



## Transit Executive Committee Agenda

Wednesday, February 5, 2025, 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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	<b>Pages</b>
<b>1. Roll Call</b>	
<b>2. Declarations of Pecuniary Interest</b>	
<b>3. Election of the Transit Executive Committee Vice-Chair</b>	
<b>4. Adoption of Minutes</b>	
4.1 Durham Region Transit Executive Committee meeting - December 4, 2024	3
<b>5. Presentations</b>	
5.1 Bill Holmes, General Manager, Durham Region Transit Re: General Manager's Verbal Update	
<b>6. Delegations</b>	
There are no delegations	
<b>7. Correspondence</b>	
<b>8. Reports</b>	
8.1 Report #2025-DRT-01 General Manager's Report - February 2025	7
<b>9. Advisory Committee Resolutions</b>	
There are no advisory committee resolutions to be considered	
<b>10. Confidential Matters</b>	
There are no confidential matters to be considered	
<b>11. Other Business</b>	
<b>12. Date of Next Meeting</b>	

Wednesday, March 5, 2025 at 1:30 PM

**13. Adjournment**

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## The Regional Municipality of Durham

### MINUTES

#### DURHAM REGION TRANSIT EXECUTIVE COMMITTEE

Wednesday, December 4, 2024

A regular meeting of the Durham Region Transit Executive Committee was held on Wednesday, December 4, 2024 in the Council Chambers, Regional Headquarters Building, 605 Rossland Road East, Whitby, Ontario at 1:30 PM. Electronic participation was offered for this meeting.

#### 1. Roll Call

Present: Commissioner Crawford, Chair  
Commissioner Schummer\*, Vice-Chair  
Commissioner Anderson  
Commissioner Brenner\*  
Commissioner Carter\*, attended the meeting at 1:40 PM  
Commissioner Garrod\*  
Commissioner Roy\*, attended the meeting at 1:45 PM  
Commissioner Wotten\*  
Regional Chair Henry  
**\*denotes Commissioners participating electronically**

Absent: None

Also

Present: Commissioner Kerr\*  
Commissioner Shahid, attended the meeting at 2:15 PM  
**\*denotes visiting Commissioners participating electronically**

Present: E. Baxter-Trahair, Chief Administrative Officer  
S. Ciani, Committee Clerk, Corporate Services – Legislative Services  
S. Dessureault, Committee Clerk, Corporate Services – Legislative Services  
W. Holmes\*, General Manager, Durham Region Transit  
K. Hornburg, Deputy General Manager, Business Services, Durham Region Transit  
R. Inacio, Systems Support Specialist, Corporate Services – IT  
J. Kilgour, Acting Deputy General Manager, Maintenance, Durham Region Transit  
A. Mak, Supervisor, Financial, Durham Region Transit  
A. Naeem\*, Solicitor, Legal Services  
A. Pezzetti, Deputy General Manager, Operations, Durham Region Transit  
J. Phelan, Manager, Policy and Planning, Durham Region Transit  
K. Smith, Committee Clerk, Corporate Services – Legislative Services  
T. Steffler, Supervisor, Transit Durham West, Durham Region Transit

\* denotes staff participating electronically

## 2. Declarations of Pecuniary Interest

There were no declarations of pecuniary interest.

## 3. Adoption of Minutes

Moved by Commissioner Anderson, Seconded by Commissioner Schummer, (49) That the minutes of the regular Durham Region Transit Executive Committee meeting held on Wednesday, November 6, 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) and A. Pezzetti, Deputy General Manager, Operations, DRT provided a PowerPoint presentation regarding the General Manager's Verbal Update.

Highlights from the presentation included:

- General Manager (GM) Highlights
- Objectives of On Demand
- Current State – Operating Differences
- Current State – Ridership
- No Shows – Impacts to other Customers
- Equitable Access to Transit – Discussion
- Near-Term Updates

B. Holmes and A. Pezzetti responded to questions from the Committee regarding the timeframe in which a booked ride is considered a no-show within the On Demand system; whether DRT staff was notified of and/or requested to participate in a meeting being held by Town of Pickering residents on December 18, 2024, regarding On Demand services for customers registered with specialized services; whether there is a correlation between service availability and trip no-shows, as well as the potential for communication or service changes to enhance service for DRT riders; and whether DRT is following up with users who are not showing up for their scheduled trips.

J. Phelan, Manager, Policy and Planning, DRT continued the PowerPoint presentation regarding the General Manager's Verbal Update, and highlights of the draft 2025 service plan from the presentation included:

- Major Themes

- Service Plan Network
- Route 900, 920, 921
- Route 915, 916
- Route 118 Off-Peak Service
- Route 320B Extensions
- Route 411, 421
- Route 502, 507
- New Route 618 to Beaverton
- On Demand and Scheduled Service
- Reliability and Congestion Relief

B. Holmes and J. Phelan responded to questions from the Committee regarding the impact to On Demand services resulting from scheduled service replacing On Demand in various areas, and enhanced services in the 2025 DRT budget.

**5. Delegations**

There were no delegations heard.

**6. Correspondence**

There were no communication items considered.

**7. Reports**

A) General Manager's Report – December 2024 (2024-DRT-21)

Report #2024-DRT-21 from B. Holmes, General Manager, Durham Region Transit, was received.

J. Kilgour advised that Report #2024-DRT-21 had revisions made to pages 15 and 16 of the report.

Moved by Regional Chair Henry, Seconded by Commissioner Anderson,  
(50) That Report #2024-DRT-21 of the General Manager, Durham Region Transit, be received for information.

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, January 8, 2025 at 1:30 PM in the Council Chambers, Regional Headquarters Building, 605 Rossland Road East, Whitby.

**12. Adjournment**

Moved by Commissioner Anderson, Seconded by Commissioner Carter,  
(51) That the meeting be adjourned.

CARRIED

The meeting adjourned at 2:21 PM

Respectfully submitted,

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M. Crawford, Chair

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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

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To: Durham Region Transit Executive Committee  
From: General Manager, Durham Region Transit  
Report: #2025-DRT-01  
Date: February 5, 2025

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**Subject:**

General Manager's Report – February 2025

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**Recommendation:**

That the Transit Executive Committee recommends

That this report be received for information.

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**Report:**

**1. Purpose**

1.1 This report is submitted at each Transit Executive Committee (TEC), for information.

**2. Background**

2.1 The General Manager Report provides regular updates on key performance measures and summaries of current activities and transit issues in Attachment #1.

**3. Previous Reports and Decisions**

3.1 Not applicable

**4. Financial**

4.1 There are no financial impacts associated with this report.

**5. Relationship to Strategic Plan**

5.1 This report aligns with/addresses the following strategic goals and priorities in the Durham Region Strategic Plan:

- a. Service Excellence

**6. Conclusion**

6.1 For additional information, contact: Bill Holmes, General Manager, at 905-668-7711, extension 3700.

**7. Attachments**

Attachment #1: General Manager's Report – February 2025

Respectfully submitted,

Original Signed by

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Bill Holmes  
General Manager, DRT

Recommended for Presentation to Committee

Original Signed by

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Elaine C. Baxter-Trahair  
Chief Administrative Officer





General Manager's Report  
February 5, 2025  
TEC  
Attachment #1

Performance Measures Dashboard	<a href="#"><u>2</u></a>
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Ridership	<a href="#"><u>4</u></a>
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# Performance Measures Dashboard

## Safety

Key performance indicator	Description	Latest Measure	Current	Target <sup>1</sup>	Current Variance to Target (per cent)	YTD Status <sup>2</sup> (per cent)
Collisions	Number preventable collisions per 100,000 km	December	0.55	0.36	✗ 51.6	✗ 51.0

