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The Regional Municipality of Durham Report

To: Durham Region Transit Executive Committee
From: General Manager, Durham Region Transit
Report: #2023-DRT-08
Date: April 5, 2023

Subject:

General Manager's Report – April 2023

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 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 – April 2023

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

April 5, 2023

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	February	0.35	0.58	✓ -39.7	✗ 7.6

Ridership

Scheduled						
Ridership (x1,000)	Number passengers	February	731	418	✓ 75.0	✓ 102
PRESTO Ridership	Customers paying using PRESTO (per cent)	February	91.4	83.4	✓ 8.0	✓ 8.5
Bus full occurrences	Number operator reported occurrences	February	245	46	NA	NA
Demand Responsive						
Ridership - Specialized	Number customer trips	February	8,679	5,802	✓ 49.6	✓ 71.2
Unaccommodated Rate - Specialized	Trip requests not scheduled (per cent)	February	NA ³	NA ³		
Ridership – On Demand	Number customer trips	February	8,544	13,105	✗ -34.8	✗ -24.2

Service Delivery

Scheduled						
On time performance	On-time departures from all stops (per cent)	Service Period 1 ⁴	N/A	77.1	N/A	N/A
Service availability	Scheduled service delivered (per cent)	Service Period 1 ⁴	N/A	97.6	N/A	N/A

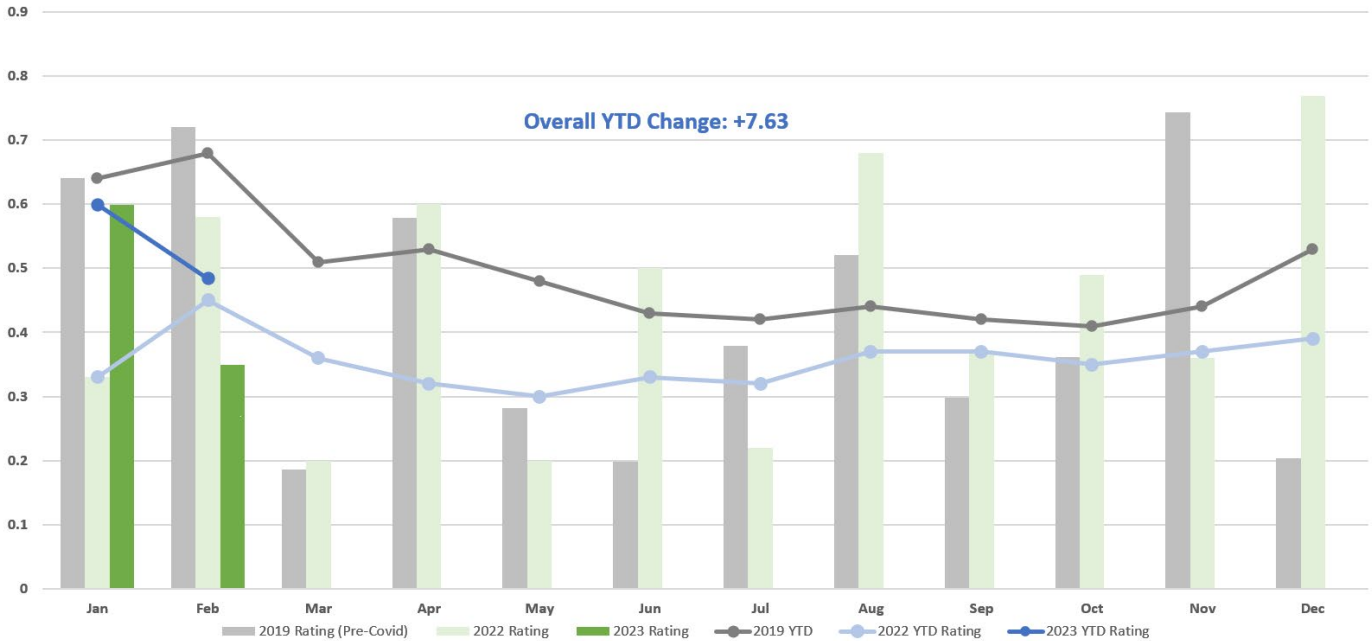
¹Target is 2022 measure for the same period

