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# The Regional Municipality of Durham Report

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To: Durham Region Transit Executive Committee  
From: General Manager, Durham Region Transit  
Report: #2023-DRT-06  
Date: March 8, 2023

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**Subject:**

General Manager's Report – March 2023

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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 The General Manager's Report focuses mainly on performance and service standards. There are no financial impacts associated with TEC's receipt of 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 – March 2023

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  
March 8, 2023  
TEC  
Attachment #1

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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	January	0.60	0.33	1. <b>X</b> <b>81.7</b>	<b>X</b> 81.7

## Ridership

Scheduled						
Ridership (x1,000)	Number passengers	January	791	334	✓ 137	✓ 137
PRESTO Ridership	Customers paying using PRESTO (per cent)	January	91.2	82.2	✓ 9.0	✓ 9.0
Bus full occurrences	Number operator reported occurrences	January	363	10	<b>X</b> 3530	<b>X</b> 3530
Demand Responsive						
Ridership - Specialized	Number customer trips	January	8,790	4,401	✓ 99.7	✓ 99.7
Unaccommodated Rate - Specialized	Trip requests not scheduled (per cent)	January	NA <sup>3</sup>	NA <sup>3</sup>		
Ridership – On Demand	Number customer trips	January	8,848	10,203	<b>X</b> -13.3	<b>X</b> -13.3

## Service Delivery

Scheduled						
On time performance	On-time departures from all stops (per cent)	Service Period 1 <sup>4</sup>	N/A	77.1	N/A	N/A
Service availability	Scheduled service delivered (per cent)	Service Period 1 <sup>4</sup>	N/A	97.6	N/A	N/A
Mean Distance Between Failure (MDBF)	Average number of revenue service kilometres between occurrences of vehicle defects impacting service (revenue service kilometers)	January	N/A	N/A	N/A	N/A

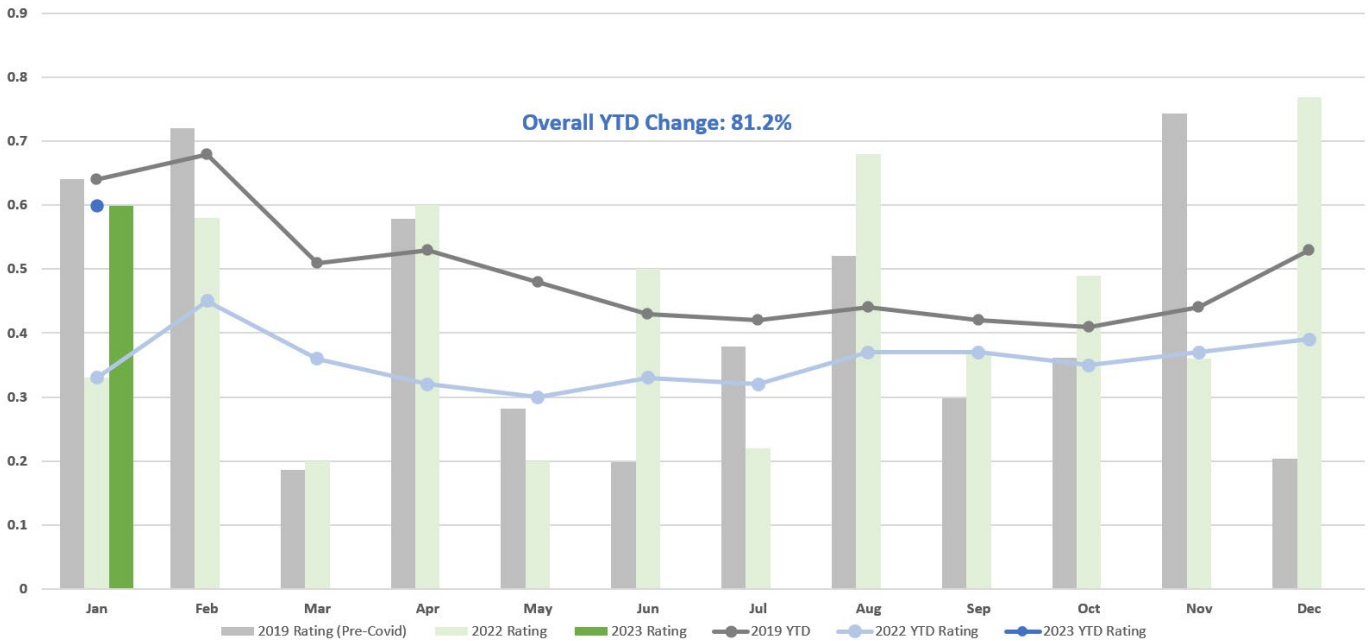
<sup>1</sup>Target is 2022 measure for the same period

