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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-10
Date: May 3, 2023

Subject:

General Manager's Report – May 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 – May 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

May 3, 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	March	0.14	0.20	✓ -28.1	✘ 0.5

Ridership

Scheduled						
Ridership (x1,000)	Number passengers	March	877	542	✓ 61.8	✓ 85.5
PRESTO Ridership	Customers paying using PRESTO (per cent)	March	91.7	80.2	✓ 11.5	✓ 9.5
Bus full occurrences	Number operator reported occurrences	March	173	43	NA	NA
Demand Responsive						
Ridership - Specialized	Number customer trips	March	10,265	7,766	✓ 32.2	✓ 54.3
Unaccommodated Rate - Specialized	Trip requests not scheduled (per cent)	March	NA ³	NA ³		
Ridership – On Demand	Number customer trips	March	10,003	14,558	✘ -31.3	✘ -25.0

Service Delivery

Scheduled						
On time performance	On-time departures from all stops (per cent)	Service Period 1 ⁴	73.6	77.1	N/A	N/A
Service availability	Scheduled service delivered (per cent)	Service Period 1 ⁴	98.8	97.6	N/A	N/A

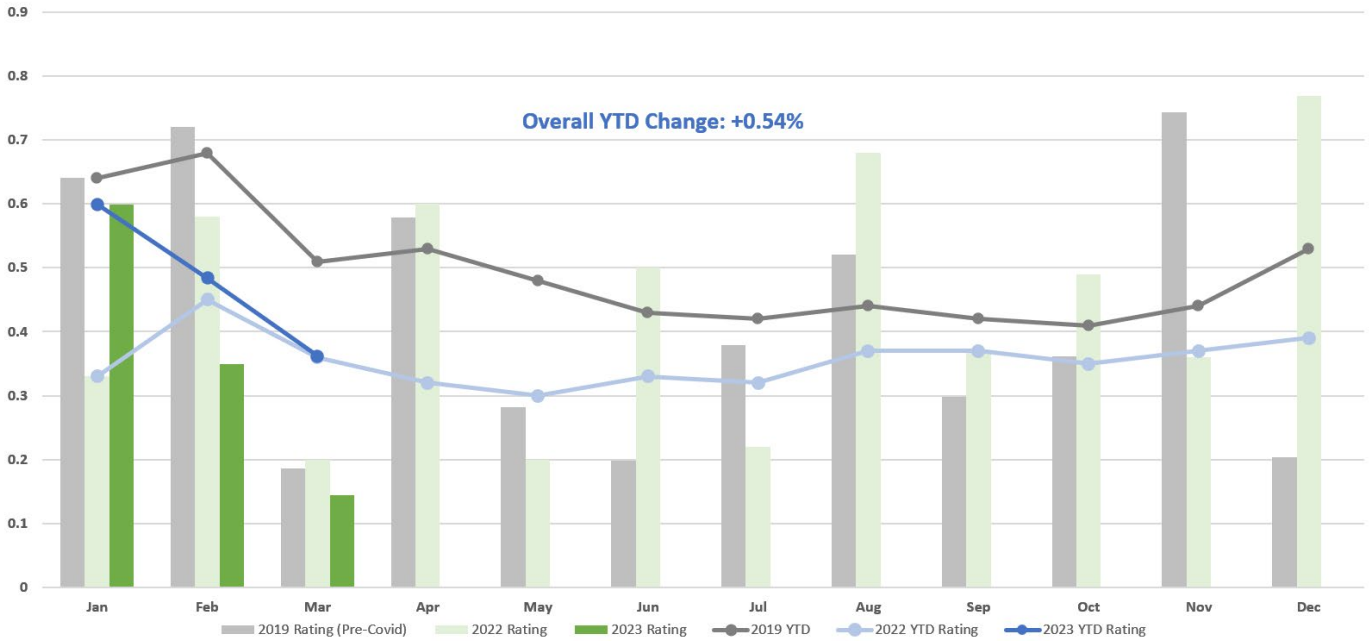
¹Target is 2022 measure for the same period