²Year to Date (YTD) compared to previous year

³Demand response platform currently not reporting unaccommodated rate

⁴February 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

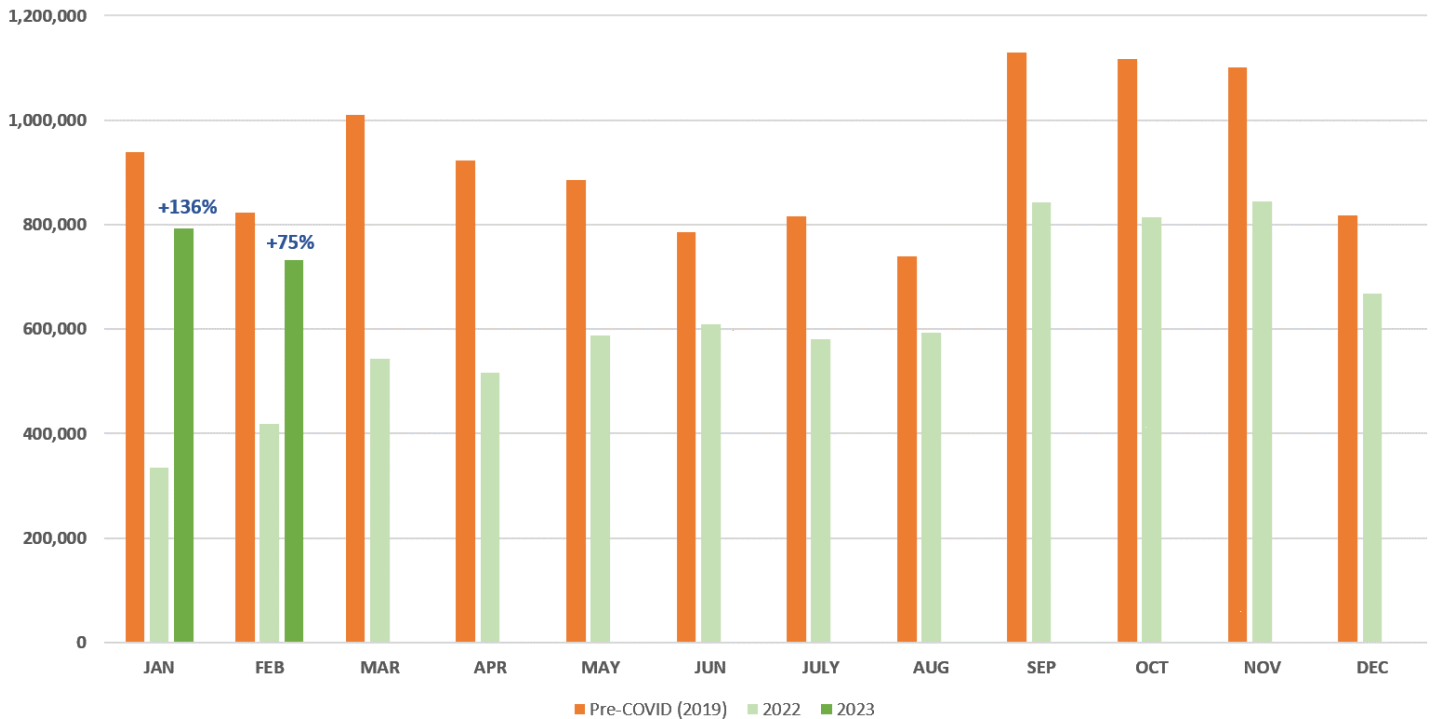
The February preventable collision rate was 0.35 percent compared to a rate of 0.58 per cent for the same period in 2022. The year to date collision rate is 7.6 percent higher than 2022.