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

<sup>3</sup>Demand response platform currently not reporting unaccommodated rate

<sup>4</sup>January 2, 2023 through April 9, 2023

## 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

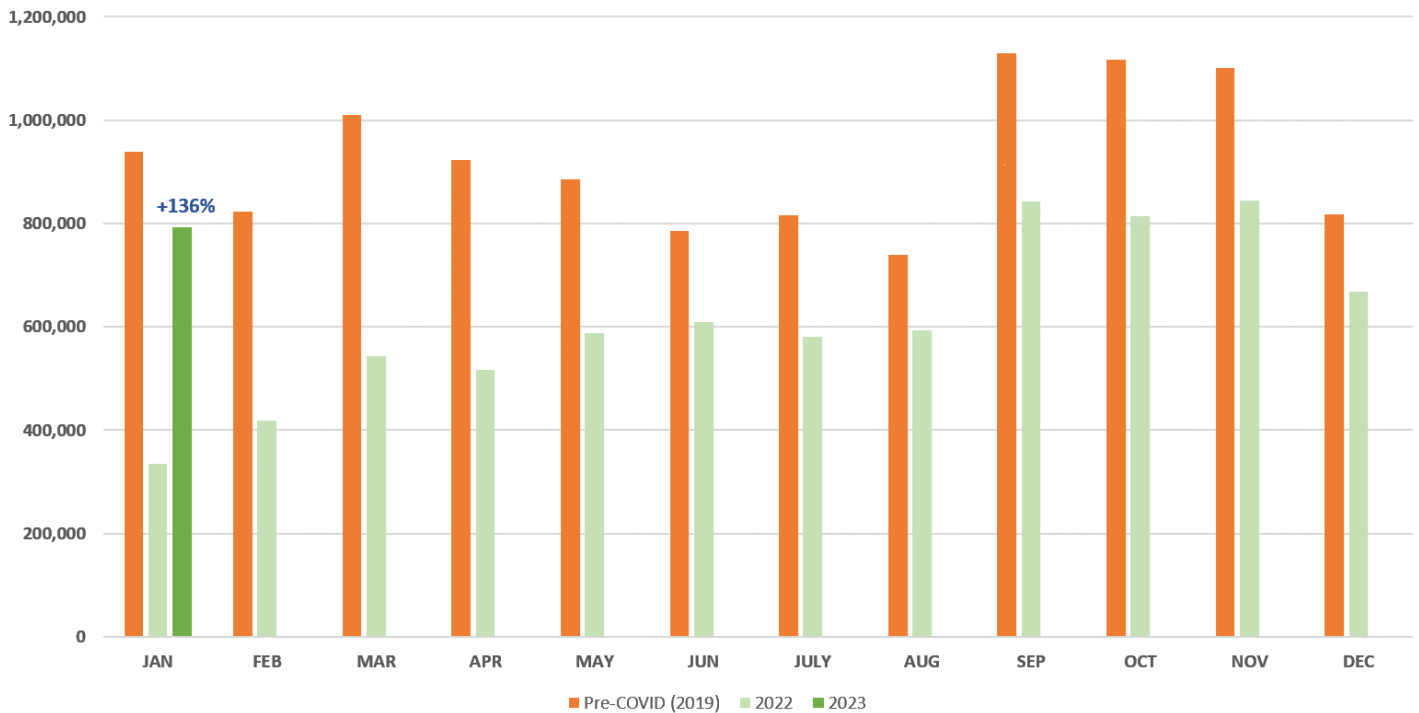
The January preventable collision rate was 0.60 per cent compared to a rate of 0.33 per cent for the same period in 2022.