²Year to Date (YTD) compared to previous year

³Demand response platform currently not reporting unaccommodated rate

⁴January 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

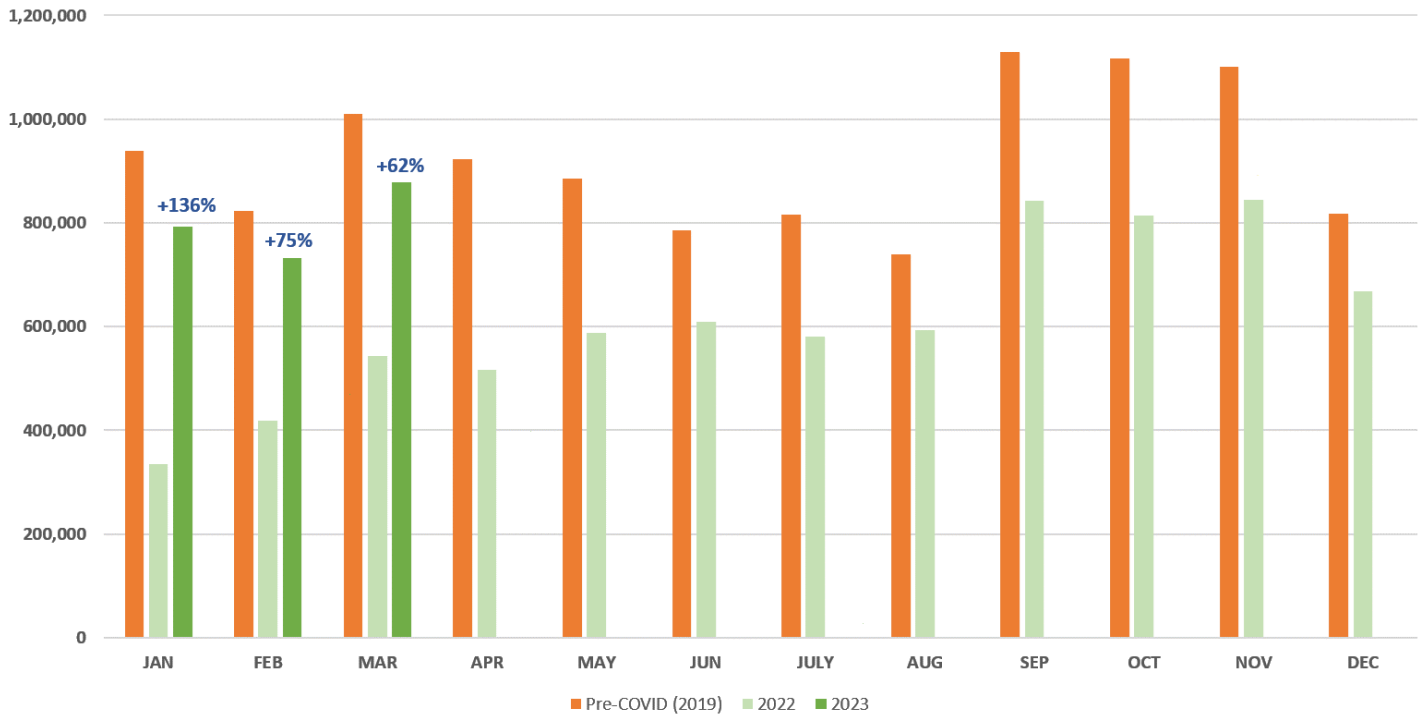
The March preventable collision rate was 0.14 per cent compared to a rate of 0.20 per cent for the same period in 2022. The year to date collision rate is 0.5 per cent higher than 2022 but trending in a positive direction.