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

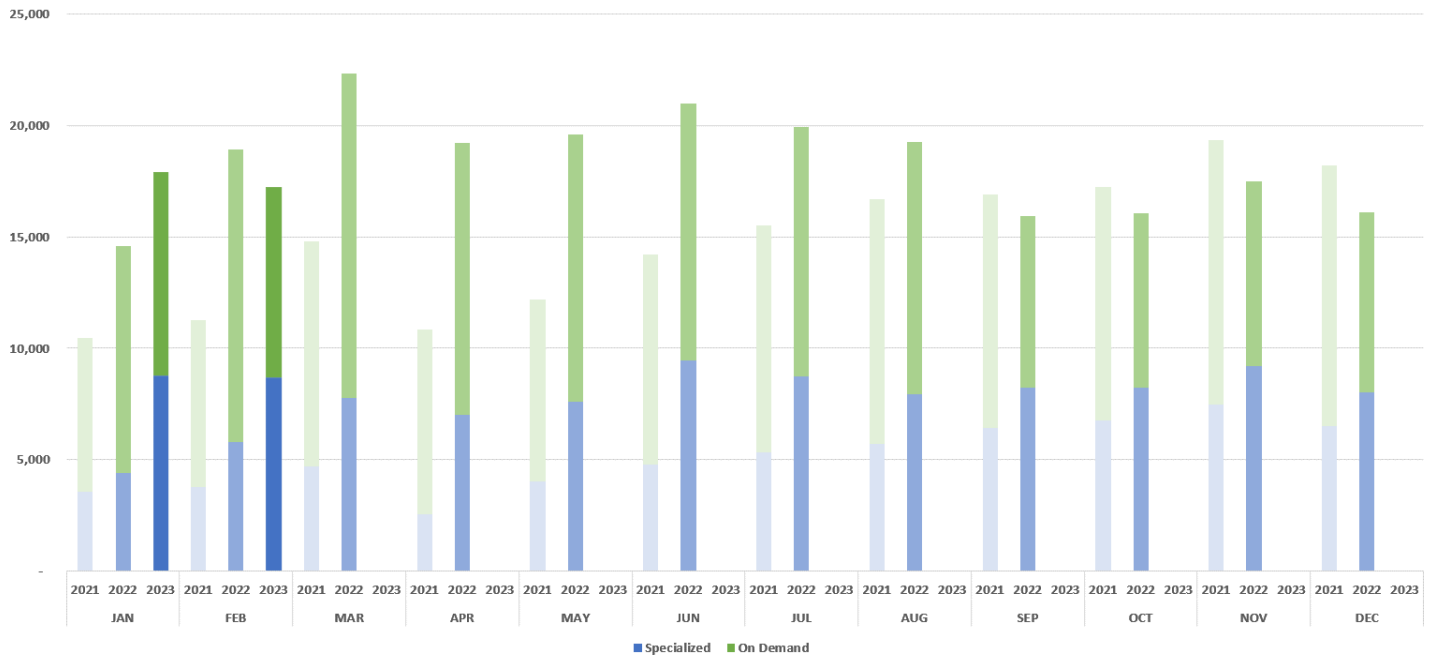
Ridership on scheduled service in February was 70 percent higher than 2022 and approximately 89 per cent of pre-pandemic (2019) ridership for the same period.

Action Plan

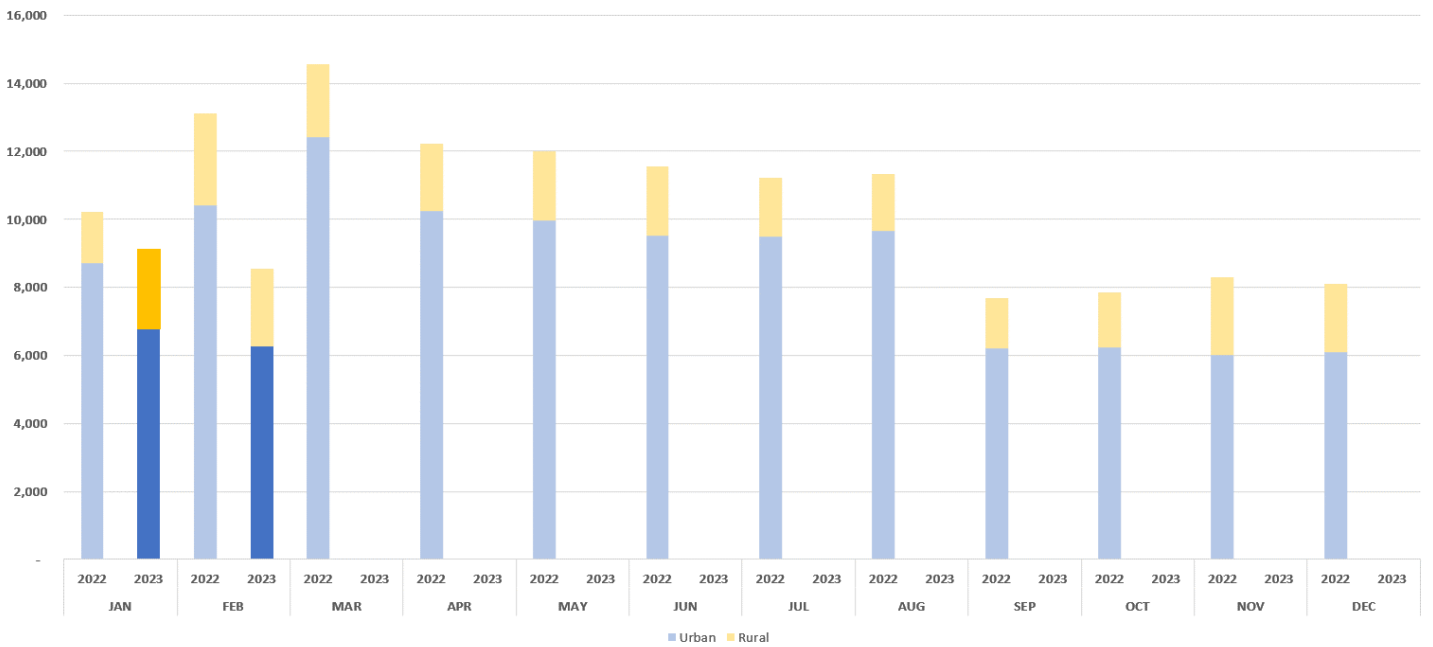
Service adjustments were implemented on February 3, 2023, including the reallocation of revenue service hours to routes experiencing reliability challenges and to expand access in Seaton and Bowmanville. Ridership recovery continues to improve monthly, with some individual weekdays in February exceeding pre-COVID ridership levels.