### Action Plan

In addition to established processes to identify and resolve root causes of collisions, the DRT Safety and Training team has implemented the first multi-year safety plan including specific actions to realize the objective to reduce annual preventable collisions. The plan includes mandatory refresher training for staff involved in a preventable collision prior to returning to service, and cognitive assessment and driving skills screening during the recruitment process.

# 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. Ridership data is calculated from fare box data and data from PRESTO and demand response.

### Results

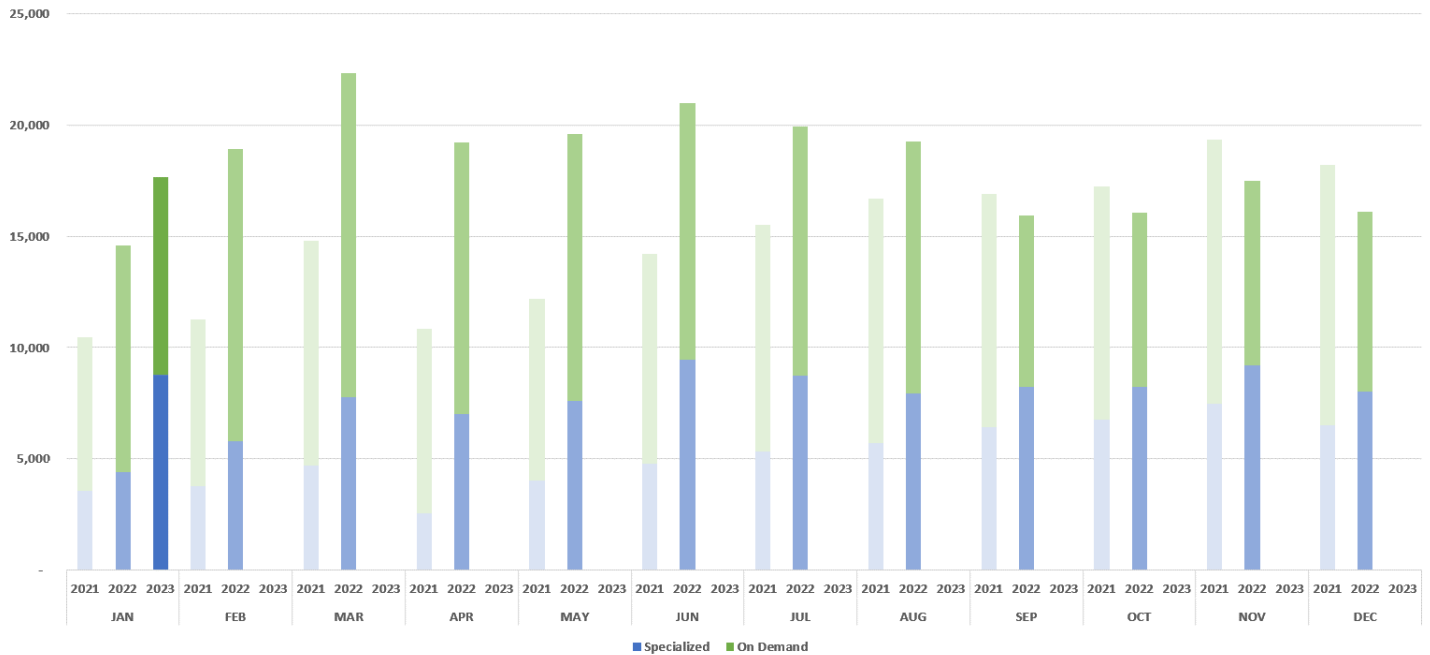
January ridership was 51 per cent higher than 2022 and approximately 82 per cent of pre-pandemic (2019) ridership for the same period.

