



Transit Executive Committee Revised Agenda

Wednesday, October 8, 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](#).

	Pages
1. Roll Call	
2. Declarations of Pecuniary Interest	
3. Adoption of Minutes	
3.1 Durham Region Transit Executive Committee meeting - September 3, 2025	3
4. Presentations	
4.1 Bill Holmes, General Manager, Durham Region Transit Re: General Manager's Verbal Update	
5. Delegations	
There are no delegations	
6. Correspondence	
7. Reports	
7.1 Report #2025-DRT-15 General Manager's Report - October 2025	8
7.2 Report #2025-DRT-16 Specialized Transit Eligibility Update	26
7.3 Report #2025-DRT-17 Appointment of Member to the Durham Region Transit Advisory Committee	33
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

- *10.1 Motion to Reconsider May 7, 2025 resolution regarding Changes to On Demand Trip Booking Standards

36

11. Date of Next Meeting

Wednesday, November 5, 2025 at 1:30 PM

12. Adjournment

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The Regional Municipality of Durham

Durham Region Transit Executive Committee Minutes

Wednesday, September 3, 2025

A regular meeting of the Durham Region Transit Executive Committee was held on Wednesday, September 3, 2025 in the Council Chambers, Regional Headquarters Building, 605 Rossland Road East, Whitby, Ontario at 1:30 PM

In the absence of Chair Crawford, Vice-Chair Garrod assumed the Chair.

1. Roll Call

Electronic participation was offered for this meeting.

* indicates individuals who participated electronically.

Members

Present: Commissioner Garrod, Vice-Chair
Commissioner Anderson
Commissioner Brenner*
Commissioner Jubb*
Commissioner Mulcahy
Commissioner Wotten
Regional Chair Henry

Also

Present: Commissioner Leahy

Members

Absent: Commissioner Crawford, Chair
Commissioner Carter

Staff Present: E. Baxter-Trahair*, S. Ciani, D. S. Dessureault, W. Holmes, K. Hornburg, R. Inacio, C. Norris, N. Lysaght, A. Mak, M. Morris, A. Naeem*, A. Pezzetti, J. Rosebush and K. Smith

2. Declarations of Pecuniary Interest

Regional Chair Henry made a declaration of interest under the Municipal Conflict of Interest Act with respect to Item 7.2, Report #2025-DRT-14: Consideration of Free Transit Fares for Canadian Armed Forces Members. He indicated that his daughter and son-in-law are active full-time members of the Canadian Armed Forces.

Commissioner Garrod made a declaration of interest under the Municipal Conflict of Interest Act with respect to Item 7.2, Report #2025-DRT-14: Consideration of Free Transit Fares for Canadian Armed Forces Members. He indicated that his son-in-law is an active full-time member of the Canadian Armed Forces.

Commissioner Jubb made a declaration of interest under the Municipal Conflict of Interest Act with respect to Item 7.2, Report #2025-DRT-14: Consideration of Free Transit Fares for Canadian Armed Forces Members. He indicated that he is a veteran.

3. Adoption of Minutes

Motion #29

Moved by Commissioner Wotten, Seconded by Commissioner Mulcahy,
That the minutes of the regular Transit Executive Committee meeting held on Wednesday, June 4, 2025, 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's Information Highlights
- Updates & Highlights
 - September 2nd Service Change
 - Route Productivity
 - Presto Operating Agreement negotiations
 - Canada Public Transit Fund update
 - Summer Engagement Activities
- Transit Fares for Canadian Armed Forces members and veterans

5. Delegations

There were no delegations.

6. Correspondence

There were no communications to consider.

7. Reports

7.1 General Manager's Report – September 2025 (2025-DRT-13)

Report #2025-DRT-13 from B. Holmes, General Manager, Durham Region Transit, was received.

Staff responded to questions from the Committee regarding whether individuals experience any challenges when booking On Demand transit services for

recurring trip purposes such as dialysis, and whether the purpose of the trip takes priority.

Staff clarified that based on the TEC decisions in May 2025, new On Demand subscription trips will be available starting October 2025 when the related On Demand processes are planned to be implemented.

Motion #30

Moved by Commissioner Wotten, Seconded by Commissioner Anderson,
That Report #2025-DRT-13 of the General Manager, Durham Region
Transit, be received for information.

Carried

7.2 Consideration of Free Transit Fares for Canadian Armed Forces Members
(2025-DRT-14)

Report #2025-DRT-14 from B. Holmes, General Manager, Durham Region Transit, was received.

Staff clarified that for 2025 DRT can accommodate free transit fares for Canadian Armed Forces (CAF) personnel on the designated dates within the existing fare marketing budget and will ensure the lost revenue is considered as part of the annual budget process for 2026 and future years.

Staff responded to questions from the Committee regarding the definition of CAF personnel and their current use of DRT; whether the free fares would apply to On Demand; the possibility of a pilot project to assess the impact and cost of providing free transit fares to CAF personnel; whether DRT had consulted other transit providers currently offering this type of service; and the timeline for when program statistics would be available.

B. Holmes clarified that the applicable dates for the free fares would be consistent with the annual Legion poppy campaign, from the last Friday of October through November 11, and that veterans may wear their medals or show the applicable government identification. Revisions to the dates and proof of veteran status requirements, will be reflected in the applicable DRT fare policy and budget documentation.

Motion #31

Moved by Commissioner Wotten, Seconded by Commissioner Anderson,
That we recommend to Council:

- A) That Durham Region Transit implement free fares for Canadian Armed Forces (CAF) members during Remembrance Week annually; and
- B) That free fare during Remembrance Week annually, apply to current CAF members in uniform and veterans wearing their medals.

Carried on the following Recorded Vote:

Yes: Commissioner Anderson

Commissioner Brenner
Commissioner Mulcahy
Commissioner Wotten

No: None

Members

Absent: Commissioner Crawford
Commissioner Carter

Declaration

of Interest: Commissioner Garrod
Commissioner Jubb
Regional Chair Henry

8. Advisory Committee Resolutions

There were no advisory committee resolutions to be considered.

9. Confidential Matters

There were no confidential matters to be considered.

10. Other Business

There was no other business to be considered.

11. Date of Next Meeting

The next regularly scheduled Durham Region Transit Executive Committee meeting will be held on Wednesday, October 8, 2025 at 1:30 PM in Council Chambers, Regional Headquarters Building, 605 Rossland Road East, Whitby.

12. Adjournment

Motion #32

Moved by Commissioner Wotten, Seconded by Commissioner Mulcahy,
That the meeting be adjourned.

Carried

The meeting adjourned at 2:13 PM

Respectfully submitted,

B. Garrod
Vice-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: #2025-DRT-15
Date: October 8, 2025

Subject:

General Manager's Report – October 2025

Recommendation:

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. Connected and Vibrant Communities

- Improve public transit system connectivity, reliability, and competitiveness

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 – October 2025

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
October 8, 2025
TEC
Attachment #1

Performance Measures Dashboard	<u>2</u>
Safety	<u>3</u>
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	August	0.29	0.37	✓ -20.9	✓ -10.3

Ridership

Ridership (x1,000)	Number passengers	August	922	992	✗ -7.1	✗ -3.1
PRESTO Ridership	Customers paying using PRESTO (per cent)	August	91.7	92.3	▮ -0.7	▮ -0.4
Bus full occurrences	Number operator reported occurrences	August	39	114	✓ -65.8	✓ -42.0
Demand Responsive						
Ridership - On Demand Specialized	Number customer boardings	August	16,801	14,405	✓ 16.6	✓ 16.3
Unaccommodated Rate - On Demand Specialized	Boarding requests not scheduled (per cent)	August	10.2	13.3	✓ -44.1	✓ -22.6
Ridership – On Demand	Number customer boardings	August	12,315	11,731	✓ 5.0	✗ -1.5
Unaccommodated Rate – On Demand	Boarding requests not scheduled (per cent)	August	26.2	38.7	✓ -32.4	✓ -15.3

Service Delivery

Scheduled						
On time performance	On-time departures from all stops (per cent)	Service Period 3 ³	72.0	70.0	✓ 2.9	✓ 4.3
Service availability	Scheduled service delivered (per cent)	Service Period 3 ³	98.2	98.5	▮ -0.3	▮ -0.3
Demand Responsive						
Service Availability – Demand Response	Planned Service Delivered (per cent)	August	100.0	98.0	✓ 2.0	✓ 2.7