Demand Response Transit

Demand Responsive Trips



On Demand Trips

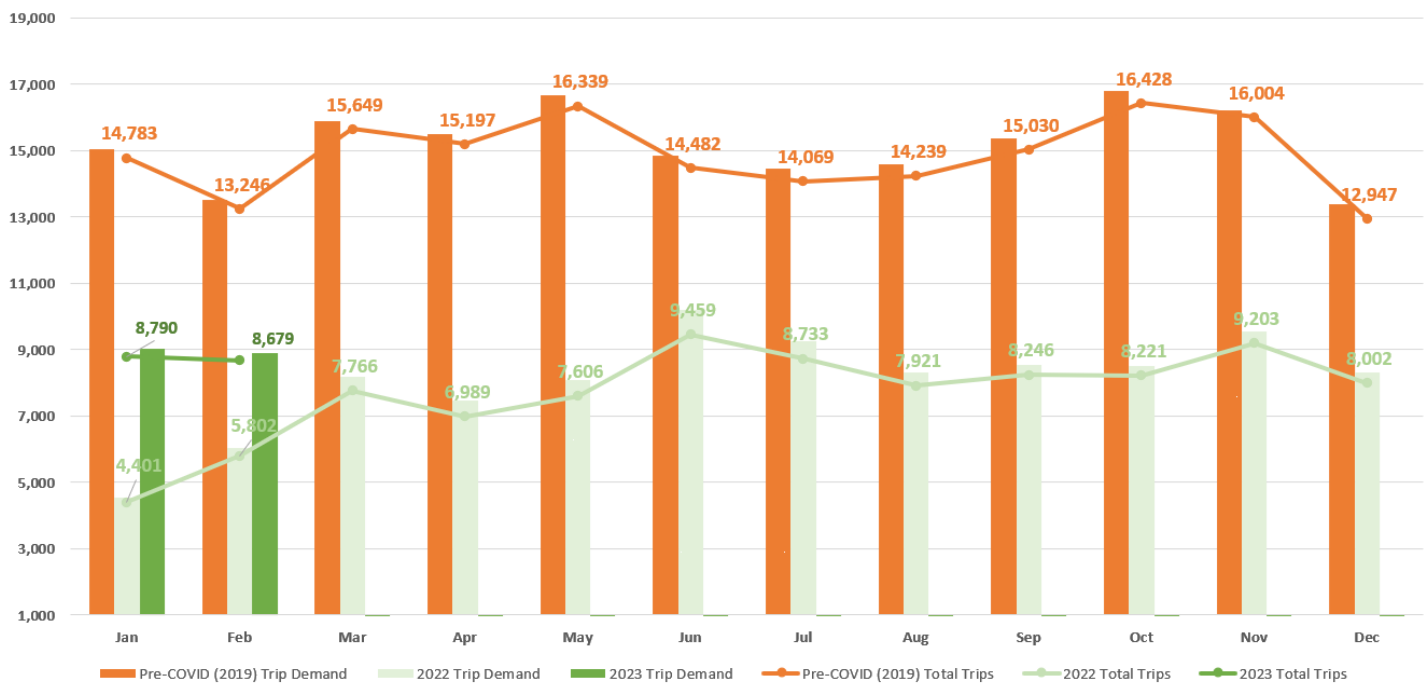


		FEB 2023	YTD 2023
R U R A L	Uxbridge	933	1,833
	Brock	364	820
	Scugog	969	1,885
	Pickering	90	186
	Whitby	13	44
	Oshawa	-	-
Clarington		1,809	3,769

		FEB 2023	YTD 2023
U	Pickering	889	2,059
R	Ajax	895	1,845
B	Whitby	1,463	2,907
A	Oshawa	692	1,394