### Action Plan

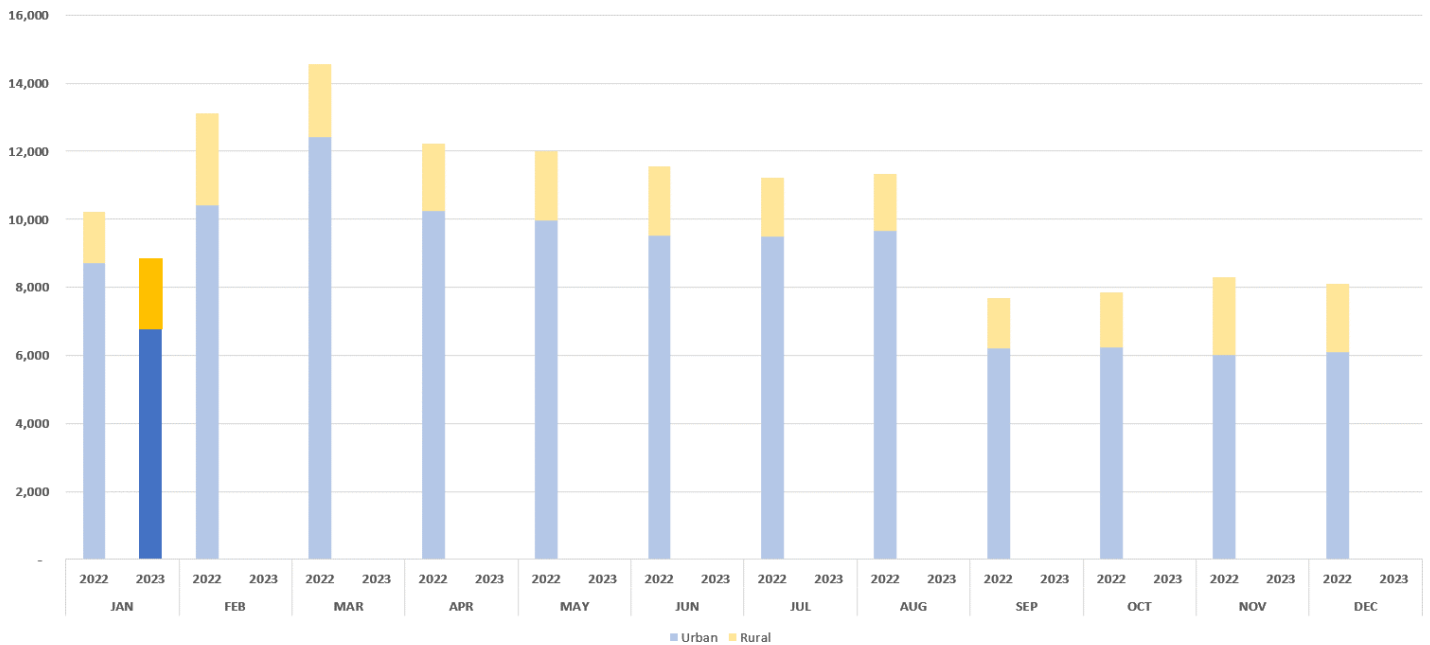
To support the return of students to secondary school and post secondary institutions, approximately 10 per cent more service was introduced in September. With five new local routes, two new PULSE routes, and enhanced frequency throughout the network, the September 2022 network provided 60% more residents direct service to post-secondary institutions in Durham Region. Service enhancements were implemented on January 3, 2023, to expand access in Seaton and Bowmanville. Additionally, while some service hours were reallocated to maintain reliability on routes experiencing traffic delays, capacity continues to meet ridership demand overall.