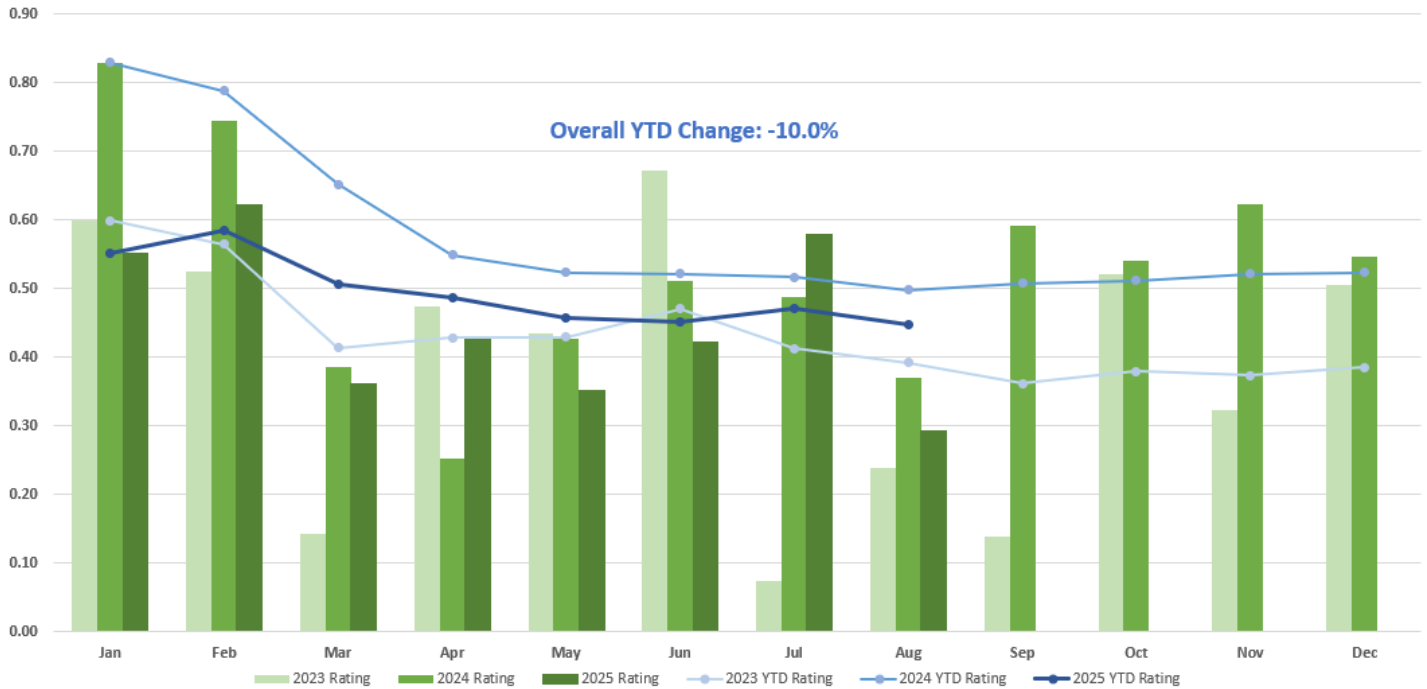
Scheduled							
On time performance – On Demand Specialized	On-time customer pickups (per cent)	August	85.2	80.4	✓ 6.0	✓ 1.7	
On time performance – On Demand	On-time customer pickups (per cent)	August	93.6	88.0	✓ 6.3	✓ 5.5	
Service availability – On Demand Specialized	Average difference in requested trip time vs. booked trip time (minutes)	August	18.1	14.1	✗ 28.2	✓ -5.5	
Service availability – On Demand	Average difference in requested trip time vs. booked trip time (minutes)	August	20.1	19.2	✗ 5.0	🚩 0.9	

¹Target is 2024 measure for the same period

²Year to Date (YTD) compared to previous year

³June 23, 2025 to August 31, 2025

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

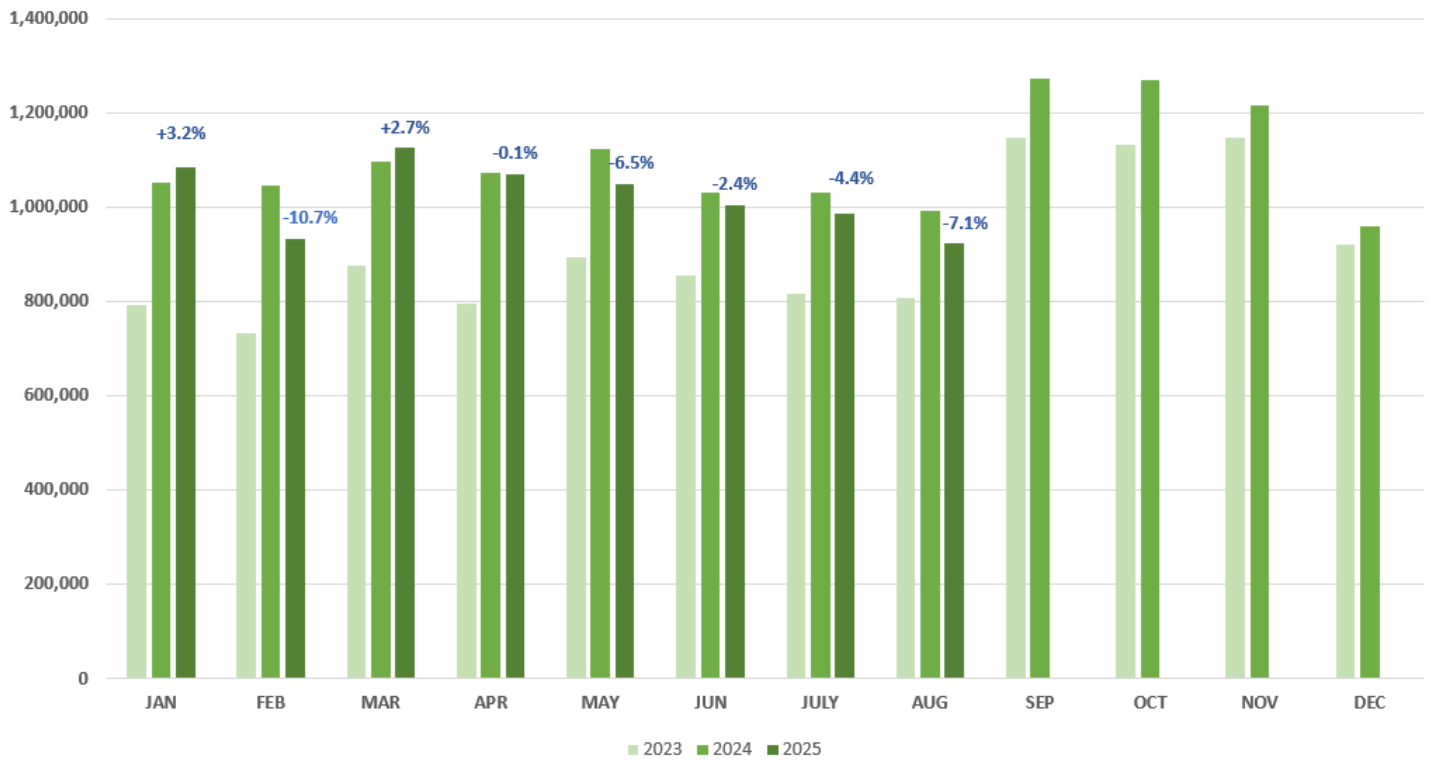
The preventable collision rate for August was 0.29 compared to 0.37 for the same month in 2024. The year-to-date rate is ten per cent lower than last year.

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.

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 for August was approximately 922,000 riders, approximately 7.1 per cent lower than August 2024. Year to date ridership is approximately three per cent lower than 2024.