## Ridership

Demand Responsive						
Ridership (x1,000)	Number passengers	December	958	921	✓ 4.0	✓ 20.5
PRESTO Ridership	Customers paying using PRESTO (per cent)	December	94.7	91.1	✓ 3.6	✓ 3.0
Bus full occurrences	Number operator reported occurrences	December	162	348	✓ -53.5	✗ 20.2
Demand Responsive						
Ridership - Specialized	Number customer trips	December	12,389	9,429	✓ 31.4	✓ 24.6
Unaccommodated Rate - Specialized	Trip requests not scheduled (per cent)	December	18.2	3.3	✗ 14.9	✗ 13.7
Ridership – On Demand	Number customer trips	December	8,229	10,360	✗ -20.6	✗ -16.3
Unaccommodated Rate – On Demand	Trip requests not scheduled (per cent)	December	31.6	N/A	N/A	N/A

## Service Delivery

Scheduled						
On time performance	On-time departures from all stops (per cent)	Service Period 5 <sup>3</sup>	69.1	68.4	🚩 0.7	🚩 -0.7
Service availability	Scheduled service delivered (per cent)	Service Period 5 <sup>3</sup>	99.4	97.9	✓ 1.5	🚩 0.6
Mean Distance Between Failure (MDBF)	Average number of revenue service kilometres between occurrences of vehicle defects impacting service (revenue service kilometers)	December	21,813	15,781	✓ 38.2	🚩 -6.5

Demand Responsive						
Service Availability – Demand Response	Planned Service Delivered (per cent)	December	100	N/A	N/A	N/A
On time performance – Specialized	On-time customer pickups (per cent)	December	77.7	N/A	N/A	N/A
On time performance – On Demand	On-time customer pickups (per cent)	December	88.3	N/A	N/A	N/A
Service availability – Specialized	Average difference in requested trip time vs. booked trip time (minutes)	December	12:49	N/A	N/A	N/A
Service availability – On Demand	Average difference in requested trip time vs. booked trip time (minutes)	December	19:14	N/A	N/A	N/A

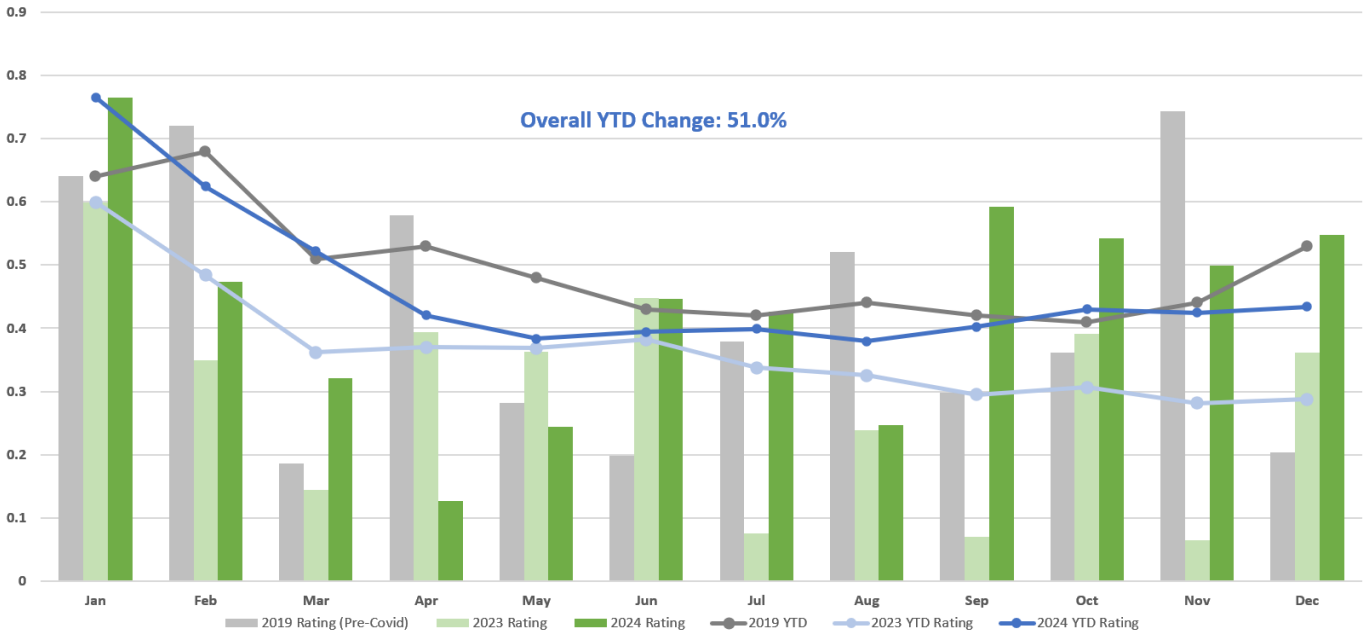
<sup>1</sup>Target is 2023 measure for the same period

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

<sup>3</sup>December 2, 2024 through January 5, 2025

# 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 December was 0.55 compared to 0.39 for the same month in 2023. The year-to-date rate was 51 per cent higher than last year. Bus operators with less than one year driving experience accounted for 46.4 per cent of preventable collisions. Collisions within Oshawa and Whitby accounted for 55.3 per cent (28) of preventable collisions in 2022, 53.2 per cent (25) in 2023, and 73.2 per cent (60 collisions) in 2024.

### Action Plan

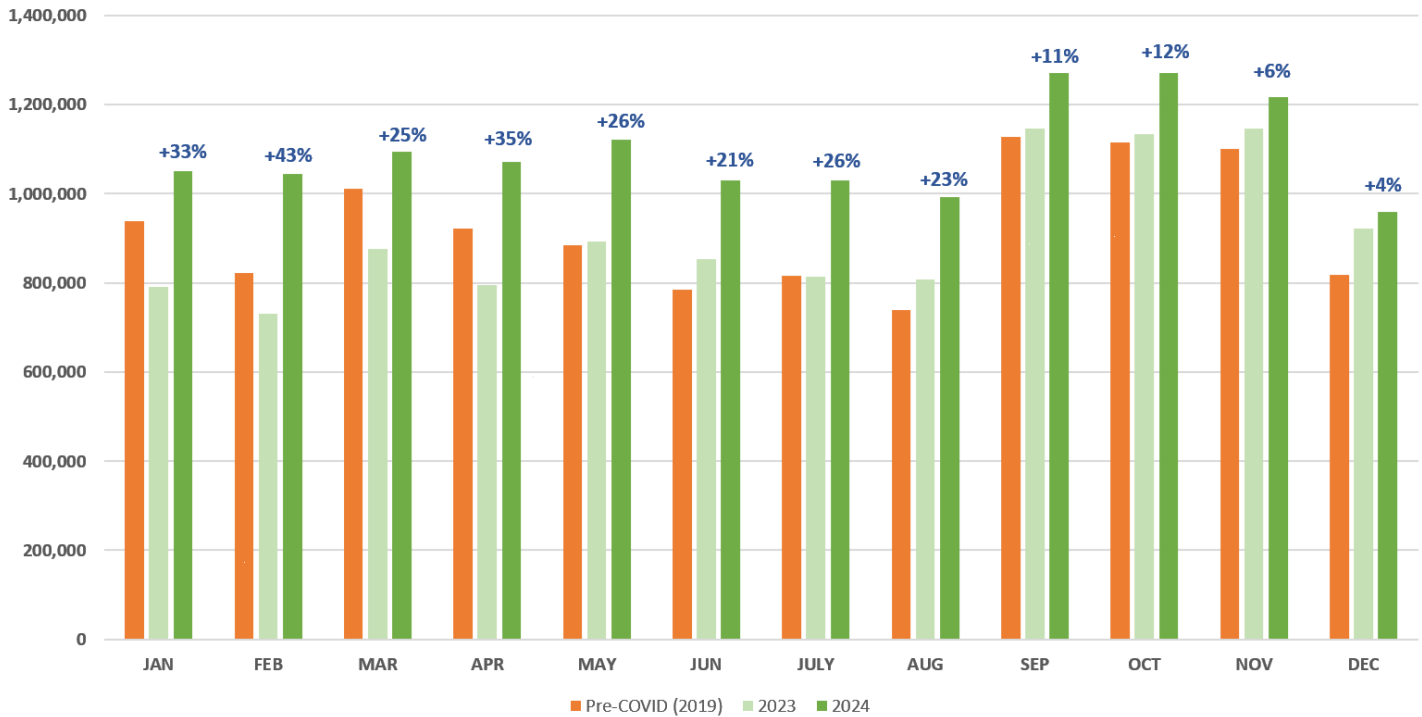
Starting in late 2024, Operations Supervisors began performing audits across all stations and terminals to monitor bus movements, and coaching Operators as appropriate. Supervisors are also engaged in proactive conversations with Operators to reinforce positive performance and areas for improvement.

