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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-20
Date: October 4, 2023

Subject:

General Manager's Report – October 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 – October 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
October 4, 2023
TEC
Attachment #1

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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	August	0.24	0.68	✓ -64.9	✓ -12.1

Ridership

Scheduled						
Ridership (x1,000)	Number passengers	August	807	593	✓ 36.0	✓ 57.1
PRESTO Ridership	Customers paying using PRESTO (per cent)	August	96.2	81.5	✓ 14.7	✓ 9.0
Bus full occurrences	Number operator reported occurrences	August	69	18	✗ 283	✗ 490
Demand Responsive						
Ridership - Specialized	Number customer trips	August	10,854	7,921	✓ 37.0	✓ 36.0
Unaccommodated Rate - Specialized	Trip requests not scheduled (per cent)	August	NA ³	NA ³		
Ridership – On Demand	Number customer trips	August	12,803	10,281	✓ 24.5	✗ -12.1

Service Delivery

Scheduled						
On time performance	On-time departures from all stops (per cent)	Service Period 3 ⁴	69.1	72.4	✗ -3.3	✗ -3.0
Service availability	Scheduled service delivered (per cent)	Service Period 2 ⁴	96.7	97.6	🚩 0.9	✓ 0.3

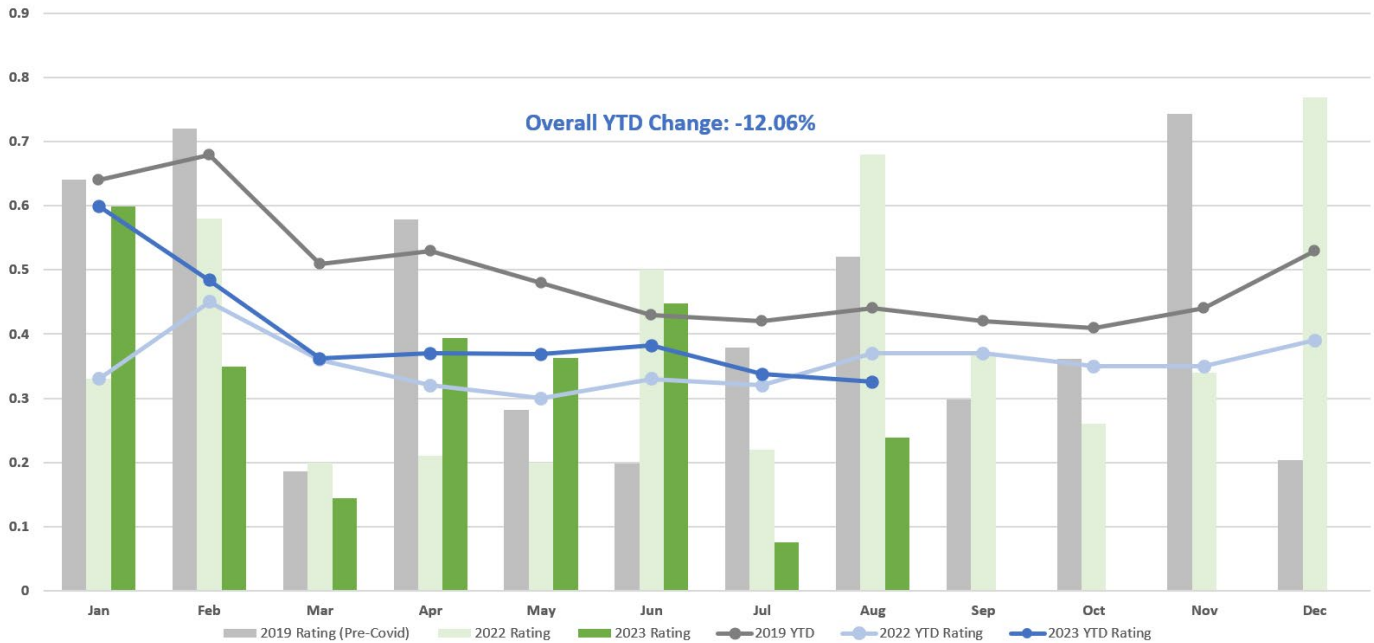
¹Target is 2022 measure for the same period

²Year to Date (YTD) compared to previous year

³Unaccommodated rate to be reported starting September 2023

⁴June 19, 2023 through September 4, 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

