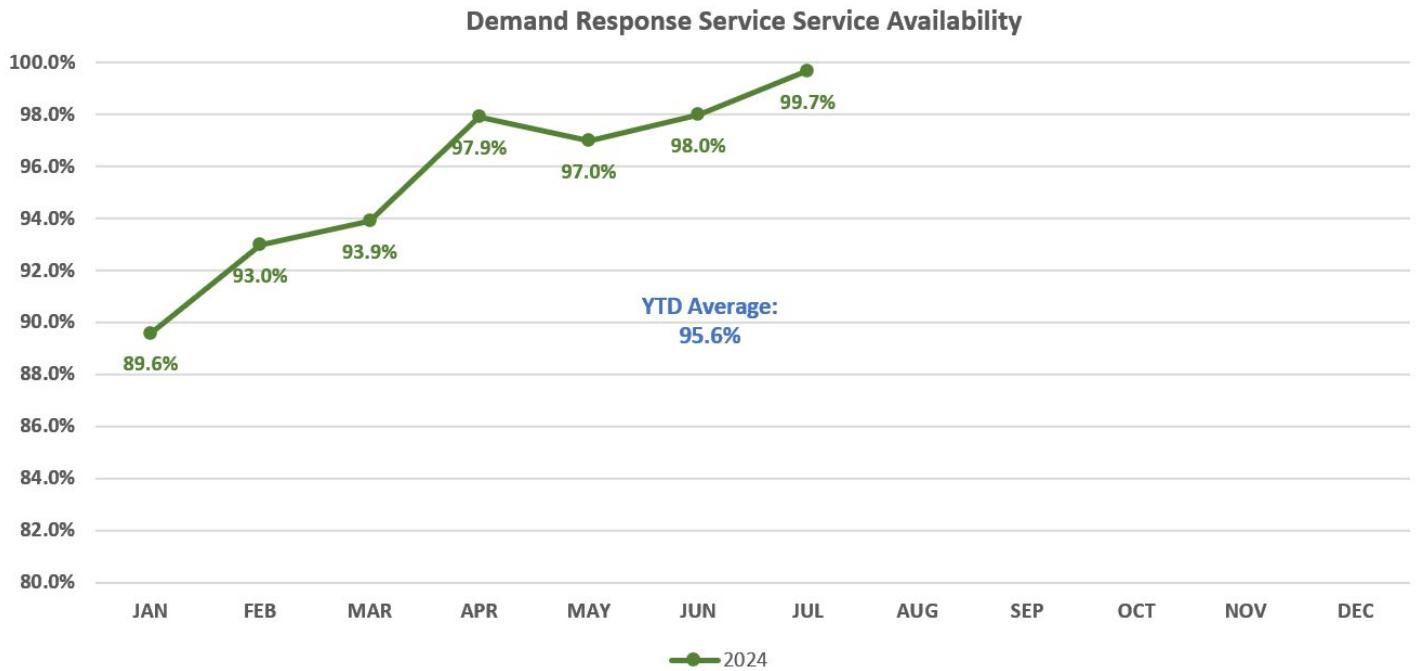


On Demand Unaccommodated Rate



Specialized Service Unaccommodated Rate





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 variance between requested and actual booked pick-up time in July for On Demand trips was 18.4 minutes. For specialized transit trips, the variance was 12.8 minutes.

Unaccommodated Rate

The unaccommodated rate for July On Demand trips was 41.6 per cent, and 7.1 per cent for specialized transit trips. The continued high unaccommodated rates are influenced by the increase in demand for transit services and current service capacity.

Service Availability

Service availability for July 2024 was 99.7 per cent, the first time On Demand has exceeded the 99.5 per cent target. The trend of increased trips delivered since January is a result of improved service availability.

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 Integration and recent TTC collective bargaining agreement

The Toronto Transit Commission (TTC) and the Amalgamated Transit Union (ATU) recently ratified their collective agreement. The details of the agreement were widely communicated in the media, including impacts to planned service integration across the 905 boundaries. Service Integration has been a key deliverable at the Ministry of Transportation Fare and Service Integration Collaboration Table, which resulted in revisions to the City of Toronto Act. Based on the TTC collective agreement with UNIFOR, the planned service integration pilot programs with MiWay and York Region Transit will continue, however, further service integration plans are likely impacted. DRT will continue to operate within the City of Toronto under the existing “closed door” policy.

2. Service change summary, September 3, 2024

Effective Tuesday September 3, 2024, DRT implemented a series of new routes, service reinstatements, and investments to improve reliability. The enhancements address some gaps in the current DRT network including service to areas with a significant walk distance to transit stops, improving reliability of scheduled service, improving On Demand capacity, and implementing new routes to key high-growth areas including Seaton, and South Bowmanville.

Enhancements included the following.

- Reinstated bi-directional 902 service to Bowmanville along Highway 2, and extend Route 502 to operate through South Bowmanville
- Reinstated midday service on Routes 301, and 319
- Implemented two-way service on Route 227, extending to serve the Lake Driveway and South Ajax industrial areas
- Reinstated Route 211 during weekday peak period.
- Implemented evening service on Routes 409/419 through Whitby and Oshawa.
- Implemented new Route 118 serving the Whites Road corridor in Pickering, connecting Pickering Parkway Terminal and Seaton
- Adjusted several routes to improve service reliability
- Allocated articulated buses to Route 901 to enhance capacity
- Deployed approximately 13,000 annual service hours during the fall to support On Demand capacity, including vehicles dedicated to serving rural areas

DRT was unable to secure the required number of operating staff for September to fully implement the revenue service hours approved in the 2024 budget. Additional service hours will be launched as staff become available through the fall. Further enhancements include the following.

- Return 15-minute peak service to PULSE 915 and 916
- New route serving west Whitby including the Des Newman and Coronation corridors
- Evening service on Routes 409/419 through Whitby and Oshawa.

- Additional service on Stevenson Road in Oshawa
- Weekend service to Seaton

3. Launch of PRESTO in Apple Wallet

PRESTO in Apple Wallet launched July 16, 2024 on DRT, the TTC, all 905 transit agencies, GO Transit and UP Express.

Now, customers can add a virtual PRESTO card to Apple Wallet and tap to ride transit with their iPhone or Apple Watch. This is the first time in Canada that a transit card is available in Apple Wallet, making it even easier to take transit in Durham and across the region.

PRESTO in Apple Wallet provides customers with many of the same benefits as the classic card such as fare type concessions (youth, post-secondary student, adult and senior) and discounts, as well as a number of added ones.

Customers can instantly add funds to a PRESTO card in Apple Wallet from the PRESTO app or directly in Apple Wallet, as well as purchase transit passes from the PRESTO app and add them to their PRESTO card in Apple Wallet, without needing to visit an in-person location to do so.

Customers can acquire a new digital PRESTO card at no cost or convert their existing plastic PRESTO card to transfer their balance and account settings such as fare type. PRESTO in Apple Wallet is also different from a plastic card in several ways (offers real time updates, Express Mode capabilities, no card issuance fee).

Along with the new option to tap with PRESTO in Apple Wallet, customers can tap their credit or debit cards (physical or digital), digital PRESTO cards in Google Wallet, or their classic PRESTO cards to pay their fare. Taken together, this menu of new payment options means customers have more options than ever to pay their fare across the region.

4. Collaborating to continuously improve On Demand Service

In Spring 2023, DRT partnered with the Transit Analytics Lab at the University of Toronto to conduct in-depth research on On Demand service and ridership. This collaboration aligns with DRT's commitment to continuous improvement and leading innovation in transit services.

This collaboration led to a research article submitted to the Journal of Transportation Research Part A for publication that analyzed factors influencing On Demand transit demand across urban and rural service areas. Using detailed DRT trip and service data, the study developed prediction models to identify key drivers of ridership. These insights aim to inform service policies and planning strategies, addressing current gaps in transit provision.

Key findings to date from the research article include the following:

A. On Demand transit ridership increases in areas with:

- Higher population density
- More diverse land use (mix of residential, commercial, etc.)
- Higher employment rates
- A larger proportion of senior residents (65+ years old)

This suggests that On Demand service may be most successful when deployed in busy, mixed-use areas with lots of working people and seniors.

B. Unsurprisingly, On Demand ridership decreases in areas with higher median income and more vehicles owned per household. This suggests that wealthier areas and areas where most people own cars may not be ideal for On Demand services.

C. On Demand service appears to complement rather than compete with fixed-route/scheduled transit, filling gaps in existing transit networks rather than replacing traditional bus services, particularly in areas with fewer scheduled service bus stops and for "first mile/last mile" connection to regular transit routes.