Cyclical training for bus operators, which was suspended at the start of the pandemic, resumed on January 8, 2025, and includes a defensive driving refresher module.

Operations is conducting a thorough analysis of 2024 collisions and will be implementing an action plan no later than April 2025.

# 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

Ridership on scheduled service reached a new monthly December record at 958,000 riders. 2024 was a record year for ridership, reaching 13.1 million, eclipsing the previous record by 18 per cent (11.1 million in 2019).

Ridership continues to increase across all fare categories, except Youth. In 2024, Youth ridership remained consistent with 2023 levels, but was 4 per cent lower than 2019. Customers with an Adult concession continued to be the highest users of DRT services in 2024 at 49 per cent, followed by the UPass (24 per cent), Youth (nine per cent), TAP (eight per cent), Seniors (four per cent), and Children (2 per cent). Concession data was not available for approximately four per cent of users, which include estimates for customers riding loaner buses from the TTC during the first half of 2024, and those who underpaid or did not pay a fare.

### Action Plan

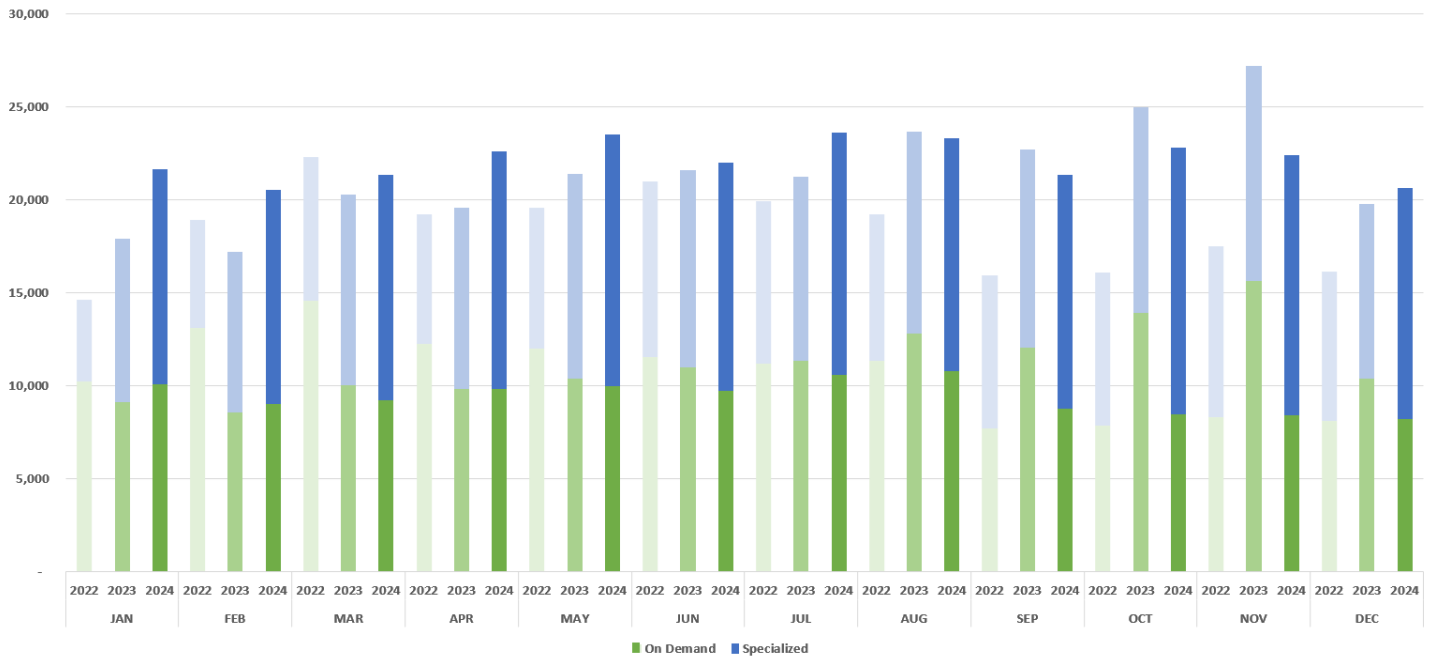
Several initiatives are underway to provide additional service and capacity to meet growing ridership demand across the Region.

- Continued investment in new revenue services to growth areas

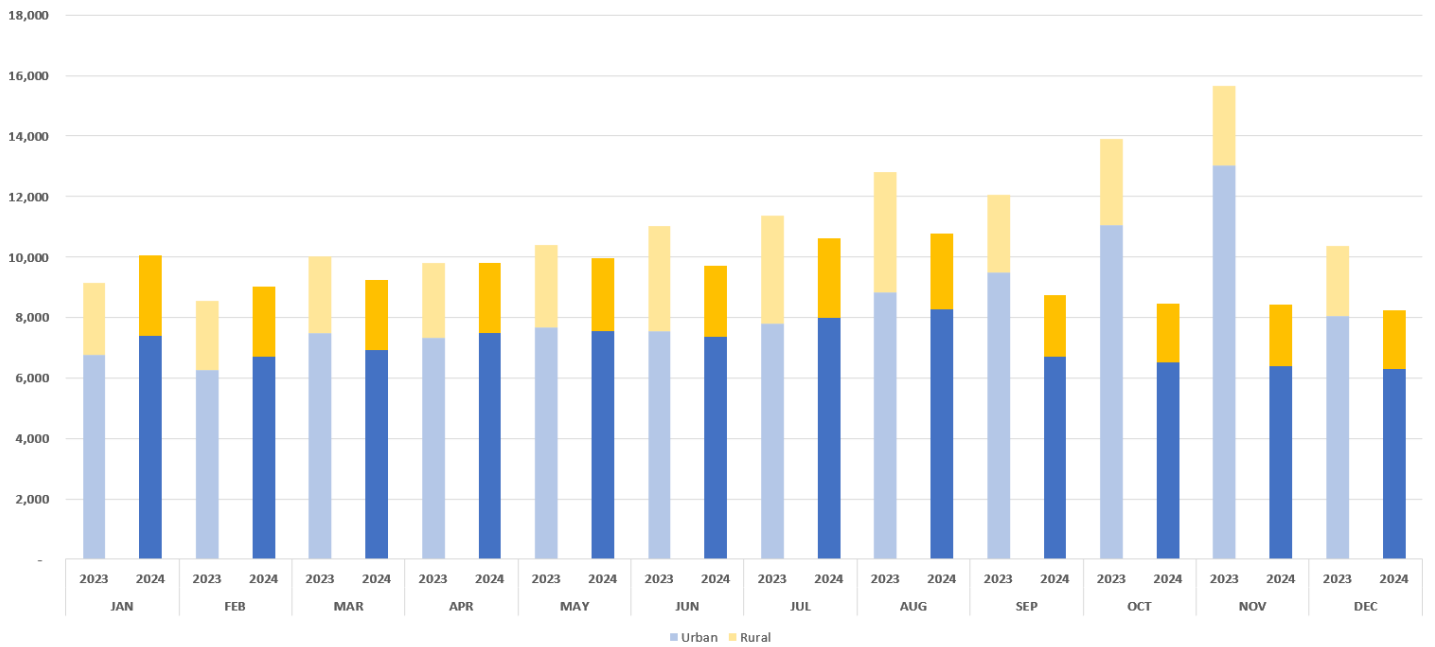
- Enhancing frequency, access, and reliability across the network
- Enhancing service to key employment centres
- Key priorities and projects including an update to the ten year Transit & Financing Strategy (2023-2032), feasibility study for an employer pass program, and developing the next five year service strategy (2026-2030)