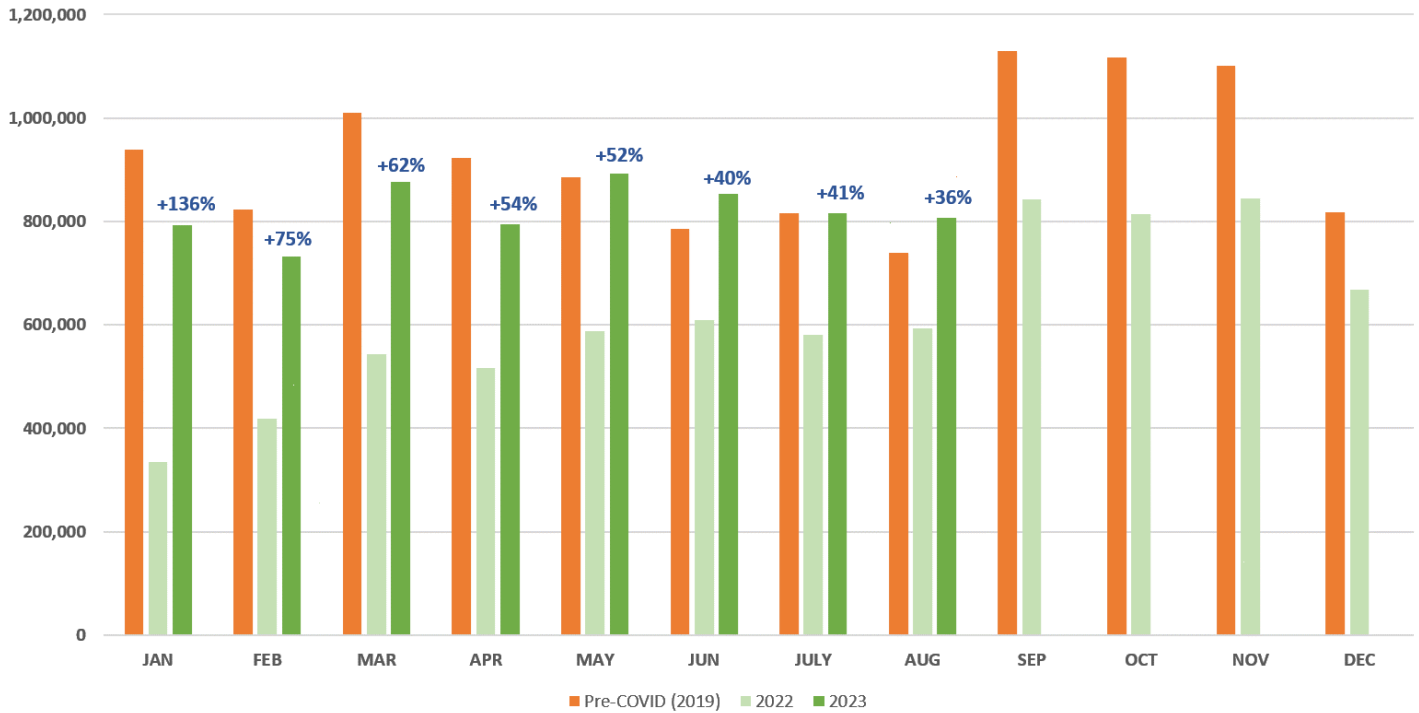
The August preventable collision rate was 0.24 per cent compared to a rate of 0.68 per cent for the same period in 2022. The year-to-date collision rate is 12 per cent lower than the 2022 rate.

Action Plan

Operations continue to implement their safety management system including promotion and communication, managing employee performance, and requiring remedial training for all employees involved in a preventable collision.