# Demand Response Transit

Demand Responsive Trips



On Demand Trips

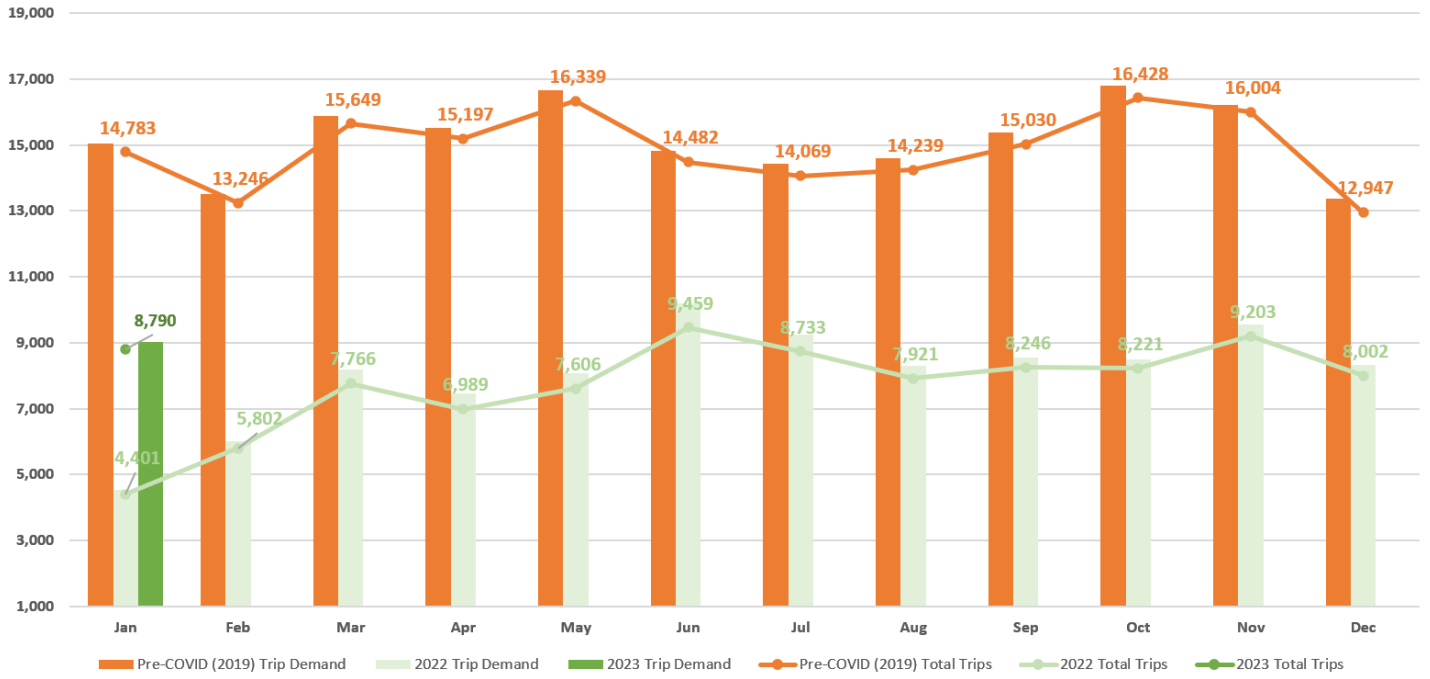


		JAN 2023	YTD 2023
R U R A L	Uxbridge	900	900
	Brock	456	456
	Scugog	916	916
	Pickering	96	96
	Whitby	31	31
	Oshawa	-	-
<b>Total</b>		<b>1,960</b>	<b>1,960</b>

		JAN 2023	YTD 2023
U	Pickering	1,170	1,170
R	Ajax	950	950
B	Whitby	1,444	1,444
A	Oshawa	702	702
N	Clarington	503	503

Note: Rural Uxbridge and Scugog figures include trip pickups within urban Uxbridge and Port Perry areas.

### 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.

**Unaccommodated Rate (Specialized):** An unaccommodated Specialized transit trip is one where DRT is unable to schedule a trip for the specific requirement requested by the customer, the customer declined to accept the trip option provided by the booking agent, or DRT did not have available capacity to accommodate the trip request.

### Results

As part of service enhancements in September, new schedule service routes replaced On Demand in several urban areas of the Region.

In January 2023, On Demand delivered a total of 17,638 trips, including 8,790 trips for customers registered with Specialized Services.

On Demand and Specialized Services were merged in September and trips were scheduled through the demand response platform. The current platform is unable to report unaccommodated trips.