# Demand Response Transit

Demand Responsive Trips



On Demand Trips





## On Demand Trip Service Areas Breakdown

		DEC 2024	YTD 2024
R U R A L	Uxbridge	191	2,461
	Brock	363	6,548
	Scugog	321	4,970
	Pickering	279	3,802
	Ajax	34	332
	Whitby	29	322
	Oshawa	36	460
	Clarington	673	8,530

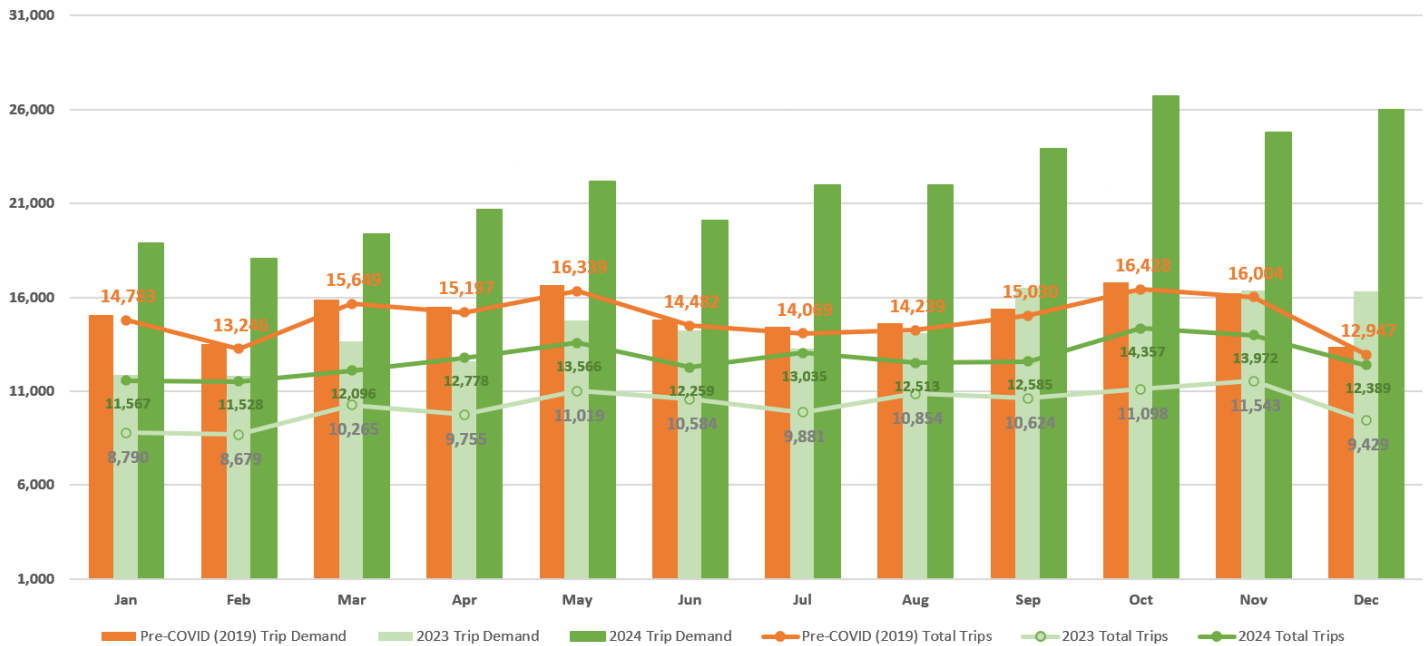
		DEC 2024	YTD 2024
U R B A N	Uxbridge	441	4,951
	Scugog	378	6,054
	Pickering	652	10,761
	Ajax	596	8,857
	Whitby	1,396	18,584
	Oshawa	1,566	16,825
	Clarington	1,252	19,533
	Toronto-York	22	44

## Specialized Trip Service Areas Breakdown

		DEC 2024	YTD 2024
R U R A L	Uxbridge	30	241
	Brock	69	660
	Scugog	112	1,249
	Pickering	19	209
	Ajax	-	9
	Whitby	96	1,014
	Oshawa	9	93
	Clarington	161	1,685

		DEC 2024	YTD 2024
U R B A N	Uxbridge	94	817
	Scugog	115	1,236
	Pickering	1,786	19,208
	Ajax	2,695	28,641
	Whitby	3,031	33,988
	Oshawa	4,439	48,716
	Clarington	979	11,275
	Toronto-Yo	337	3,604

## Specialized Transit Trips



## Definitions:

Trips: A trip is considered a one-way passenger trip from origin to destination, regardless of the number of transfers that may be required.

## Results

On Demand services delivered a total of 20,618 trips in December 2024, including 12,389 trips for customers registered with Specialized transit. Total 2024 On Demand ridership was 265,681, including 152,645 trips for active customers registered with specialized transit.

Monthly data from the new On Demand platform is generally available from October 2023 onward. When comparing 2023 and 2024 data for October through December, the shifting pattern of specialized trips has been significant. Between 2023 and 2024, specialized trips increased from 45 per cent to 62 per cent of all On Demand trips.

Demand for On Demand services continues to exceed DRT capacity.

### **Action Plan**

An additional 11,000 hours of new On Demand revenue service hours will be implemented in 2025 when the resources (vehicles and operators) are available. There will be a staggered implementation of the additional service hours starting as early as June 2025, with full implementation no later than August 2025.

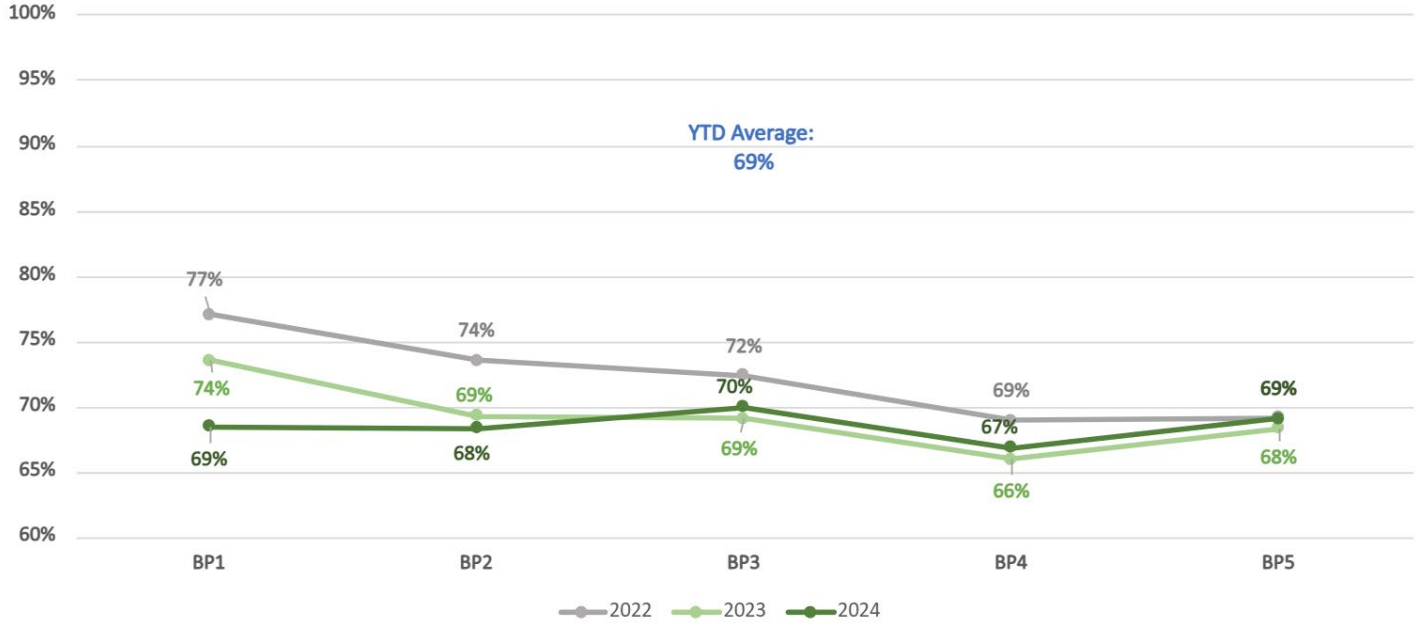
Several revisions to the scheduled network will be implemented through 2025, including the reintroduction of scheduled service through Brock, Clarington and some urban areas. These changes will enable existing On Demand resources to be redeployed to areas of greatest demand and improve capacity to deliver more customer trips.