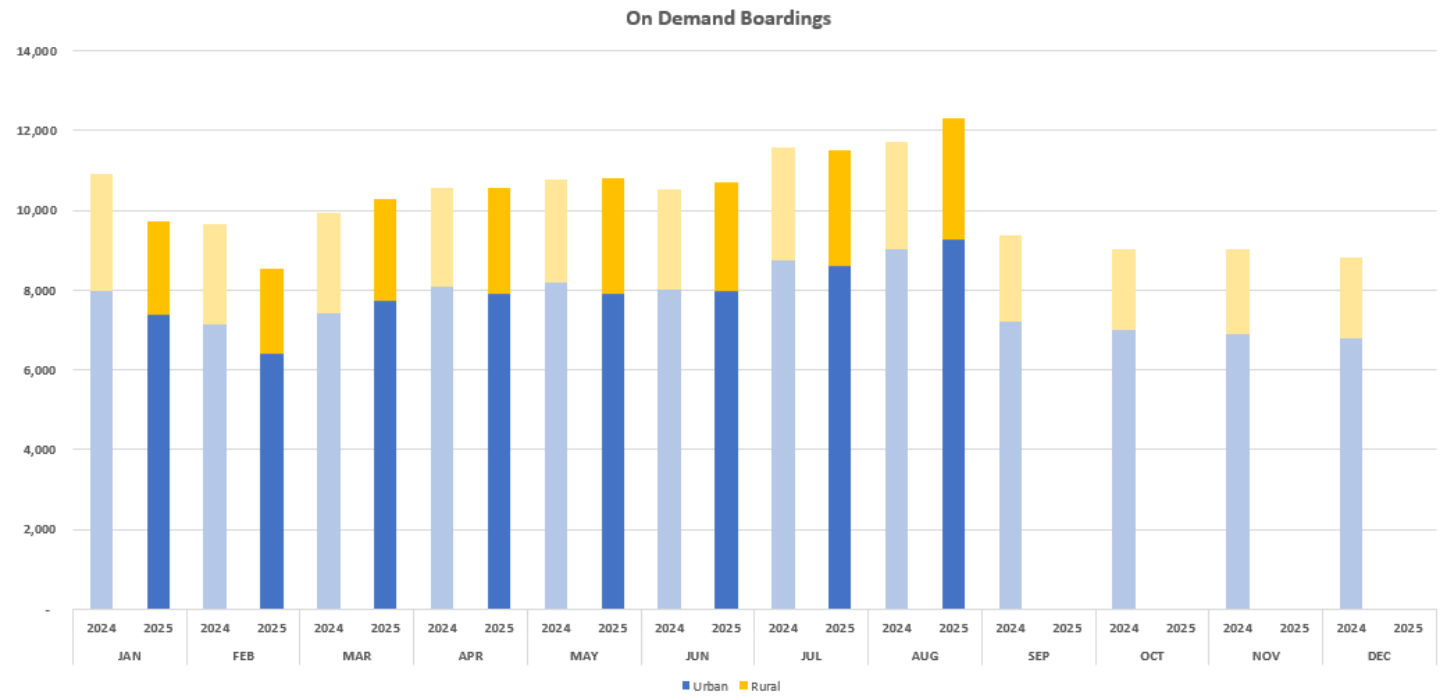
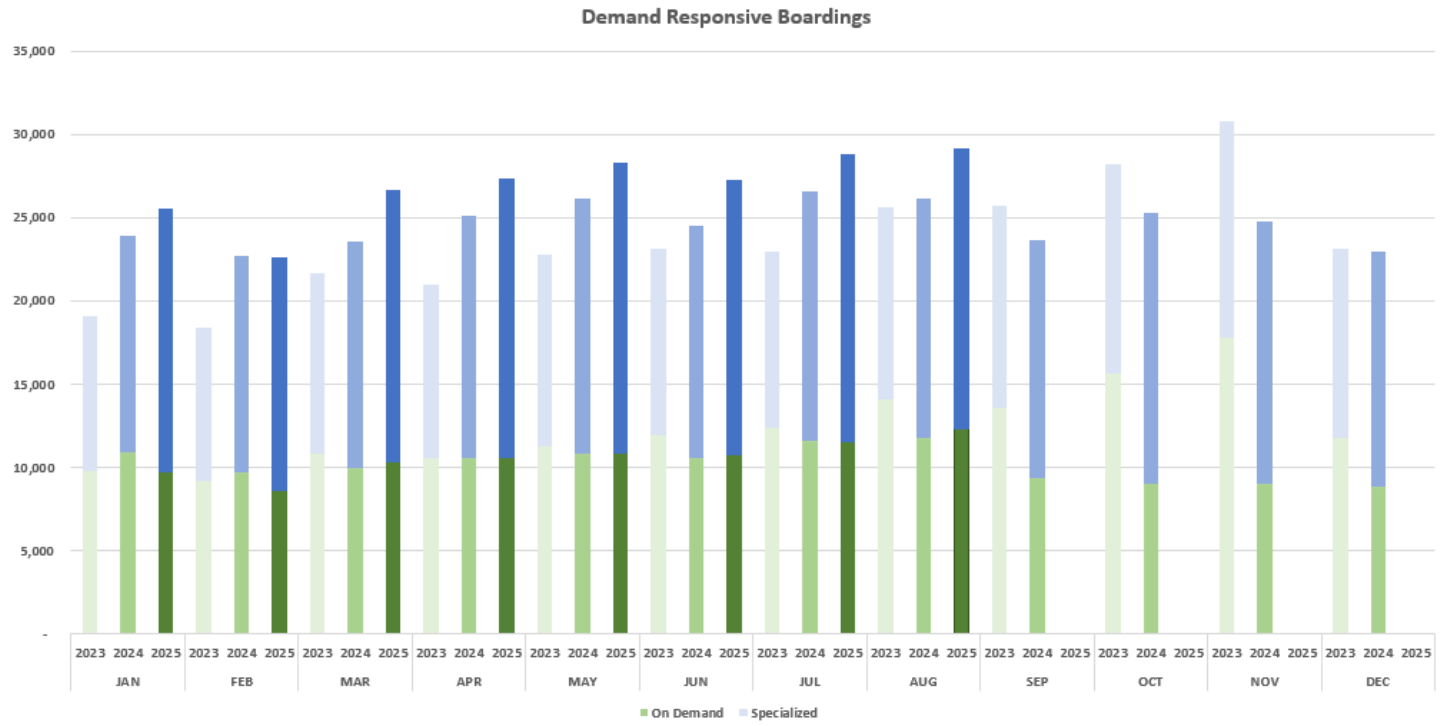
Lower ridership in 2025 is attributed to reduced number of post-secondary students travelling on DRT, particularly during the summer semester.

Action Plan

DRT and Corporate Communications are advanced several marketing and communication campaigns including Y10 for youth, partnering with Economic Development to promote travel to tourist destinations using DRT, and promotion of September service enhancements. Staff are collaborating with post-secondary institutions partners to review student enrollment for the fall and winter semesters.

Many transit agencies across the GTHA have experienced a decline in 2025 ridership, particularly agencies with a UPass or similar fare program for post-secondary students. The ridership changes may be attributed to recent changes to federal immigration programs.

Demand Response Transit



On Demand Trip Service Areas Breakdown

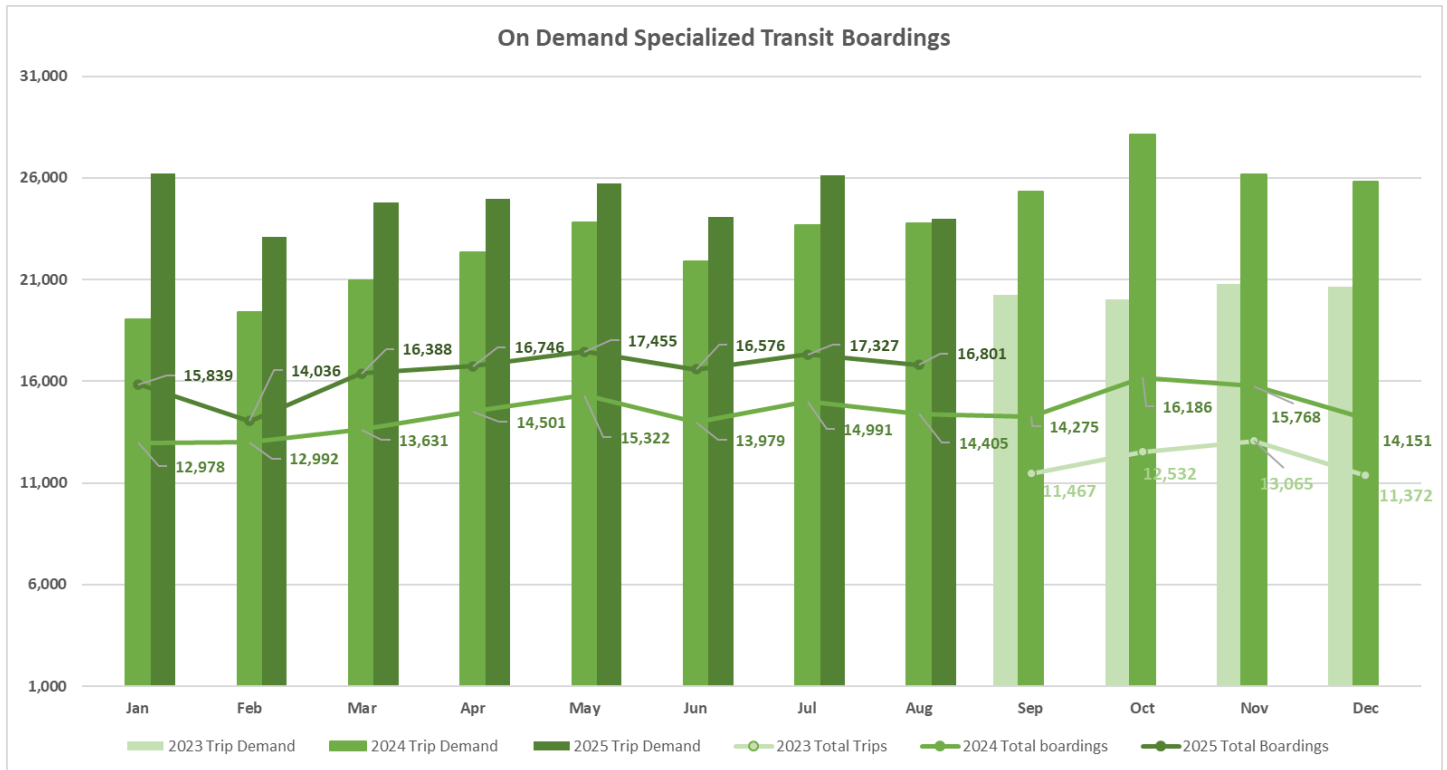
		AUG 2025	YTD 2025
R U R A L	Uxbridge	318	2,062
	Brock	316	3,108
	Scugog	476	3,400
	Pickering	396	2,725
	Ajax	9	280
	Whitby	103	506
	Oshawa	117	668
	Clarington	1,104	6,977

		AUG 2025	YTD 2025
U R B A N	Uxbridge	592	4,575
	Scugog	470	3,668
	Pickering	869	5,619
	Ajax	825	5,790
	Whitby	2,008	13,517
	Oshawa	2,048	13,228
	Clarington	1,872	12,963
	Toronto-York	1	41

On Demand Specialized Trip Service Areas Breakdown

		AUG 2025	YTD 2025
R U R A L	Uxbridge	32	228
	Brock	61	483
	Scugog	62	708
	Pickering	65	286
	Ajax	-	1
	Whitby	121	928
	Oshawa	6	64
	Clarington	160	1,310

		AUG 2025	YTD 2025
U R B A N	Uxbridge	154	1,061
	Scugog	128	919
	Pickering	1,775	14,264
	Ajax	2,981	23,272
	Whitby	2,783	24,244
	Oshawa	4,742	36,264
	Clarington	1,000	8,194
	Toronto-York	399	2,531



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 boardings were 28,325 in August, including 16,801 boardings for customers registered with Specialized transit.