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

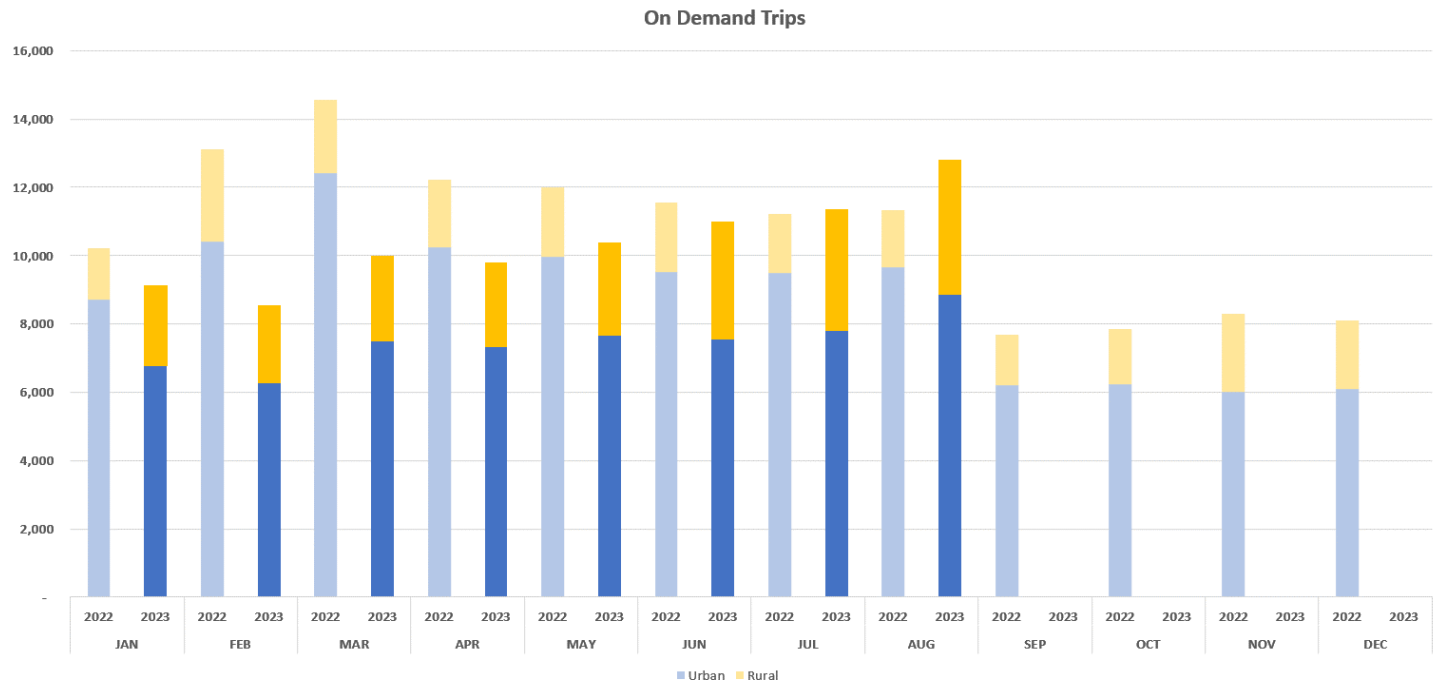
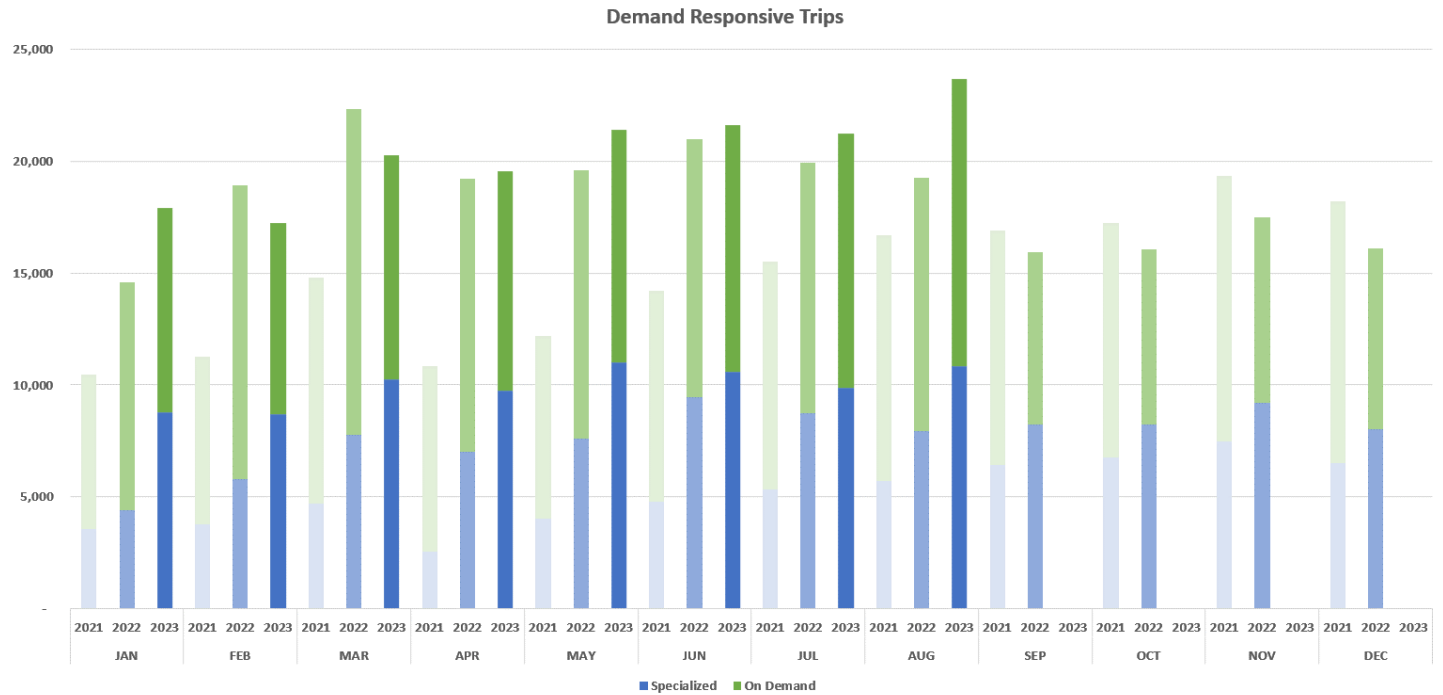
August ridership on scheduled service was 36 per cent higher than the same month in 2022, and approximately 57 per cent higher year to date. Weekly boardings regularly exceeded pre-pandemic levels for the same weeks in 2019.

