

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: #2023-DRT-16
Date: September 6, 2023

Subject:

General Manager's Report – September 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 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 – September 2023

Attachment #2: Schedule and route updates, September 5, 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
September 6, 2023
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	July	0.07	0.22	✓ -66.1	✗ 5.4

Ridership

Scheduled						
Ridership (x1,000)	Number passengers	July	814	579	✓ 40.5	✓ 60.5
PRESTO Ridership	Customers paying using PRESTO (per cent)	July	88.9	81.3	✓ 7.6	✓ 9.0
Bus full occurrences	Number operator reported occurrences	July	107	26	NA	NA
Demand Responsive						
Ridership - Specialized	Number customer trips	July	9,881	8,733	✓ 13.1	✓ 35.9
Unaccommodated Rate - Specialized	Trip requests not scheduled (per cent)	July	NA ³	NA ³		
Ridership – On Demand	Number customer trips	July	11,356	11,206	✓ 1.3	✗ -17.2

Service Delivery

Scheduled						
On time performance	On-time departures from all stops (per cent)	Service Period 2 ⁴	69.3	73.6	✗ -4.3	✗ -4.0
Service availability	Scheduled service delivered (per cent)	Service Period 2 ⁴	98.6	97.6	✓ 1.0	✓ 1.0

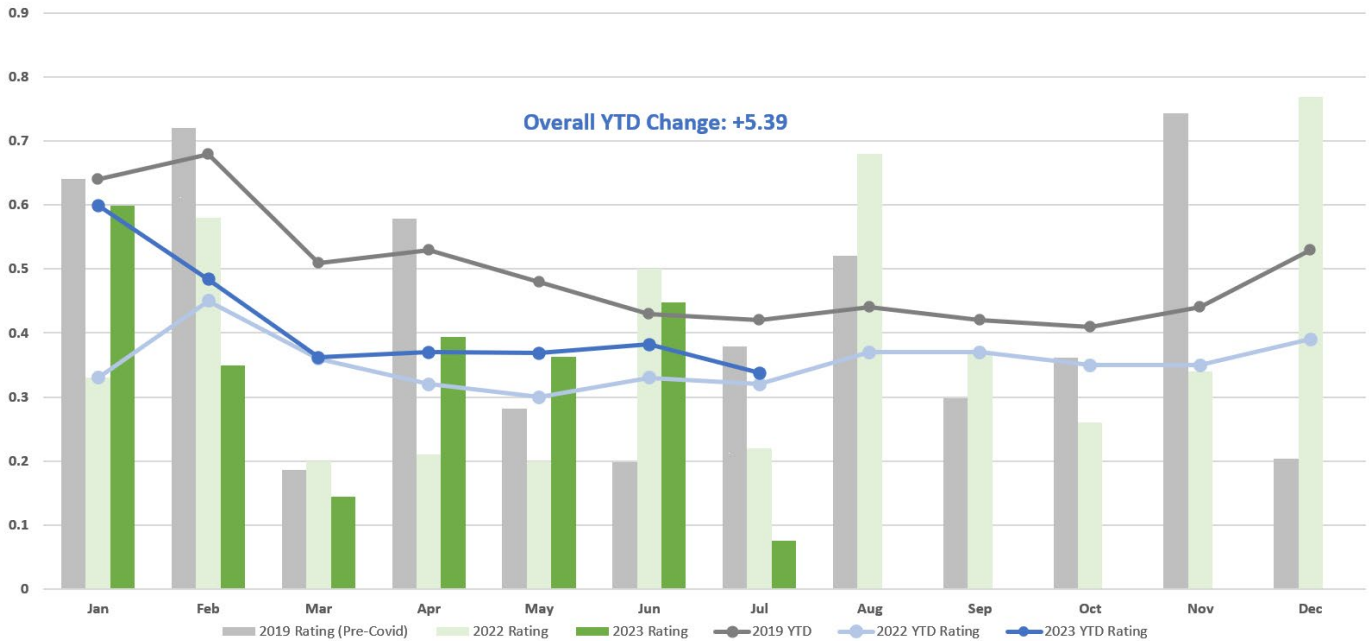
¹Target is 2022 measure for the same period

²Year to Date (YTD) compared to previous year

³Demand response platform currently not reporting unaccommodated rate

⁴April 17, 2023 through June 18, 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

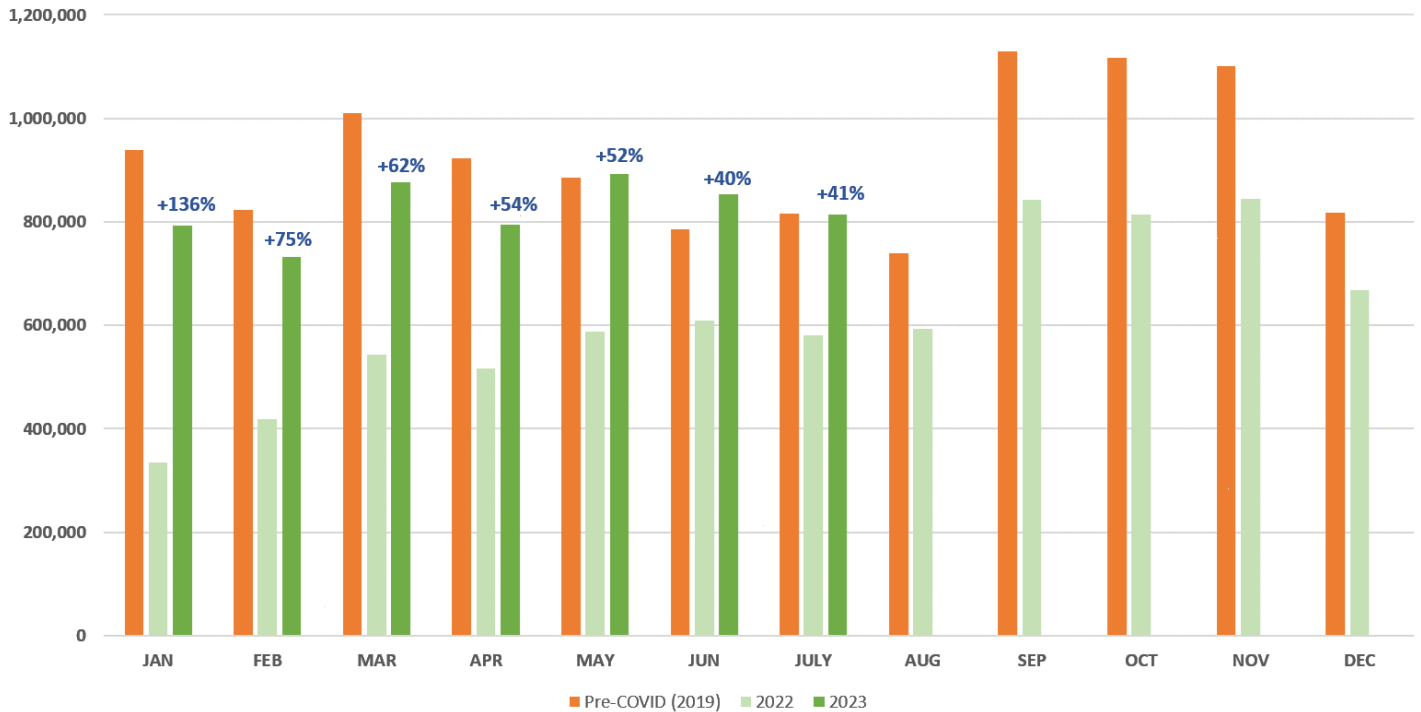
The July preventable collision rate was 0.07 per cent compared to a rate of 0.22 per cent for the same period in 2022. The year to date collision rate is 5.4 per cent higher than 2022.

