



Transit Executive Committee Agenda

Wednesday, December 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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4.1 Bill Holmes, General Manager, Durham Regional Transit Re: General Manager's Verbal Update	
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There are no delegations	
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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, January 8, 2025 at 1:30 PM	

12. Adjournment

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The Regional Municipality of Durham

MINUTES

DURHAM REGION TRANSIT EXECUTIVE COMMITTEE

Wednesday, November 6, 2024

A regular meeting of the Durham Region Transit Executive Committee was held on Wednesday, November 6, 2024 in the Council Chambers, Regional Headquarters Building, 605 Rossland Road East, Whitby, Ontario at 1:30 PM. Electronic participation was offered for this meeting.

1. Roll Call

Present: Commissioner Crawford, Chair
Commissioner Schummer*, Vice-Chair
Commissioner Anderson
Commissioner Brenner*
Commissioner Carter*
Commissioner Garrod, left the meeting at 3:01 PM
Commissioner Wotten
Regional Chair Henry
***denotes Commissioners participating electronically**

Absent: Commissioner Roy

Also

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

Present: S. Austin, Executive Director, Strategic Initiatives
S. Ciani, Committee Clerk, Corporate Services – Legislative Services
D. Daniels, Program Manager, Community Engagement and Change Management, Durham Region Transit
S. Dessureault, Committee Clerk, Corporate Services – Legislative Services
N. Harkness, Program Manager, Technology Solutions, Durham Region Transit
W. Holmes, General Manager, Durham Region Transit
K. Hornburg, Deputy General Manager, Business Services, Durham Region Transit
R. Inacio, Systems Support Specialist, Corporate Services – IT
D. Kaushal, Outreach Worker, Social Services
J. Kilgour, Acting Deputy General Manager, Maintenance, Durham Region Transit
A. Mak, Supervisor, Financial, Durham Region Transit

D. Margiotta*, Manager, Operations Conventional East, Durham Region Transit
A. Naeem*, Solicitor, Legal Services
A. Pezzetti, Deputy General Manager, Operations, Durham Region Transit
J. Phalen, Manager, Policy and Planning, Durham Region Transit
N. Pincombe, Director, Business Planning and Budgeting, Finance Department
D. Quesada-Rebolledo, Outreach Worker, Social Services
C. Rochon, Manager, Corporate Initiatives
N. Taylor, Treasurer, Durham Region Transit, and Commissioner of Finance
P. Uthayakumar, Manager, Infrastructure, Safety and Technology, Durham Region Transit
V. Walker, Committee Clerk, Corporate Services – Legislative Services
*** denotes staff participating electronically**

2. **Declarations of Pecuniary Interest**

There were no declarations of pecuniary interest.

3. **Adoption of Minutes**

Moved by Commissioner Garrod, Seconded by Commissioner Anderson,
(42) That the minutes of the regular Durham Region Transit Executive
Committee meeting held on Wednesday, September 4, 2024, be adopted.
CARRIED

4. **Presentations**

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

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

Highlights from the presentation included:

- General Manager (GM) Information Highlights
- Canada Public Transit Fund (CPTF)
 - Metro Region Agreement (MRA) Stream
 - Baseline Stream
 - Targeted Funding Stream
- Updates
 - Canadian Urban Transit Association (CUTA) Federal Lobby Day (September 26)
 - DRT Student Ambassador Video

B. Holmes responded to questions from the Committee regarding eligibility criteria for the CPTF, specifically the implementation of high-density housing within 800 metres of a high-frequency transit corridor in the Region of Durham; the Ontario Transit Investment Fund and program criteria which excludes DRT from being eligible; service enhancements in communities within the Municipality of Clarington; and the rollout of additional service capacity improvements for On Demand transit services.

4.2 Daniel Quesada-Rebolledo, Outreach Worker, Social Services, and David Kaushal, Outreach Worker, Social Services, re: Durham Region Transit Social Services Street Outreach Joint Initiative

K. Hornburg, Deputy General Manager, Business Services, DRT introduced D. Quesada-Rebolledo, Outreach Worker, Social Services, and D. Kaushal, Outreach Worker, Social Services to present a PowerPoint presentation regarding Durham Region Transit and Social Services Street Outreach Joint Initiative.

Highlights from the presentation included:

- Unsheltered Homelessness in Durham Region
- Regional Street Outreach Program
- DRT and Street Outreach Pilot
- Key Performance Indicators
- Benefits
- Hours of Operation and Staffing
- Outreach Example: Matthew*

D. Quesada-Rebolledo and D. Kaushal responded to questions from the Committee regarding the key takeaways from the Region of Durham's Street Outreach Program; whether communication is occurring with other transit services providing similar outreach services; the outreach services available to the northern municipalities within the Region of Durham; whether the Region of Durham's Street Outreach Program provides transportation to individuals seeking shelter in the winter months; whether the "Hot Spots" in the Region of Durham are proactively patrolled or monitored; and the distinction between an individual who is homeless and an individual who is homeless and listed on the By-Name List in the Region of Durham.

4.3 Caitlin Rochon, Manager, Corporate Initiatives, re: Durham Region Transit Public Art Pilot Project

S. Austin, Executive Director, Strategic Initiatives introduced C. Rochon, Manager, Corporate Initiatives to present a PowerPoint presentation regarding Durham Region Transit Public Art Pilot Project.

Highlights from the presentation included:

- Five Benefits of Public Art and Placemaking
- A Framework to Enable and Promote Creative and Engaging uses of Regional Property
- Preferred Locations
- Transit Shelter Public Art Project
- Selection Process
- Art Displays Located in the Region of Durham
- 2024 Public Art and Placemaking Pilot Projects

C. Rochon responded to questions from the Committee regarding the measures that are in place to reduce the risk and impact of vandalism to transit shelter art displays; and the process for selecting art displays for the communities within the Region of Durham.

4.4 Bill Holmes, General Manager, Durham Region Transit, re: Capital Project Budget Reallocations and 2024 Durham Region Transit Bus Order (2024-DRT-17) [Item 7.2]

B. Holmes, General Manager, Durham Region Transit provided a PowerPoint presentation regarding Capital Project Budget Reallocations and 2024 Durham Region Transit Bus Order.

Highlights from the presentation included:

- Background
- Considerations
 - Projected Ridership
 - Operational – September 2026
 - Financial
 - Climate Change
 - Option 1: 14 Battery Electric Buses
 - Option 2: 18 Diesel Buses
 - Option 3: 8 Battery Electric and 8 Diesel Buses
 - DRT Transit Service and Financing Strategy (2023-2032)
 - Administrative Building Rebuild at Raleigh Depot
 - ICIP Project for Bus Stop Infrastructure
- Recommendations
 - Option 2: Diesel Buses

B. Holmes responded to questions from the Committee regarding whether consultations have been conducted to assess if Option 2 is the best choice for the bus order; the life expectancy of a diesel bus; how additional funding from other levels of government impacts the electrification of DRT's bus fleet; and the reasons DRT's application to the Zero Emission Transit Fund did not receive funding.

5. Delegations

There were no delegations heard.

6. Correspondence

There were no communication items considered.

7. Reports

A) General Manager's Report – November 2024 (2024-DRT-16)

Report #2024-DRT-16 from B. Holmes, General Manager, Durham Region Transit, was received.

Discussion ensued with respect to the metrics for the unaccommodated rate of On Demand services.

Moved by Commissioner Schummer, Seconded by Commissioner Wotten,
(43) That Report #2024-DRT-16 of the General Manager, Durham Region Transit, be received for information.

CARRIED

B) Capital Project Budget Re-allocations and 2024 Durham Region Transit Bus Order (2024-DRT-17)

Report #2024-DRT-17 from B. Holmes, General Manager, Durham Region Transit, was received.