D. Service reliability is crucial for On Demand success and for retaining and growing ridership. Longer wait times typically translate into a decrease in ridership.

E. On Demand service shows promise in addressing transit equity issues by improving access for underserved communities: Higher use was seen in areas with more visible minorities and lower incomes, as well as in rural areas with historically lower transit use.

The Transit Analytics Lab team is working on modeling and predicting On Demand trip cancellations and their associated risk levels on transit operations next to inform a conference paper for the Transportation Research Board. We look forward to sharing these findings and the published research article when available.

5. Arrival of first six battery electric buses

Durham Region Transit, as part of its commitment to reducing green-house gas emissions, has begun the fleet electrification process with a six-vehicle pilot, beginning Fall 2024. These six vehicles represent the first of multiple phases of electrification, pending future budgets and funding from other levels of government for subsequent phases.

These first vehicles will operate from the Raleigh depot in Oshawa where dedicated parking spaces and chargers will be available to support daily operation. Initial vehicle assignments will be focused on routes where vehicles will experience high loads, regular stopping, and long cycle times, including but not limited to 900-series frequent transit routes throughout the Region. Over time, these vehicles will be reassigned to other routes so that their performance under different

conditions can be evaluated. Initial vehicle assignments are limited to 225 kilometres before returning to the garage, based on conservative estimates of battery capacity.

The routes selected are expected to be well within the operational range of the vehicles. DRT Planning and maintenance staff will use data collected to inform future deployments, suitability for longer daily assignments, and long-term electrification planning. Below is an image of the first electric bus received over the summer.

6. Revised 2023 Bus Order

The approved 2023 budget included financing of the DRT 10-year Service and Financing Study, specifically the purchase of 22 battery-electric buses and associated charging equipment and infrastructure. DRT and the Region have continued to advocate to Infrastructure Canada for over a year to respond to DRT's application to the Zero Emission Transit Fund (ZETF), but to no avail. DRT must proceed to order the 2023 growth buses or risk being unable to deliver service plan commitments to meet ridership projections for September 2025.

Based on DRT's plan to transition to a zero-emission bus fleet, DRT maintains a \$62M loan financing agreement with the Canada Infrastructure Bank (CIB) to purchase up to 98 battery-electric buses by 2027. It is important that DRT maximize the purchase of electric buses to leverage this critical financing, and to demonstrate to CIB that DRT remains committed to the agreement and the fleet transition plan.

The 2023 capital budget included the following:

- 22 electric buses and ITS equipment (\$22.6 million in development charge and provincial gas tax financing, \$12.8 million loan financing from CIB)
- Charging infrastructure and equipment (\$2.5 million Regional reserve financing, \$2.5 million grant financing under the ZETF program)

The estimates for the charging infrastructure and equipment were prepared over two years ago and do not reflect current pricing. In the absence of ZETF funding and cost escalation of the buses, equipment and infrastructure, an estimated \$7.8M of additional capital financing by the Region would be required to purchase the 22 electric buses and associated infrastructure and equipment.

In consultation with Finance, DRT evaluated available options to maximize the number of buses that can be purchased within the approved budget while still advancing the Region's electrification strategy. To achieve this objective, under the summer recess provision of the Budget Management Policy, the Region's CAO and Treasurer approved an allocation of \$2,799,851 in federal Canada Community Building Fund financing. This has facilitated DRT to order seven regular diesel buses and seven regular electric buses. Unfortunately, the required approach for bus purchases partially deviates from the Region's climate emergency commitments and action plans, and DRT's plan for transitioning to a fully electric bus fleet by 2037. However, DRT is maximizing funding for zero emission buses in the absence of dedicated Federal or Provincial funding.

DRT and the Region continue their advocacy efforts encouraging the Zero Emission Transit Fund Program and Infrastructure Canada to make a decision on DRT’s ZETF application which is a critical funding source to DRT’s E-Mission zero program.

7. Updated definition for Demand Response Unaccommodated rate

Further to additional operational experience with the new Via demand response platform and understanding how customers are interacting with the trip booking function, the definition for Demand Response Unaccommodated rate will be revised effective the October reporting cycle. The current reporting of unaccommodated rate is inflated. A number of customers are submitting repeat trip requests for the same trip for which the customer has been advised that there is no capacity to provide the trip. A few customers contribute to a significant portion of the duplicate trip requests, in some cases up to 15-20 requests for the same trip.

Moving forward the unaccommodated rate will continue to be defined as the per cent of single customer trip requests unable to be scheduled due to lack of capacity. Trip requests submitted within 24 hours of the original trip request that:

- a) are the same as the original request;
- b) include a change to the pick-up and/or drop off time within 30 minutes of the original; and/or
- c) include changes to the destination within 100 metres of the original location,

will be considered a single unaccommodated trip. The Unaccommodated Rate will also include scheduled trips that DRT was unable to deliver.

Below are examples demonstrating the revisions to the unaccommodated trip data.

Table 1: Example of trip requests submitted by the same customer which will be considered one unaccommodated trip request

Trip request submitted	Requested Pickup time	Requested Destination	Trip Status
September 4, 7.30am	September 5, 8.00am	Joe's Grocery Store	"Seat Unavailable"
September 4, 1.00pm	September 5, 8.25am	Joe's Grocery Store	"Seat Unavailable"
September 4, 5.00pm	September 5, 8.30am	Joe's Grocery Store	"Seat Unavailable"
September 5, 6.00am	September 5, 8.30am	Main Street Pharmacy (75 meters from Joe's Grocery Store)	"Seat Unavailable"

Table 2: Example of trips requests submitted by the same customer which will be considered as separate unaccommodated trip requests.

Trip request submitted	Requested Pickup time	Requested Destination	Trip Status
September 9, 4.00pm	September 9, 7.00pm	Joe's Grocery Store	"Seat Unavailable"
September 9, 4.30pm	September 9, 7.40pm	Joe's Grocery Store	"Seat Unavailable"
September 9, 4.45pm	September 9, 8.30pm	Joe's Grocery Store	"Seat Unavailable"
September 9, 6.00pm	September 9, 8.30pm	Main Street Post Office (550 meters from Joe's Grocery Store)	"Seat Unavailable"

8. Pre-budget approval of critical smart bus on-board device [final wording pending Committee and financing decision]

DRT’s Smart Bus system provides real-time bus information through a current device that uses 3G capabilities. DRT was recently advised that cellular carriers will cease their 3G services in 2025, with Rogers, DRT’s current service provider, sunsetting their 3G service as early as March 31, 2025. Without cellular connection from the fleet, DRT is unable to use real-time information to manage service, and customers will be unable to leverage real-time data and applications to manage their travel.

The INIT COPILOTpc2 devices equipped on DRT buses rely on 3G connectivity and will no longer function after the 3G service has been discontinued. DRT is required to replace COPILOTpc2 devices with COPILOTpc3 devices.

The lead time for the proprietary INIT COPILOTpc3 to be manufactured and shipped is approximately months from the time of ordering. To mitigate the risk of disruption to operations and customers, the devices must be ordered in September. Staff are preparing a report for the next meeting of the Committee of the Whole, seeking pre-budget approval for the COPILOTpc3.



Durham Region Transit Report

To: Durham Region Transit Executive Committee
From: General Manager, Durham Region Transit
Report: #2024-DRT-14
Date: September 4, 2024

Subject:

Updated Surveillance System in DRT Vehicles Policy

Recommendation:

That the Transit Executive Committee recommends:

That the revised Surveillance System in DRT Vehicles Policy, effective September 4, 2024, be approved.

Report:

1. Purpose

1.1 This report seeks approval for revisions to DRT's Surveillance System in DRT Vehicles Policy.

2. Background

2.1 Video and audio recording systems were first installed in DRT vehicles with the introduction of the PULSE bus fleet in 2013. The Durham Region Transit Commission approved the original Onboard Security Video Surveillance Policy, on September 5, 2012, and further directed that the DRT's surveillance policy be separate from the Region's facility-related video surveillance policy.

2.2 In 2018, DRT procured the current onboard surveillance system which is installed throughout the DRT fleet.

2.3 During the recent bi-annual review of the Policy, several minor revisions were identified to ensure consistency with corporate record retention policies and to better reflect current operational practices.