Action Plan

A recent analysis of 2022 preventable collisions identified that over 75 percent of preventable collisions occurred between the transit vehicle and stationary objects, that 56 percent of preventable collisions were experienced by bus operators with five or less years experience, and the preventable collision rate was two times higher in the Oshawa area compared to Ajax and Pickering. The training team are coordinating with DRT operations to identify mitigation measures to minimize conflicts with physical objects along routes.

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

July ridership on scheduled service was 40 per cent higher than the same month in 2022, and approximately 60 per cent higher year to date. Weekly boardings are regularly exceeded pre-pandemic levels for the same weeks in 2019.

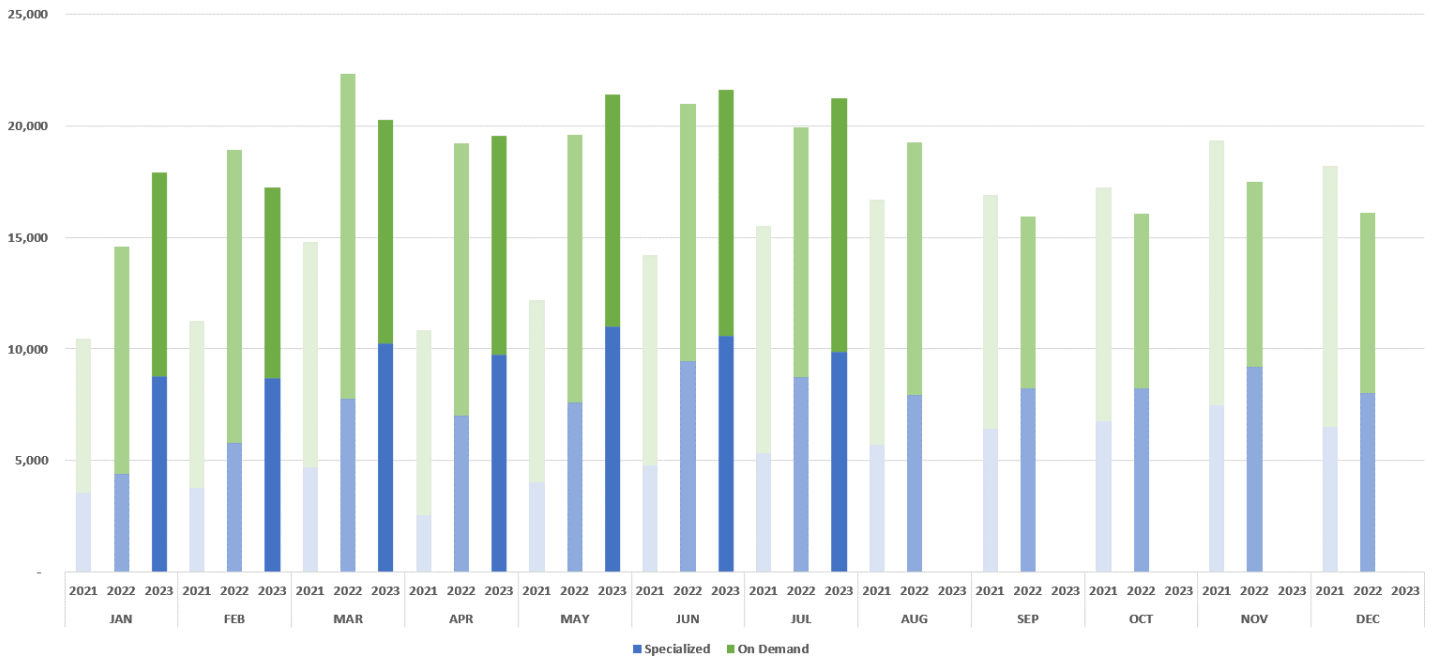
Travel patterns continue to evolve during the ridership recovery period. 2023 weekly boardings have remained relatively steady through July compared to pre-pandemic patterns where significant reductions in ridership levels were recorded following the end of the post-secondary winter semester.