Action Plan

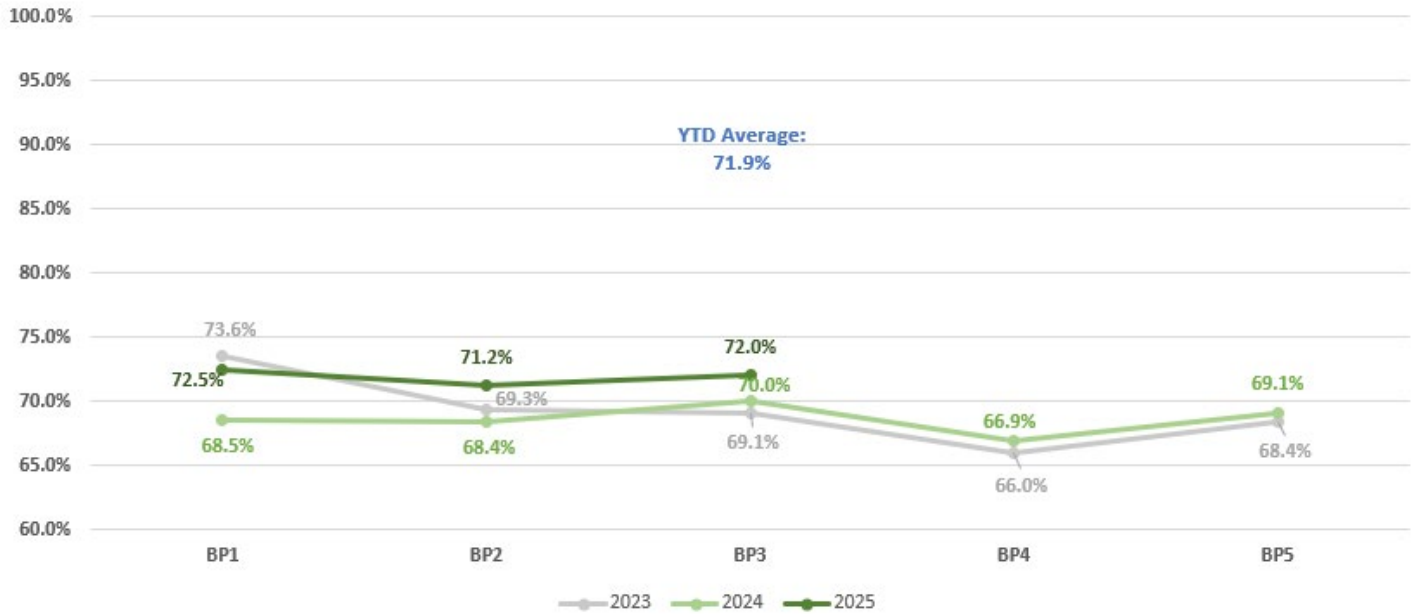
Several revisions to the scheduled network are being implemented through 2025, beginning with the service change on May 5, 2025. These changes will enable existing On Demand resources to be redeployed to areas of greatest demand and improve capacity to deliver more customer trips.

The 11,000 additional annual service hours approved in the 2025 budgeted have been implemented into the OD network.