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

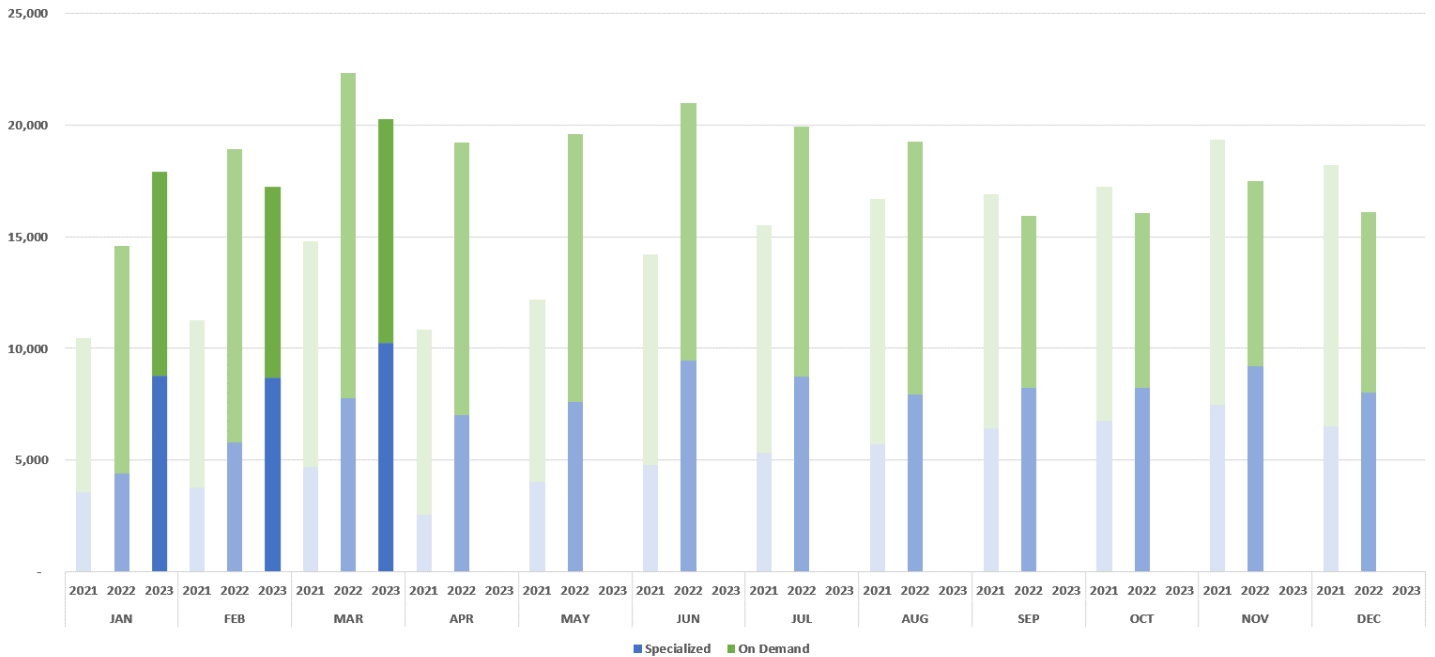
Ridership on scheduled service in March was 62 per cent higher than the same month in 2022, and approximately 88 per cent of pre-pandemic (2019) ridership for the same period.