Action Plan

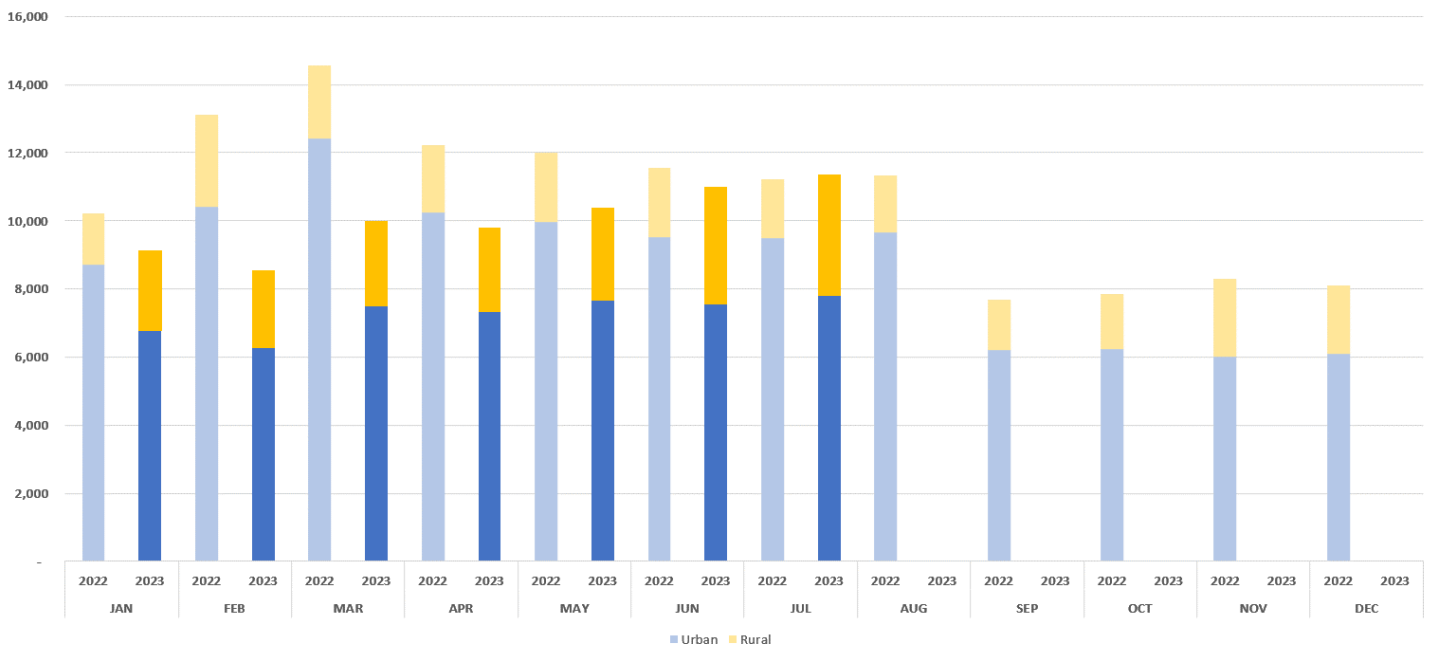
Ridership levels continue to be monitored to ensure adequate network capacity to meet increasing demand and changing travel patterns.

Demand Response Transit

Demand Responsive Trips



On Demand Trips

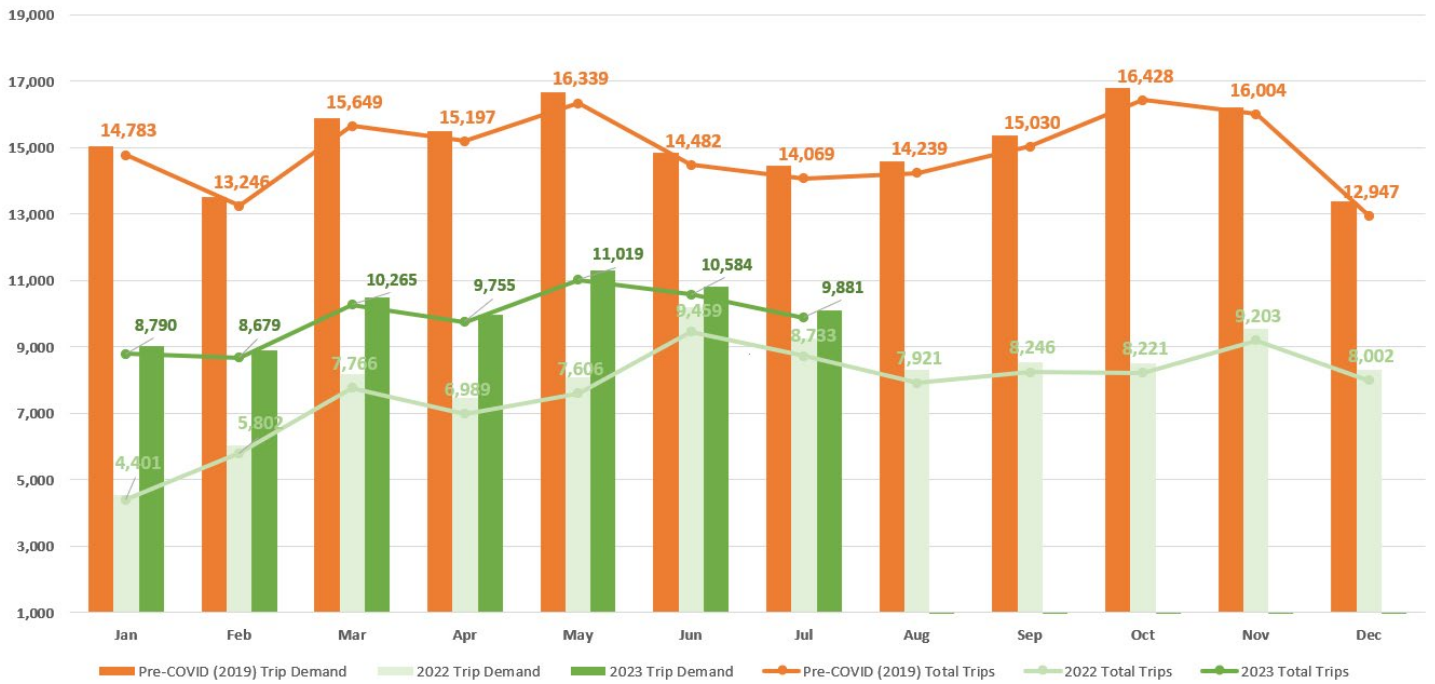


		JUL 2023	YTD 2023
R U R A L	Uxbridge	1,180	7,350
	Brock	572	3,330
	Scugog	1,125	7,308
	Pickering	333	1,378
	Whitby	16	89
	Oshawa	-	-
	Clarington	2,606	15,357

		JUL 2023	YTD 2023
U	Pickering	1,119	7,228
R	Ajax	1,068	6,921
B	Whitby	1,709	11,539
A	Oshawa	1,158	6,397
N	Clarington	470	3,341

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

On Demand delivered a total of 21,237 trips in July 2023, including 9,881 trips for customers registered with Specialized Transit.

Through July, 70,238 On Demand trips (Specialized transit trips excluded) have been delivered in 2023; 49.6 percent of trips in rural areas, and 50.4 per cent in the urban area.