N	Clarington	419	922

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

In February 2023, On Demand delivered a total of 17,223 trips, including 8,679 trips for customers registered with Specialized Services.

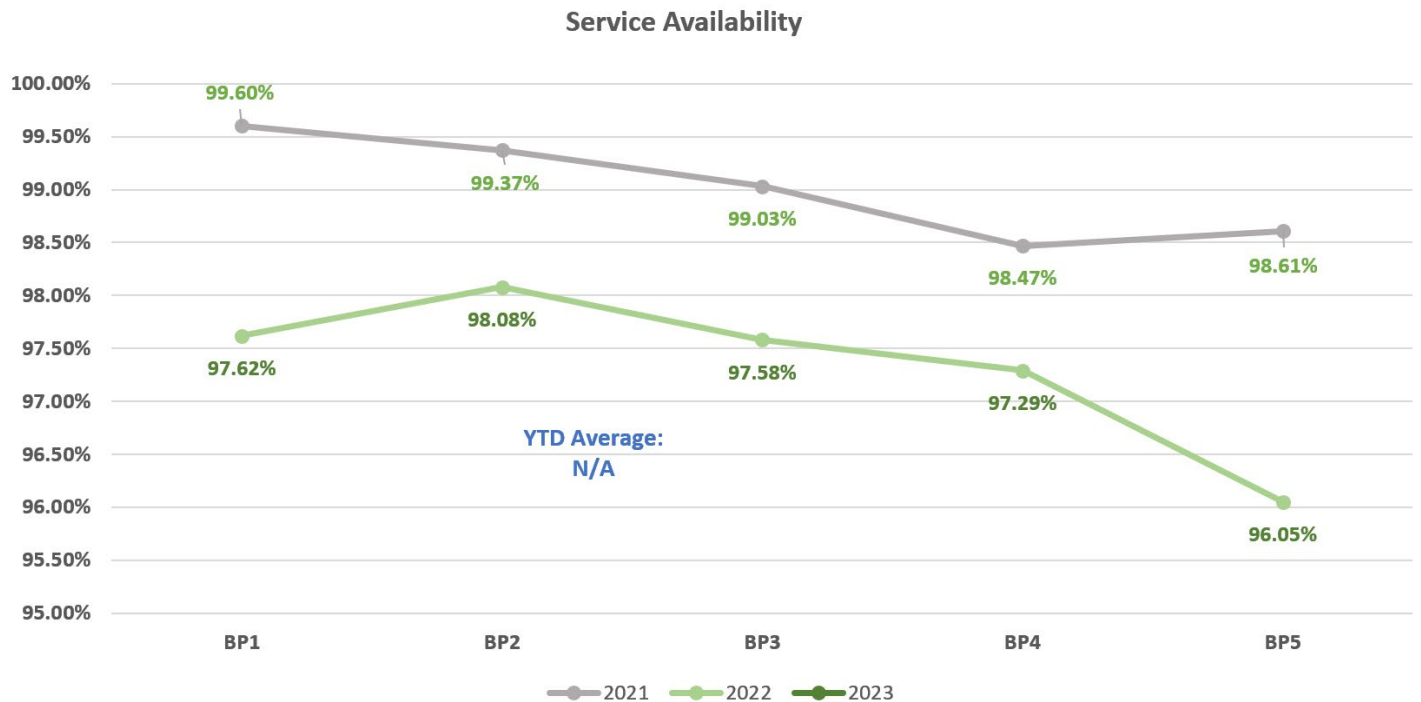
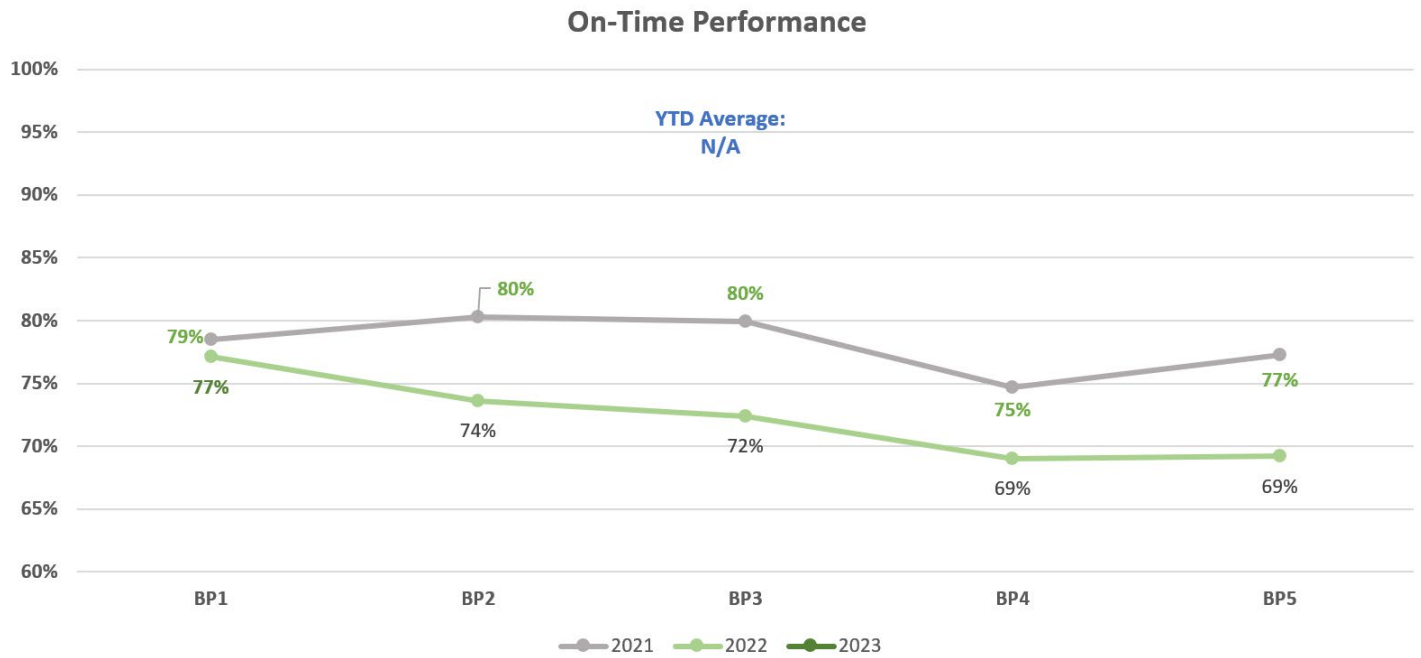
The current On Demand platform is unable to report unaccommodated trips.