Action Plan

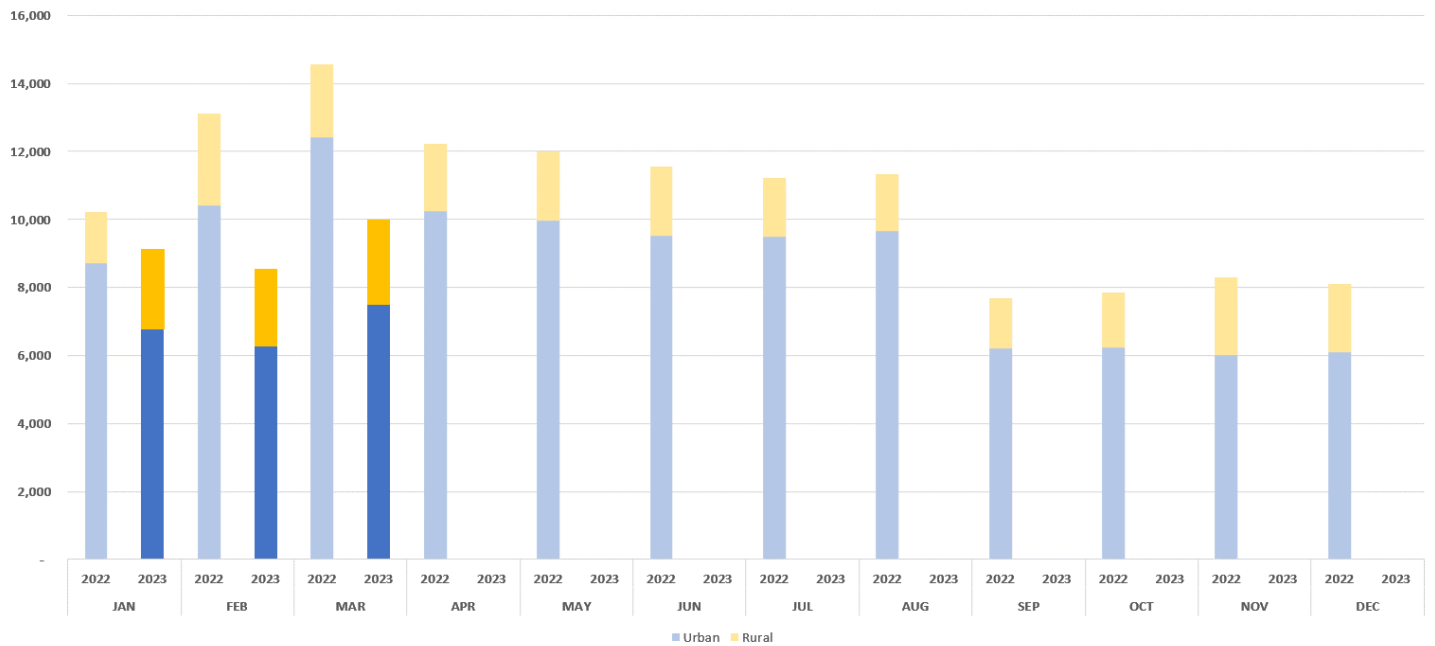
Service adjustments were implemented on March 3, 2023, including the reallocation of revenue service hours to routes experiencing reliability challenges and to expand access in Seaton and Bowmanville. Ridership recovery continues to improve monthly, with some individual weekdays in March exceeding pre-COVID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