3. Previous Reports and Decisions

- 3.1 #2022-DRT-17 Updated Surveillance System in DRT Vehicles Policy
- 3.2 #2019-DRT-13 Updated Surveillance System in DRT Vehicles Policy
- 3.3 #2018-DRT-20 Updated Surveillance System in DRT Vehicles Policy
- 3.4 #2012-DRT-18 Surveillance System in DRT Vehicles Policy

4. Discussion

- 4.1 Principles of the original policy remain unchanged, balancing an individual's right to privacy and the need to protect the safety and security of the public transit network and the community, specifically passengers, pedestrians and DRT employees and assets, to investigate personal injury and other legal claims and proceedings, and to investigate and resolve operational matters as they may occur.
- 4.2 The proposed policy has been revised to be consistent with corporate record retention requirements and other minor changes.
 - a. Format revisions
 - b. Revised retention schedule
 - c. Updated list of designated personnel able to view and/or retrieve Surveillance Recordings
- 4.3 The recommended policy (Attachment #2) has been reviewed by Legal Services, Labour Relations, and the Access and Privacy Office.

5. Financial

- 5.1 There are no financial impacts associated with this report.

6. Relationship to Strategic Plan

- 6.1 This report aligns with/addresses the following strategic goals and priorities in the Durham Region Strategic Plan:
 - a. Service Excellence

7. Conclusion

- 7.1 It is recommended that TEC approve the revised Surveillance System in DRT Vehicles (Attachment #2).

8. Attachments

- 8.1 Attachment #1: Proposed revisions to current policy: Surveillance System in DRT Vehicles, September 7, 2022.
- 8.2 Attachment #2: Revised policy: Surveillance System in DRT Vehicles, effective date September 4, 2024

Respectfully submitted,

Original Signed by

Bill Holmes

General Manager, DRT

Recommended for Presentation to Committee

Original Signed by

Elaine Baxter-Trahair

Chief Administrative Officer



Policy Manual

Title: Surveillance System in DRT Vehicles	
Issued: September 5, 2012	Page #: 1 of 13
Revised: July 1, 2019 September 4, 2024	
Approved by: General Manager	

1. Policy Statement

- 1.1 It is the policy of Durham Region Transit (DRT) to utilize a Surveillance System on transit vehicles to
- Ensure the safety and security of passengers, pedestrians, and DRT employees and assets;
 - Investigate personal injury and other legal claims and proceedings; and
 - Investigate and resolve Operational Matters.
- 1.2 DRT recognizes the need to balance an individual's right to privacy and the need to ensure the safety and security of the public transit network and the community. Although a transit bus is a public space, this policy is consistent with the principle of data minimization, which entails limiting the amount of personal information collected and retained to that which is necessary to fulfill the purposes of the lawfully authorized activity. DRT is committed to providing a safe and secure transit system for employees, passengers and pedestrians, and activities and systems that contribute to safety and crime prevention in the community.
- 1.3 While surveillance systems are installed on vehicles for criminal, safety, security, investigatory, and evidentiary reasons, DRT's Surveillance System is designed to minimize privacy intrusion. Proper surveillance, where deemed necessary, is one of the most effective means of helping to keep the DRT transit system operating in a safe, secure, and privacy protective manner.
- 1.4 This Policy has been developed to govern the Surveillance System for DRT vehicles, as more particularly set out in Section 2.1, and in accordance with the privacy provisions of the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) and the Privacy and Video Surveillance in Mass Transit Systems report (2008) from the Ontario Information and Privacy Commissioner.

2. Definitions

FOI	Freedom of Information
MFIPPA	Municipal Freedom of Information and Protection to Privacy Act
Monitor	Active observation of Surveillance Recordings in real time, or systematic observation of Surveillance Recordings without a reasonable cause
Operational Matter	Incident, event or occurrence in relation to a DRT vehicle or employee
Personal Information	As defined by MFIPPA
Remote Access	Access to an organizational information system by a user (or a process acting on behalf of a user) communicating through an external network (e.g., the Internet)
Surveillance Recordings	Information, including audio and video, recorded by the Surveillance System and stored on a Digital Video Recorder (DVR) or other storage device.
Surveillance Records	Copies of Surveillance Recordings, created for the purpose of: <ul style="list-style-type: none"> a) complying with any warrant, summons, court order or other legal process that requires disclosure of Surveillance Recordings; b) complying with Freedom of Information requests and MFIPPA; c) supporting investigations of personal injury and other legal claims and proceedings; and d) supporting investigations into Operational Matters.
Surveillance System	The physical or other mechanical or digital components of the Surveillance System installed on the vehicle or in a building, that enable continuous video and audio recording, observing or monitoring of the inside and outside of the vehicle, and for viewing Surveillance Recordings and producing Surveillance Records

2.1 Surveillance System

- A. DRT's Surveillance System may include the use of video and audio recording equipment/device.
- B. DRT may use its Surveillance System on transit vehicles, including ~~conventional and specialized vehicles~~ **DRT buses and specialized transit vehicles, contracted service provider vehicles used to deliver DRT services**, and DRT non-revenue vehicles.

- C. Surveillance System equipment/devices at facilities will be installed within secure locations

2.2 Application

- A. This Policy is implemented by DRT staff. DRT contractors and service providers, and any third party who have responsibilities related to the Surveillance System will be made aware of this Policy, given instruction in meeting the Policy's requirements, and be required to agree in writing to comply with the requirements of this Policy.
- B. Surveillance Recordings will be used only for the purposes of detecting, deterring and investigating unlawful and safety/security activities, investigating personal injury and other legal claims and proceedings, and investigating and resolving Operational Matters.
- C. DRT staff will not monitor the Surveillance System.
- D. Surveillance Recordings will not be used to monitor the performance of employees. Behaviors observed when reviewing Surveillance Recordings while investigating an Operational Matter will be managed according to established labour relations practices, which may include, without limitation, the use and reliance of Surveillance Recordings for employee development and/or discipline.

2.3 Exceptions

This policy does not apply to the following:

- a) Covert surveillance used for law enforcement purposes. In those circumstances, either a statutory authority exists and/or the authority for the surveillance is lawfully obtained through a search warrant. Covert surveillance is surveillance conducted using hidden devices. If covert surveillance is not implemented pursuant to the conditions in the preceding paragraph, extra diligence in considering the use of the technology is required.
- b) Surveillance System components installed at Regional buildings including transit facilities, which are managed by Facilities Management

3. Roles and Responsibilities

3.1 General Manager, DRT:

The General Manager may delegate responsibilities under this Policy.

- a) Review the Policy every two years and forward to the Transit Executive Committee recommendations that will significantly alter the Policy.
- b) Receive and review status updates and audit results, and implement the recommendations accordingly.

- c) Designate appropriate staff to view Surveillance Recordings and produce Surveillance Records.
- d) Review requests for Surveillance Records and where such requests comply with MFIPPA and this Policy, authorize the Administrator to produce a copy of the appropriate Surveillance Recording(s).
- e) Immediately contact the Corporate Privacy Office and work with privacy staff to investigate any alleged privacy breach of this Policy.

3.2 Deputy **General** Manager, Business Services

The Deputy General Manager may delegate responsibilities under this Policy.

- a) Ensure assigned staff comply with this Policy as it relates to privacy, storage, dissemination, and documentation for disclosure of information.
- b) **Manage the administrator requirements of the Surveillance System platform.**
- c) In consultation with the appropriate staff, develop training for DRT and contract staff regarding obligations and compliance with the MFIPPA and this Policy.
- d) In consultation with the appropriate staff, coordinate technical requirements and activities related to design, functionality, installation, **maintenance**, and upgrades to the Surveillance System.
- e) Establish an appropriate employee on- and off-boarding process to ensure activation and deactivation of access to the Surveillance System.
- f) Ensure completion of a semi-annual review of user access to ensure only authorized users have access to view Surveillance Recordings.
- g) Immediately report all alleged privacy breaches of this Policy to the General Manager and in their absence, the Corporate Privacy Office.

3.3 Deputy General Manager, Operations

The Deputy General Manager may delegate responsibilities under this Policy.

- a) Ensure assigned staff comply with this Policy as it relates to privacy, storage, dissemination and documentation for disclosure of information.
- b) Approve the locations on vehicles for installation of the Surveillance System in accordance with this Policy.
- c) Consult with the Regional Clerk/Director of Legislative Services and /or Legal Services, for any issues related to MFIPPA requests.
- d) Support the Deputy General Manager, Business Services, to develop training for DRT and contract staff regarding obligations and compliance with the MFIPPA and this Policy.
- e) Immediately report all alleged privacy breaches of this Policy to the General Manager and in their absence, the Corporate Privacy Office.

3.4 Deputy General Manager, Maintenance

The Deputy General Manager may delegate responsibilities under this Policy.