Travel patterns continue to evolve during the ridership recovery period. Boardings during the first two weeks of September have exceeded 2019 levels by up to 10 percent.

Action Plan

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

Demand Response Transit

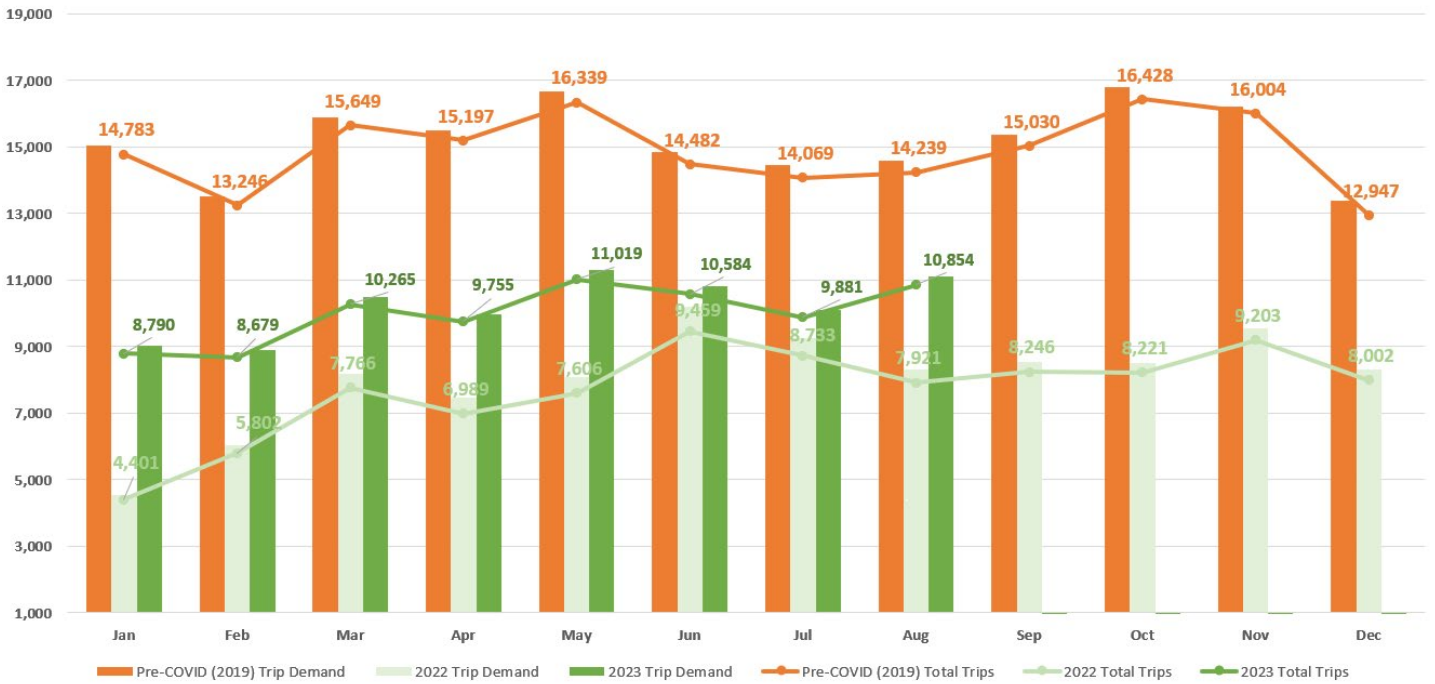


		AUG 2023	YTD 2023
R U R A L	Uxbridge	1,303	8,653
	Brock	626	3,956
	Scugog	1,047	8,355
	Pickering	335	1,713
	Whitby	664	753
	Oshawa	-	-
	Clarington	2,784	18,141

		AUG 2023	YTD 2023
U	Pickering	1,312	8,540
R	Ajax	1,080	8,001
B	Whitby	1,539	13,078
A	Oshawa	1,116	7,513
N	Clarington	969	4,310

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 23,657 trips in August 2023, including 10,854 trips for customers registered with Specialized transit. Total On Demand trips delivered in August 2023 were 30 percent higher than August 2022, including a 37 percent increase in Specialized transit trips.