Moved by Regional Chair Henry, Seconded by Commissioner Anderson,
(44) A) That in consideration of the requirement to revise the 2024 bus order within the available financing approved in the 2024 budget, that Option 2 – 18 Diesel Buses be approved;

B) To the Finance and Administration Committee:

- i. That the project gross costs and financing shown in Section B of Attachment #1 to Report #2024-DRT-17 of the General Manager, Durham Region Transit, be approved, replacing the previously approved bus stop infrastructure, vehicles, vehicle outfitting, facility, charging infrastructure and other project costs and financing shown in Section A of the Attachment #1 to Report #2024-DRT-;
- ii. That staff be granted authority to request the necessary federal and provincial approvals to re-allocate Investment in Canada Infrastructure Program (ICIP) grant funding among

bus stop infrastructure and the administrative building re-build projects, as shown in the Attachment #1 to Report #2024-DRT-17, and potentially further re-allocations as necessary, to mitigate risk that federal and provincial ICIP funding is left un-spent and to align ICIP funding with current priorities; and

- iii. That the Commissioner of Finance be authorized to adjust financing for the projects in Section B of Attachment #1 to Report #2024-DRT-17, in the unlikely event that the Region's request to reallocate ICIP funding is not approved by the federal or provincial governments.

CARRIED

C) 2024 Transit Network Status Update (2024-DRT-18)

Report #2024-DRT-18 from B. Holmes, General Manager, Durham Region Transit, was received.

Moved by Regional Chair Henry, Seconded by Commissioner Anderson,
(45) That Report #2024-DRT-18 of the General Manager, Durham Region Transit, be received for information.

CARRIED

D) 2025 Transit Fares (2024-DRT-19)

Report #2024-DRT-19 from B. Holmes, General Manager, Durham Region Transit, was received.

Chair Crawford vacated the Chair at 3:17 PM to put forward an amendment to the recommendations in Report #2024-DRT-19. Commissioner Schummer, Vice-Chair, chaired the meeting during this time. Chair Crawford resumed the Chair at 3:25 PM.

Moved by Regional Chair Henry, Seconded by Commissioner Anderson,
(46) That the Transit Executive Committee recommends to Regional Council that the proposed transit fares as contained in Attachment #1 to Report #2024-DRT-19 of the General Manager, Durham Region Transit, be approved and implemented effective July 1, 2025.

CARRIED AS AMENDED ON A
RECORDED VOTE LATER IN THE
MEETING

(See following Motion)

Discussion ensued regarding how the reduced fare increase to the adult single ride base fare would impact the subsequent 2025 proposed fares.

Moved by Commissioner Crawford, Seconded by Commissioner Wotten,

- (47) That the 2025 Proposed Fare Table as contained in Attachment #1 to Report #2024-DRT-19 be amended by reducing the adult single ride base fare increase from 5% down to 3.5%, and that all subsequent fares set out in Attachment #1 to Report #2024-DRT-19 be adjusted down accordingly.

CARRIED UNANIMOUSLY ON THE
FOLLOWING RECORDED VOTE:

<u>Yes</u>	<u>No</u>
Commissioner Anderson	None
Commissioner Brenner	
Commissioner Carter	
Commissioner Crawford	
Commissioner Garrod	
Commissioner Schummer	
Commissioner Wotten	
Regional Chair Henry	

Members Absent: Commissioner Roy

Declarations of Interest: None

The main motion (46) of Regional Chair Henry and Commissioner Anderson was then put to a vote and CARRIED AS AMENDED.

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, December 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 Commissioner Anderson,
(48) That the meeting be adjourned.

CARRIED

The meeting adjourned at 3:25 PM

Respectfully submitted,

M. Crawford, Chair

S. Dessureault, Committee Clerk

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



The Regional Municipality of Durham Report

To: Durham Region Transit Executive Committee
From: General Manager, Durham Region Transit
Report: #2024-DRT-21
Date: December 4, 2024

Subject:

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

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

Safety

Key performance indicator	Description	Latest Measure	Current	Target ¹	Current Variance to Target (per cent)	YTD Status ² (per cent)
Collisions	Number preventable collisions per 100,000 km	October	0.54	0.39	✗ 39.3	✗ 40.4

Ridership

Demand Responsive						
Ridership (x1,000)	Number passengers	October	1,269	1,133	✓ 12.0	✓ 24.1
PRESTO Ridership	Customers paying using PRESTO (per cent)	October	94.6	91.0	✓ 3.6	✓ 2.0
Bus full occurrences	Number operator reported occurrences	October	640	563	✗ 13.7	✗ 35.7
Demand Responsive						
Ridership - Specialized	Number customer trips	October	14,357	11,098	✓ 29.4	✓ 23.7
Unaccommodated Rate - Specialized	Trip requests not scheduled (per cent)	October	18.6	1.8	✗ 16.8	✗ 13.8
Ridership – On Demand	Number customer trips	October	8,459	13,901	✗ -39.1	✗ -11.6
Unaccommodated Rate – On Demand	Trip requests not scheduled (per cent)	October	38.9	N/A	N/A	N/A

Service Delivery

Scheduled						
On time performance	On-time departures from all stops (per cent)	Service Period 3 ⁴	70.0	69.1	🚩 0.9	✗ -2.0
Service availability	Scheduled service delivered (per cent)	Service Period 3 ⁴	98.5	96.7	🚩 1.8	🚩 0.4
Mean Distance Between Failure (MDBF)	Average number of revenue service kilometres between occurrences of vehicle defects impacting service (revenue service kilometers)	October	12,746	15,127	✗ -15.7	✗ -14.2

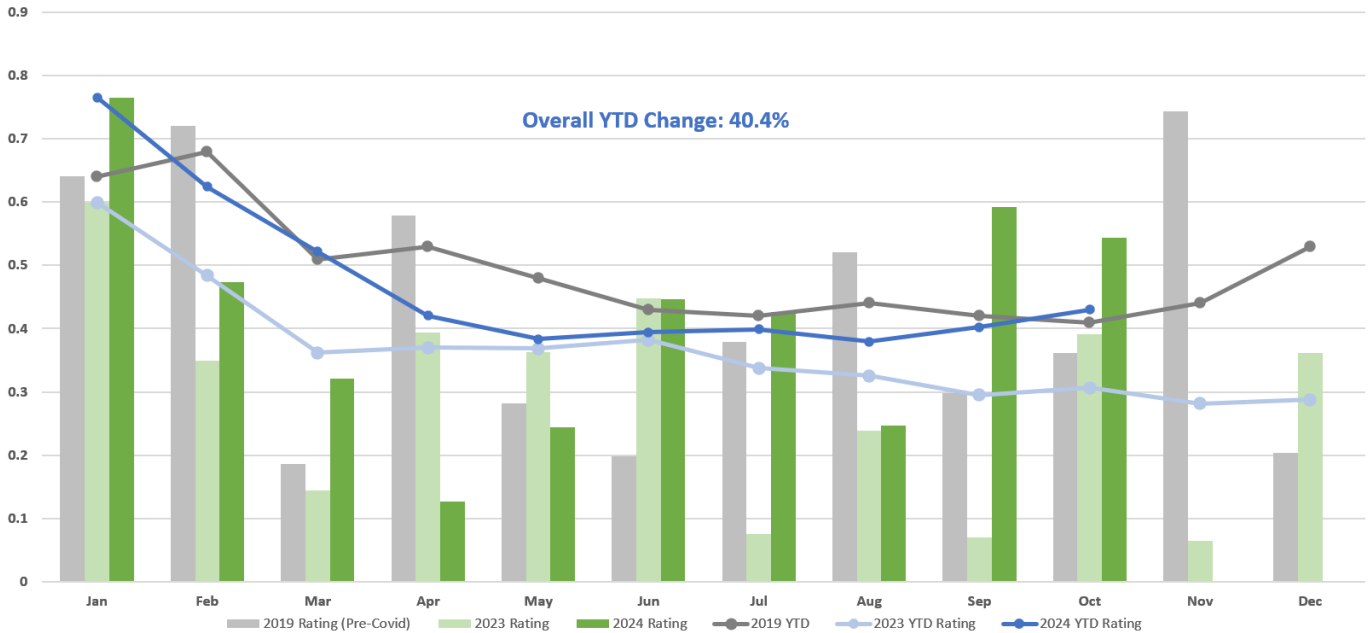
Demand Responsive						
Service Availability – Demand Response	Planned Service Delivered (per cent)	October	96.8	N/A	N/A	N/A
On time performance – Specialized	On-time customer pickups (per cent)	October	77.4	N/A	N/A	N/A
On time performance – On Demand	On-time customer pickups (per cent)	October	85.5	N/A	N/A	N/A
Service availability – Specialized	Average difference in requested trip time vs. booked trip time (minutes)	October	14:11	N/A	N/A	N/A
Service availability – On Demand	Average difference in requested trip time vs. booked trip time (minutes)	October	21:00	N/A	N/A	N/A