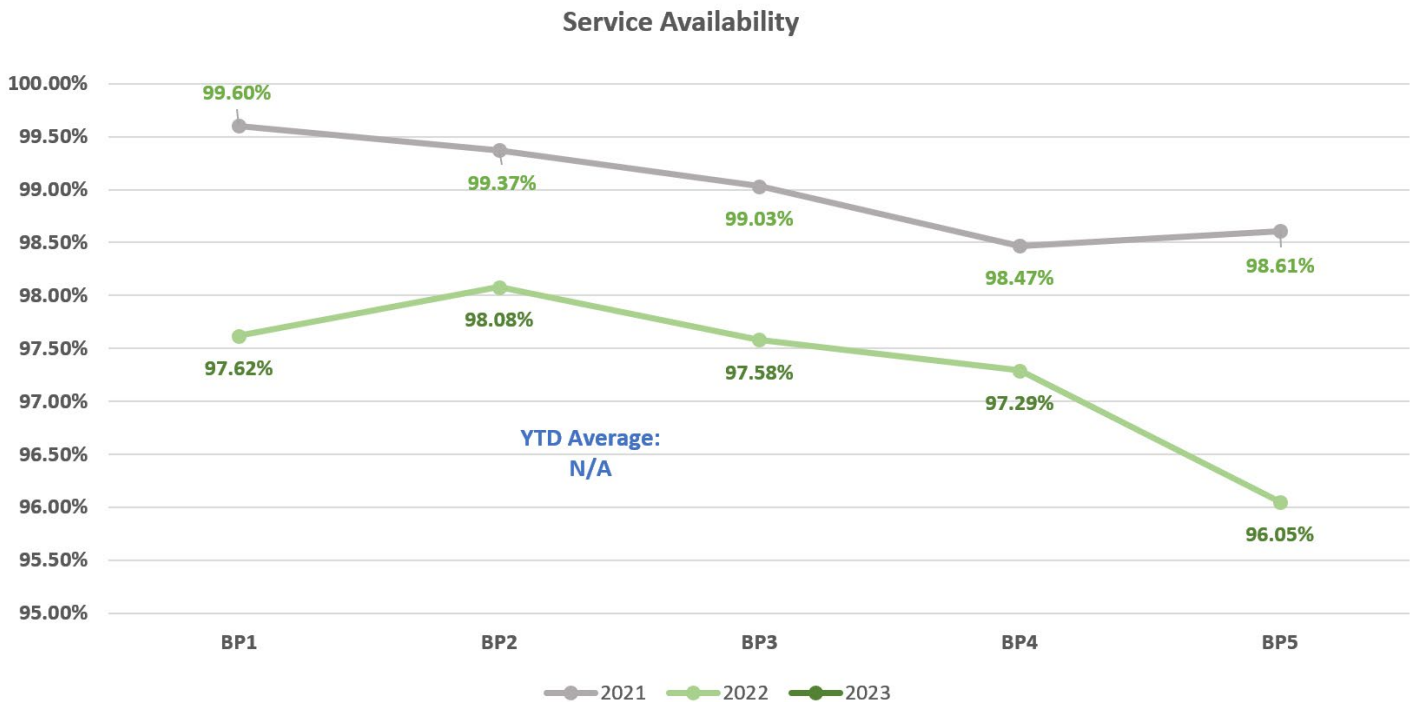
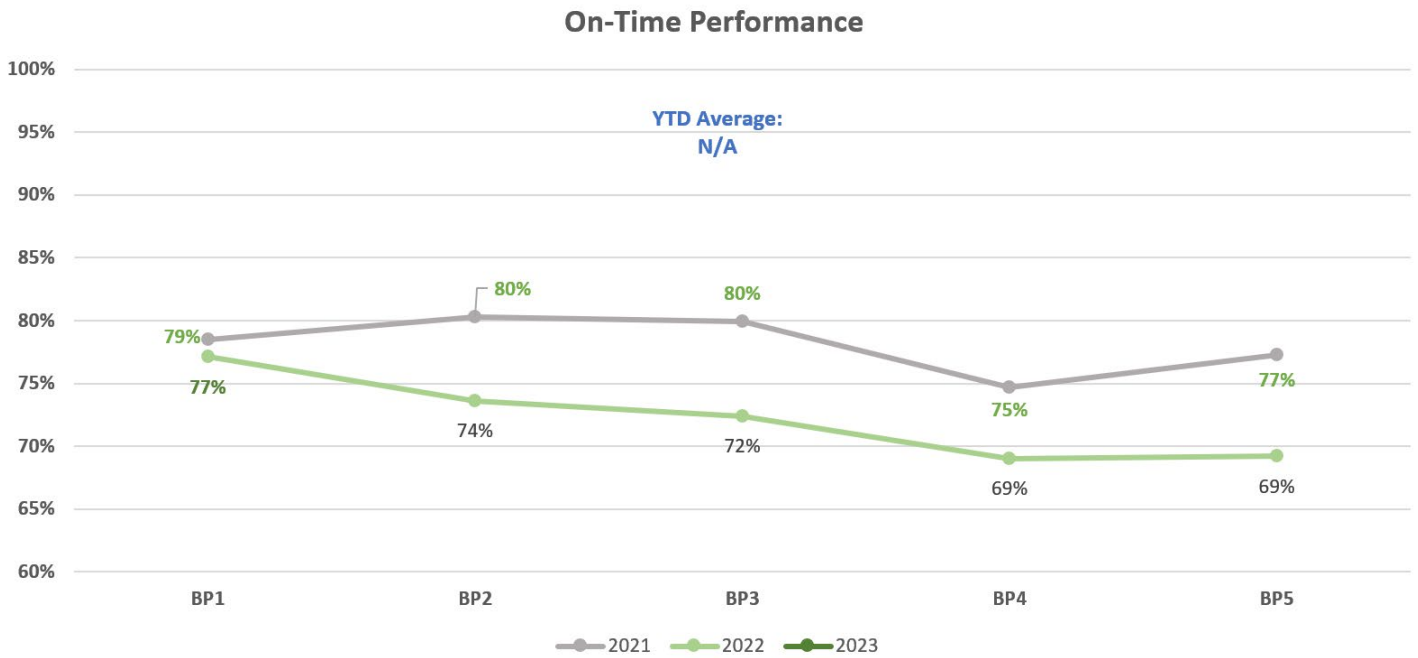
### Action Plan