- a) Ensure assigned staff comply with this Policy as it relates to privacy, storage, dissemination, and documentation for disclosure of information.
- b) Ensure that Surveillance System equipment on DRT vehicles is maintained in a state of good repair.
- c) Delegate day-to-day maintenance of the Surveillance System on DRT Vehicles to designated staff, as appropriate.
- d) Support the Deputy **General** Manager, Business Services, to develop training for DRT and contract staff regarding obligations and compliance with the MFIPPA and this Policy.
- e) Immediately report all alleged privacy breaches of this Policy to the General Manager and in their absence, the Corporate Privacy Office.
- f) Manage daily operational requirements for the Surveillance System.
- g) Ensure assigned staff comply with this Policy.
- h) Ensure records of activities related to accessing Surveillance Recordings are maintained as outlined in this Policy.
- i) In consultation with the Deputy General Manager, Business Services, ensure relevant staff are trained in compliance with the MFIPPA and this Policy.

3.5 Supervisors, Operations

- a) Report any Surveillance System defects to maintenance staff.
- b) Document required information when accessing Surveillance Recordings.
- c) Ensure no personal information obtained from Surveillance Recordings are disclosed to anyone without the approval of the applicable Manager.
- d) Forward requests for a Surveillance Record to the Deputy General Manager, Operations.

3.6 Administrator

- a) When approved by General Manager or designate, create required Surveillance Records.
- b) Monitor and track requests and copies of Surveillance Records according to MFIPPA, this Policy, and corporate records management requirements.
- c) Oversee all documentation required and generated to implement this Policy.

3.7 Director, Human Resources

- a) Provide guidance on use of Surveillance Recordings in investigations where employee information has been captured.

3.8 Access and Privacy Office

- a) Administer requirements of MFIPPA.
- b) Coordinate with DRT to ensure compliance to MFIPPA and statutory obligations.

- c) Respond to any inadvertent disclosures of personal information or any privacy complaints made to the Region or DRT, or Information and Privacy Commissioner (IPC)/Ontario and comply with Orders issued.
- d) In consultation with the Deputy General Manager, Business Services, ensure relevant staff are trained in compliance with the MFIPPA and this Policy.**

3.9 Corporate Services – Information Technology (CS-IT)

- a) Service and support of the computer and Windows operating system used for the Surveillance System.
- b) Service and support of the DRT network such as to facilitate remote access, except where the network is a component of the Surveillance System

3.10 Authorized Users, Contracted Service Providers

- a) Ensure all relevant staff comply to the requirements of this policy.
- b) View Surveillance Recordings **in person at a DRT facility in the presence of a Transit Manager, Operations or designate**, when appropriate to investigate relevant Operational Matters.
- c) Ensure any Surveillance System defects are reported to the appropriate designated DRT staff.
- ~~d) Document required information when accessing Surveillance Recordings.~~
- e) Ensure no personal information obtained from Surveillance Recordings are disclosed to anyone without the approval of the applicable **DRT Manager**.
- f) Forward requests for a Surveillance Record to the Administrator.
- g) Prohibited to disclose, access or use information recorded by the Surveillance System, its components, files, or database for personal reasons, nor disclose, dispose, destroy, erase or alter any record without proper authorization from the Deputy General Manager, Operations, and without following the terms and conditions contained in this Policy.

3.11 Employees of DRT and Contracted Service Providers

- a) Prohibited to disclose, access or use information recorded by the Surveillance System, its components, files, or database for personal reasons, nor disclose, dispose, destroy, erase or alter any record without proper authorization from the Deputy General Manager, Operations, and without following the terms and conditions contained in this Policy.

3.12 DRPS

- a) DRPS shall comply with the Memorandum of Understanding that provides DRPS access to Surveillance Recordings from DRT vehicles.
- b) DRPS employees will submit requests to view Surveillance Recordings to the DRPS video analysis group.

- c) DRPS video analysis group will access the Surveillance System to view the appropriate Surveillance Recordings for investigative purposes.
- d) Video analysis group will forward requests for a Surveillance Record to the Administrator, to be used strictly for investigative purposes.
- e) Provide secure DRPS evidence link to the Administrator to upload Surveillance Recording.

4. Guidelines: Implementation of a Surveillance System

4.1 Designing Installing and Using Surveillance System Equipment

When designing a Surveillance System and installing related equipment, the following must be considered:

- a) The ability to adjust cameras will be restricted to designated **business services and** maintenance staff, so that cameras cannot be manipulated to overlook spaces that are not intended to be monitored by the surveillance program.
- b) Reception/recording equipment must be in a strictly controlled access area or system. Only staff designated by the appropriate Deputy General Manager will have access to the controlled access area/system and the reception/recording equipment.
- c) Every reasonable attempt should be made to ensure Surveillance System equipment is not in a position that enables the public and/or unauthorized staff to view images.
- d) Surveillance Recording components and related equipment will be installed at locations set out in Section 2.1 of this Policy, which may be amended from time to time.

4.2 Notice of Use of Video Recording System

- a) DRT will post decals, visible to members of the public, at all entrances and/or prominently displayed on the perimeter of the vehicles with a Surveillance System installed.
- b) The notification requirements of this decal must inform individuals of the legal authority for the collection of personal information; the principal purpose(s) for which the personal information is intended to be used; and the title, business address, and telephone number of someone who can answer questions about the collection.

4.3 Personnel Authorized to Operate and Maintain Surveillance System Equipment

Only authorized agents or personnel assigned by the General Manager or designate, as specific in Schedule A, will be permitted to operate the Surveillance System, to view Surveillance Recordings, create Surveillance Records and maintain the Surveillance System installed on DRT vehicles. All employees and representatives of third parties with responsibilities outlined in this Policy, will acknowledge in writing that they have received training with respect to their responsibilities and confidentiality obligations, and that they understand those obligations.

4.4 Breach of Policy

The General Manager, Municipal Freedom of Information and Protection of Privacy Coordinator, Director Human Resources, and Legal Services, as needed, will investigate and respond to any breach or alleged breach of this Policy.

5. Surveillance Equipment/Records

5.1 Types of Recording Devices

DRT may use a Digital Video Recorder system (DVR) and may implement technology replacements and/or upgrades, as required.

5.2 Record Identification

All Surveillance Records will be clearly identified (labelled) as to the date and location of origin including being labelled or titled with a unique, sequential number or other verifiable symbol. On a vehicle or in a facility with a DVR that stores recordings/information directly on a hard drive, the computer time and date stamp will be understood to be this identification.

Each user or facility, as applicable, will maintain records of activities related to recording devices and records according to the Region's Records Retention By-law. The activities include information regarding the use, maintenance, access and storage of recorded material.

5.3 Remote Access

DRT may use remote access to retrieve, view, operate, maintain or audit all or part of the Surveillance System. DRT further reserves the right to provide remote access to law enforcement agencies for law enforcement purposes. Any remote access provided to law enforcement agencies will contain a provision allowing DRT to conduct annual audits relating to the use and disclosure of information obtained through the Surveillance System and any such audits will be performed in accordance with this Policy.

Where the Surveillance System does not provide appropriate electronic recording of user activities, physical logbooks will be maintained to record all activities related to Surveillance System devices and records. The activities include all information regarding the use, maintenance and storage of records; and all instances of access to, and use of, recorded material. All entries will include name of authorized agent, date, time and activity. The logbook or electronic alternative must remain in a safe and secure location.

6. Auditing

- 6.1 DRT will undertake an internal audit every two years to ensure adherence to this Policy. Auditing may include verification that reported incidents were properly recorded; procedures on security; established roles and responsibilities; maintenance, storage, retention and disposal of equipment and recorded information have been followed; and requests for information have been tracked and responded to accordingly.

Any deficiencies, concerns and/or recommendations identified will be resolved.

- 6.2 General Manager or designate will conduct a bi-annual review of user access to ensure only authorized users have access to view Surveillance Recordings.

7. Access to Surveillance Recordings

7.1 Access

Access to Surveillance Recordings will be restricted to authorized agents specified in Appendix A, to comply with the roles and responsibilities as outlined in this Policy.

7.2 Storage

All storage devices that are not in use must be stored securely in a locked receptacle located in an access-controlled area.

7.3 Viewing Surveillance Recordings

Only authorized personnel or agents listed in Schedule A, are permitted to view and retrieve Surveillance Recordings. Surveillance Recordings will be viewed in a controlled area. Every reasonable attempt will be made to ensure that recordings are not viewable or can be heard by other individuals.