¹Target is 2023 measure for the same period

²Year to Date (YTD) compared to previous year

⁴June 24, 2024 through September 2, 2024

Preventable collisions rate per 100,000 km



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

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

Analysis

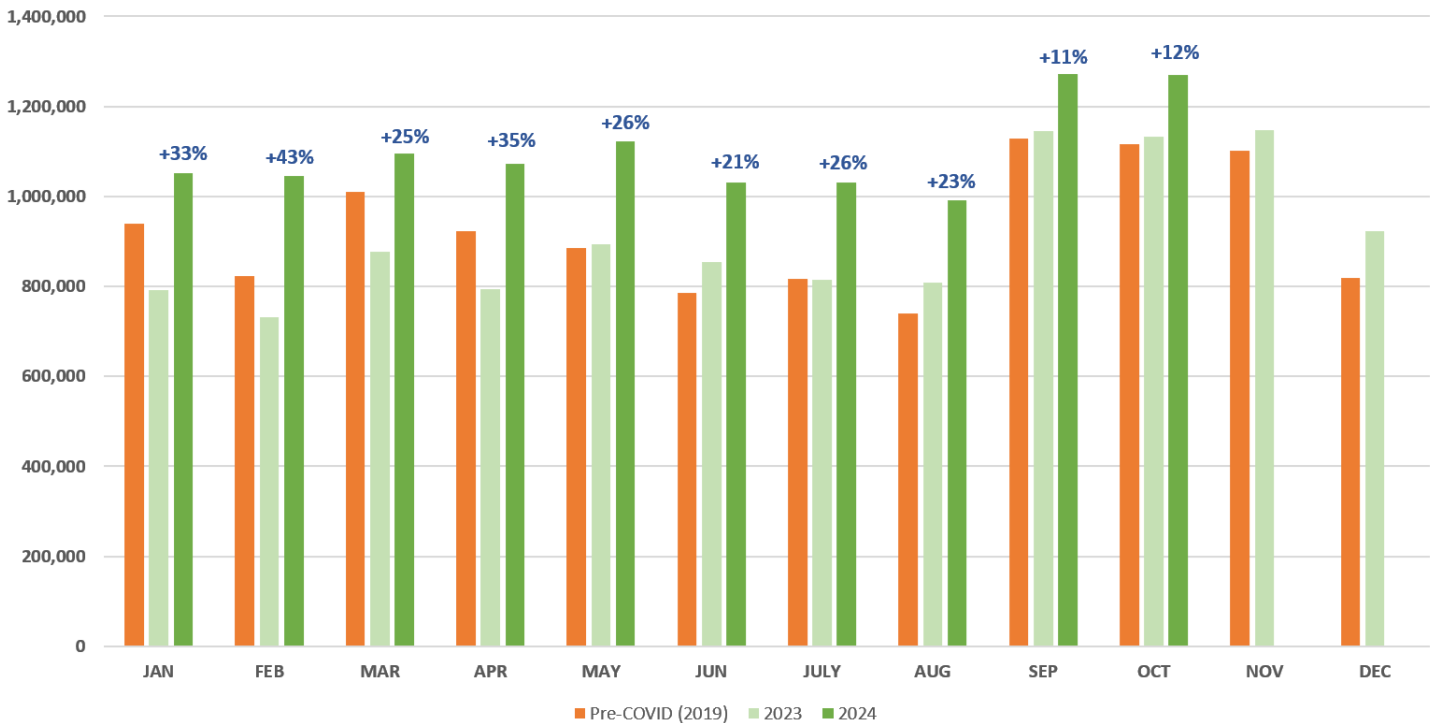
The preventable collision rate for October was 0.54 compared to 0.39 for the same month in 2023. The year to date rate remains was 40.4 per cent higher than last year. 2023 data indicates that over 50 per cent of preventable collisions are attributed to bus operators with five years or less experience. Over the past year, DRT has graduated 97 new bus operators, which represents 24 per cent of the current complement of bus operators.

Action Plan

Starting in October, Operations Supervisors began performing audits across all stations and terminals to monitor bus movements, and coaching Operators as appropriate. Supervisors are also engaging in proactive conversations with Operators to reinforce positive performance and areas for improvement. Cyclical training for bus operators, which was suspended at the start of the pandemic, will resume January 2025, resources permitting.

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

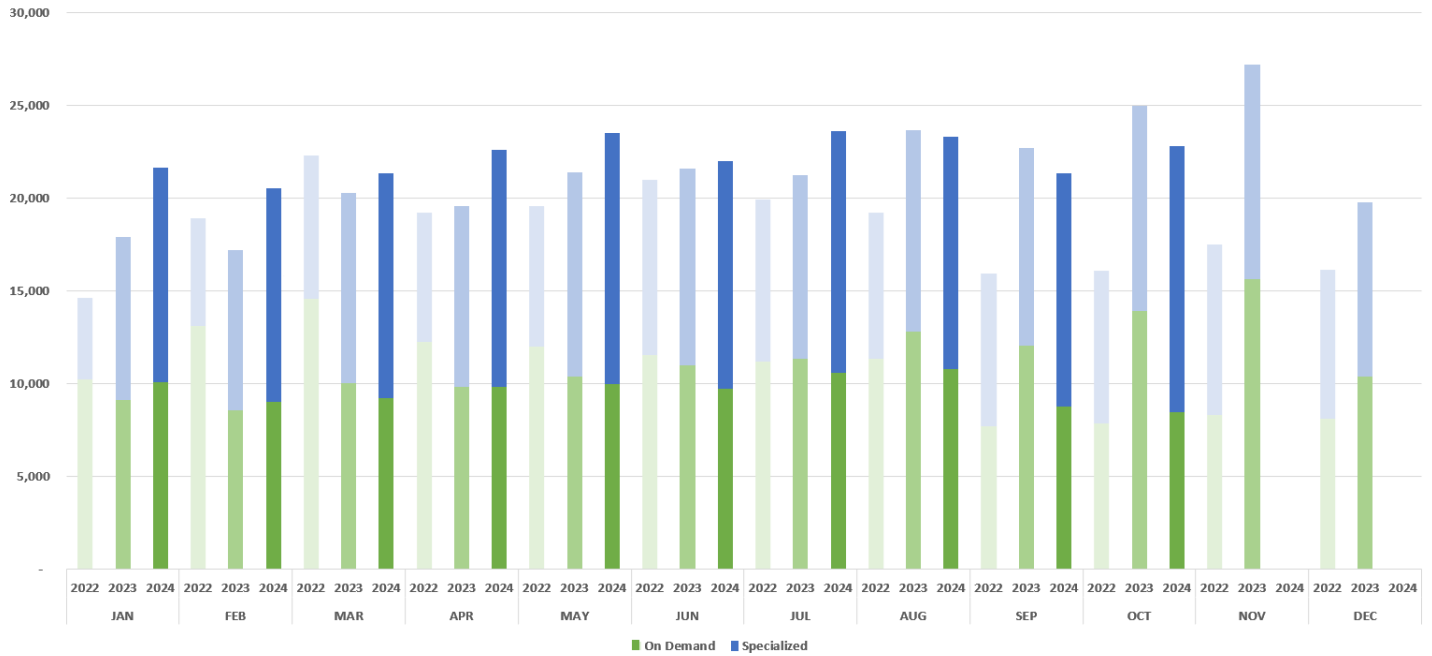
October ridership on scheduled service reached a new monthly record at 1.3 million, 12 per cent higher than the same month in 2023. Through October, ridership has reached 10,977,196, which is 20 per cent higher than 2019 and just shy of 2019 annual record ridership of 11.1 million.