Demand Response Transit

Demand Responsive Trips



On Demand Trips

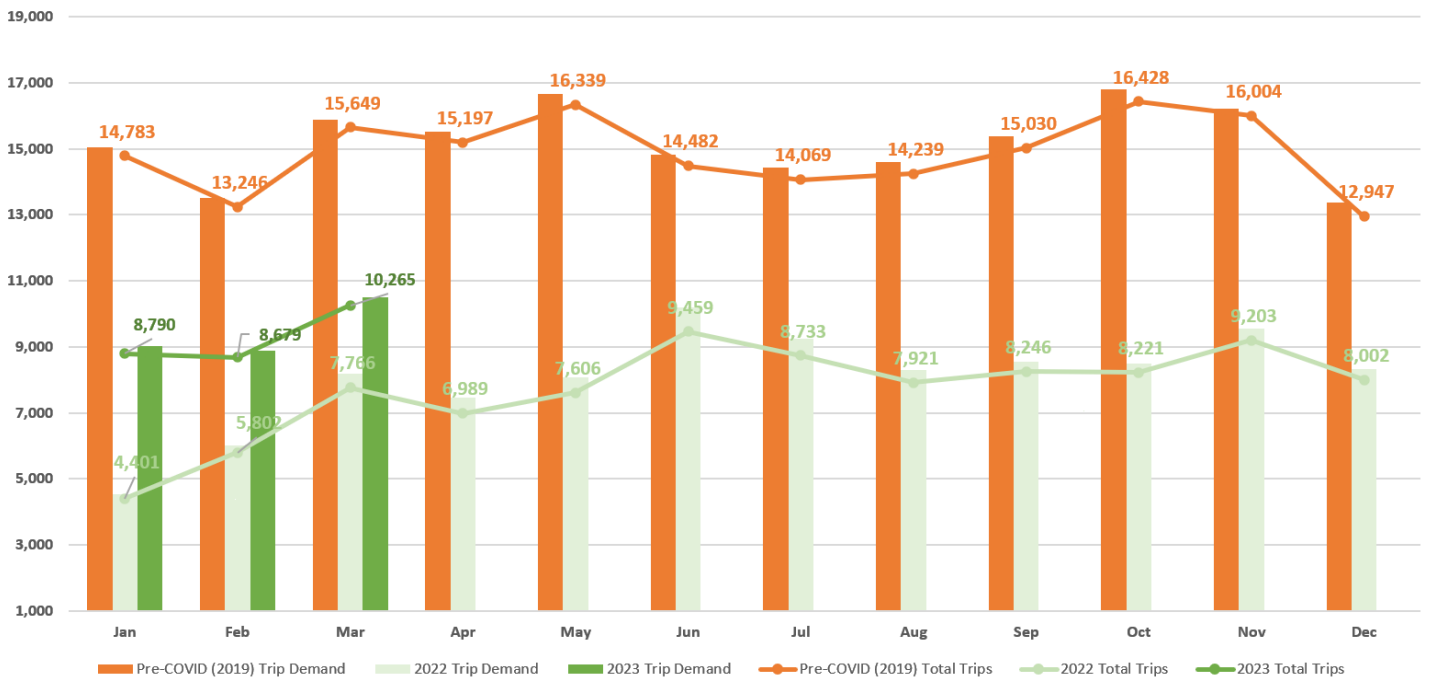


		MAR 2023	YTD 2023
R	Uxbridge	1,062	2,895
	Brock	387	1,207
U	Scugog	1,059	2,944
R	Pickering	140	326
A	Whitby	15	59
L	Oshawa	-	-
	Clarington	2,131	5,900

		MAR 2023	YTD 2023
U	Pickering	928	2,987
R	Ajax	1,089	2,934
B	Whitby	1,859	4,766
A	Oshawa	883	2,277
N	Clarington	449	1,371

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 March 2023, On Demand delivered a total of 20,268 trips, including 10,265 trips for customers registered with Specialized Services.

Compared to January 2023, revenue service hours delivered in March by the third party vendor increased by 10 per cent. During the same period, the total number of On Demand trips increased by 15 per cent, including a 16 per cent increase in trips for customers registered with Specialized Services.