7.4 Access to Information Requests

All requests for Surveillance Records where disclosure may be inconsistent with the principle purposes of the collection will be directed to the Regional Clerk/Director of Legislative Services for processing. A person requesting access to a Surveillance Record is required to follow the requirements of the Region of Durham in making a Freedom of Information (FOI) request (available at www.Durham.ca or by contacting the Regional Clerk/Access and Privacy Office).

DRT will comply with any warrant, summons, court order or other legal process that requires disclosure of surveillance images or information, subject to consultation with the Regional Solicitor and Access and Privacy Office.

7.5 Surveillance Records – Law Enforcement, Security, Safety and Evidentiary Purposes

Release of Surveillance Records must support the purposes of this Policy and requires the approval of the General Manager or designate. The General Manager or designate will consult, as required, with the Region's Access and Privacy Office, Legal Services or Director Human Resources, prior to releasing Surveillance Records.

Requests, including law enforcement agencies or regulatory agencies, will be in writing and must identify the legal authority under which the agency is requesting disclosure unless the agency requests immediate access for reasons including imminent danger, hot pursuit or serious threat to public and/or worker health and safety. In this case, provided the images and information are logged for tracking purposes, the information may be disclosed by the General Manager or designate without a written request.

For each Surveillance Record DRT will record the following information:

- a) The date and time of the original, recorded incident including the designated name/number of the applicable hardware, vehicle, property, requester, type of incident and associated tracking numbers.
- b) The name of the Administrator creating the record.
- c) The time and date the record was sealed.
- d) The time and date the sealed record was provided to the requester.
- e) The name and signature of an authorized person representing the requester.

DRT will maintain a copy of all Surveillance Records, in accordance with the requirements of this Policy.

7.6 Custody, Control, Retention and Disposal of Video Records/Recordings

DRT retains custody and control of all original Surveillance Recordings. Surveillance Records are subject to the access and privacy requirements of the MFIPPA, which includes but is not limited to the prohibition of DRT employees and contractors from access, or use of information from the Surveillance System, its components, files, or database for personal reasons.

Except for records retained for labour relations, criminal, safety, or security investigations or for evidentiary purposes, Surveillance Recordings will not be available to be used after 72 hours.

Surveillance Recordings (**source/unprocessed footage**) used for operational purposes will be ~~DRT copies of Surveillance Records produced from the Surveillance System will be retained for a~~ **archived by DRT for a period of two (2) years from the date the Surveillance Recording was downloaded.** ~~DRT will retain a copy of all Surveillance Records. DRT copies of Surveillance Records produced from the Surveillance System will be retained for a period of two years from the year the Surveillance Recording was~~

~~produced.~~ **Surveillance Records for potential risk management purposes will be archived by DRT for a period of seven (7) years.**

DRT will take all reasonable efforts to ensure the security of records in its control / custody and ensure their safe and secure disposal. Old storage devices will be disposed in accordance with Regional policy 14.21, System Acquisition, Maintenance, and Disposal, and applicable technology asset disposal processes ensuring personal information is erased prior to disposal and cannot be retrieved or reconstructed. Disposal methods may include, but are not limited to: shredding, burning, melting, overwriting, de-magnetizing, or erasing depending on the type of storage device.

7.7 Unauthorized Access and/or Disclosure (Privacy Breach)

A DRT Employee or contractor who becomes aware of any unauthorized disclosure of a Surveillance Record in contravention of this Policy and/or a potential privacy breach will immediately notify the General Manager through their respective Manager or Deputy General Manager.

Upon confirmation of the existence of a privacy breach, the General Manager will notify the Access and Privacy Office for implementation of the appropriate processes within the Corporate Privacy Breach Management policy.

The Deputy General Manager will inform the General Manager of events that have led up to the privacy breach. The employee or contractor will work with the Deputy General Manager or designate to take all reasonable actions to recover the record and limit the record's disclosure.

DRT will notify, where possible, affected parties whose Personal Information was inappropriately disclosed. The General Manager, in consultation with the Deputy General Manager or designate will investigate the cause of the disclosure with the goal of eliminating potential future occurrences.

A breach of this Policy by an employee of DRT may result in discipline, up to and including dismissal. A breach of this Policy by a third party with responsibilities under this Policy will result in the appropriate and applicable accountability measures.

7.8 Public Inquires about the Policy

An employee receiving an inquiry from the public regarding this Policy will direct the person to www.durhamregiontransit.com for information and to provide feedback.

An employee receiving an inquiry from the public regarding any privacy breaches and/or complaints will direct the individual to the Access and Privacy Office.

7.9 Review of Surveillance System in DRT Vehicles Policy

This Policy will be reviewed every two years by the General Manager who will forward recommendations for update, if any, to the Transit Executive Committee for approval.

8. Reference Sources

- a) Municipal Freedom of Information and Protection of Privacy Act;
- b) Ontario Information Privacy Commissioner Privacy Investigative Report MC07-68, Privacy and Video Surveillance in Mass Transit Systems, March 3, 2008.
- c) Guidelines for the Use of Video Surveillance, October 2015, Information and Privacy Commission of Ontario
- d) Region of Durham Policy 14.21, System Acquisition, Maintenance, and Disposal
- e) Corporate Privacy Breach Management Policy

SCHEDULE "A" - DESIGNATED PERSONNEL

For this policy, the personnel designated as authorized agents shall be as follows and includes any successor positions and other Regional employees or agents authorized under privacy legislation.

Approve the release of information records for law enforcement or legal proceedings

- General Manager, DRT or designate
- Regional Solicitor

Approved to view information records

- General Manager, DRT or designate
- Director, Human Resources or designate
- Regional Solicitor **or designate**
- Access and Privacy Office designate
- Manager of Contracted Service Provider or designate
- **Manager of Maintenance, DRT or designate**
- Lead Manager of Safety and Training, DRT
- ~~Chairperson, Local 222 or designate, during the course of a grievance procedure for a disciplinary suspension or termination of employment wherein the Surveillance Recording in question is relevant to the grievance in question and is being viewed for the purpose of facilitating a settlement short of labour arbitration. It is understood that DRT will not provide the Chairperson with a copy of the Surveillance Recording and that DRT shall undertake appropriate editing to the Surveillance Recording to ensure the identity of any third parties is protected prior to the Chairperson's viewing.~~
- **Chairperson, Unifor Local 222 or designate, during the course of an investigation wherein management has determined that if the alleged conduct under investigation is validated a member of Unifor Local 222 would be disciplined, and may be given an opportunity to view the Surveillance Recording at Step 1 of the grievance process.**

Approved to retrieve and view information records

- Deputy General Manager, Operations, DRT **and designate**
- Deputy General Manager, Maintenance, DRT **and designate**
- Deputy General Manager, Business Services, DRT **and designate**
- ~~Manager, Transit Policy and Planning, DRT~~
- Managers, Operations, DRT
- Supervisors, Operations, DRT
- ~~Administrative Assistant to the General Manager, DRT or designate~~

- ~~Program Manager, Technical Solutions, **DRT** or designate~~

Approved to create surveillance records

- Administrative Assistant to the General Manager, DRT or designate



Policy Manual

Title: Surveillance System in DRT Vehicles	
Issued: September 5, 2012	Page #: 1 of 13
Revised: September 4, 2024	
Approved by: General Manager	

1. Policy Statement

- 1.1 It is the policy of Durham Region Transit (DRT) to utilize a Surveillance System on transit vehicles to
- Ensure the safety and security of passengers, pedestrians, and DRT employees and assets;
 - Investigate personal injury and other legal claims and proceedings; and
 - Investigate and resolve Operational Matters.
- 1.2 DRT recognizes the need to balance an individual's right to privacy and the need to ensure the safety and security of the public transit network and the community. Although a transit bus is a public space, this policy is consistent with the principle of data minimization, which entails limiting the amount of personal information collected and retained to that which is necessary to fulfill the purposes of the lawfully authorized activity. DRT is committed to providing a safe and secure transit system for employees, passengers and pedestrians, and activities and systems that contribute to safety and crime prevention in the community.
- 1.3 While surveillance systems are installed on vehicles for criminal, safety, security, investigatory, and evidentiary reasons, DRT's Surveillance System is designed to minimize privacy intrusion. Proper surveillance, where deemed necessary, is one of the most effective means of helping to keep the DRT transit system operating in a safe, secure, and privacy protective manner.
- 1.4 This Policy has been developed to govern the Surveillance System for DRT vehicles, as more particularly set out in Section 2.1, and in accordance with the privacy provisions of the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) and the Privacy and Video Surveillance in Mass Transit Systems report (2008) from the Ontario Information and Privacy Commissioner.