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. Demand for trips currently exceeds capacity, and actions were taken effective March 14, 2022, to improve service reliability. As part of the service model transition program, DRT has expedited the transition of On Demand services to the third party vendor to increase capacity over the coming months.

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.

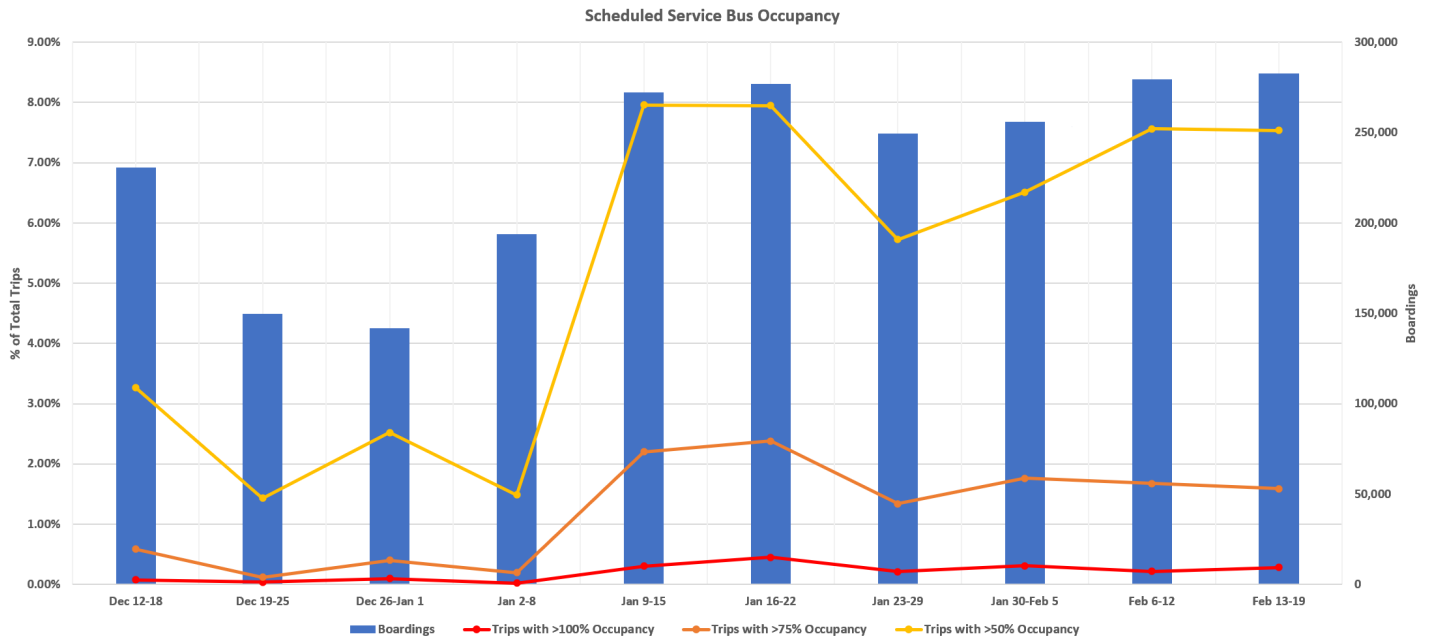
Results

OTP and service availability for the 2023 service period (January 2, 2023 through April 9, 2023) 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

In January and February 2023, approximately 92 per cent of all trips were below 50 per cent of maximum occupancy, with approximately two per cent of trips exceeding 75 per cent maximum occupancy. Approximately 0.5 percent of trips exceeded planned bus capacity.

Bus operators recorded 245 bus full occurrences in February, compared to 46 in February 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 assign additional service to mitigate impacts to customers.

Updates

1. Metrolinx service changes April 8, 2023

As communicated recently, Metrolinx will implement several service adjustments effective April 8, 2023. Full details are available from Metrolinx.

Metrolinx has announced Routes 81 and 88A into Newcastle will be discontinued. Metrolinx has discontinued routes or reduced duplication where existing transit options are available. DRT staff is collaborating with Metrolinx to understand ridership impacts from these GO Bus changes, and to evaluate and plan DRT capacity requirements to support residents.

Metrolinx will introduce a new Regional Express Bus Route 94, connecting Durham (at Pickering GO and Town Centre), Toronto, and Peel via highway 401. The route is intended to serve six employment areas, including Pearson Airport.

2. Health & Safety Check-in Campaign

The Safety and Training unit have implemented a new Health & Safety Check-in campaign that focusses on a specific monthly safety topic. Through March, DRT is highlighting it's commitment to promoting a respectful environment in which all employees and customers are treated fairly. DRT recognizes and values the diversity, self-worth and human rights of its employees and customers, and will not tolerate, ignore, or condone workplace discrimination, harassment and violence by, or against, anyone in the workplace.

Throughout March, internal and external communications addressed issues of discrimination, harassment, and violence. Communications will be circulating external messages through various communication tactics, with complementary on-board decals installed to reinforce rider expectations.

3. Transit Operator & Worker Appreciation Day

Celebrated annually on March 18, transit systems, businesses, riders, and elected officials recognize and thank Canada's dedicated public transit staff who keep our cities running. Public transit staff deliver a critical service – getting people to work, school, recreation, and essential services. They provide affordable and reliable transportation for millions of Canadians. On this day, we celebrate frontline transit operators, as well as the maintenance crews, mechanics, dispatchers, and other important staff that keep transit running.

The DRT team celebrated the occasion throughout the week of March 18 by spotlighting several employees on social media and their contributions to public transit in Durham.