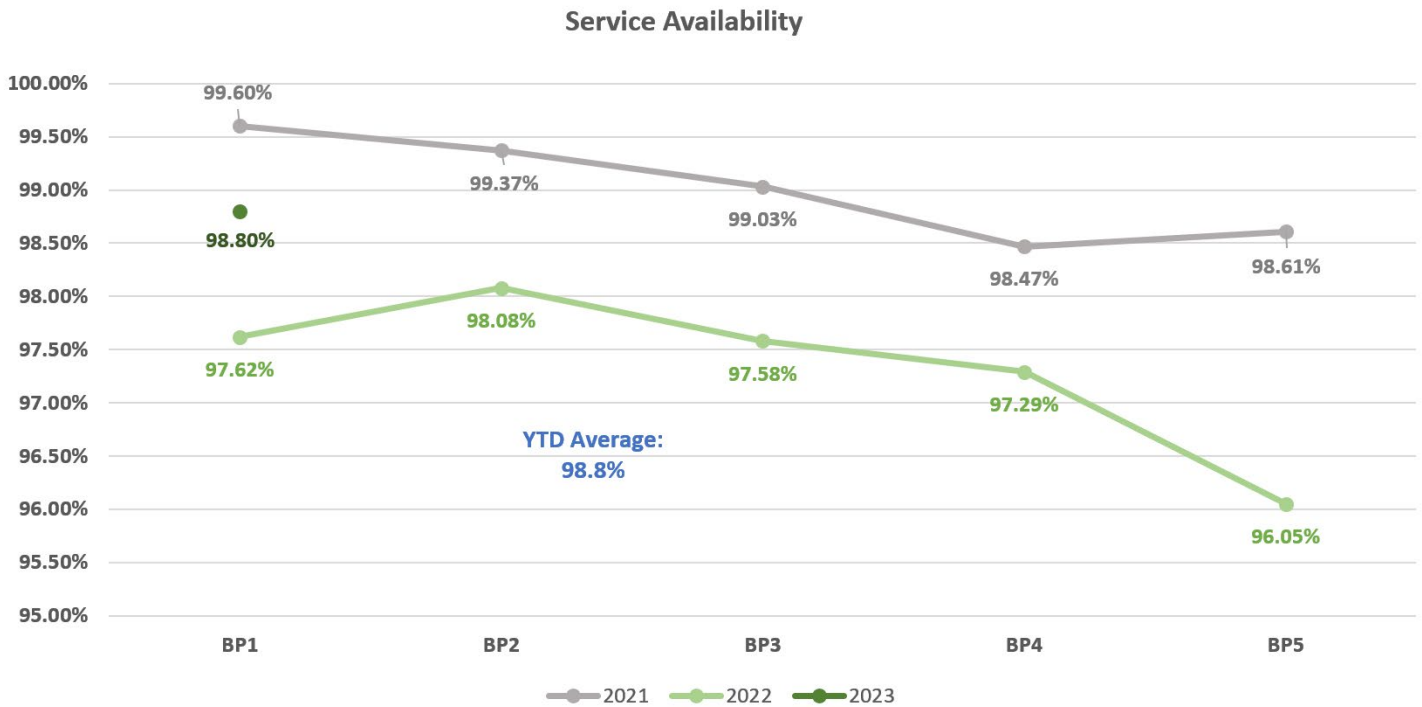
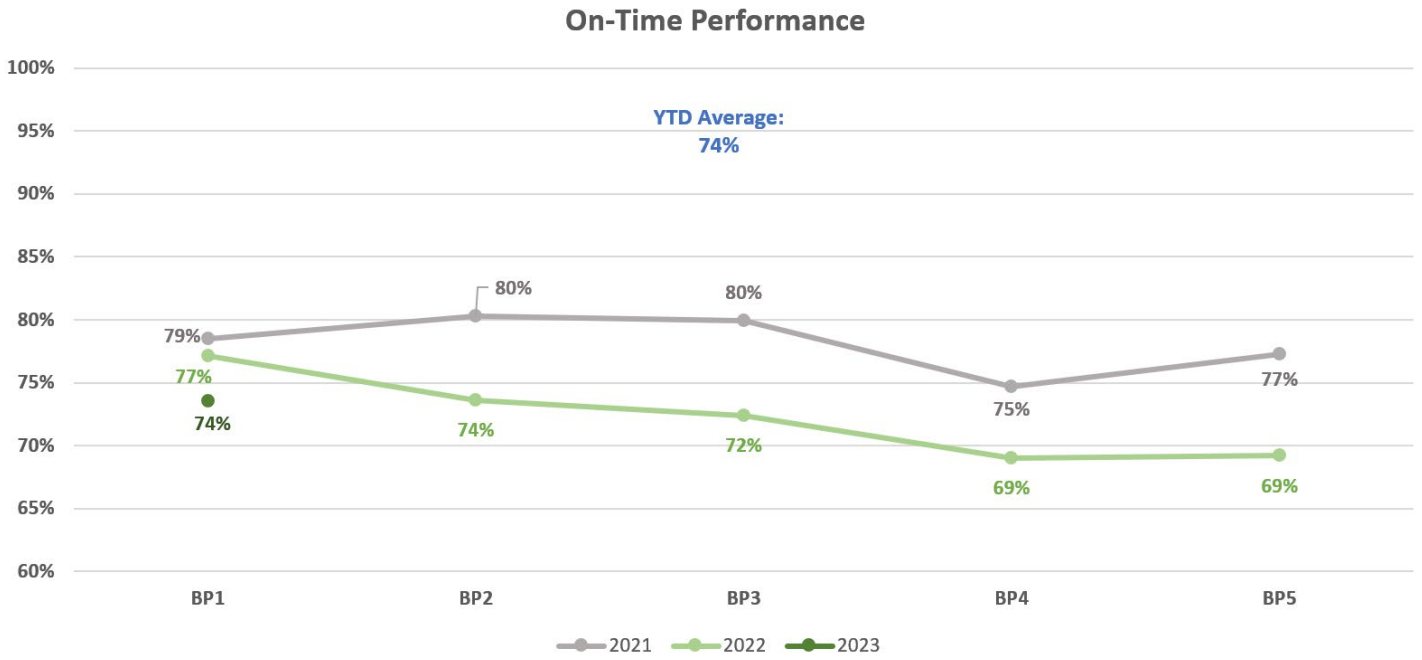
The current On Demand platform is unable to report unaccommodated trips.