Action Plan

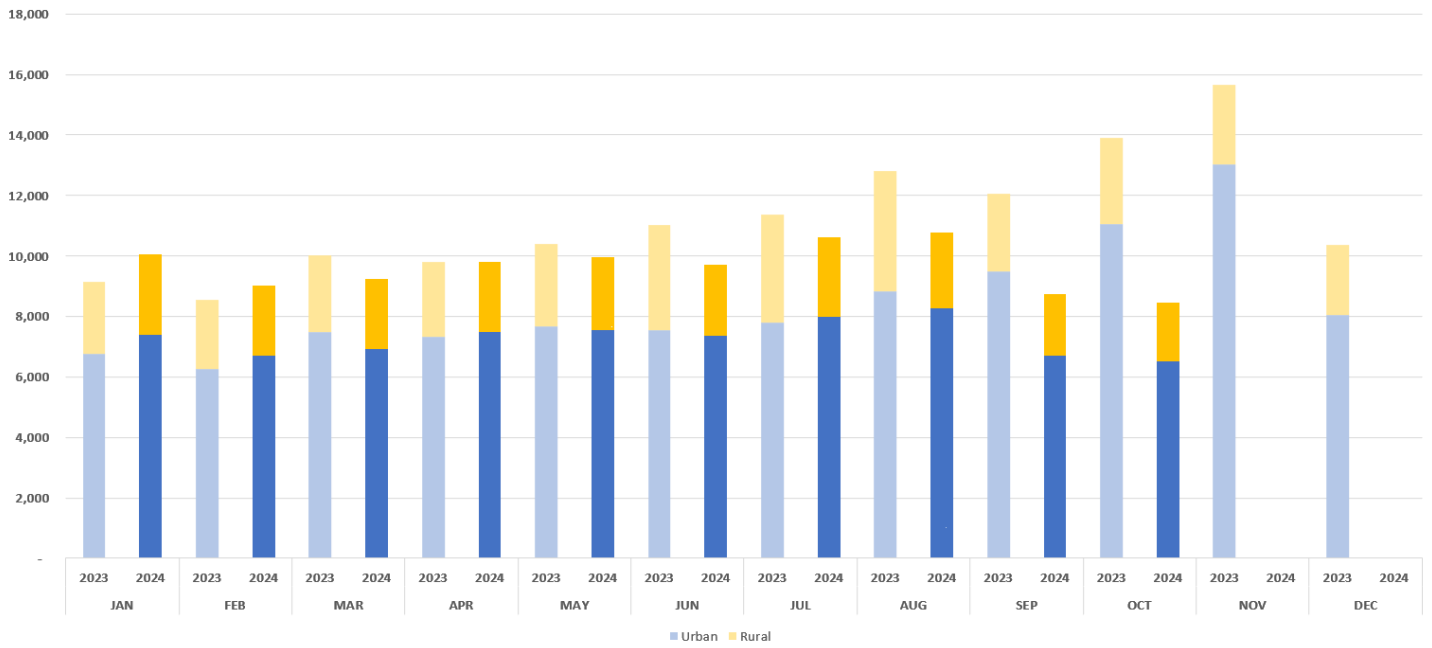
The remaining new service hours approved in the 2024 budget were implemented during the October scheduled service change. In anticipation of additional revenue service hours being approved in the 2025 budget, DRT continue to recruit and train staff to implement the additional service as soon as possible in 2025.

Demand Response Transit

Demand Responsive Trips



On Demand Trips



On Demand Trip Service Areas Breakdown

		OCT 2024	YTD 2024
R U R B A N	Uxbridge	129	2,120
	Brock	338	5,819
	Scugog	264	4,301
	Pickering	359	3,179
	Ajax	53	259
	Whitby	37	270
	Oshawa	37	384
	Clarington	716	7,147

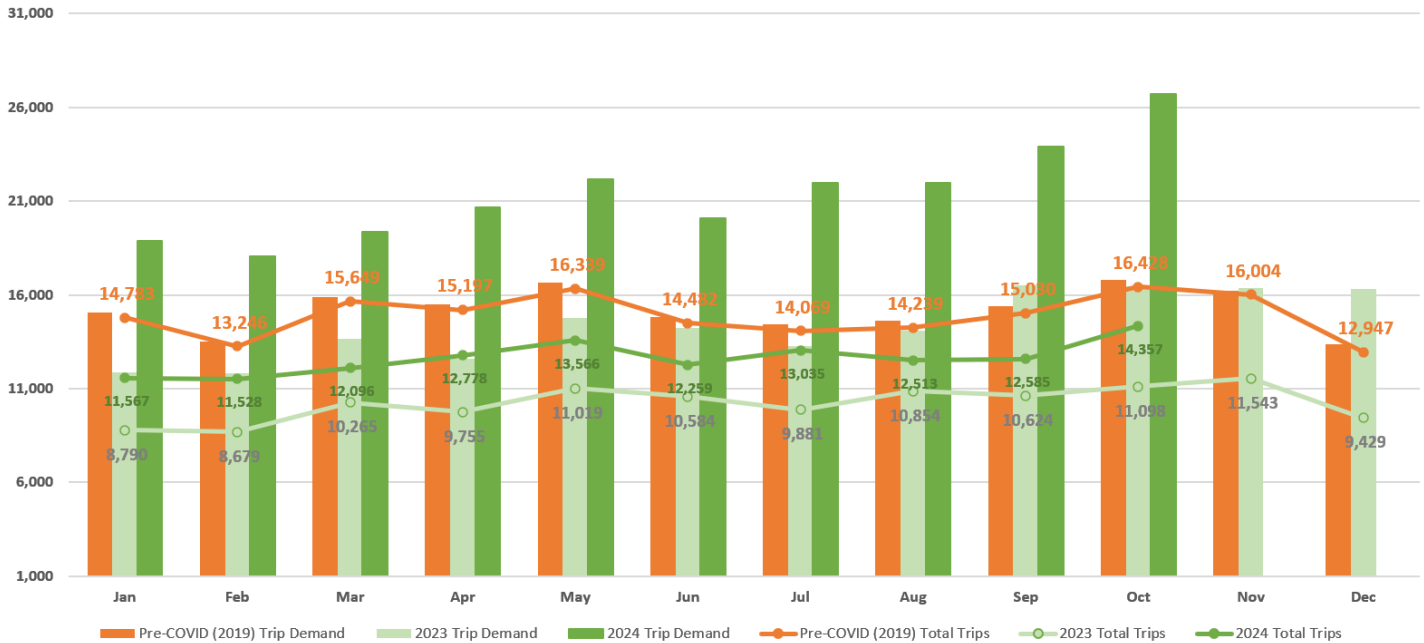
		OCT 2024	YTD 2024
U R B A N	Uxbridge	315	4,130
	Scugog	412	5,261
	Pickering	806	9,455
	Ajax	645	7,584
	Whitby	1,496	15,752
	Oshawa	1,511	13,774
	Clarington	1,334	16,935
	Toronto-York	7	16

Specialized Trip Service Areas Breakdown

		OCT 2024	YTD 2024
R U R A L	Uxbridge	33	188
	Brock	73	527
	Scugog	90	1,051
	Pickering	25	169
	Ajax	-	9
	Whitby	97	850
	Oshawa	11	77
	Clarington	162	1,366

		OCT 2024	YTD 2024
U R B A N	Uxbridge	89	642
	Scugog	110	1,016
	Pickering	1,769	15,793
	Ajax	2,870	23,433
	Whitby	3,073	28,339
	Oshawa	4,543	40,388
	Clarington	1,070	9,441
	Toronto-Yo	342	2,995

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 22,816 trips in October 2024, including 14,357 trips for customers registered with Specialized transit. Total trips delivered in October 2024 were seven per cent higher than last month.