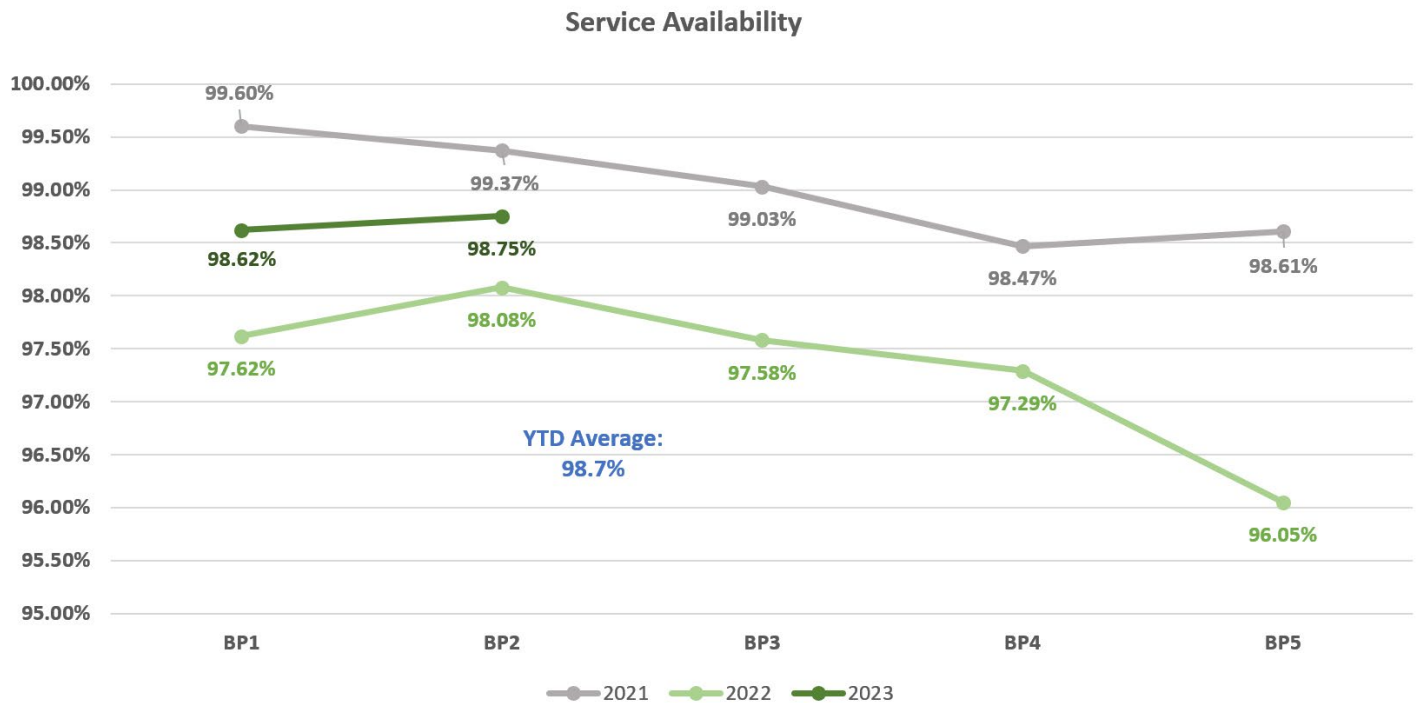
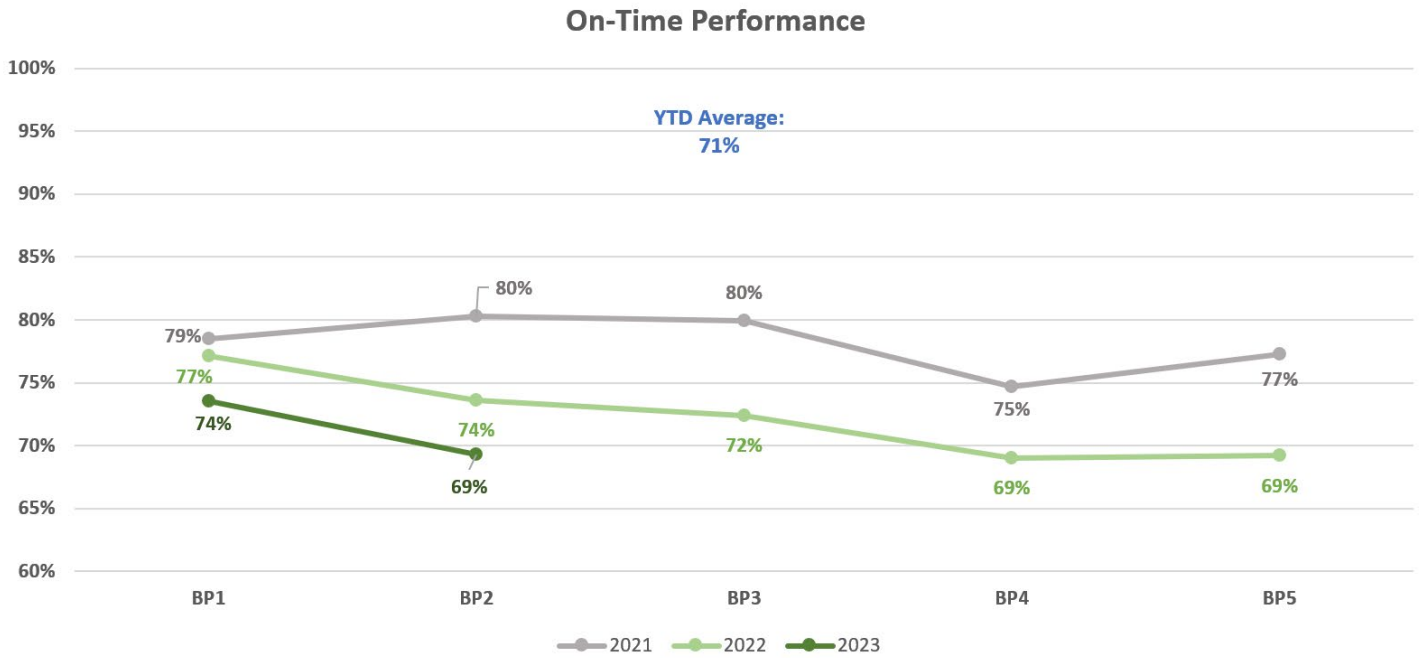
The current On Demand platform is unable to report unaccommodated trips.