Action Plan

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

Results

OTP for the first quarter of 2023 was approximately 74 per cent; three per cent lower than the same period in 2022 (77 per cent), but a five per cent improvement compared to fall 2022 (69 per cent).

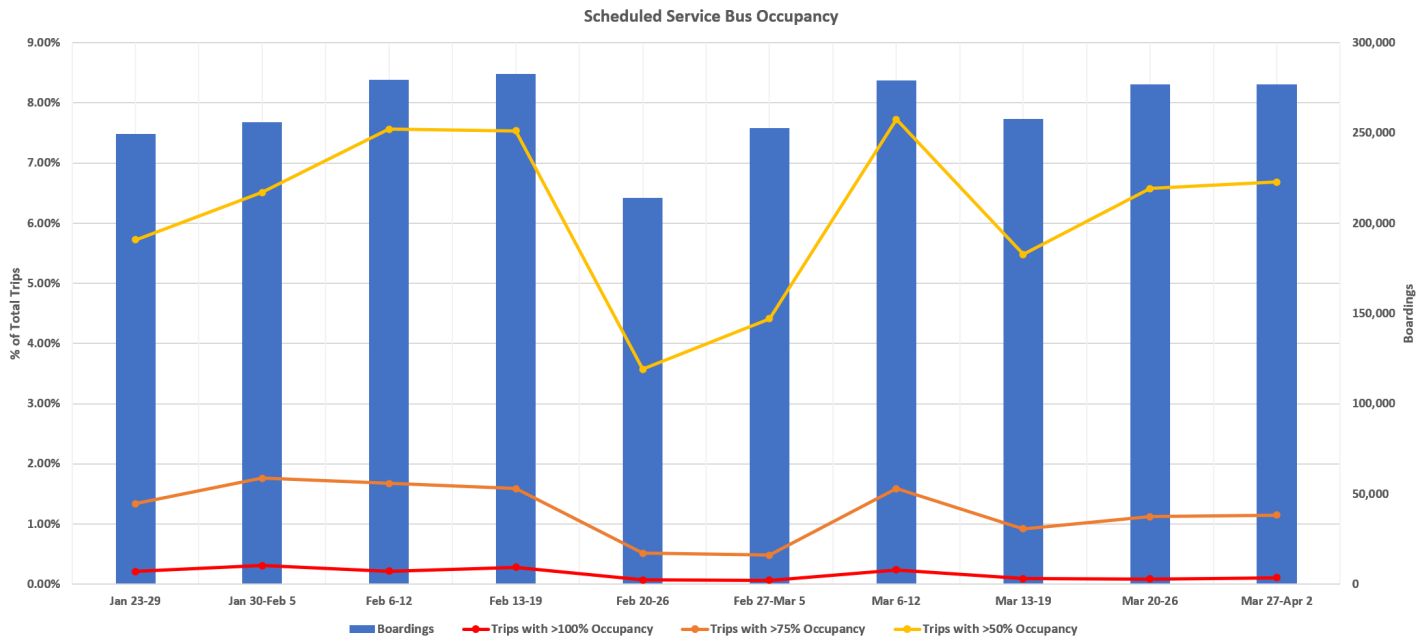
Service availability for the first quarter of 2023 was approximately 98.8 per cent; 1.2 per cent higher than the same period in 2022 (97.6 per cent), and 1.5 per cent higher than fall 2022 (97.3 per cent).