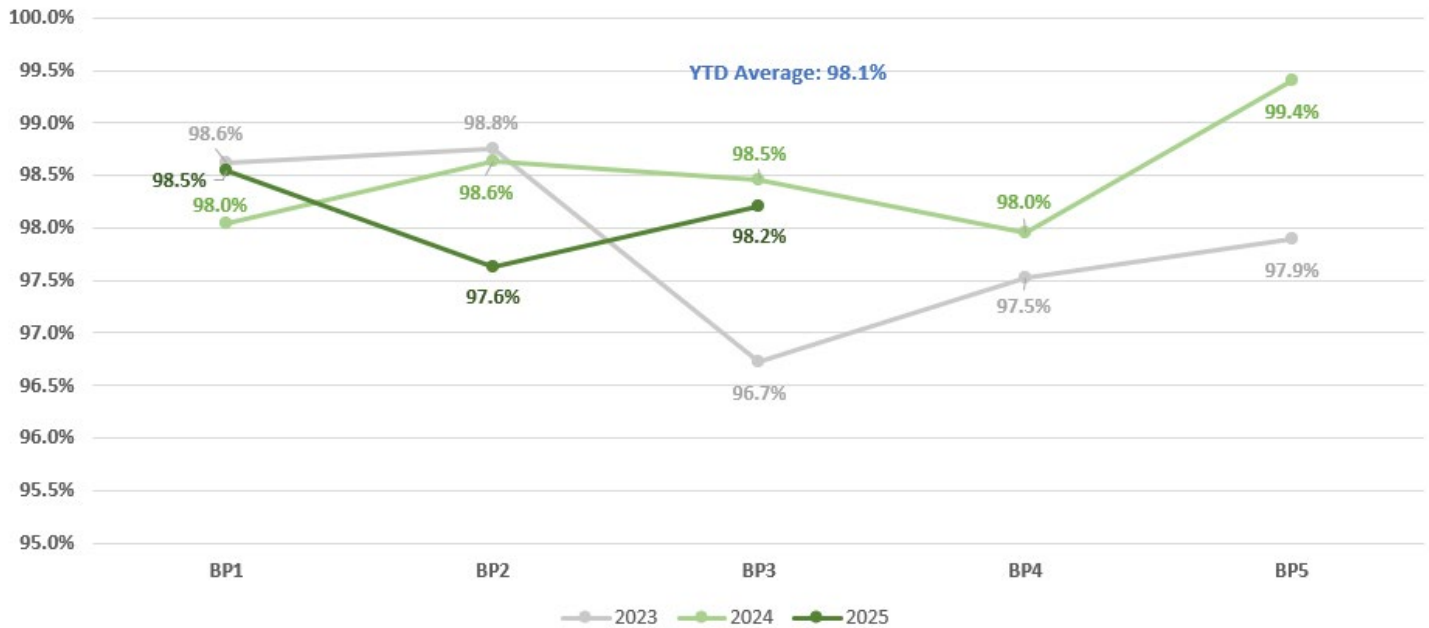
Service Delivery

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/Analysis

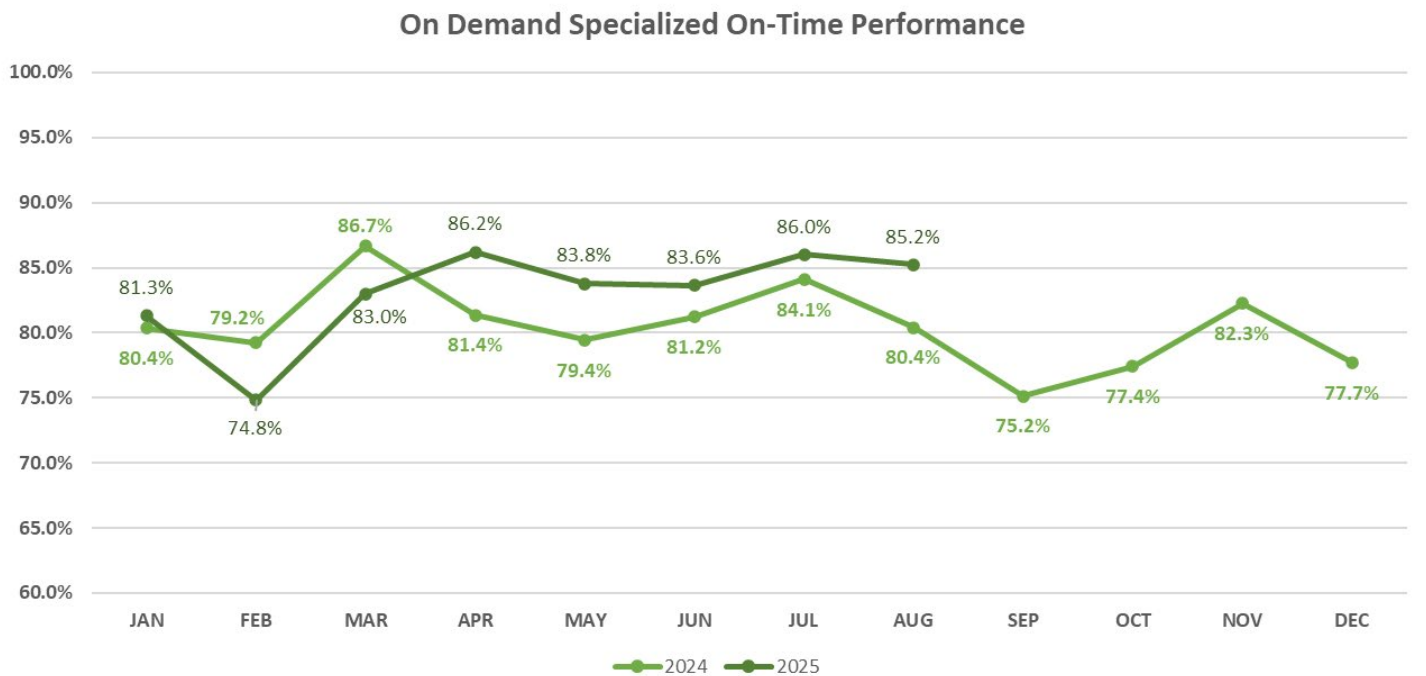
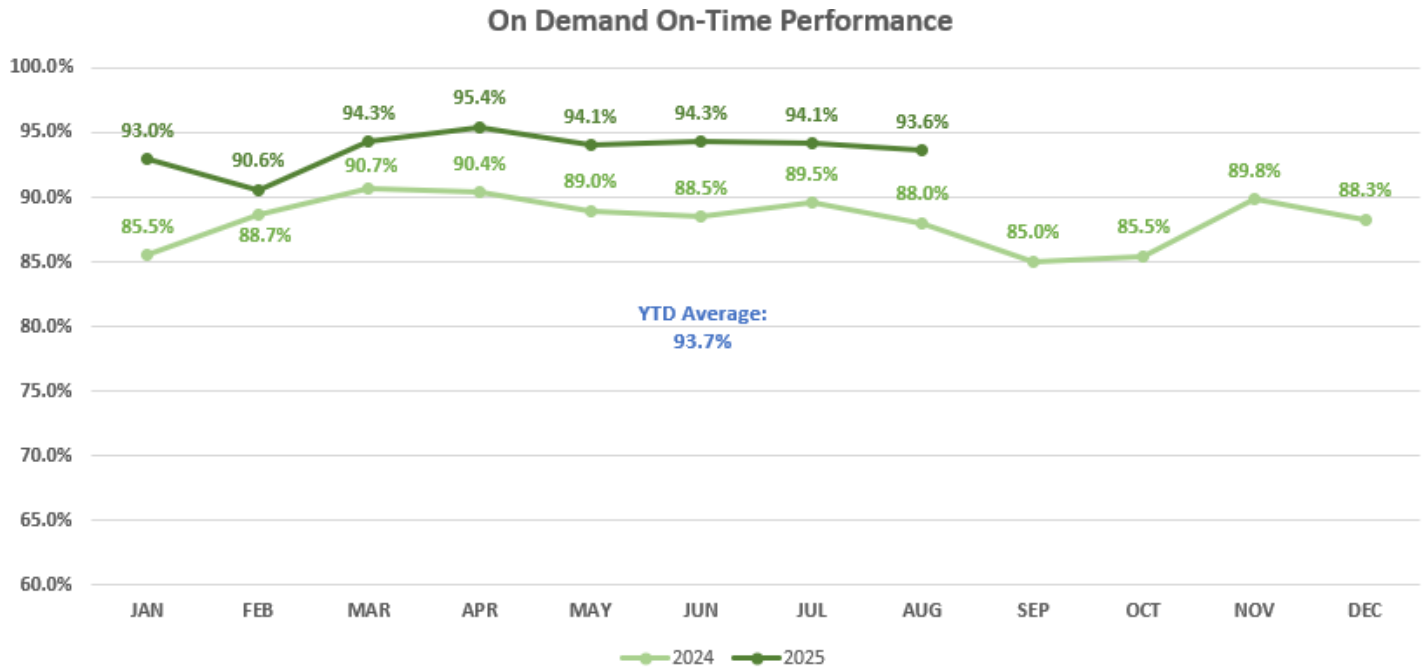
OTP for Service Period 3 (June 23, 2025 – August 31, 2025) was 72.0 per cent, up from 70 per cent in 2024, but consistent with 2025 Service Periods 1 and 2. Congestion on main traffic corridors continues to impact the transit network, with Service Availability for Service Period 3 at 98.2 per cent, a slight reduction compared to same period last year (98.5 per cent).

The slight improvement to OTP is attributed to investment of new revenue service hours approved in the 2024 budget, and route adjustments implemented by staff to minimize impacts of congestion.

Action Plan

DRT continue to experience service impacts from traffic congestion and construction projects contributing to service delays. Consistent with the Region's Transportation Master Plan, in 2025 DRT are 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

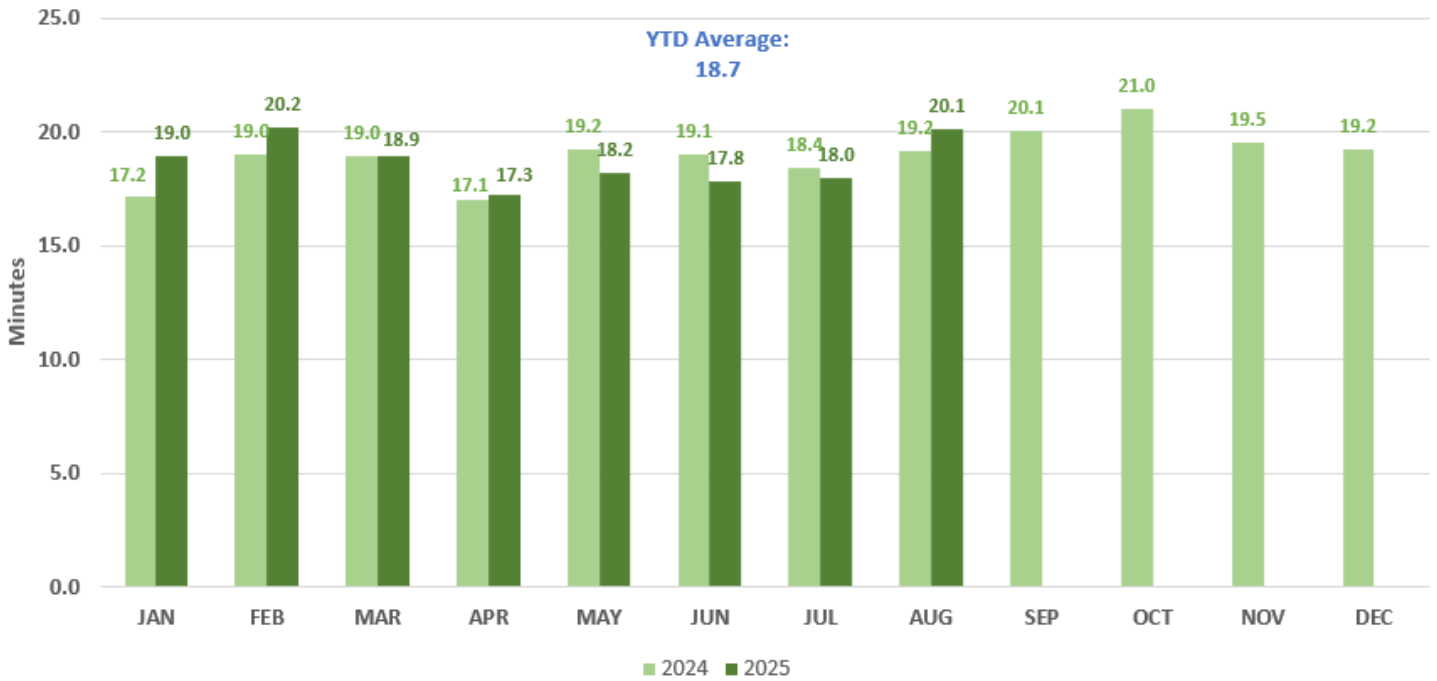
OTP – Demand Response for August was 85.2 per cent for specialized boardings, and 93.6 per cent for other On Demand boardings.