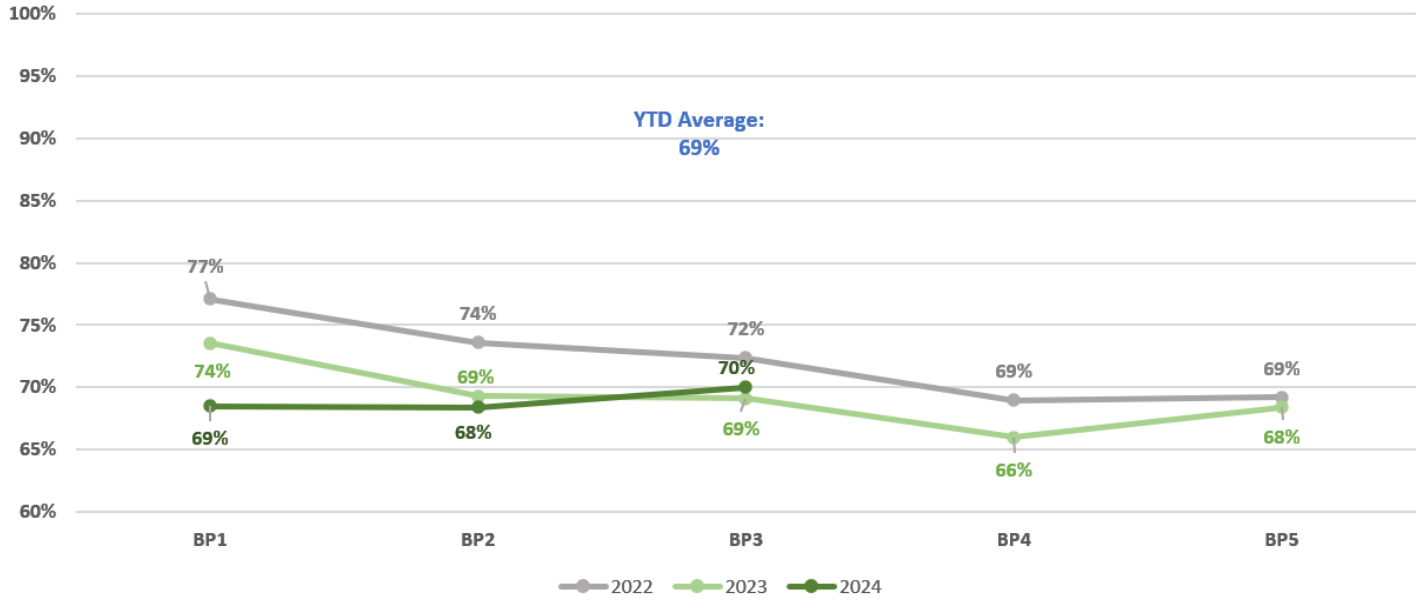
Action Plan

The On Demand service provider has implemented contingency measures to enhance Service Availability. The vendor will fully implement the additional budgeted service hours in early November 2024.

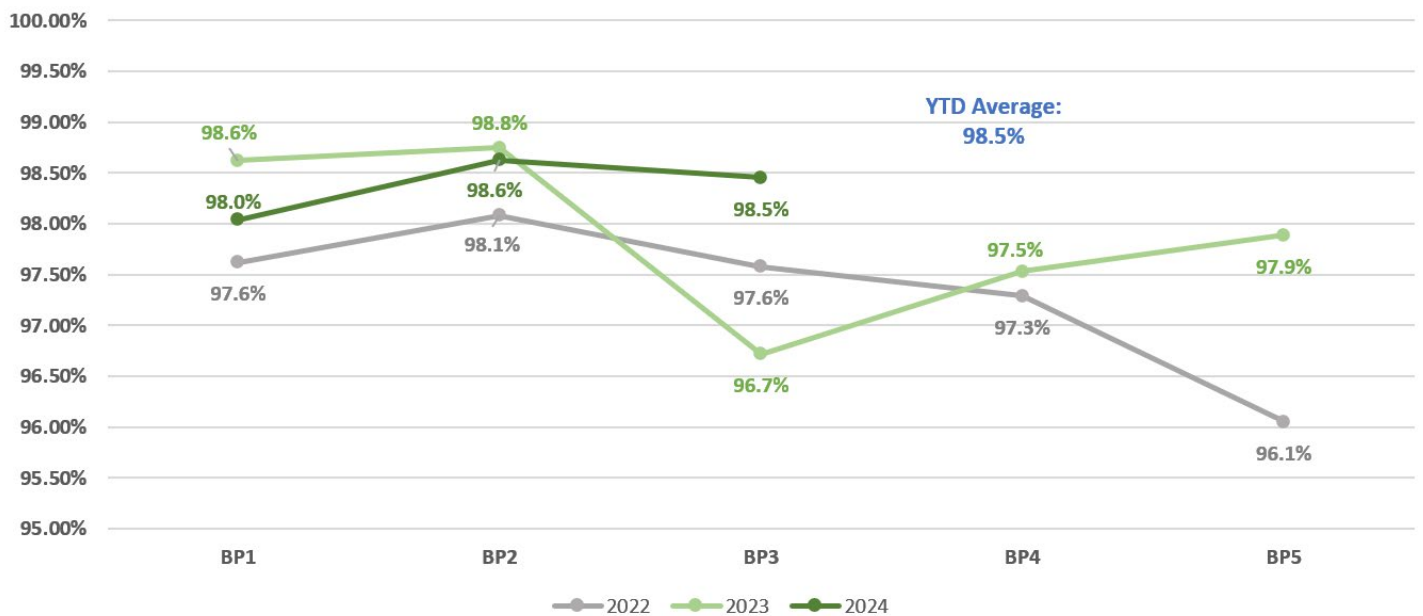
Service Delivery

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 percentage 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 percentage of scheduled revenue service. The service availability target is 99.5 per cent. Service availability is reported for each service period.

Results

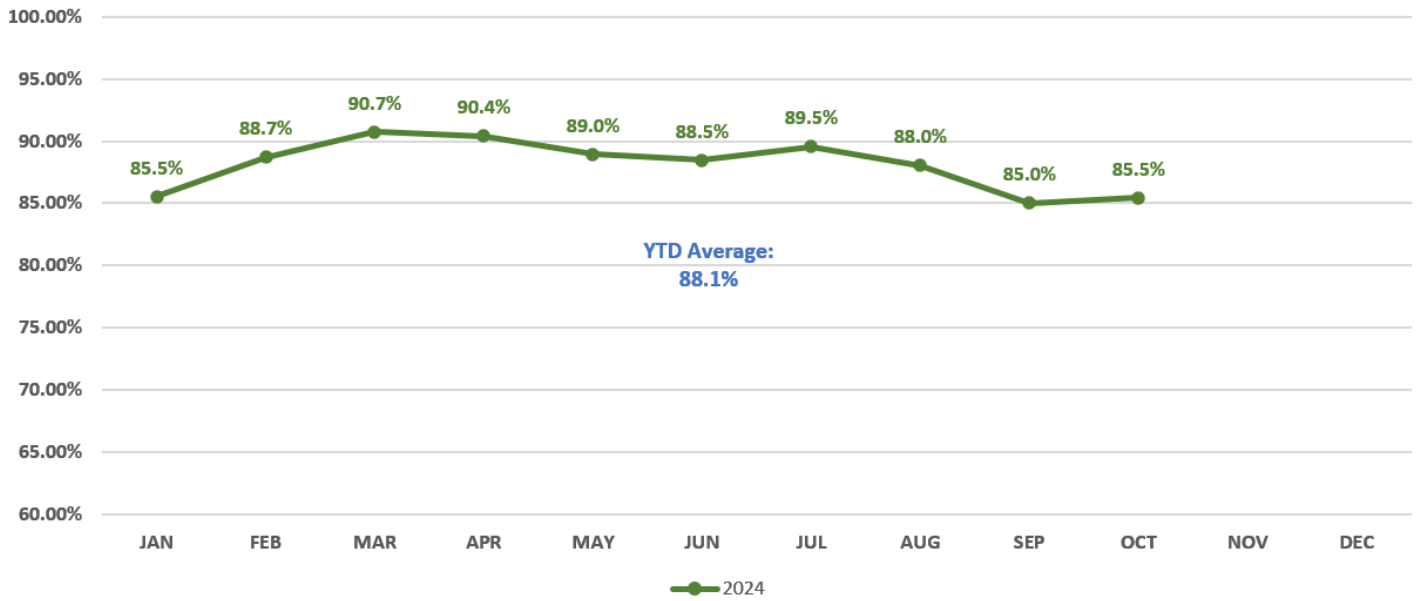
OTP for board period three (June 24, 2024 – September 2, 2024) was 70.0 per cent, up from 68.4 per cent for board period two. Congestion on main traffic corridors continues to impact the transit network, with Service Availability for board period three at 98.5, relatively unchanged from 98.6 per cent for board period two.