Action Plan

OTP during fall 2022 was significantly impacted by service delays resulting from increasing traffic volumes. Mitigation measures were implemented for Q1 2023 to enhance the reliability of the transit network, including reallocation of service hours to routes experiencing significant delays. These measures had positive impacts to OTP. Staff continue to monitor and evaluate route performance and reliability to prioritize allocation of 2023 growth revenue service hours.

Similar to OTP, mitigation measures implemented to improve network reliability resulted in positive impacts to service availability. When routes or trips are delayed, or where resources are not available to operate schedule trips, operational actions are taken to cancel full or partial trips to regain service, which in turn reduces service availability for customers. When routes or trips are operated as scheduled and within service standards, service availability is maximized.

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 per centage of the overall vehicle capacity. The data accounts for the differences in capacity for regular and articulated buses.

Results

In January and March 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 per cent of trips exceeded planned bus capacity.

Bus operators recorded 245 bus full occurrences in March, compared to 46 in March 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. Public Information Centres (PIC's)

With the exception of the three year period during the pandemic, every spring DRT staff hold a series of Public Information Centres (PIC's) across the Region to provide residents and customers an opportunity to see near and mid-term service plans, and to provide their feedback directly to planning and scheduling staff. For 2023, PICs were scheduled in each local area municipality, with a virtual PIC is planned for mid-May to enable residents unable to attend an in-person session the opportunity to provide their feedback.

March 25: Uxbridge Senior Information Centre (Uxbridge Arena/Community Centre, 10:00 am – 2:00 pm)

April 2: Uxbridge Winter Farmers Market (Uxbridge Arena/Community Centre, 10:00 am – 3:00 pm)

April 4: Clarington (Garnet B Rickard Rec Complex, 5:00 pm – 8:00 pm)

April 5: Ajax (Ajax Public Library, 5:00 pm – 8:00 pm)

April 11: Oshawa (Oshawa Centre, 5:00 pm – 8:00 pm)

April 12: Whitby (Brooklin Community Centre/Library, 5:00 pm – 8:00 pm)

April 13: Brock (Fisher's Independent – Beaverton, 5:00 pm – 8:00 pm)

April 19: Pickering (Pickering Public Library)

April 20: Scugog (Medical Associates of Port Perry)

May 15: Virtual PIC

During the nine in-person events, DRT staff engaged directly with 388 customers. Feedback has been resoundingly positive, with many customers noting that 24-hour service in urban areas and the expansion of On Demand service have improved their travel significantly. Several key themes emerged over the first seven PICs.

- Lack of awareness of On Demand by rural residents
- On Demand availability at select times within Clarington and Brock
- Significant interest in Simcoe Street and Highway 2 Rapid Transit Projects based on concerns of current service frequency and crowding on route 901

Image 1: Scheduling Supervisor Michael Binetti with PIC display boards at the Oshawa Centre PIC



Image 2: Planner Jeyamohan Shanmugarajah, Planner Lauren Kubilis, and Scheduler Stephanie Rodgers, with PIC display boards at the Garnet B Pickard Rec Complex in Clarington