2. Definitions

FOI	Freedom of Information
MFIPPA	Municipal Freedom of Information and Protection to Privacy Act
Monitor	Active observation of Surveillance Recordings in real time, or systematic observation of Surveillance Recordings without a reasonable cause
Operational Matter	Incident, event or occurrence in relation to a DRT vehicle or employee
Personal Information	As defined by MFIPPA
Remote Access	Access to an organizational information system by a user (or a process acting on behalf of a user) communicating through an external network (e.g., the Internet)
Surveillance Recordings	Information, including audio and video, recorded by the Surveillance System and stored on a Digital Video Recorder (DVR) or other storage device.
Surveillance Records	Copies of Surveillance Recordings, created for the purpose of: <ul style="list-style-type: none"> a) complying with any warrant, summons, court order or other legal process that requires disclosure of Surveillance Recordings; b) complying with Freedom of Information requests and MFIPPA; c) supporting investigations of personal injury and other legal claims and proceedings; and d) supporting investigations into Operational Matters.
Surveillance System	The physical or other mechanical or digital components of the Surveillance System installed on the vehicle or in a building, that enable continuous video and audio recording, observing or monitoring of the inside and outside of the vehicle, and for viewing Surveillance Recordings and producing Surveillance Records

2.1 Surveillance System

- A. DRT's Surveillance System may include the use of video and audio recording equipment/device.
- B. DRT may use its Surveillance System on transit vehicles, including ~~conventional and specialized vehicles~~ **DRT buses and specialized transit vehicles, contracted service provider vehicles used to deliver DRT services**, and DRT non-revenue vehicles.

- C. Surveillance System equipment/devices at facilities will be installed within secure locations

2.2 Application

- A. This Policy is implemented by DRT staff. DRT contractors and service providers, and any third party who have responsibilities related to the Surveillance System will be made aware of this Policy, given instruction in meeting the Policy's requirements, and be required to agree in writing to comply with the requirements of this Policy.
- B. Surveillance Recordings will be used only for the purposes of detecting, deterring and investigating unlawful and safety/security activities, investigating personal injury and other legal claims and proceedings, and investigating and resolving Operational Matters.
- C. DRT staff will not monitor the Surveillance System.
- D. Surveillance Recordings will not be used to monitor the performance of employees. Behaviors observed when reviewing Surveillance Recordings while investigating an Operational Matter will be managed according to established labour relations practices, which may include, without limitation, the use and reliance of Surveillance Recordings for employee development and/or discipline.

2.3 Exceptions

This policy does not apply to the following:

- a) Covert surveillance used for law enforcement purposes. In those circumstances, either a statutory authority exists and/or the authority for the surveillance is lawfully obtained through a search warrant. Covert surveillance is surveillance conducted using hidden devices. If covert surveillance is not implemented pursuant to the conditions in the preceding paragraph, extra diligence in considering the use of the technology is required.
- b) Surveillance System components installed at Regional buildings including transit facilities, which are managed by Facilities Management

3. Roles and Responsibilities

3.1 General Manager, DRT:

The General Manager may delegate responsibilities under this Policy.

- a) Review the Policy every two years and forward to the Transit Executive Committee recommendations that will significantly alter the Policy.
- b) Receive and review status updates and audit results, and implement the recommendations accordingly.

- c) Designate appropriate staff to view Surveillance Recordings and produce Surveillance Records.
- d) Review requests for Surveillance Records and where such requests comply with MFIPPA and this Policy, authorize the Administrator to produce a copy of the appropriate Surveillance Recording(s).
- e) Immediately contact the Corporate Privacy Office and work with privacy staff to investigate any alleged privacy breach of this Policy.

3.2 Deputy General Manager, Business Services

The Deputy General Manager may delegate responsibilities under this Policy.

- a) Ensure assigned staff comply with this Policy as it relates to privacy, storage, dissemination, and documentation for disclosure of information.
- b) Manage the administrator requirements of the Surveillance System platform.
- c) In consultation with the appropriate staff, develop training for DRT and contract staff regarding obligations and compliance with the MFIPPA and this Policy.
- d) In consultation with the appropriate staff, coordinate technical requirements and activities related to design, functionality, installation, maintenance, and upgrades to the Surveillance System.
- e) Establish an appropriate employee on- and off-boarding process to ensure activation and deactivation of access to the Surveillance System.
- f) Ensure completion of a semi-annual review of user access to ensure only authorized users have access to view Surveillance Recordings.
- g) Immediately report all alleged privacy breaches of this Policy to the General Manager and in their absence, the Corporate Privacy Office.

3.3 Deputy General Manager, Operations

The Deputy General Manager may delegate responsibilities under this Policy.

- a) Ensure assigned staff comply with this Policy as it relates to privacy, storage, dissemination and documentation for disclosure of information.
- b) Approve the locations on vehicles for installation of the Surveillance System in accordance with this Policy.
- c) Consult with the Regional Clerk/Director of Legislative Services and /or Legal Services, for any issues related to MFIPPA requests.
- d) Support the Deputy General Manager, Business Services, to develop training for DRT and contract staff regarding obligations and compliance with the MFIPPA and this Policy.
- e) Immediately report all alleged privacy breaches of this Policy to the General Manager and in their absence, the Corporate Privacy Office.

3.4 Deputy General Manager, Maintenance

The Deputy General Manager may delegate responsibilities under this Policy.

- a) Ensure assigned staff comply with this Policy as it relates to privacy, storage, dissemination, and documentation for disclosure of information.
- b) Ensure that Surveillance System equipment on DRT vehicles is maintained in a state of good repair.
- c) Delegate day-to-day maintenance of the Surveillance System on DRT Vehicles to designated staff, as appropriate.
- d) Support the Deputy General Manager, Business Services, to develop training for DRT and contract staff regarding obligations and compliance with the MFIPPA and this Policy.
- e) Immediately report all alleged privacy breaches of this Policy to the General Manager and in their absence, the Corporate Privacy Office.
- f) Manage daily operational requirements for the Surveillance System.
- g) Ensure assigned staff comply with this Policy.
- h) Ensure records of activities related to accessing Surveillance Recordings are maintained as outlined in this Policy.
- i) In consultation with the Deputy General Manager, Business Services, ensure relevant staff are trained in compliance with the MFIPPA and this Policy.

3.5 Supervisors, Operations

- a) Report any Surveillance System defects to maintenance staff.
- b) Document required information when accessing Surveillance Recordings.
- c) Ensure no personal information obtained from Surveillance Recordings are disclosed to anyone without the approval of the applicable Manager.
- d) Forward requests for a Surveillance Record to the Deputy General Manager, Operations.

3.6 Administrator

- a) When approved by General Manager or designate, create required Surveillance Records.
- b) Monitor and track requests and copies of Surveillance Records according to MFIPPA, this Policy, and corporate records management requirements.
- c) Oversee all documentation required and generated to implement this Policy.

3.7 Director, Human Resources

- a) Provide guidance on use of Surveillance Recordings in investigations where employee information has been captured.

3.8 Access and Privacy Office

- a) Administer requirements of MFIPPA.
- b) Coordinate with DRT to ensure compliance to MFIPPA and statutory obligations.

- c) Respond to any inadvertent disclosures of personal information or any privacy complaints made to the Region or DRT, or Information and Privacy Commissioner (IPC)/Ontario and comply with Orders issued.
- d) In consultation with the Deputy General Manager, Business Services, ensure relevant staff are trained in compliance with the MFIPPA and this Policy.

3.9 Corporate Services – Information Technology (CS-IT)

- a) Service and support of the computer and Windows operating system used for the Surveillance System.
- b) Service and support of the DRT network such as to facilitate remote access, except where the network is a component of the Surveillance System

3.10 Authorized Users, Contracted Service Providers

- a) Ensure all relevant staff comply to the requirements of this policy.
- b) View Surveillance Recordings in person at a DRT facility in the presence of a Transit Manager, Operations or designate, when appropriate to investigate relevant Operational Matters.
- c) Ensure any Surveillance System defects are reported to the appropriate designated DRT staff.
- d) Ensure no personal information obtained from Surveillance Recordings are disclosed to anyone without the approval of the applicable DRT Manager.
- e) Forward requests for a Surveillance Record to the Administrator.
- f) Prohibited to disclose, access or use information recorded by the Surveillance System, its components, files, or database for personal reasons, nor disclose, dispose, destroy, erase or alter any record without proper authorization from the Deputy General Manager, Operations, and without following the terms and conditions contained in this Policy.