Action Plan

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. Effective September 5, 2023, all On Demand trips are delivered by DRT’s third party contractor (Voyago).

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

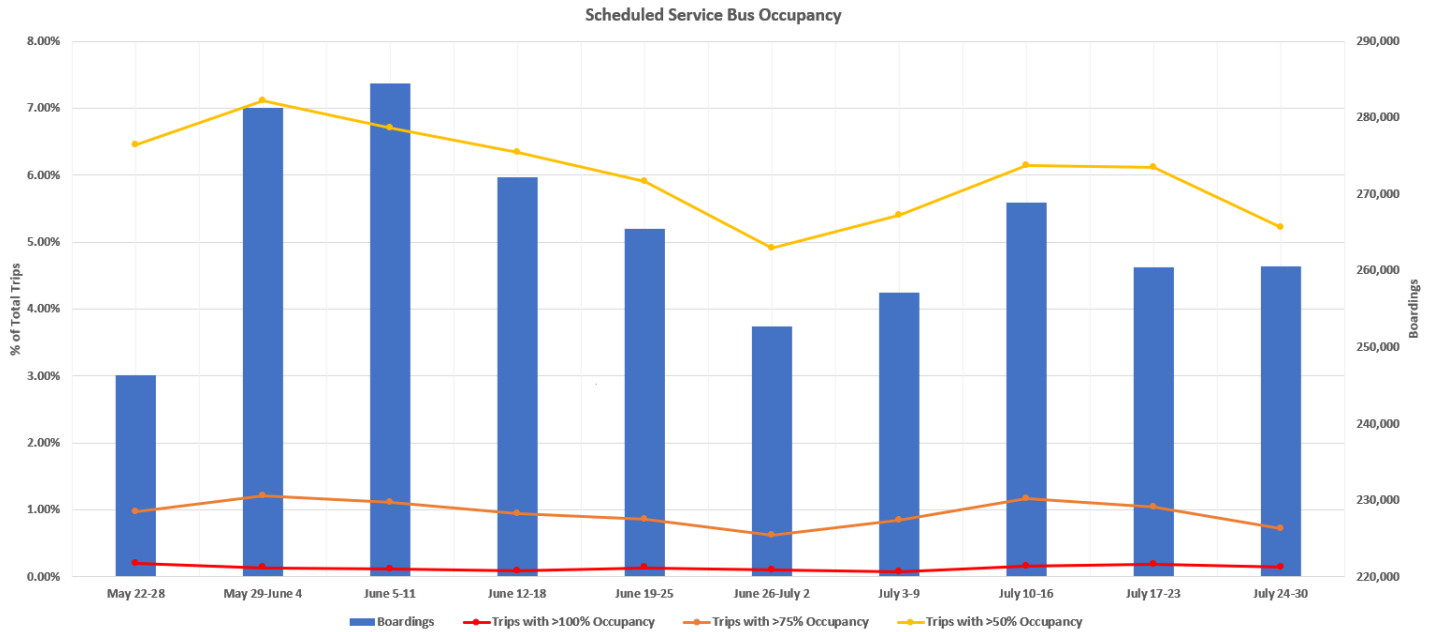
OTP for board period two (April 17, 2023 through June 18, 2023) of 2023 was approximately 69 per cent; four per cent lower than the same period in 2022 (74 per cent) and board period one of 2023.

Service availability for the first quarter of 2023 was approximately 98.6 per cent; 1 per cent higher than the same period in 2022 (97.6 per cent), and approximately the same as board period one 2023.

Action Plan

Staff are currently reviewing the reduced OTP during board period two and will identify and implement further mitigation measures where applicable.

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

Throughout July, approximately 94 per cent of all trips were below 50 per cent of maximum occupancy, with approximately one per cent of trips exceeding 75 per cent maximum occupancy. Less than 0.5 per cent of trips exceeded planned bus capacity.

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. September 2023 Service Enhancements

Effective Tuesday September 5, 2023, service updates will reflect higher travel demand typically seen in the Fall, and improvements to service reliability and availability.

Supported by DRT's Social Equity guidelines, the frequency on the 216 will now operate every 15-minutes on weekdays from 06:30 to 19:00, with every second trip will be extended to the Audley Recreation Centre.

Various service initiatives will support the increase in post-secondary travel: the PULSE 901 will operate approximately every 10 minutes, six trips per hour, on Simcoe Street between Windfields Farm and Gibb Street; and the 920 will increase to every 15-minutes between 07:00 and 19:00, new late-night trips, and improved service integration with the TTC as the route moves into the Scarborough Centre Station. New trips on the 302 and 917 will improve access to various post-secondary campus' in the Region.

Several areas will see new scheduled service options as transit demand continues to grow: 103 midday expansion to Finch and Altona, 112 midday expansion to Seaton, new 301 in West Whitby, 319 midday expansion on Garden/Anderson, new 421 connecting Courtice to the Oshawa GO Station, and the new 507 connecting Bowmanville, Newcastle, and Orono.

The new 507 was a result the recently community survey. A total of 238 responses were received from residents, 187 of whom indicated that they have used DRT previously. The survey identified trends for destinations, travel times and public transit connections, with 72 per cent, of respondents indicating they travel between Newcastle and Bowmanville (41 percent) or Oshawa (31 percent). Most travel from Newcastle occurs during the morning peak period (55 percent), with 66 percent of respondents travelling to Newcastle during the afternoon peak period. Respondents using On Demand connect to the 902 (50 percent) and the 502 (24 percent).

Schedule and route updates, service day exceptions and closed/open bus stops are highlighted in Attachment #2.

2. Enhancing community engagement

Starting in late June, DRT Ambassadors began their important work to enhance engagement with communities across the Region. They started providing travel training to residents who want to build their confidence in using DRT and public transit, engaging with customers at key stations on the network, and participating in various events and forums to promote DRT services, answer questions, and build relationships. DRT Ambassadors presented at a recent Seniors Forum in Whitby, hosted by MPP Coe and the Honourable Raymond Cho, Minister for

Seniors and Accessibility, and received a letter of appreciation from MPP Coe acknowledging their contributions to the successful event.