Action Plan

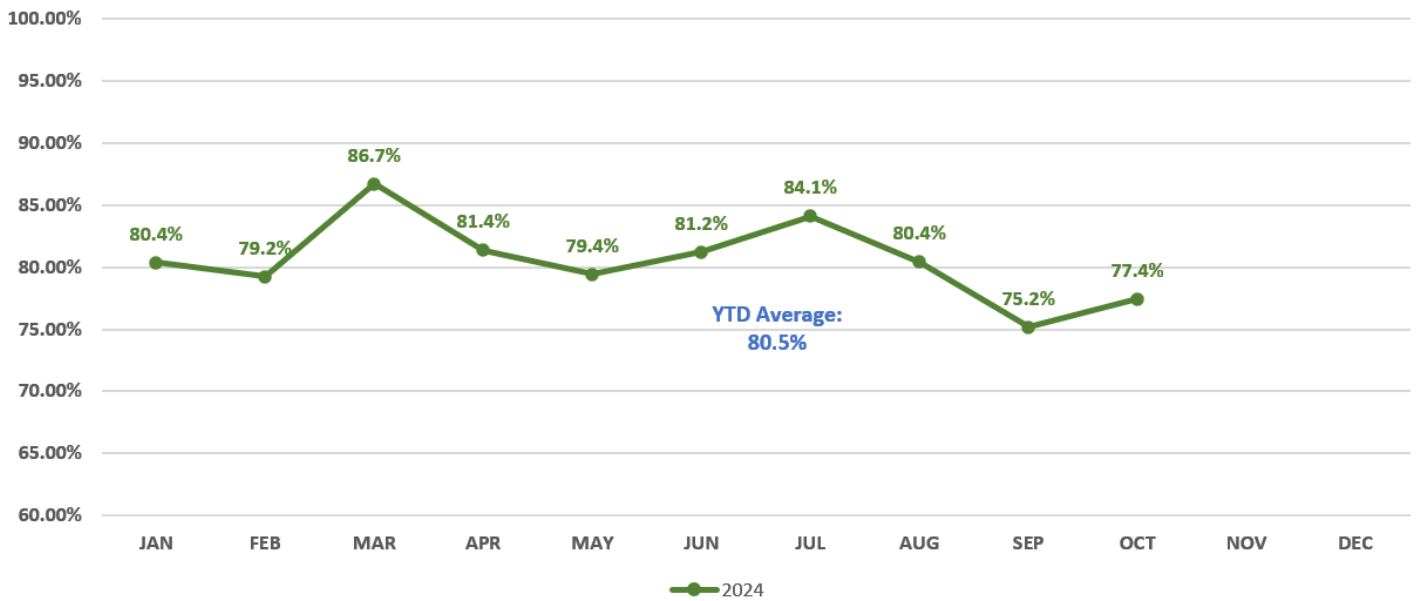
DRT continue to experience service impacts from trips operating at maximum passenger capacity, and congestion and construction projects contributing to service delays. Some planned trips are cancelled when a route is operating excessively late to enable subsequent planned trips to remain on schedule. Trip cancellations, which reduces service availability, impact customers through less route capacity, longer wait times, and longer travel times due to missed connections. Starting with the October service change, a portion of the new 2024 revenue service hours have been utilized to improve reliability of the most problematic routes.

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

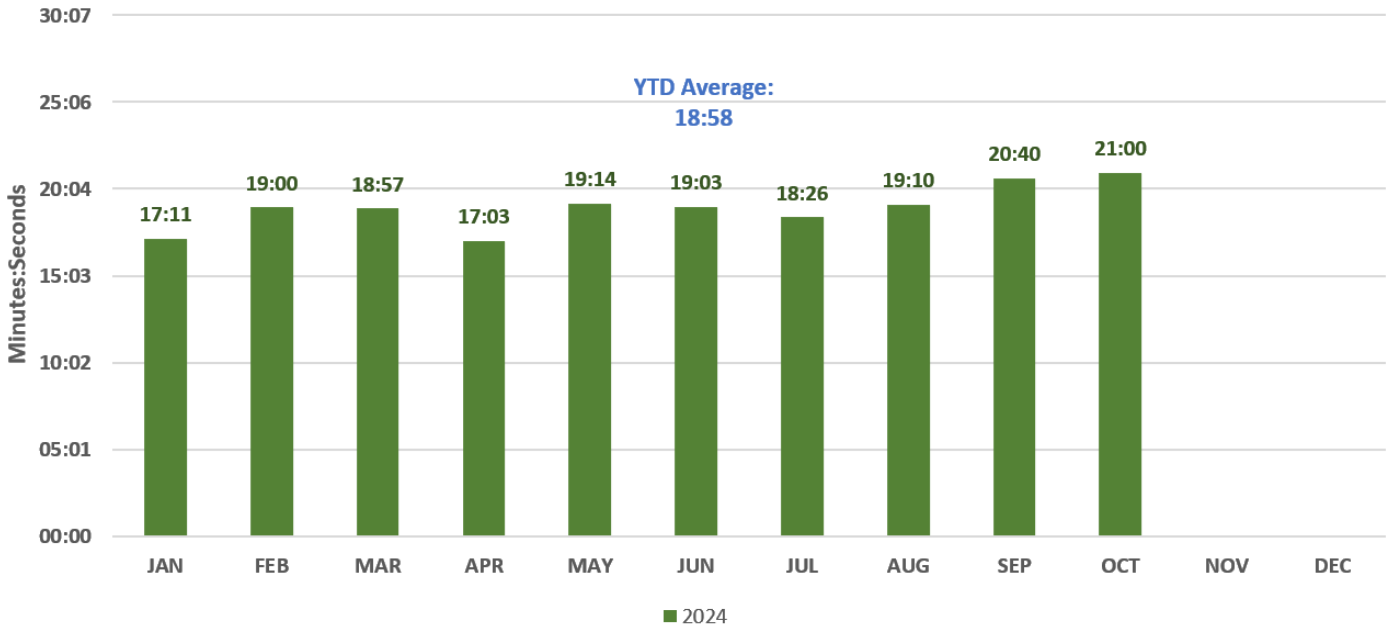
OTP – Demand Response for October was 85.5 per cent for On Demand trips, and 75.2 per cent for specialized transit trips.