3.11 Employees of DRT and Contracted Service Providers

- a) Prohibited to disclose, access or use information recorded by the Surveillance System, its components, files, or database for personal reasons, nor disclose, dispose, destroy, erase or alter any record without proper authorization from the Deputy General Manager, Operations, and without following the terms and conditions contained in this Policy.

3.12 DRPS

- a) DRPS shall comply with the Memorandum of Understanding that provides DRPS access to Surveillance Recordings from DRT vehicles.
- b) DRPS employees will submit requests to view Surveillance Recordings to the DRPS video analysis group.

- c) DRPS video analysis group will access the Surveillance System to view the appropriate Surveillance Recordings for investigative purposes.
- d) Video analysis group will forward requests for a Surveillance Record to the Administrator, to be used strictly for investigative purposes.
- e) Provide secure DRPS evidence link to the Administrator to upload Surveillance Recording.

4. Guidelines: Implementation of a Surveillance System

4.1 Designing Installing and Using Surveillance System Equipment

When designing a Surveillance System and installing related equipment, the following must be considered:

- a) The ability to adjust cameras will be restricted to designated **business services and** maintenance staff, so that cameras cannot be manipulated to overlook spaces that are not intended to be monitored by the surveillance program.
- b) Reception/recording equipment must be in a strictly controlled access area or system. Only staff designated by the appropriate Deputy General Manager will have access to the controlled access area/system and the reception/recording equipment.
- c) Every reasonable attempt should be made to ensure Surveillance System equipment is not in a position that enables the public and/or unauthorized staff to view images.
- d) Surveillance Recording components and related equipment will be installed at locations set out in Section 2.1 of this Policy, which may be amended from time to time.

4.2 Notice of Use of Video Recording System

- a) DRT will post decals, visible to members of the public, at all entrances and/or prominently displayed on the perimeter of the vehicles with a Surveillance System installed.
- b) The notification requirements of this decal must inform individuals of the legal authority for the collection of personal information; the principal purpose(s) for which the personal information is intended to be used; and the title, business address, and telephone number of someone who can answer questions about the collection.

4.3 Personnel Authorized to Operate and Maintain Surveillance System Equipment

Only authorized agents or personnel assigned by the General Manager or designate, as specific in Schedule A, will be permitted to operate the Surveillance System, to view Surveillance Recordings, create Surveillance Records and maintain the Surveillance System installed on DRT vehicles. All employees and representatives of third parties with responsibilities outlined in this Policy, will acknowledge in writing that they have received training with respect to their responsibilities and confidentiality obligations, and that they understand those obligations.

4.4 Breach of Policy

The General Manager, Municipal Freedom of Information and Protection of Privacy Coordinator, Director Human Resources, and Legal Services, as needed, will investigate and respond to any breach or alleged breach of this Policy.

5. Surveillance Equipment/Records

5.1 Types of Recording Devices

DRT may use a Digital Video Recorder system (DVR) and may implement technology replacements and/or upgrades, as required.

5.2 Record Identification

All Surveillance Records will be clearly identified (labelled) as to the date and location of origin including being labelled or titled with a unique, sequential number or other verifiable symbol. On a vehicle or in a facility with a DVR that stores recordings/information directly on a hard drive, the computer time and date stamp will be understood to be this identification.

Each user or facility, as applicable, will maintain records of activities related to recording devices and records according to the Region's Records Retention By-law. The activities include information regarding the use, maintenance, access and storage of recorded material.

5.3 Remote Access

DRT may use remote access to retrieve, view, operate, maintain or audit all or part of the Surveillance System. DRT further reserves the right to provide remote access to law enforcement agencies for law enforcement purposes. Any remote access provided to law enforcement agencies will contain a provision allowing DRT to conduct annual audits relating to the use and disclosure of information obtained through the Surveillance System and any such audits will be performed in accordance with this Policy.

Where the Surveillance System does not provide appropriate electronic recording of user activities, physical logbooks will be maintained to record all activities related to Surveillance System devices and records. The activities include all information regarding the use, maintenance and storage of records; and all instances of access to, and use of, recorded material. All entries will include name of authorized agent, date, time and activity. The logbook or electronic alternative must remain in a safe and secure location.

6. Auditing

- 6.1 DRT will undertake an internal audit every two years to ensure adherence to this Policy. Auditing may include verification that reported incidents were properly recorded; procedures on security; established roles and responsibilities; maintenance, storage, retention and disposal of equipment and recorded information have been followed; and requests for information have been tracked and responded to accordingly.

Any deficiencies, concerns and/or recommendations identified will be resolved.

- 6.2 General Manager or designate will conduct a bi-annual review of user access to ensure only authorized users have access to view Surveillance Recordings.

7. Access to Surveillance Recordings

7.1 Access

Access to Surveillance Recordings will be restricted to authorized agents specified in Appendix A, to comply with the roles and responsibilities as outlined in this Policy.

7.2 Storage

All storage devices that are not in use must be stored securely in a locked receptacle located in an access-controlled area.

7.3 Viewing Surveillance Recordings

Only authorized personnel or agents listed in Schedule A, are permitted to view and retrieve Surveillance Recordings. Surveillance Recordings will be viewed in a controlled area. Every reasonable attempt will be made to ensure that recordings are not viewable or can be heard by other individuals.

7.4 Access to Information Requests

All requests for Surveillance Records where disclosure may be inconsistent with the principle purposes of the collection will be directed to the Regional Clerk/Director of Legislative Services for processing. A person requesting access to a Surveillance Record is required to follow the requirements of the Region of Durham in making a Freedom of Information (FOI) request (available at www.Durham.ca or by contacting the Regional Clerk/Access and Privacy Office).

DRT will comply with any warrant, summons, court order or other legal process that requires disclosure of surveillance images or information, subject to consultation with the Regional Solicitor and Access and Privacy Office.

7.5 Surveillance Records – Law Enforcement, Security, Safety and Evidentiary Purposes

Release of Surveillance Records must support the purposes of this Policy and requires the approval of the General Manager or designate. The General Manager or designate will consult, as required, with the Region's Access and Privacy Office, Legal Services or Director Human Resources, prior to releasing Surveillance Records.

Requests, including law enforcement agencies or regulatory agencies, will be in writing and must identify the legal authority under which the agency is requesting disclosure unless the agency requests immediate access for reasons including imminent danger, hot pursuit or serious threat to public and/or worker health and safety. In this case, provided the images and information are logged for tracking purposes, the information may be disclosed by the General Manager or designate without a written request.

For each Surveillance Record DRT will record the following information:

- a) The date and time of the original, recorded incident including the designated name/number of the applicable hardware, vehicle, property, requester, type of incident and associated tracking numbers.
- b) The name of the Administrator creating the record.
- c) The time and date the record was sealed.
- d) The time and date the sealed record was provided to the requester.
- e) The name and signature of an authorized person representing the requester.

DRT will maintain a copy of all Surveillance Records, in accordance with the requirements of this Policy.

7.6 Custody, Control, Retention and Disposal of Video Records/Recordings

DRT retains custody and control of all original Surveillance Recordings. Surveillance Records are subject to the access and privacy requirements of the MFIPPA, which includes but is not limited to the prohibition of DRT employees and contractors from access, or use of information from the Surveillance System, its components, files, or database for personal reasons.

Except for records retained for labour relations, criminal, safety, or security investigations or for evidentiary purposes, Surveillance Recordings will not be available to be used after 72 hours.

Surveillance Recordings (source/unprocessed footage) used for operational purposes will be archived by DRT for a period of two (2) years from the date the Surveillance Recording was downloaded. Surveillance Records for potential risk management purposes will be archived by DRT for a period of seven (7) years.

DRT will take all reasonable efforts to ensure the security of records in its control / custody and ensure their safe and secure disposal. Old storage devices will be disposed in accordance with Regional policy 14.21, System Acquisition, Maintenance, and Disposal,

and applicable technology asset disposal processes ensuring personal information is erased prior to disposal and cannot be retrieved or reconstructed. Disposal methods may include, but are not limited to: shredding, burning, melting, overwriting, de-magnetizing, or erasing depending on the type of storage device.

7.7 Unauthorized Access and/or Disclosure (Privacy Breach)

A DRT Employee or contractor who becomes aware of any unauthorized disclosure of a Surveillance Record in contravention of this Policy and/or a potential privacy breach will immediately notify the General Manager through their respective Manager or Deputy General Manager.

Upon confirmation of the existence of a privacy breach, the General Manager will notify the Access and Privacy Office for implementation of the appropriate processes within the Corporate Privacy Breach Management policy.

The Deputy General Manager will inform the General Manager of events that have led up to the privacy breach. The employee or contractor will work with the Deputy General Manager or designate to take all reasonable actions to recover the record and limit the record's disclosure.