3. Standardized waste management at bus stops

A long-standing objective for DRT has been to improve the management of customer waste at DRT bus stops. The program included multiple vendors across various municipalities. Recently DRT awarded a contract to Creative Outdoor Advertising (COA) who were successful to the competitive tender to supply, install and maintain waste and recycling containers at DRT bus stops across the Region. The contract includes provisions to standardize the type and location of waste containers and placement of waste containers at bus stops. The revenue-generating contract enables DRT to avoid approximately \$100,000 annually in garbage collection costs, while generating annual advertising revenue from COA.

DRT maintain approximately 2,300 active bus stops across the transit network, with waste containers currently installed at 166 bus stops. Waste containers are generally prioritized at bus stops with more than 20 boardings per weekday, followed by bus stops at key destinations, transfer hubs and terminal platforms, and additional bus stops on the PULSE Rapid Transit routes where space permits.

Photo 1 eastbound bus stop on Rossland at Garden



4. On Demand capacity for customers registered with specialized transit

In response to concerns expressed by customers registered with specialized transit that there is less access to service today than in the past, staff reviewed data from April 2019 and 2023.

In April 2019, there were 1,061 active customers who completed at least 1 trip with the former Specialized Services. The average number of trips completed by active customer was 14.3 trips.

In April 2023, there were 754 active customers who completed at least 1 trip with On Demand (Specialized transit). The average number of trips completed by active customers was 14.6 trips.

There are many factors contributing to the lower number of active customers registered with Specialized transit in 2023 compared to 2019. However, for active Specialized transit customers using DRT On Demand, they completed approximately the same number of trips in July 2023 compared to July 2019.

5. Pilot to evaluate effectiveness of the new Social Services outreach program in supporting homeless and vulnerable individuals interacting specifically with DRT

Durham Region Transit (DRT), in collaboration with the Region of Durham's Social Services Department (CSSD), is working on an innovative pilot to fund the equivalent of two outreach workers from the Social Services Outreach program, that will specifically assist individuals interacting with or accessing transit.

The introduction of dedicated resources from the Social Services Outreach program to support DRT signifies a recognition of the broader social context in which transit operates across the Region and the very public-facing nature of our business, along with the diverse needs of our community. The Social Services Outreach program will play a pivotal role in aiding vulnerable populations, such as individuals who are at risk of homelessness, experiencing homelessness or at-risk populations. In addition, having dedicated outreach workers aligned with DRT will ensure at-risk populations are better served by professionals with a comprehensive understanding of community resources, social programs, and support networks.

The objective of integrating resources from the Social Services Outreach program is to prioritize the well-being of all individuals accessing transit, including members of the community who face additional barriers in accessing vital services, while enhancing support and assistance to transit staff and other customers encountering increasingly challenging situations. The pilot will commence once the Social Services Outreach team is in place. This is anticipated to be in mid to late Q3, 2023. DRT and CSSD will jointly evaluate the pilot in Q4, 2023. Success measures will be identified and will be specifically tied to assisting vulnerable individuals interacting with transit. It is anticipated that based on a successful pilot, DRT will request for consideration permanent funding equivalent to two Social Services Outreach workers as part of the 2024 budget.

6. New data/metrics available from On Demand platform

In September 2023 the On Demand booking, scheduling and dispatching platform will be replaced by a platform from Via Transportation. Through the new platform, service planners

and supervisors will continue to have access to dashboards and data related to on-time performance, system utilization, and rider reviews. New analytics and data are also available to quantify two situations where a customer trip request goes unfulfilled.

- “Seat unavailable,” which describes requests made where no trip can be offered near the requested time; this metric is a useful indicator of unmet demand and can be leveraged to adjust or enhance vehicle allocations and service hours based on the times and locations of these trip requests.
- “Unaccepted proposal,” which describes situations where a customer is offered a trip around their requested time but they opted not to book the trip. Because customers will sometimes attempt various trip requests to compare potential travel options, this statistic does not include unaccepted proposals if the customer booked another similar trip instead. This metric is most useful as an indicator to evaluate the quality of trip offerings in areas where the indicator is higher than usual.

These figures can be segmented based on eligibility for Specialized transit, geographic area, and time of day to facilitate service planning.

7. Updated PRESTO Card Pricing

Effective August 8, 2023, Metrolinx reduced the cost of their PRESTO card to \$4 from the previous price of \$6. The price charged for a PRESTO card covers the manufacturing and distribution costs. The PRESTO card continues to be the most cost effective and secure fare payment solution for DRT customers. Many discount programs, such as the Transit Assistance Pass (TAP) and Y10 program are only available to customers through PRESTO.

DRT customers can now use the PRESTO fare payment system to pay their fare using their PRESTO Card, PRESTO E-Ticket, and debit or credit cards. Coming soon, PRESTO will offer DRT the option of using their PRESTO card in smartphone wallets.

8. Youth bus pass sales to Kawartha Pine Ridge District School Board

For the second consecutive year, Student Transportation Services of Central Ontario (STSCO) and the Kawartha Pine Ridge District School Board have purchased bulk monthly Youth passes for the 2023-2024 secondary school year. STSCO have advised that they will purchase monthly Youth throughout the school year.

Students attending Holy Trinity Catholic Secondary School can access Routes 411 and new Route 421 in Courtice. In Bowmanville, Clarington Central SS, Bowmanville High School, and St. Stevens Catholic SS students can access Route 502. To promote awareness for youth attending these high schools, DRT staff have prepared and will make available appropriate information packages with routing, signage, and payment information.

9. Last minute GO Train schedule change and impact to DRT customers

On August 28, 2023, Metrolinx circulated notification of their final GO timetable to be implemented September 2, 2023. The notification advises that on weekdays, most eastbound weekday trips on the Lakeshore East GO train line will shift to depart 15 minutes later. Additionally, during the peak afternoon period, 15-minute frequency will begin at 4:20 p.m., The notification also advises of adjusted schedules to better reflect actual travel times on the Lakeshore East line, with some trips departing up to eight minutes earlier or nine minutes later.

DRT continues to coordinate and collaborate with our transit partners to align schedules. Due to notification and logistical challenges, some GO Train arrival and departure connections will impact DRT customers this fall. DRT is unable to make schedule adjustments until the next DRT service change in December, and staff will evaluate temporary adjustments that may be available through the fall.

The full extent of impacts to our shared transit customers will not be fully understood until DRT launches the service change on September 5, 2023. However, a preliminary review of potential impacts is summarized below.