Action Plan

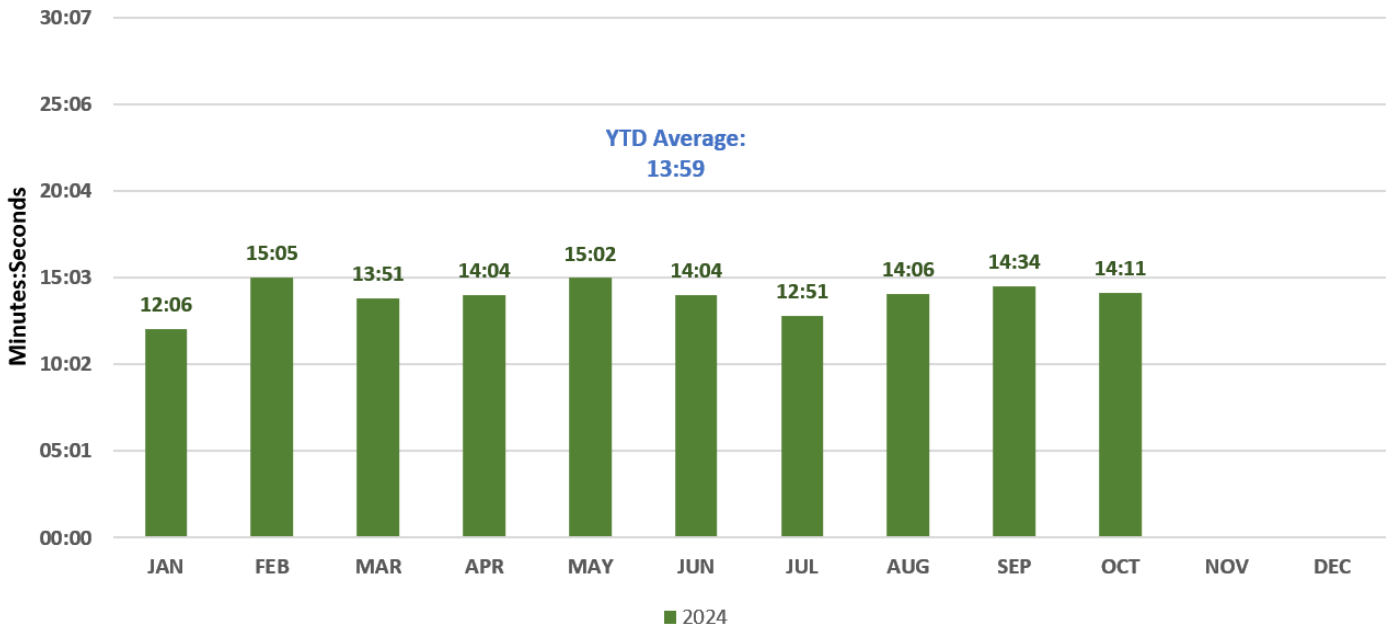
While there are less trips delivered following the January 2024 adjustments to system parameters, reliability of On Demand trips has improved. DRT continue to monitor OTP – Demand Response trends throughout 2024 and will review the current performance target for 2025.

Service Availability (Demand Responsive)

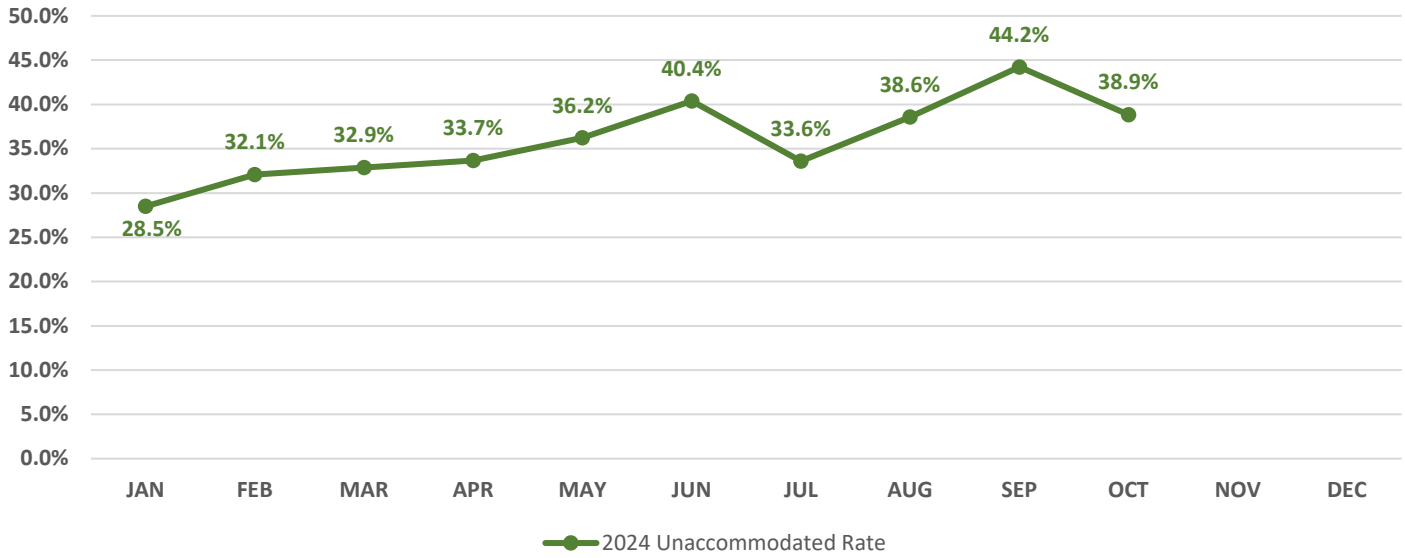
On Demand Average Difference in Requested Trip Time vs. Booked Trip Time



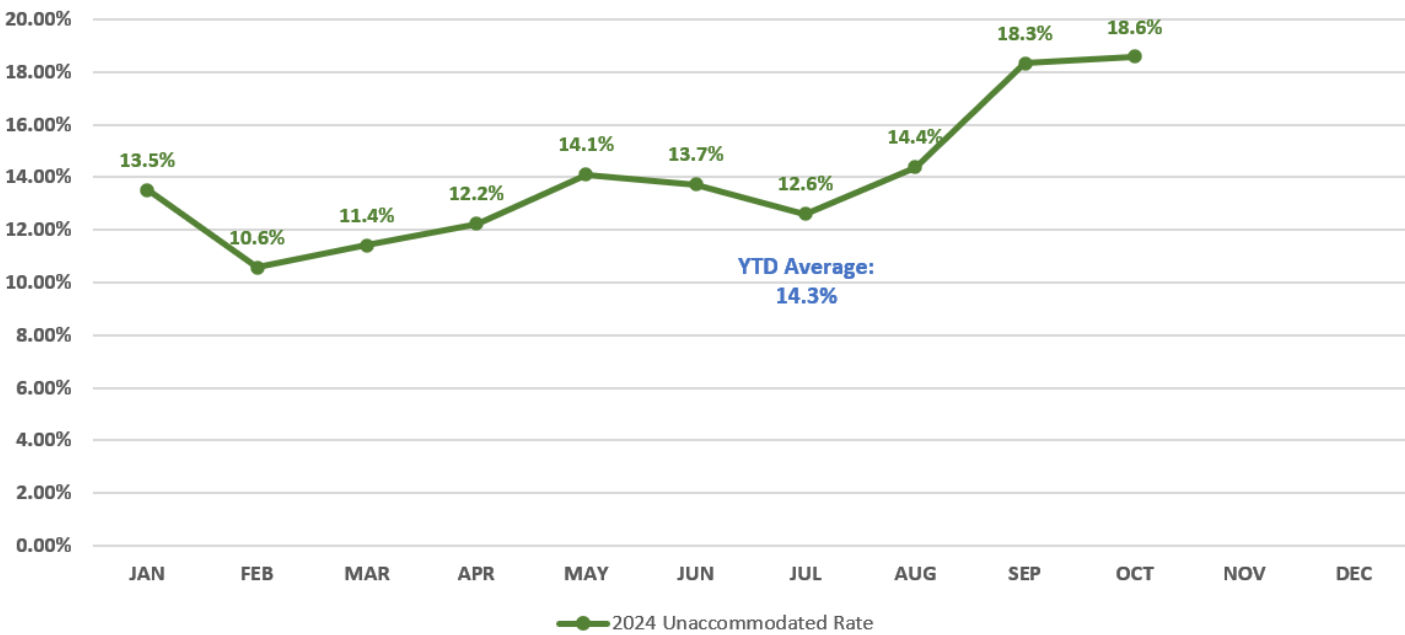
Specialized Average Difference in Requested Trip Time vs. Booked Trip Time