Staff will be reporting back to the Transit Executive Committee in late spring to recommend revisions to On Demand processes that will further advance equity across the service.

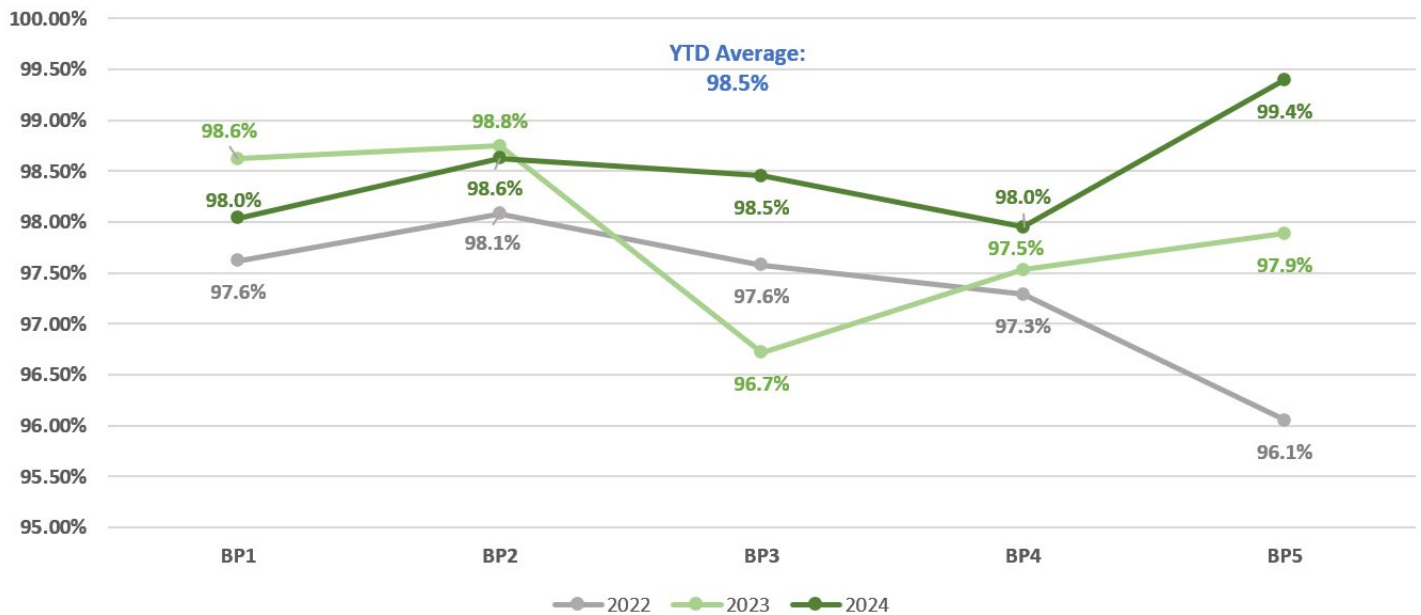
# Service Delivery

## On Time Performance and Availability (conventional)

Scheduled Service On-Time Performance



Scheduled Service Service Availability



### Definition

On Time Performance (OTP) is a measure of the per centage of buses departing a bus stop no more than zero minutes early and five minutes late. The annual OTP target is 80 per cent. OTP is reported for each service period.

Service availability is a measure of the actual service delivered by DRT as a percentage of scheduled revenue service. The service availability target is 99.5 per cent. Service availability is reported for each service period.