DRT will notify, where possible, affected parties whose Personal Information was inappropriately disclosed. The General Manager, in consultation with the Deputy General Manager or designate will investigate the cause of the disclosure with the goal of eliminating potential future occurrences.

A breach of this Policy by an employee of DRT may result in discipline, up to and including dismissal. A breach of this Policy by a third party with responsibilities under this Policy will result in the appropriate and applicable accountability measures.

7.8 Public Inquires about the Policy

An employee receiving an inquiry from the public regarding this Policy will direct the person to www.durhamregiontransit.com for information and to provide feedback.

An employee receiving an inquiry from the public regarding any privacy breaches and/or complaints will direct the individual to the Access and Privacy Office.

7.9 Review of Surveillance System in DRT Vehicles Policy

This Policy will be reviewed every two years by the General Manager who will forward recommendations for update, if any, to the Transit Executive Committee for approval.

8. Reference Sources

- a) Municipal Freedom of Information and Protection of Privacy Act;

- b) Ontario Information Privacy Commissioner Privacy Investigative Report MC07-68, Privacy and Video Surveillance in Mass Transit Systems, March 3, 2008.
- c) Guidelines for the Use of Video Surveillance, October 2015, Information and Privacy Commission of Ontario
- d) Region of Durham Policy 14.21, System Acquisition, Maintenance, and Disposal
- e) Corporate Privacy Breach Management Policy

SCHEDULE “A” - DESIGNATED PERSONNEL

For this policy, the personnel designated as authorized agents shall be as follows and includes any successor positions and other Regional employees or agents authorized under privacy legislation.

Approve the release of records for law enforcement or legal proceedings

- General Manager, DRT or designate
- Regional Solicitor

Approved to view records

- General Manager, DRT or designate
- Director, Human Resources or designate
- Regional Solicitor or designate
- Access and Privacy Office designate
- Manager of Contracted Service Provider or designate
- Manager of Maintenance, DRT or designate
- Lead Manager of Safety and Training, DRT
- Chairperson, Unifor Local 222 or designate, during the course of an investigation wherein management has determined that if the alleged conduct under investigation is validated a member of Unifor Local 222 would be disciplined, and may be given an opportunity to view the Surveillance Recording at Step 1 of the grievance process.

Approved to retrieve and view records

- Deputy General Manager, Operations, DRT and designate
- Deputy General Manager, Maintenance, DRT and designate
- Deputy General Manager, Business Services, DRT and designate
- Managers, Operations, DRT
- Supervisors, Operations, DRT

Approved to create surveillance records

- Administrative Assistant to the General Manager, DRT or designate

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 and Treasurer Durham Region Transit
Report: #2024-DRT-15
Date: September 4, 2024

Subject:

Critical Technology Upgrade

Recommendation:

That the Transit Executive Committee recommends to Regional Council:

- A) That staff be authorized to negotiate and award the procurement to Innovations in Transportation Inc.'s (INIT) for 175 COPILOTpc3 devices to replace all existing COPILOTpc2 devices on Durham Region Transit (DRT) vehicles at an estimated one-time capital cost of \$1,160,000;
 - B) That the 2024 unbudgeted costs for the purchase of the 175 COPILOTpc3 devices, estimated at \$1,160,000, be approved with financing to be provided from provincial gas tax funds; and
 - C) That the Commissioner of Finance be authorized to execute the necessary agreements.
-

Report:

1. Purpose

- 1.1 The purpose of this report is to seek approval for the unbudgeted replacement of COPILOTpc2 devices onboard DRT vehicles, including the required procurement and financing approvals, to ensure uninterrupted transit service and bus data and communications due to the decision of Rogers Communications to advance their date for ceasing support of 3G technologies effective March 2025.

2. Background

- 2.1 DRT buses ordered before 2023 are equipped with INIT COPILOTpc2s devices. The replacement plan will encompass replacing all 160 existing COPILOTpc2s with COPILOTpc3s devices, and the procurement of 15 additional spare COPILOTpc3s to support regular maintenance and service requirements.
- 2.2 The COPILOTpc2 relies on 3G cellular connectivity to provide crucial functions and data for the operations of DRT in-service vehicles. This includes:
 - a. Computer Aided Dispatch and Automated Vehicle Location (CAD/AVL)
 - b. Service Reliability
 - c. Scheduling
 - d. On Time Performance
- 2.3 Functionality of these devices is required for DRT's Operations team to remotely manage service and for DRT's customers to plan their trips and receive real time information.
- 2.4 Rogers Communications, DRT's current cellular service provider, will no longer support their 3G service as early as March 31, 2025, which will result in all existing COPILOTpc2s no longer functioning.
- 2.5 Nationally, telecom companies had planned to disable 3G service in December 2025. In July 2024, DRT was informed by Rogers that the original December 2025 date was being accelerated to March 2025.
- 2.6 To explore all potential options, DRT staff engaged with both Bell and Telus and neither cellular provider confirmed they will continue to provide 3G service beyond March 31, 2025.
- 2.7 Replacing COPILOTpc2s with COPILOTpc3s will allow DRT vehicles to transmit their data over modern 5G cellular service, which in addition to ensuring the continued availability of the critical services listed under section 2.2 and 2.3, also ensures DRT is well positioned for future technology enhancements.
- 2.8 The COPILOTpc3s are expected to be in service for the foreseeable future. In addition, the COPILOTpc3s are compatible with existing infrastructure currently used within the fleet, meaning the devices are "plug and play" with no need for additional hardware.
- 2.9 The COPILOTpc3s will have a one-year manufacturer warranty from the date they arrive. Future repairs will be completed under the Region's existing End User Maintenance Agreement with INIT.

2.10 The COPILOTpc3s require approximately 4 months to be manufactured and arrive at DRT facilities. To meet the March 2025 deadline, the devices must be ordered in September 2024. The risk to delaying the purchase and installation of these devices is that buses will not have a cellular connection when on the road which will greatly impact DRTs ability to manage service and provide information to customers in real time, something that customers demand and expect from their public transit provider. In particular, the CAD/AVL system, a critical safety feature, allows DRT to always maintain up to date information on the location of its entire fleet and bus operators.

3. Previous Reports and Decisions

3.1 On January 30, 2013, the Transit Executive Committee (TEC) awarded Request for Proposals (RFP) 676-2012 to INIT Innovations in Transportation, Inc. (INIT) for the supply and implementation of a Smart Technology System for Durham Region Transit (DRT).

3.2 INIT was awarded a 5-year End-User Maintenance Agreement through [Report #2019-F-3](#) for a term ending on June 30, 2023 to minimize risks associated with critical system failures.

3.3 The INIT End-User Maintenance Agreement was extended for an additional 5 years, now ending June 30, 2028, in accordance with the Region's procurement by-law.

4. Financial Implications

4.1 Section 7.2 of the Region's Purchasing By-law 16-2020 permits limited tendering through negotiation for additional deliveries by an original supplier for goods and services not included in the initial procurement if a change of supplier cannot be made due to interchangeability/interoperability with existing goods and services from initial procurement and would cause significant inconvenience or substantial duplication of costs. It is recommended that staff be authorized to negotiate and procure 175 INIT COPILOTpc3 devices with Innovations in Transportation Inc. (INIT) under this provision of the Purchasing By-Law. Proceeding with another service provider would require significant additional hardware and software applications to provide the same levels of core service at a significant cost to the Region.

4.2 Section 14.2.2 of the Region's Budget Management Policy requires the approval of the Treasurer, CAO, the applicable Standing Committee and Regional Council where unbudgeted capital expenditures in excess of \$50,000 are to be incurred.

4.3 It is recommended that the 2024 unbudgeted costs for the COPILOTpc3 procurement, estimated at \$1,160,000, be approved with financing to be provided from provincial gas tax funds.

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. Objective: To provide exceptional value to Durham taxpayers through responsive, effective and fiscally sustainable service delivery.
 - 5.1 Optimize resources and partnerships to deliver exceptional quality services and value.

6. Conclusion

6.1 It is recommended that all COPILOTpc2 devices be immediately replaced by COPILOTpc3 devices to ensure the continuity of services provided by DRT.

Respectfully submitted,

Original signed by

Bill Holmes
General Manager, DRT

Original signed by

Nancy Taylor, BBA, CPA, CA
Treasurer, DRT

Recommended for Presentation to Committee

Original signed by

Barb Goodwin, MPA, CPA/CGA,
B. Comm, CPM, CMMII
Acting Chief Administrative Officer