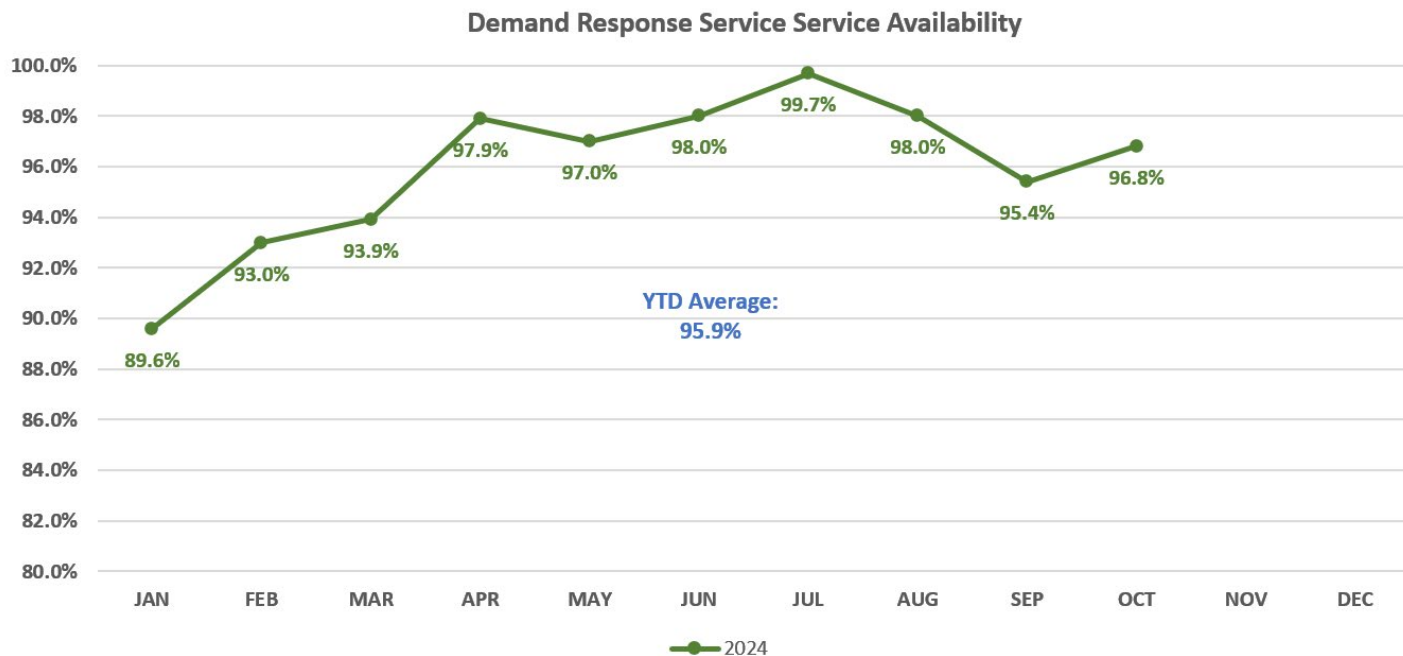


On Demand Unaccommodated Rate



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 October for On Demand trips was ~~20.7 minutes~~ **21.0 minutes**. For specialized transit trips, the variance was ~~14.5 minutes~~ **14.2 minutes**. The increasing variance between requested and actual pick-up times for October is attributed to reduced service availability resulting in last minute trip adjustments and maximizing the number of customer trips within available capacity.

Unaccommodated Rate

The unaccommodated rate in October for On Demand trips was ~~44.2 per cent~~ **38.9 per cent**, and ~~18.3 per cent~~ **18.6 percent** for specialized transit trips. The continued high unaccommodated rates are influenced by the increase in demand for transit services and current service capacity. The increased rates in October are also the result of reduced Service Availability.

Service Availability

Service availability for October was ~~95.4 per cent~~, **96.8 per cent**, down from the record 99.7 per cent in July, **but improved from 95.4 per cent in September** and ~~98.0 per cent for August~~.

Action Plan

Staff continue to review the new metrics for On Demand and are actively engaged with the service provider to improve service performance. A reduction in Service Availability in October was the primary factor contributing to the lower number of trips delivered and longer wait times for pick-ups. The On Demand service provider has implemented contingency measures to enhance Service Availability.

Implementation of the full 15,260 additional annual On Demand service hours approved in the 2024 budget occurred in November and will improve capacity and influence reliability.

1. Considerations to balance On Demand capacity

DRT continues to experience unprecedented demand for public transit services across the Region. In October, trip demand (delivered plus unaccommodated trips) for On Demand services was 240 per cent higher than capacity. While demand for service is lowest in the municipalities of Brock, Scugog, and Uxbridge, they experience the most significant gaps in capacity relative to demand.

Through October, On Demand has delivered a total of 217,924 trips; 56.2 per cent (122,538 trips) for customers registered with Specialized Services, 43.8 per cent (95,386 trips) for other On Demand Customers. In October, 63 per cent of trips were taken by customers registered with Specialized Services.

DRT recently made a minor revision to the parameters for the unaccommodated rate following the initial period of monitoring data available through the new On Demand scheduling platform. It was determined that the unaccommodated rate was artificially high due to the influence of customers requesting multiple trips within short periods after being advised that service was not available. DRT also reported previously that differences in the trip booking process may be contributing to the shift in trips increasing for customer registered with specialized service.

Staff recently monitored trip no-shows, where customers book a trip but do not show up for their trip. While the On Demand platform attempts to maximize efficiencies, no shows generally result in wasted capacity that could have been used by another customer. For October, approximately 1,236 trips were a no-show by 763 unique customers; or an average of 1.6 no-show trips by these unique customers. Approximately 25 per cent (282 trips) of the no shows were attributed to customers registered with Specialized Services, with 75 per cent (954) trips attributed to other On Demand customers.

Adding capacity to the OD Network through the 2025 budget process will increase capacity of the network to deliver more trips. The unaccommodated rate, however, will continue to be influenced by demand for service and other factors such as customer no-shows. DRT is currently reviewing several options and plan to bring forward a strategy in early 2025. DRT will engage residents on this issue through various channels in early 2025, including but not limited to the Annual Accessibility Forum in January, and the annual Public Information Sessions in early spring.

2. Fare free DRT service for New Year's Eve

DRT will be offering fare-free service on New Year's Eve, beginning at 7 p.m. on Tuesday, December 31 and ending at 4 a.m. on Wednesday, January 1, 2025. Fare-free service will be available on all DRT services.

3. Service Change effective December 2, 2024

Effective Monday, December 2, 2023, DRT will be implementing minor seasonal service adjustments to reflect slightly lower demand during the month of December. Customers are encouraged to refer to schedules available at durhamregiontransit.com, or through Transit app.

4. Service Change effective December 23, 2024

Listed below are the DRT service levels (scheduled and On Demand) during the period from December 23, 2024 to January 5, 2025.

Date	Holiday	Service level
Monday, December 23	N/A	Weekend Service
Tuesday, December 24	N/A	Weekend Service
Wednesday, December 25	Christmas Day	Special Service (See below)
Thursday, December 26	Boxing Day	Weekend Service
Friday, December 27	N/A	Weekend Service
Saturday, December 28	N/A	Weekend Service
Sunday, December 29	N/A	Weekend Service
Monday, December 30	N/A	Regular Service
Tuesday, December 31	N/A	Regular Service
Wednesday, January 1, 2025	New Year's Day	Weekend Service
Thursday, January 2	N/A	Regular Service
Friday, December 27	N/A	Regular Service
Saturday, December 28	N/A	Weekend Service
Sunday, December 29	N/A	Weekend Service

On Monday December 25th, the following routes will operate:

- N1: 30-minute frequency all-day (24 hours)
- N2: 30-minute frequency all-day (24 hours)
- 902: 60-minute frequency from approximately 9:00 to 6 p.m.
- 916: 60-minute frequency from approximately 9:00 to 6 p.m.
- On Demand will operate on a Weekend Service level

On December 31 (New Year's Eve), fare free service begins at 7 p.m. until 4 a.m. on January 1, 2025.

Effective January 6, 2025, some routes will see minor schedule adjustments to improve service reliability.