- AM Peak travel westbound from Durham: Minor impact, existing DRT schedules should continue to maintain connections to the departing GO trains.
- AM Peak travel eastbound to Durham: Medium impact, some incoming GO Train trips may no longer connect to DRT trips, customers will need to wait for the next DRT trip.
- Midday both directions: Significant impact, GO Train trip times have shifted significantly (approximately 15 minutes) for all trips travelling to and from Durham. Midday GO Train connections with DRT trips are likely to be impacted. Many GO Train trips will arrive after DRT trips depart, customers will need to wait for the next scheduled DRT trip.
- PM Peak travel westbound from Durham: Medium impact, shifted GO schedule will reduce connection window for trips connecting with arriving DRT trips, customers may need to wait for the next GO Train.
- PM Peak travel eastbound to Durham: Medium impact, customers may have less time (2 minutes) to connect from arriving GO Train to departing DRT buses.
- Evening travel eastbound to Durham: Significant impact, arriving GO Train trips will not connect to scheduled DRT trips, customers will need to wait for the next DRT trip.



General Manager's Report
September 6, 2023
Transit Executive Committee
Attachment #2

Schedule and routing updates, September 5, 2023

Route / Service Change Type	Days	Description	Customer Impact
101 Routing change	Monday to Friday	Routing modified to improve reliability. Will now operate on Sandy Beach Rd instead of Lublin Ave.	Low
103 Schedule change	Monday to Friday	<p>Weekday midday trips will operate via Finch / Altona, replacing On Demand service to the Finch and Altona area.</p> <p>Branches 103: Operates between Pickering Parkway Terminal and Altona via Kingston Road</p> <p>103A: Operates between Pickering Parkway Terminal and Altona via Strouds Lane.</p> <p>103B and 103C branches will no longer operate.</p>	Medium
110 Schedule change	Monday to Sunday	Schedule updated.	Low
112 Schedule change	Monday to Friday	Weekday midday trips will now operate as 112C between Pickering Parkway Terminal and Taunton / Burkholder (Seaton), replacing On Demand service all day to Seaton.	Medium
120 Schedule change	Monday to Sunday	Schedule updated.	Low
216 Route Extension / Service Increase	Monday to Friday	<p>216C will be extended to the Audley Recreation Centre, always operating on Williamson Drive.</p> <p>New 216C midday trips will be introduced, providing a combined frequency of 15 minutes.</p>	Medium

Route / Service Change Type	Days	Description	Customer Impact
222 <i>Schedule change</i>	Monday to Friday	Schedule updated to improve alignment with 917.	Low
224 <i>Schedule change</i>	Monday to Sunday	Seasonal 224C to Ajax Waterfront ends. Schedule updated.	Low
301 <i>New</i>	Monday to Friday	New 301 will provide weekday all-day service in the Lynde Creek and Williamsburg areas of west Whitby every 30 minutes, replacing On Demand.	High
302 <i>Schedule change</i>	Monday to Friday	Weekday southbound trip departing Anderson Road at 06:34 will now depart from North Campus Terminal at 06:22. New weekday northbound trip to depart Baldwin / Highway 407 Park and Ride at 05:55.	Low
319 <i>Service Increase</i>	Monday to Friday	New midday and evening departures will be introduced every 30 minutes, replacing On Demand.	Medium
421 <i>New</i>	Monday to Friday	New 421 will provide weekday peak service to the Oshawa Station via Bloor Street from Courtice, replacing the 411 during the afternoon peak period.	High
502 <i>Routing change</i>	Monday to Sunday	Routing modified in the Clarington Centre area to improve reliability. Will operate via Green Road, Brookhill Boulevard, and Clarington Boulevard, and will no longer operate along Boswell Drive or Brookhill Boulevard, west of Green Road.	Low
507 <i>New</i>	Monday to Friday	New 507 will provide weekday peak service between Orono, Newcastle and Bowmanville (King and Simpson) every 60 minutes, replacing On Demand.	High

Route / Service Change Type	Days	Description	Customer Impact
PULSE 901 <i>Service improvement</i>	Monday to Friday	Weekday 15-minute frequency will operate on the 901C, from 07:00 to 19:30. Combined six trips per hour, every 10 minutes, will operate between Windfields Farm and Gibb Street.	Medium
PULSE 915 <i>Schedule change</i>	Monday to Sunday	Minor schedule adjustment to improve service reliability.	Low

Route / Service Change Type	Days	Description	Customer Impact
PULSE 916 <i>Schedule change</i>	Monday to Sunday	Schedule adjustment to improve service reliability.	Low
917 <i>Schedule change</i>	Monday to Sunday	Seasonal 917Z to the Toronto Zoo and Rouge National Urban Park ends. <ul style="list-style-type: none"> - New weekday trip departing Pickering Parkway Terminal at 00:15 to Ajax Station - Weekend 23:15 departure from Oshawa Centre Terminal extended to Ajax Station - New weekend trip departing Pickering Parkway Terminal at 00:11 to Ajax Station - The weekend trip departing Whitby Station at 23:21 to Oshawa Centre Terminal cancelled. - New Saturday and Sunday trips departing Ajax Station to Oshawa Centre Terminal at 4:45 and 6:10. 	Low

<p>920 Routing change / Service improvement</p>	<p>Monday to Friday</p>	<p>Seasonal service decrease ends; 15-minute frequency will operate from 06:00 to 19:00 on 901C. New late night westbound departures from Scarborough Centre Station at 23:10 and 23:40, and new eastbound departures from Harmony Terminal at 21:40 and 22:05.</p> <p>Routing in Scarborough to Milner Avenue between Morningside and Progress to improve service reliability.</p> <p>Western Terminus Update due to closure to TTC Line 3.</p> <ul style="list-style-type: none"> - Westbound trips will end at Town Centre Court by the Scarborough Centre Station. - Eastbound trips will depart from Platform 1 in the Scarborough Centre Station. 	<p>Medium</p>
--	-------------------------	---	---------------

September 2023 Service Level Exceptions

Date	Holiday	Service level
Monday, October 9	Thanksgiving	Statutory Holiday Schedule

Bus Stops

The following bus stops will be closed:

Stop number	Stop Location	Reason
142	Jeffery Southbound @ Dundas	On Demand stop closure
146	Michael Eastbound @ Marbury	On Demand stop closure
147	Michael Eastbound @ Harper	On Demand stop closure
148	Michael Southbound @ Burns	On Demand stop closure
325	Westbound @ 112 Consumers	Stop consolidation
333	Eastbound @ 113 Consumers	Stop consolidation
826	Taunton Westbound @ Harmony	Stop Consolidation
845	Taunton Eastbound @ Wilson West Side	Stop consolidation
848	Taunton Eastbound @ Harmony	Stop consolidation
852	Conlin Eastbound @ Walreg	Stop consolidation
871	Ritson Southbound @ Rolson	Stop consolidation
880	Ritson Northbound @ Rolson	Stop consolidation
1510	Altona Northbound @ Fidlers	Stop consolidation
1542	Altona Southbound @ Fidlers	Stop consolidation
1636	Rougemount Westbound @ Oakwood	Stop consolidation
1758	Southbound @ 1690 Whites	Stop consolidation
1702	Lublin Southbound @ Balaton	Stop consolidation
1705	Southbound @ 675 Sandy Beach	Stop consolidation
1710	McKay Eastbound @ Squires Beach	Stop consolidation
1744	Northbound @ 1675 Whites	Stop consolidation
1750	Whites Northbound @ Amaretto	Stop consolidation
1758	Southbound @ 1690 Whites	Stop consolidation
1867	Finch Westbound @ Forest Park	Stop consolidation
1874	Finch Westbound @ Darwin	Stop consolidation
1886	Finch Eastbound @ Darwin	Stop consolidation
1893	Finch Eastbound @ Forest Park	Stop consolidation
2032	Clover Ridge Westbound @ Dorling	Stop consolidation
2056	Monarch Southbound @ Barr	Stop consolidation
2460	Simcoe Northbound @ Howden	Stop consolidation
2461	Simcoe Southbound @ Howden	Stop consolidation
2469	Simcoe Southbound @ Scugog Line 4	Stop consolidation
2728	Taunton Eastbound @ Grainger	Stop consolidation

Stop number	Stop Location	Reason
3084	Clover Ridge Eastbound @ Lawrie	Stop consolidation
3546	Carnwith Westbound @ Way	Stop consolidation
3547	Carnwith Westbound @ Lethbridge	Stop consolidation
3287	Lake Eastbound @ Butler	Stop consolidation
3290	Lake Westbound @ Port Of Darlington	Stop consolidation
90025	Stevens Eastbound @ Clarington	502 routing change
93012	Taunton Westbound @ Lake Ridge	Stop consolidation
93013	Taunton Eastbound @ Lake Ridge	Stop consolidation
93184	Stevens Eastbound @ Green	502 routing change
93467	Boswell Northbound @ Highway 2	502 routing change
93468	Boswell Northbound @ Brookhill	502 routing change
93469	Brookhill Eastbound @ Green	502 routing change
93503	Westbound @ 850 McKay	Stop consolidation
93507	Sandy Beach Northbound @ Montgomery Park	Stop consolidation
93510	Lublin Northbound @ Balaton	Stop consolidation
93924	Southbound @ 940 Thornton	Stop consolidation
93981	Sheppard Westbound @ Brenyon Way	920 routing change
93989	Progress Southbound @ Sheppard	920 routing change
93997	Progress Southbound @ Milner	920 routing change
94011	Progress Northbound @ Sheppard	920 routing change
94013	Sheppard Eastbound @ Lapsley	920 routing change
94019	Sheppard Eastbound @ Breckon	920 routing change
94113	Carnwith Eastbound @ Way	Stop consolidation
94114	Carnwith Eastbound @ Lethbridge	Stop consolidation
94185	Hopkins Northbound @ Nichol	Stop consolidation
94186	Hopkins Southbound @ Nichol	Stop consolidation

The following bus stops will be opened.

Stop number	Stop Location	Reason
89	Burns Westbound @ Centre	New 301
90	Burns Westbound @ Henry	New 301
91	Burns Westbound @ Annes	New 301
127	Cochrane Southbound @ Medlan	New 301
128	Cochrane Southbound @ Windbreak	New 301
129	Cochrane Southbound @ Twin Streams	New 301
151	Burns Eastbound @ Henry	New 301
152	Burns Eastbound @ Centre	New 301
1062	Bloor Eastbound Wilson	New 421
1064	Bloor Eastbound @ Farewell	New 421
1087	Bloor Westbound @ Ritson	New 421
1395	Main southbound @ Millson Hill	New 507
1396	Main Southbound @ Centreview	New 507
2709	Bloor Eastbound @ Ritson	New 421
3347	Clarington Southbound @ Stevens	502 routing change
93532	Main Southbound @ Duchess	New 507
93533	Main Southbound @ Winter	New 507
94213	Annes Northbound @ Harriet	New 301
94214	Annes Northbound @ Dunlop	New 301
94216	Town Centre @ Scarborough Centre Station	920 routing change
94217	Twin Streams Westbound @ Country Lane	New 301
94218	Country Lane Southbound @ Randolph	New 301
94219	Country Lane Southbound @ Nugget	New 301
94220	Country Lane Southbound @ Tidewater	New 301
94221	Country Lane Southbound @ Rossland	New 301
94223	Annes Southbound @ Dunlop	New 301
94224	Annes Southbound @ Annes Street Park	New 301

94225	Burns Eastbound @ McCullough	New 301
94226	Brookhouse Northbound @ Ravey	New 507

Stop number	Stop Location	Reason
94227	King Westbound @ Arthur	New 507
94228	King Westbound @ Beaver	New 507
94229	Baseline Westbound @ Mearns	New 507
94230	Baseline Eastbound @ Mearns	New 507
94231	Baseline Eastbound @ Liberty	New 507
94238	Thickson Northbound @ Stellar	Enhanced access to Durham College.

The following bus stops will be moved:

Stop number	Stop Location	Reason
93979	Sheppard Westbound @ Morningside moved to Morningside Southbound @ Milner	920 routing change
93984	Sheppard Westbound @ Neilson moved to Milner Westbound @ Neilson	920 routing change
93991	Sheppard Westbound @ Washburn Way moved to Milner Westbound @ Dailing	920 routing change
94016	Sheppard Eastbound @ Neilson moved to Milner Eastbound @ Neilson	920 routing change
94021	Sheppard Eastbound @ Morningside moved to Milner Eastbound @ Morningside Nearside	920 routing change
94216	McCowan Station moved to Town Centre Westbound @ Scarborough Centre Station (west of YMCA)	920 routing change