Action Plan

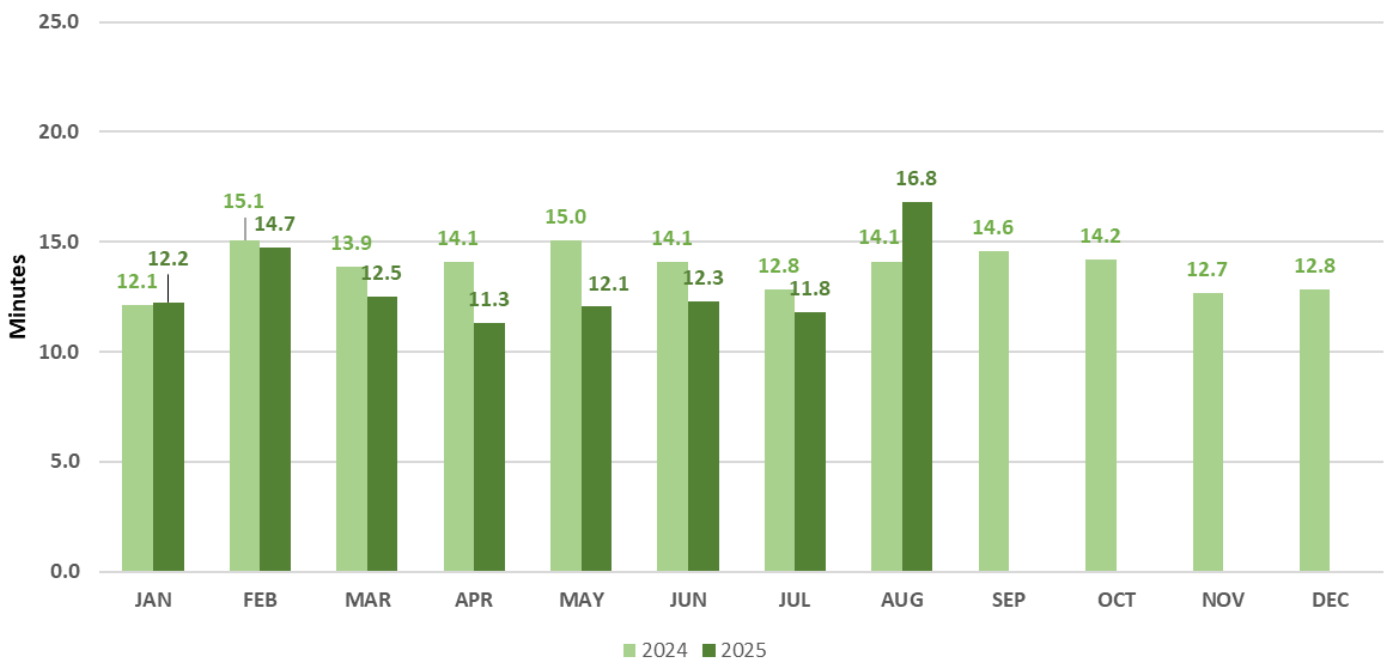
Staff continue to monitor service performance and system parameters to maximize performance of the On Demand network.

Service Availability (Demand Responsive)

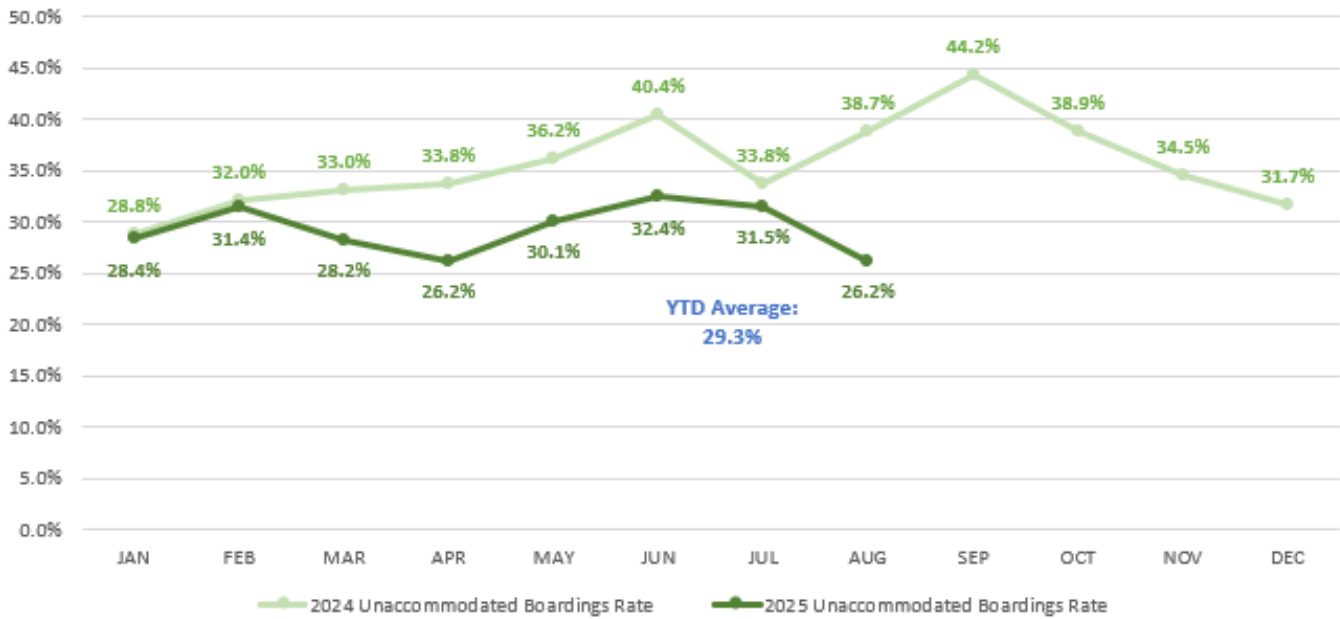
On Demand Average Difference in Requested Trip Time vs. Booked Trip Time



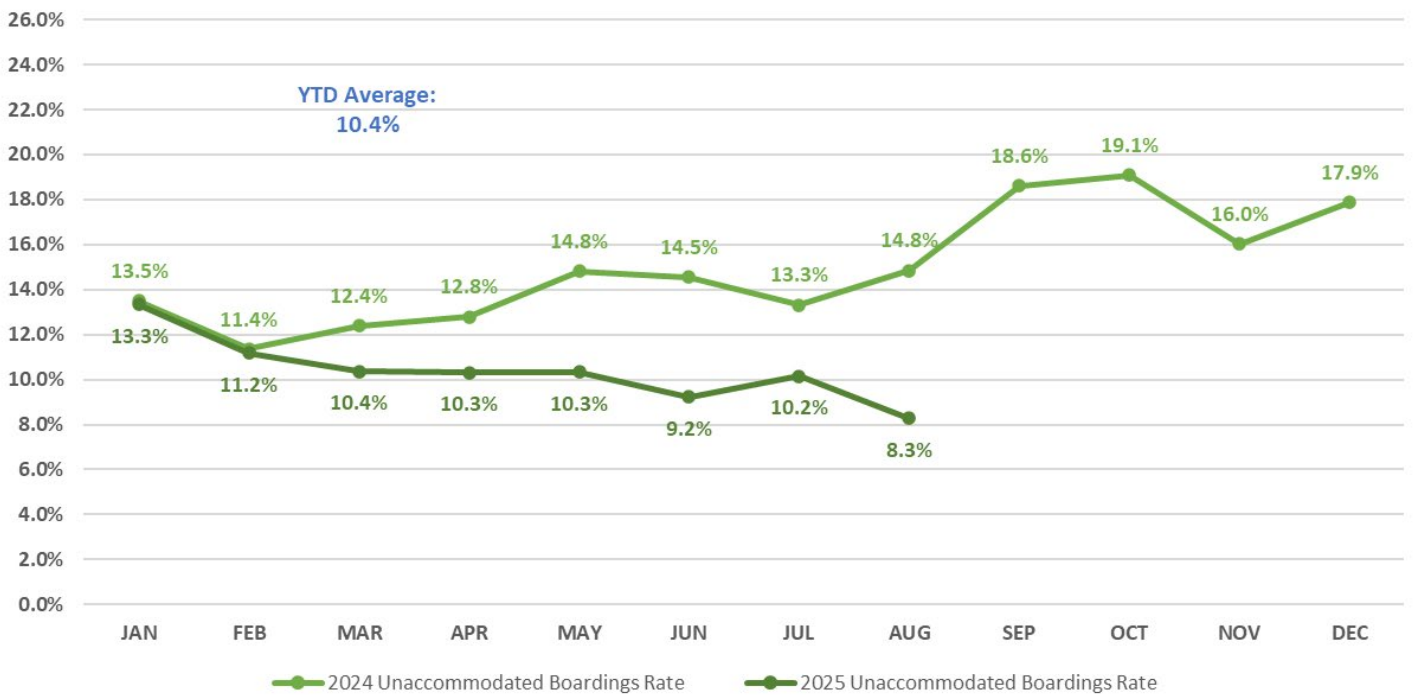
On Demand Specialized Average Difference in Requested Trip Time vs. Booked Trip Time