Initial challenges with the current scheduling platform have been resolved. A new On Demand platform will be launched in the coming months to further enhance the customer experience and realize efficiencies through the integrated demand response service.



# Service Delivery

## On Time Performance and Availability (conventional)



### 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.

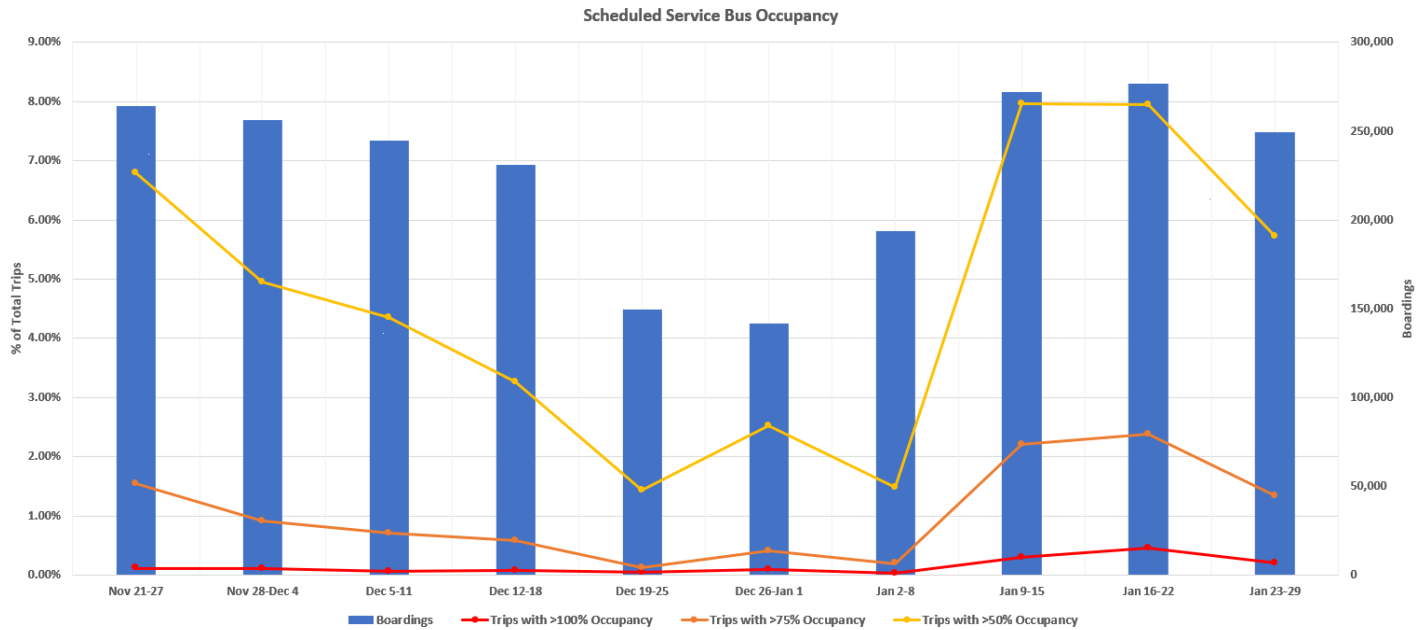
### **Results**

OTP and service availability for the 2023 service period one will be reported in May.

### **Action Plan**

Not applicable for this report.

# Scheduled Service Maximum Bus Occupancy



## Definition

Maximum bus occupancy is a measure of the maximum number of riders on a scheduled service vehicle at any point of a trip, currently expressed as a percentage of the overall vehicle capacity. The data accounts for the differences in capacity for regular and articulated buses.

## Results

During the week January 16-22, 2023, approximately 92 per cent of all trips were below 50 per cent of maximum occupancy, with approximately 2.5 per cent of trips exceeding 75 per cent maximum occupancy. Approximately 0.5 percent of trips exceeded planned bus capacity.

Bus operators recorded 383 bus full occurrences in January, compared to 10 in January 2022, and 225 in November 2022.

## Action Plan

The transit network continues to provide adequate capacity for current customer demand. Where trips are experiencing capacity limits, Transit Control are assigning additional service to mitigate impacts to customers.

# Updates

## **1. Primary Care Outreach Program (PCOP) Partnership with DRT**

From time to time DRT reach out to the Region's Primary Care Outreach Program (PCOP) to support individuals at risk who are interacting with DRT services and facilities.

PCOP is a mobile outreach services from an Advance Care Paramedic and Social Worker working with community partners to deliver services and help individuals connect with community supports. The Advance Care Paramedic provides assessments, triage and interventions, including blood glucose testing for diabetic clients, medical counselling, referrals for medical care, and other supports for physical health. The Social Worker provides client engagement and assessment, service navigation and referrals to community supports such as addiction and mental health agencies, and counselling for crises, depression, substance abuse, attempted suicide, trauma and other health concerns.