### **Results/Analysis**

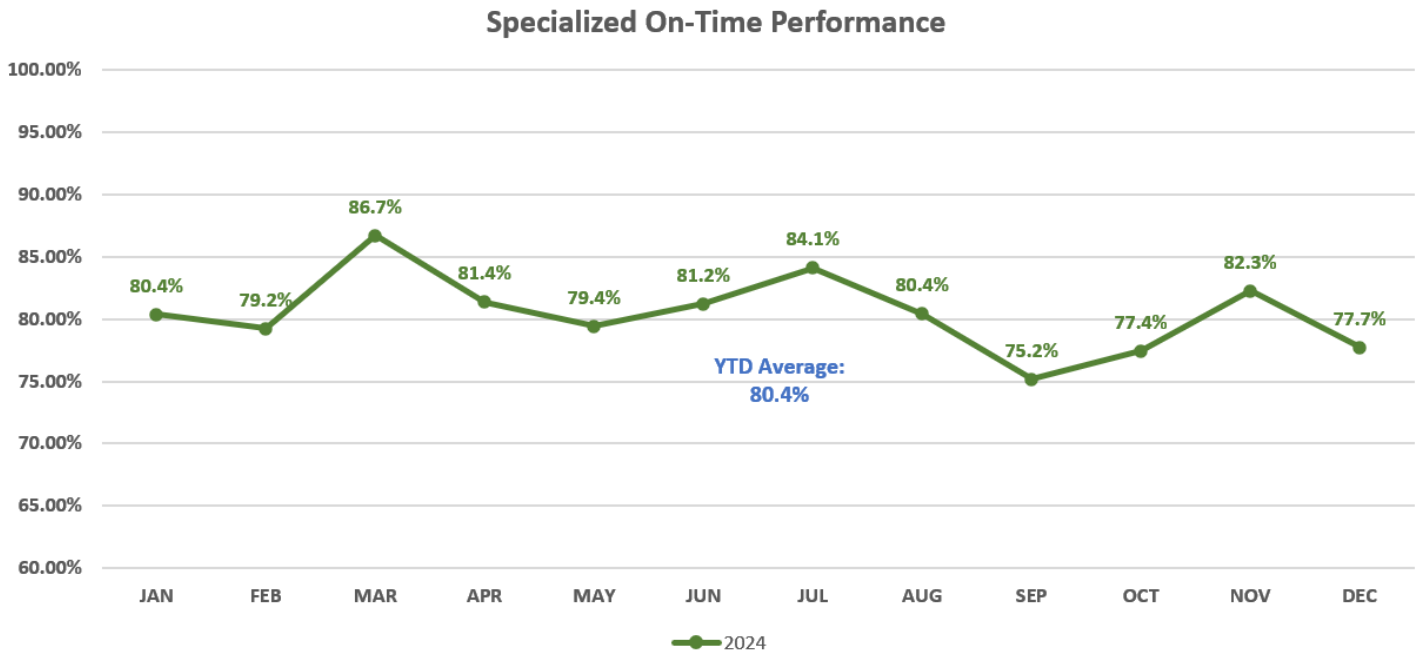
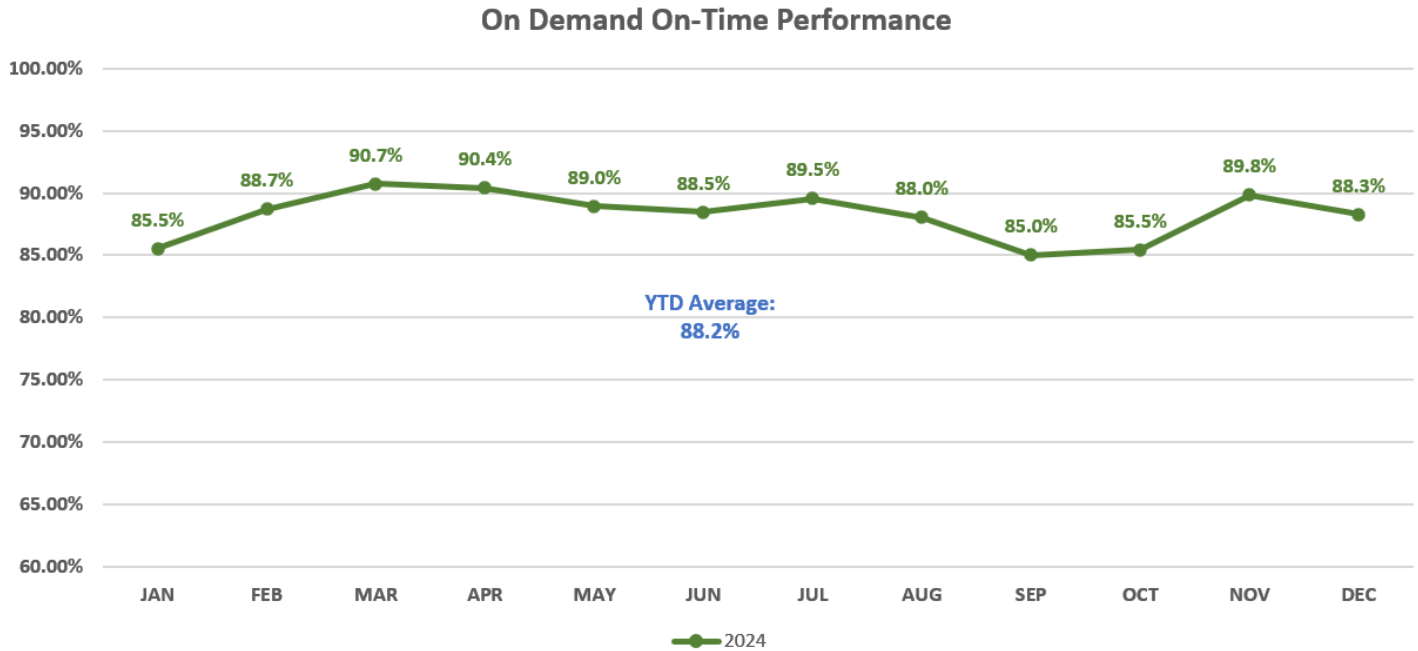
OTP for board period five (December 2, 2024 – January 5, 2025) was 69.1 per cent. 2024 OTP remain unchanged from 2023 at 69 per cent, but did improve during the last half of the year.

Service Availability for board period five was 99.4 per cent. 2024 Service Availability improved to 98.5 per cent from 97.9 per cent in 2023. There was a significant reliability improvement during the last half of the year, attributed to investing new revenue service hours for routes experiencing the greatest impacts from traffic congestion and other factors.

### **Action Plan**

DRT continue to experience service impacts from trips operating at maximum passenger capacity, and congestion and construction projects contributing to service delays. Consistent with the Region's Transportation Master Plan, in 2025 DRT will be identifying areas across the Region where transit priority measures can be implemented to further enhance reliability of the network.

# On Time Performance (Demand Responsive)



## Definition

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

## **Results**

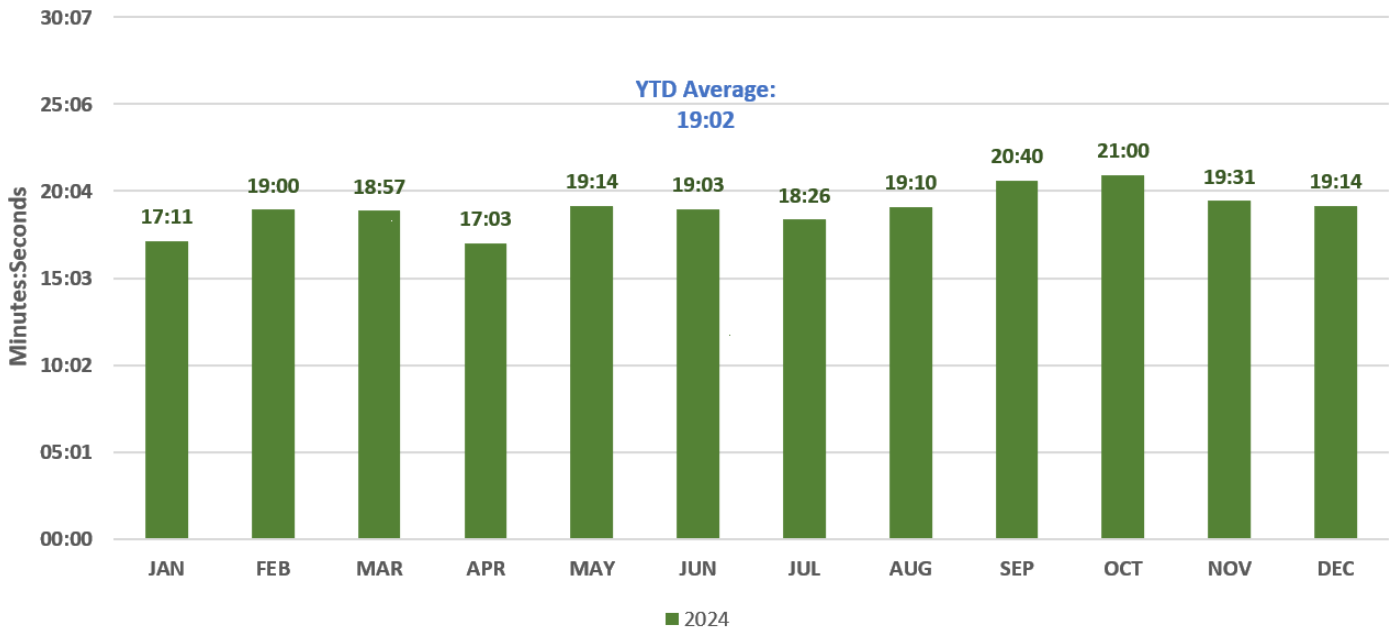
OTP – Demand Response for December was 82 per cent, including 78 per cent for specialized trips, and 88 per cent for other On Demand trips. The 2024 annual OTP for On Demand continues to be within target, including 80 per cent for specialized trips, and 88 per cent for other trips.