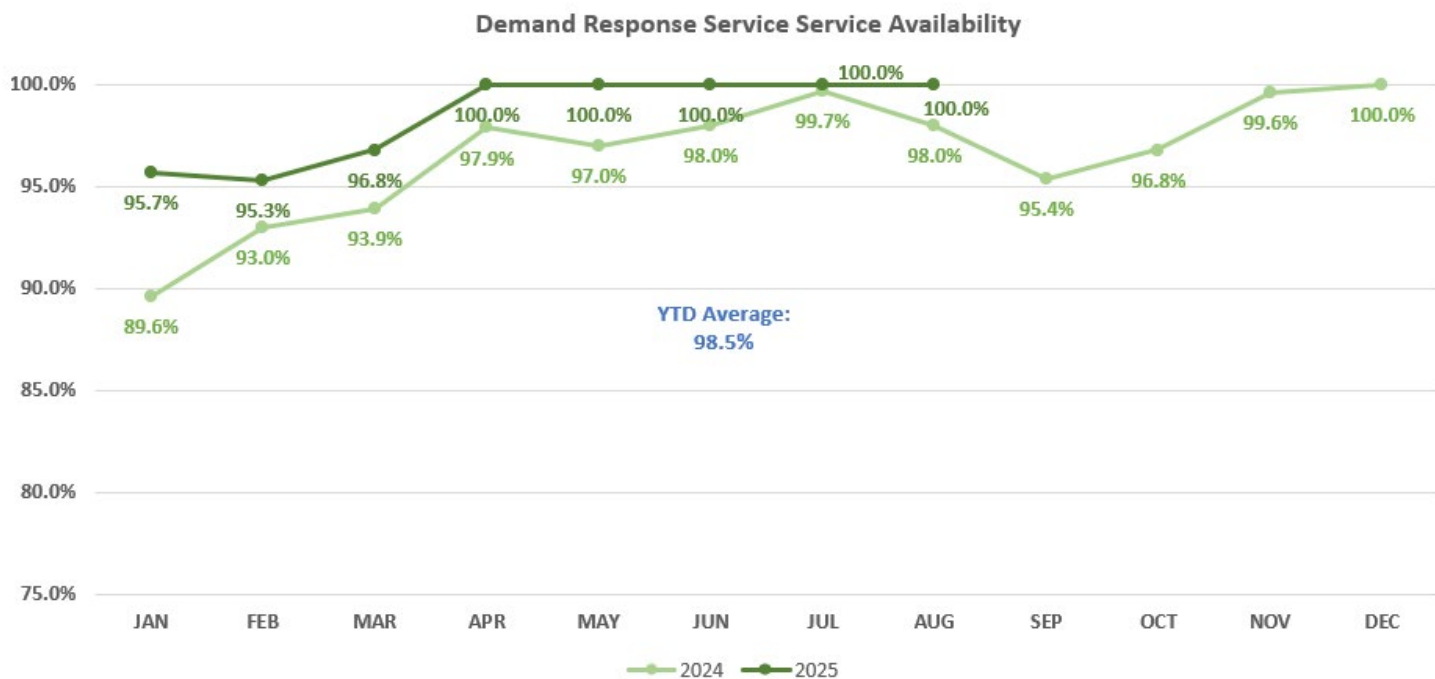


On Demand Unaccommodated Boardings Rate



On Demand Specialized Service Unaccommodated Boardings 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 August of On Demand Specialized boardings transit was 18.1 minutes, and 20.1 minutes for other On Demand boardings.

Unaccommodated Rate

The unaccommodated rate in August for On Demand Specialized boardings was 10.2 per cent and 26.2 per cent for other On Demand requests. While unaccommodated rates are improving, they continue to be influenced by the demand for transit services exceeding service capacity.

Service Availability

Service availability for August was 100 per cent. On Demand Service Availability has been 100 per cent since April.

Action Plan

The increased variance between requested and actual booked pick-up time will be monitored for the remainder of the year.

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: #2025-DRT-16
Date: October 8, 2025

Subject:

Specialized Transit Eligibility Update

Recommendation:

That this report be received for information.

Report:

1. Purpose

1.1 The purpose of this report is to provide an update on eligibility and the application process for Specialized transit

2. Background

2.1 In 2014, DRT implemented several measures to comply with the newly released requirements of the Integrated Accessibility Standards of the Accessibility for Ontarians with Disabilities Act (AODA), to improve efficiencies, and to ensure the sustainability of Specialized transit

- a. Implementation of an updated application process to assess the abilities of applicants to meet the new AODA eligibility criteria requirements.
- b. Implementation of the integrated service model, sometimes referred to as the Family of Service model, following the retirement of the last non-accessible DRT bus in August 2014. The integrated service model is consistent with the requirements of the AODA, improves access to conventional transit for customers registered with Specialized transit, and enables transit agencies to leverage the accessible conventional network to provide equitable access for persons with disabilities.

2.2 In 2017, TEC approved a report that provided direction regarding support persons, consistent with the AODA and peer transit agencies in Ontario. When customers are unable to travel independently, they are required to provide and travel with a support person. The duties and responsibilities of DRT conventional and On Demand operators are the same, except On Demand operators will assist customers registered with Specialized transit between the vehicle and the first door at the origin/destination

- a. All DRT customers are expected to be able to use the transit system and address their own personal or medical needs. To travel safely with On Demand Specialized transit, a customer must be able to independently:
 - Attend to any personal or medical needs;
 - Be mobile (with or without a mobility device);
 - Provide valid fare, including depositing cash fare or using the appropriate transit pass product;
 - Be left unattended in a vehicle when the driver leaves to escort other customers, without the risk of existing vehicle;
 - Unlock and lock the door at the origin or destination (i.e. customer's home);
 - Communicate to the vehicle's operator verbally or with an augmentative device, in writing or with an alternative method of communication (such as when he/she is about to be dropped off at the wrong location, address of the origin or destination, emergency contact phone number);
 - Get help if dropped off at the wrong location;
 - Be ready up to 15 minutes before the scheduled pick-up time; and
 - As a shared ride service, travel for up to 1.5 hours on a vehicle with other customers without risk to self or others.
- b. Customers categorized as having temporary or conditional eligibility for Specialized transit, including customers who require a mandatory support person (MSP) to travel, may be denied specialized service when conventional service is accessible and the customer has the ability to use it.
- c. DRT implemented a "Service Agreement" process for eligible customers attending day programs or work placements, similar to what was in place at the time for Mobility Plus in York Region. The Service Agreement waives support person requirements under specific conditions for customers who are able to safely board and travel on a vehicle alone, but require support at pick-off and drop-off locations due to customer safety

2.3 Since the implementation of the Integrated Accessibility Standards, and specifically as the delivery of Specialized transit has evolved over the past ten years, many customers continue to share feedback that DRT services for customers registered with Specialized transit are noncompliant to Provincial requirements. During regular engagement sessions with residents, DRT staff share details regarding the modern delivery of public transit, including Specialized transit. Many of the recurring issues, a few of which are summarized below, were discussed at a 2023 engagement session with customers and their families.

- Concern: Last minute trip cancellations

DRT Response or Action: Unplanned incidents on the road network, including vehicle breakdowns and other events impacting traffic that are beyond the control of DRT, require DRT to cancel or shift trips. This impacts both scheduled and On Demand services.

- Concern: Trip cancellations or delays impact Day Program operators. Day Program operators have incurred overtime charges, and customers/families have been charged by Day Programs for cancelling day program reservations.

DRT Response or Action: On Demand is a shared-ride public transit service, available to all eligible customers. To maximize capacity and deliver service for as many customers as possible within existing resources, all DRT trips may be shared with multiple customers. As a shared ride service, some variability in pick up and drop off times is expected as customer trip requests are scheduled in real-time and can be incorporated on a vehicle with an ongoing trip.

DRT observe a pick-up window of 20 minutes to accommodate some variability in traffic or other operational delays. Transit schedules, including pick up and drop off times, are not guaranteed. Public transit service can be impacted by various factors, and DRT implement appropriate operational actions to mitigate service disruptions and impacts to customers.

- Concern: Request for dedicated travel to/from day programs.

DRT Response or Action: As a public transit provider, DRT is prohibited to prioritize access to services based on trip purpose, customer abilities, or destination. Reserving capacity or access to On Demand to prioritize

service to/from day programs, or other purposes such as medical treatment or appointments, is inconsistent with the AODA. A dedicated transportation services for day program participants would be consistent with a charter-type transportation service, and not a public transit service.

3. Previous Reports and Decisions

- 3.1 #2014-DRT-15: Durham Region Transit (DRT) Specialized transit Policy and Interpretation of Accessibility for Ontarians with Disabilities Act (AODA) Standards. The information report summarized the application of the various sections of the AODA relevant to the management and deliver of Specialized transit.
- 3.2 #2017-DRT-03: Specialized transit: Review of Existing Customers' Eligibility and Requirement for Support Persons When Travelling with Durham Region Transit. TEC approved the report recommendations that resulted in a clear way forward for the delivery of Specialized transit;
- a. Customers are required to travel with a support person when unable to travel independently;
 - b. Waive the requirement for a support person for customers eligible for Specialized transit and attending day program and work placements conditional on applicable contingency customer service plans;
 - c. Complete an eligibility review for all active customers registered before January 2015 when DRT implemented AODA prescribed eligibility for Specialized Transit; and
 - d. DRT continue to coordinate with transit agencies across the Greater Toronto and Hamilton Area (GTHA) to ensure consistency in managing and delivering Specialized transit.
- 3.3 #2023-DRT-18: Specialized transit update. The information report provided TEC with an overview of the current delivery of Specialized transit and a summary of the feedback received during recent customer engagement sessions.

4. Discussion

- 4.1 At the time of implementing the Service Agreement in 2017, applicants were enabled to by-pass the Specialized transit eligibility criteria process, resulting in some applicants receiving preferential access to DRT services to attend day programs only. As part of a recent process review, it was identified that some customers with Service Agreements do not qualify for Specialized transit based on established eligibility criteria.