Recently and prior to the scheduled removal of a bus shelter, DRT received several resident complaints concerning a homeless person who had been occupying the bus shelter. DRT staff contacted PCOP, and the PCOP team visited the person twice a week, for weeks, offering support and assistance to the individual. Staff coordinated with the PCOP team to be on site to support the individual while the shelter was removed, and they visited the week before to ensure the individual was aware that the shelter would be removed and reallocated to a priority bus stop location.

On the scheduled day of removal, DRT staff were on site to support the individual and vendor performing the work. The PCOP team also attended to support the individual, who left the shelter willingly, choosing to leave his belongings behind in the shelter. DRT staff worked with the vendor that provides cleaning and waste management services for bus stops, to clean the shelter and remove the belongings.

DRT staff truly appreciate the assistance of the PCOP team and their crucial work supporting clients and at-risk individuals in our community.

## **2. Partnering in Mobile Clinics for the Community Paramedic Program**

During the COVID response, DRT collaborated with Region of Durham Paramedic Services (RDPS) to roll out three "mobile clinics". Since then, RDPS has realized the operational value a vehicle with the ability to treat multiple patients at once and provide mobile clinics through their community programs department. RDPS will be seek approval of the Health & Social Services Committee and Council to expand its partnership with Durham Region Transit (DRT) to make this a reality.

This partnership would result in DRT transferring ownership for one of the existing mobile clinic buses to RDPS. The bus would be stored, serviced, and maintained by DRT, with equivalent internal cross charges to RDPS. DRT would provide driver training and license certification for RDPS staff who will operate the Mobile Clinic.