## **Action Plan**

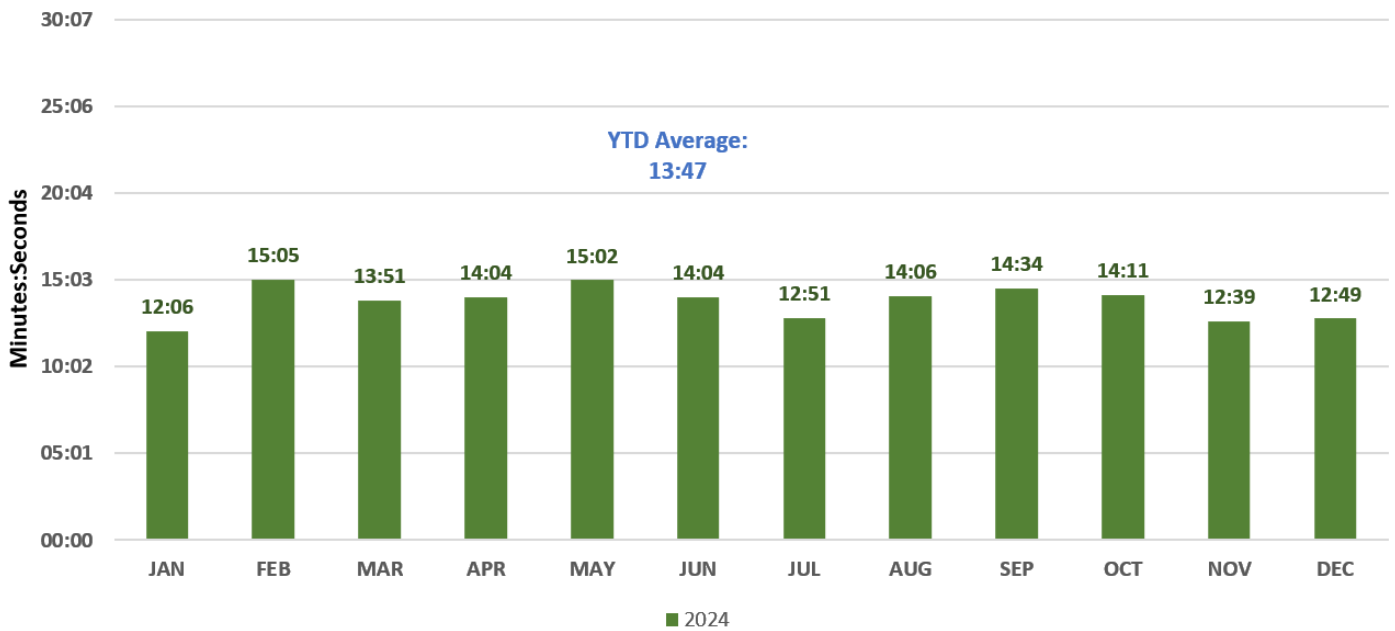
Staff continue to monitor service performance and system parameters to maximize performance of the On Demand network.

# Service Availability (Demand Responsive)

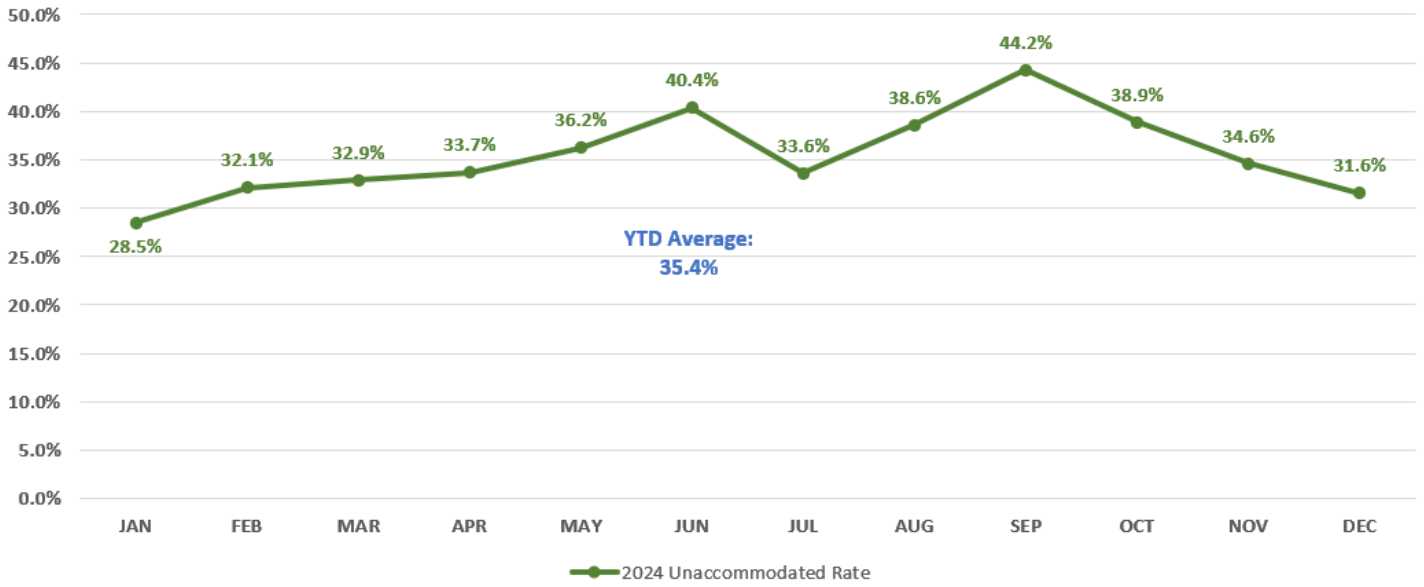
On Demand Average Difference in Requested Trip Time vs. Booked Trip Time



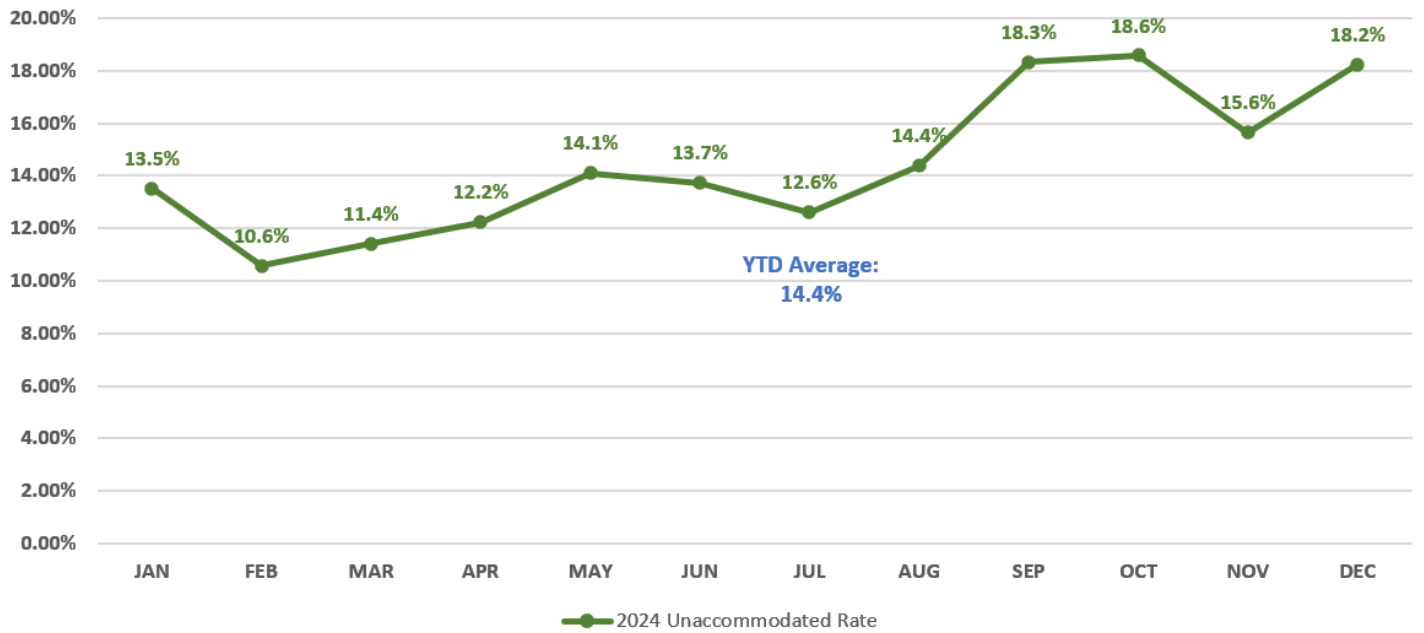
Specialized Average Difference in Requested Trip Time vs. Booked Trip Time