- 4.2 To ensure equity within the eligibility process, DRT recently discontinued the “Service Agreement” only practice, and all applicants for Specialized transit must now complete the full application for Specialized transit. Applicants must first be eligible for Specialized transit, and then they are assessed for eligibility for a Service Agreement. The current application process continues to include a section for a Service Agreement for eligible customers. This change does not require applicants to make additional appointments with their health care provider. At the time of completing the application for Specialized transit, the health care provider is expected to provide the information needed for the Service Agreement on the same application.
- 4.3 Since revising the Service Agreement process, DRT has received requests to appeal Service Agreement decisions. The eligibility appeal process is specific to the eligibility decisions made by DRT, and not the application of the Service Agreement to attend day programs.
- 4.4 Before making the most recent revisions to the application process, staff engaged with neighboring transit agencies to ensure best practices and to ensure consistent customer experiences, as customer regularly travel and transfer between transit agencies
- a. DRT’s revised process is most closely aligned with the Toronto Transit Comision (TTC) and Wheel Transit. Wheel Trans implemented a Do Not Leave Unattended (DNLU) Policy, which applies to customers who can board and ride Wheel Trans independently and safely, but due to safety reasons cannot be left unattended at a destination. This policy requires a designated attendant at a facility to be present upon arrival at the destination, and the operator will only hand off the customer to an approved attendant. For other occasional trips using Wheel Trans, the customer requires a mandatory support person. DRT’s Service Agreement policy is consistent with the DNLU policy of Wheel Trans.
 - b. Mobility on Request, a service of York Region Transit, continues to provide a “day program only” eligibility category; however, this model has created significant capacity challenges for the transit service. With this model, customers can by-pass the specialized transit eligibility process. Currently, over 50 per cent of their Specialized transit usage is attributed to day program travel, and the agency has experienced increasing difficulties accommodating other customers, particularly during peak drop-off and pick-up periods of the various day programs.

4.5 As part of a regular process review, the DRT Eligibility team has identified limited awareness and understanding among customers and community partners regarding the eligibility requirement for Specialized transit and the Service Agreement. As mentioned before, many people still refer to and expect the service formerly provided by Oshawa Handi-Trans. The lack of awareness is attributed, in part, to limited public facing information that effectively communicate eligibility requirements and Service Agreements.

5. Relationship to Strategic Plan

5.1 This report aligns with/addresses the following Strategic Direction(s) and Pathway(s) in Durham Region's 2025-2035 Strategic Plan:

a. Strong Relationships

- S5. Ensure accountable and transparent decision-making to serve community needs, while responsibly managing available resources.

This report aligns with/addresses the following Foundation(s) in Durham Region's 2025-2035 Strategic Plan:

a. Processes: Continuously improving processes to ensure we are responsive to community needs.

6. Next Steps

6.1 The Eligibility Team is moving forward to complete the following activities by end of March 2026.

- a. **Application:** Revise the Specialized transit application form to more clearly reflect current policies regarding eligibility.
- b. **Policy:** Implement and include on DRT's website, clearly documented policies and eligibility processes, including Service Agreements.

6.2 For additional information, contact: Deborah Daniel, Program Manager, Engagement & Change, Durham Region Transit, 905-668-771

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



Durham Region Transit Report

To: Durham Region Transit Executive Committee
From: General Manager, Durham Region Transit
Report: #2025-DRT-17
Date: October 8, 2025

Subject:

Appointment of member to the Durham Region Transit Advisory Committee

Recommendations:

That the Durham Region Transit Executive Committee (TEC) appoint Mariam Gulban-Maskell, a representative from a community group representing persons with disabilities in Durham Region, to the Transit Advisory Committee (TAC) for the remainder of the current term of Council.

Report:

1. Purpose

1.1 The purpose of this report is to obtain approval from TEC as set out in the [Terms of Reference](#) for representation on TAC.

2. Background

2.1 As per its [Terms of Reference](#), TAC is comprised of 17 members in total (16 voting and one non-voting), including a representative from each area municipality.

2.2 The previously appointed member from a community group recently resigned, and a new application was received on September 9, 2025.

3. Previous Reports and Decisions

3.1 2023-DRT-09 Appointment of members to the Durham Region Transit Advisory Committee

3.2 2023-DRT-11 Appointment of members to the Durham Region Transit Advisory Committee

3.3 2023-DRT-19 Appointment of member to the Durham Region Transit Advisory Committee

3.4 2024-DRT-06 Appointment of member to the Durham Region Transit Advisory Committee

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 Direction(s) and Pathway(s) in Durham Region's 2025-2035 Strategic Plan:

a. Connected and Vibrant Communities

- C3. Improve public transit system connectivity, reliability, and competitiveness.

b. Strong Relationships

- S1. Enhance inclusive opportunities for community engagement and meaningful collaboration.
- S3. Collaborate across local area municipalities, with agencies, non-profits, and community partners to deliver co-ordinated and efficient services.

5.2 This report aligns with/addresses the following Foundation(s) in Durham Region's 2025-2035 Strategic Plan:

a. People: Making the Region of Durham a great place to work, attracting, and retaining talent.

b. Processes: Continuously improving processes to ensure we are responsive to community needs.

6. Conclusion

It is recommended that the Transit Executive Committee appoint the representative from The Participation House Project to the Transit Advisory Committee as set out in this report.

7. Attachments

Confidential Attachment #1: Application received

Respectfully submitted,

Original signed by

William Holmes
General Manager, DRT

Recommended for Presentation to Committee

Original signed by

Elaine C. Baxter-Trahair
Chief Administrative Officer

Reconsideration of Part A) of the resolution regarding Changes to On Demand Trip Booking Standards adopted on May 7, 2025

Moved by: Commissioner Garrod

Seconded by: Commissioner Carter

- A) That subject to a two thirds majority vote, that Part A) of the resolution regarding Changes to On Demand Trip Booking Standards approved at the May 7, 2025, Transit Executive Committee meeting be reconsidered; and
- B) That subject to Part A) of this motion being approved, the following motion be adopted:

Whereas staff recommended that On Demand subscriptions be inclusive of all On Demand customers, with 30 per cent of overall daily service capacity reserved for subscription trips, including a minimum of 15 per cent of capacity for subscriptions for customer registered with Specialized transit;

Whereas on May 7, 2025, the Transit Executive Committee approved the motion to adopt an amended Option A of Report #2025-DRT-06, resulting in no limits to the number of subscription trips, and that subscriptions are only available to customers registered with Specialized transit;

Whereas Report #2025-DRT-06 highlighted that the status quo option of unlimited subscriptions for customers registered with Specialized transit, is:

- the least equitable option for On Demand customers, including customers registered with Specialized transit who do not have a subscription
- results in the lowest system capacity and network efficiency; and
- increasingly reduces available capacity for On Demand customers without a subscription, including other customers registered with Specialized transit.

Whereas On Demand is intended to provide public transit service across the entire Region for customers registered with Specialized transit as well as residents who live in areas with low ridership demand, including rural and urban areas of the Region;

Whereas implementing Recommendation A) of Report #2025-DRT-06, as amended, and approved at the May 7, 2025 Transit Executive Committee meeting will negatively impact equitable access to On Demand public transit services for residents, and reduce service efficiencies;

Whereas On Demand service capacity is planned based on available resources and customer demand throughout the day, with service categorized into five time periods:

- Morning peak period 6 AM to 9 AM
- Mid-day period 9 AM to 3 PM

- Afternoon peak period 3 PM to 7 PM
- Evening period 7 PM to 11 PM
- Overnight period 11 PM to 6 AM

Whereas as of September 2025, subscription trips account for 87 per cent of trips/capacity during the morning peak travel period (6 AM to 9 AM), 49 per cent of trips/capacity during the mid-day period, 57 per cent during the afternoon peak travel period (3 PM to 7 PM), 43 per cent during the evening period, and greater than 50 per cent during the overnight period. Subscription trips are currently 57 per cent of all trips delivered;

Whereas when DRT is unable to provide a subscription, customers can request a trip within the booking window (currently four days for customers registered with Specialized transit, and three days for other On Demand customers), and it will be scheduled pending available capacity;

Whereas subscription trips are scheduled first, with the remaining trip capacity available to other On Demand customers who submit a trip request within the booking window. Trip requests that can not be scheduled within the remaining capacity are considered unaccommodated;

Whereas the average number of trips taken by active customers registered with Specialized transit increased by 25.6 per cent since 2019, from an average of 69.6 trips in 2019 to 87.4 trips in 2024; and

Whereas based on the trend of subscription trips between October 2023 and November 2024, and considering a continued investment in new growth service hours for the On Demand service equivalent to 2024 and 2025 (11,000 annual service hours), available On Demand capacity for customers without a subscription is expected to decline annually and is projected to be reduced to 13 per cent by November 2029, and by January 2031 only customers registered with Specialized transit and who maintain a subscription will be able to access the On Demand service;

Now Therefore Be It Resolved:

That Part A) of the resolution regarding Changes to On Demand Trip Booking Standards approved at the May 7, 2025, Transit Executive Committee meeting be deleted and replaced with the following:

- A) That On Demand subscriptions be inclusive of all On Demand customers, and that during each weekday service period, subscription trips do not exceed 40 per cent of service capacity, which includes 25 per cent of capacity for customers registered with Specialized transit and 15 per cent for other On Demand Customers; and further, in consideration that existing subscriptions during peak periods exceed these thresholds, that DRT staff implement appropriate processes to grandfather existing subscription holders, and that new subscriptions are considered only when subscriptions reach the approved thresholds.