### On Demand Unaccommodated Rate

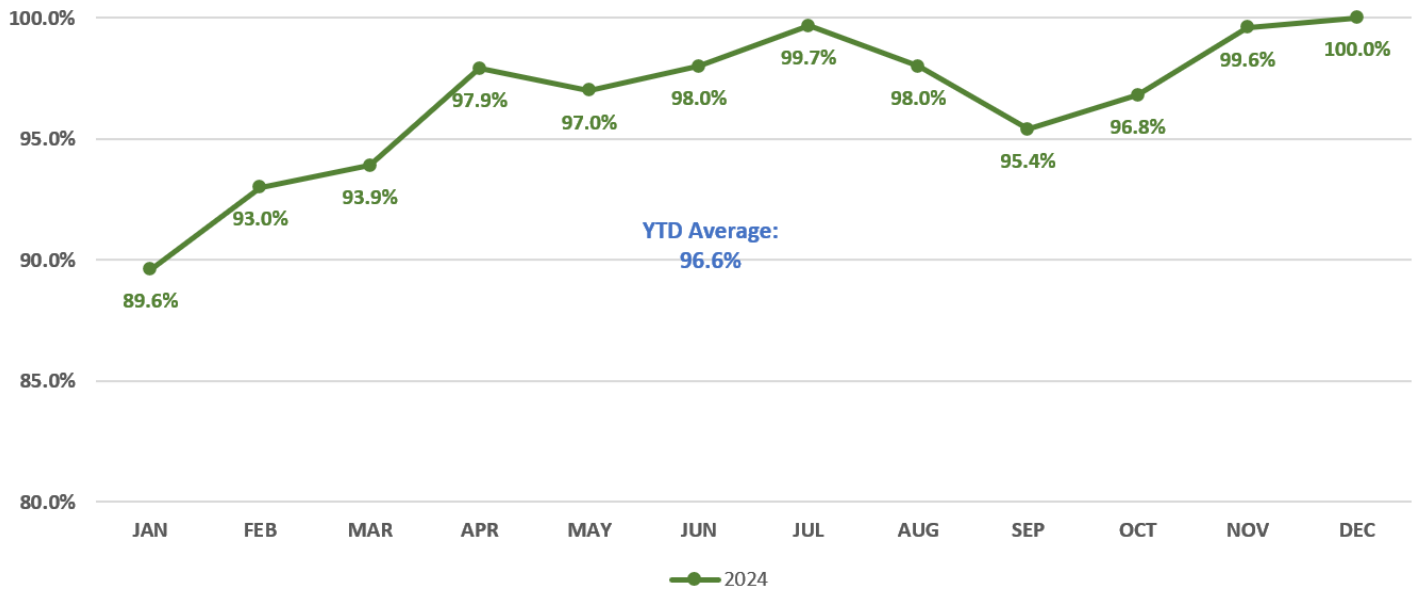


### Specialized Service Unaccommodated Rate





### Demand Response Service Service Availability



### Definition

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

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

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

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

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

### Results

#### Variance between Requested and Actual Booked Pick-up Time

The variance between requested and actual booked pick-up time in December for On Demand trips for customers registered with specialized transit was 12 minutes and 49 seconds. For other On Demand trips, the variance was 19 minutes and 14 seconds.

### Unaccommodated Rate

The unaccommodated rate in December for On Demand trips for specialized transit trips was 18 per cent, and 32 per cent other On Demand trips. The unaccommodated rates are influenced by the demand for transit services and current service capacity.

### Service Availability

Service availability for December was 100 per cent and continued the increasing trend from a low of 89.6 percent in January 2025.

### **Action Plan**

2024 is the first year for which this data is available and will be used to report on comparative performance in future reports.

## 1. DRT Year in review (2024)

DRT and its employees remain committed to advancing the public transit network to be convenient, reliable, and which contributes to economic development and livable communities across the Region of Durham. Below are a just few of DRT's notable highlights from 2024.

- 170,000 calls through DRT Customer Service
- 60,000 new revenue service hours added to the transit network.
- 13.1 million customer trips
- 18.9 million revenue service kilometers
- Initiated the operational pilot for battery-electric buses.
- Negotiated and signed the agreement with PowerOn to ensure industry-leading support for the long-term transition to a battery electric transit fleet.
- Implemented a successful Outreach Worker program in partnership with Social Services to support unhoused and at risk residents intersecting with DRT.
- Implemented a pilot High School Ambassador program at Ajax High School.
- Enhanced community engagement across the Region.
- Launched the One fare program in partnership with the MTO, eliminating double fares for customers transferring between DRT and the Toronto Transit Commission.

## 2. Uxbridge Local Area Transit Plan (LATP) Public Information Centres (PICs)

A series of in-person and one virtual PICs were held in Uxbridge in late January to provide residents an opportunity to provide feedback on transit services in Uxbridge and surrounding areas to inform DRT's LATP for Uxbridge.

LATPs focus on transit service in specific rural and growth areas of the Region where the urban fabric continues to develop. PICs are held during the development of these plans and offer an opportunity for residents to meet with the service design team and learn about the transit network, planning process and the future of public transit service in Durham. Attendees are also encouraged to ask questions, share their thoughts and provide valuable insight into the customer experience.

The finalized plans are intended to provide residents with a future state of transit service and transitional principles to service as the area matures and inform DRT service strategies. The Uxbridge and Port Perry LATP's reports will be shared later in the year.

The information gathered for the Uxbridge LATP is now being consolidated and reviewed and will inform the future of transit service in Uxbridge and surrounding areas.

PICs to support LATPs in the Bowmanville, Newcastle, Courtice, Kendron and Windfields area, Seaton and Brooklin, are being planned to be completed by the end of 2026.

Through 2025, DRT is developing the next five-year service strategy, and the LATP's will help inform elements of the strategy.

### **3. DRT Accessibility Forum**

DRT hosted its first Accessibility Forum on January 14, 2025, at the Oshawa Conventional Centre. The purpose of the forum was to engage with residents to highlight accessibility across the DRT network, and listen to their related issues, suggestions and ideas. The forum was well attended, with 45 in-person participants, and three residents participating virtually. During the two-hour engagement, a number of programs and activities were discussed.

- Operations and scheduled service
- Planning and maintenance on bus stops and shelters
- On Demand service
- Community engagement

Participants provided great feedback which will inform future transit network accessibility enhancements, as well as comments that will help to shape next year's accessibility forum.

*“Learning about the Sunflower program and accessibility standards of the DRT as it increased my overall awareness.”*

*“The moderation. Although there were tense moments, the speakers kept the forum civilized despite some impatient guests.”*

*“The event itself was grossly inaccessible beyond the physical space. I think DRT is trying to do good things to make their service more accessible, but from the user feedback at the event, there is still work to be done. Keep going, keep improving, but also in-person/hybrid events MUST be better.”*

### **4. DRT battery-electric featured in upcoming provincial advertisement**

On December 19, 2024 and January 6, 2025, DRT provided a charter battery electric bus for a Government of Ontario Infrastructure Development Commercial. This commercial will highlight and promote the Government of Ontario's investment in infrastructure developments across the province.

One of the battery electric buses was front and centre for the commercial, with Darlington Nuclear Facility in the background. We look forward to seeing the commercial when it becomes available.

### **5. DRT information for travel to secondary schools**

DRT maintains detailed travel information on its [website](#) for youth travelling to school, including a [link](#) to service information and maps for all routes operating near the secondary schools.