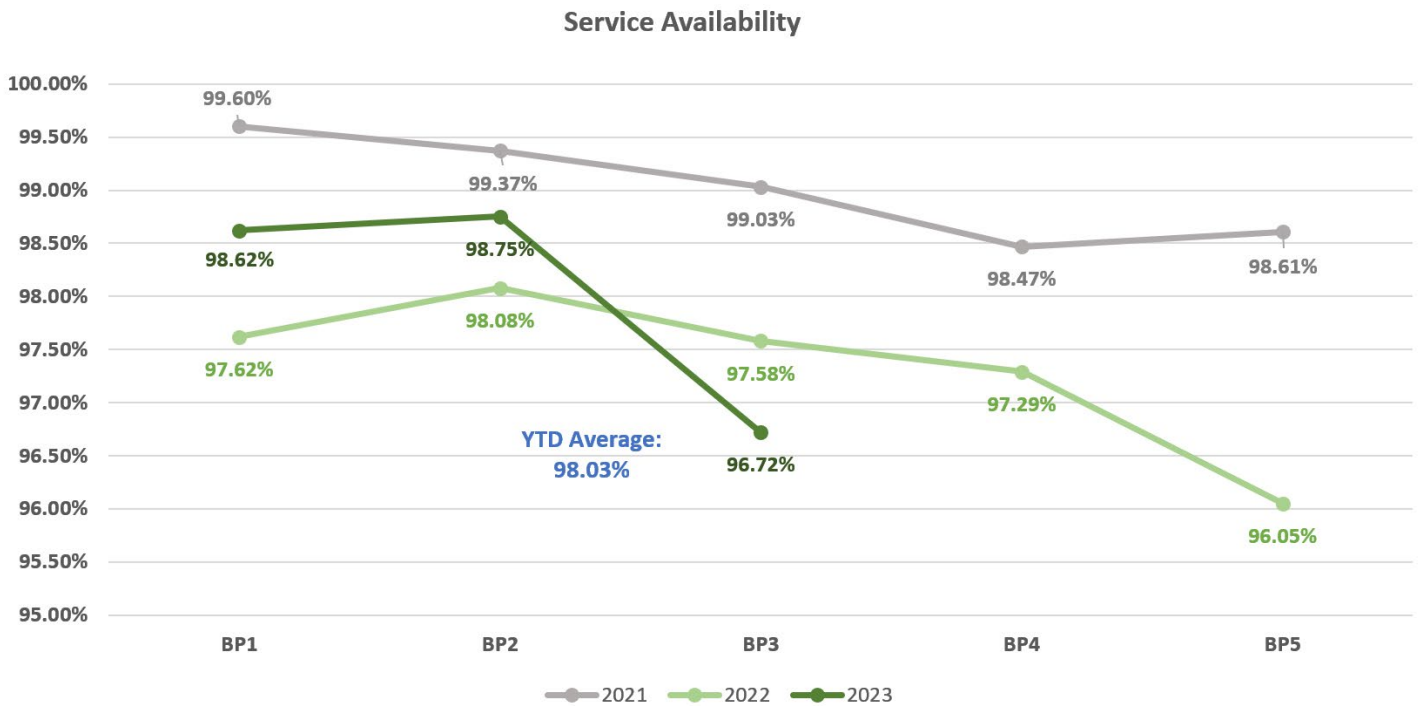
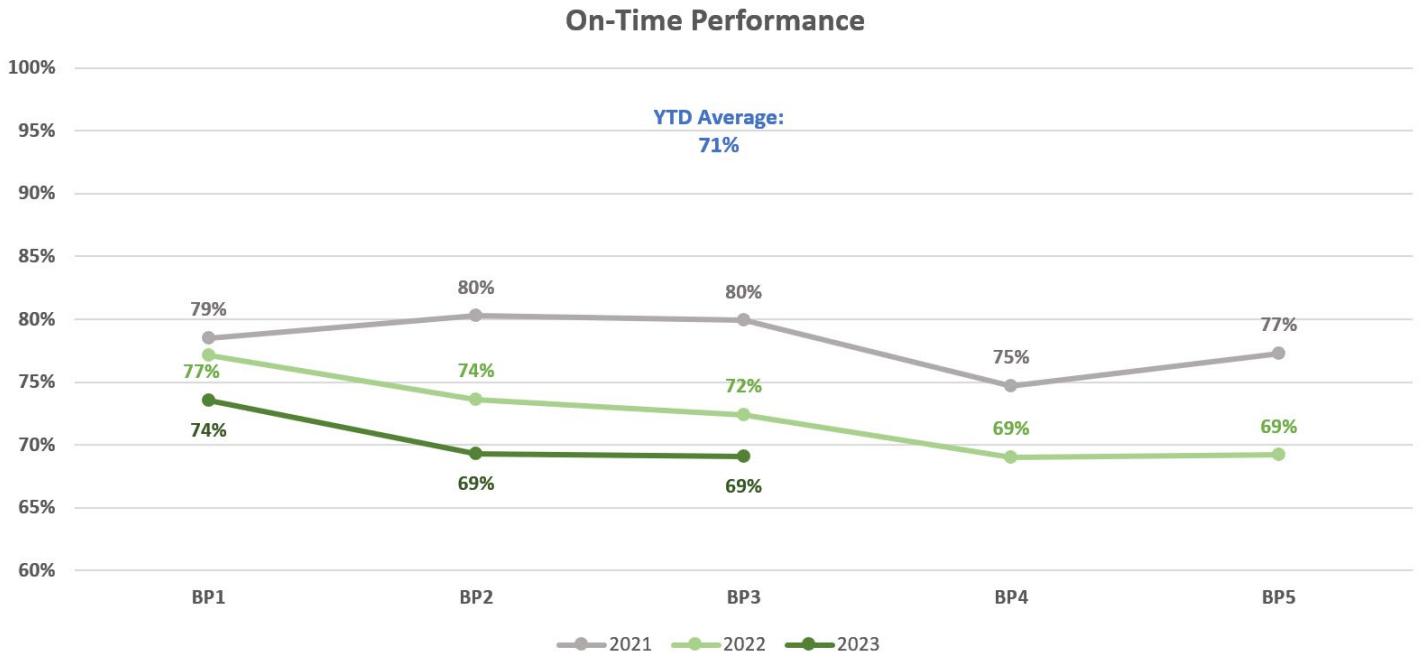
The On Demand platform used in August was unable to report unaccommodated trips.

Action Plan

As part of the service model transition program, DRT expedited the transition of On Demand services to the third party vendor to increase capacity. Effective September 5, 2023, all On Demand trips were 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 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

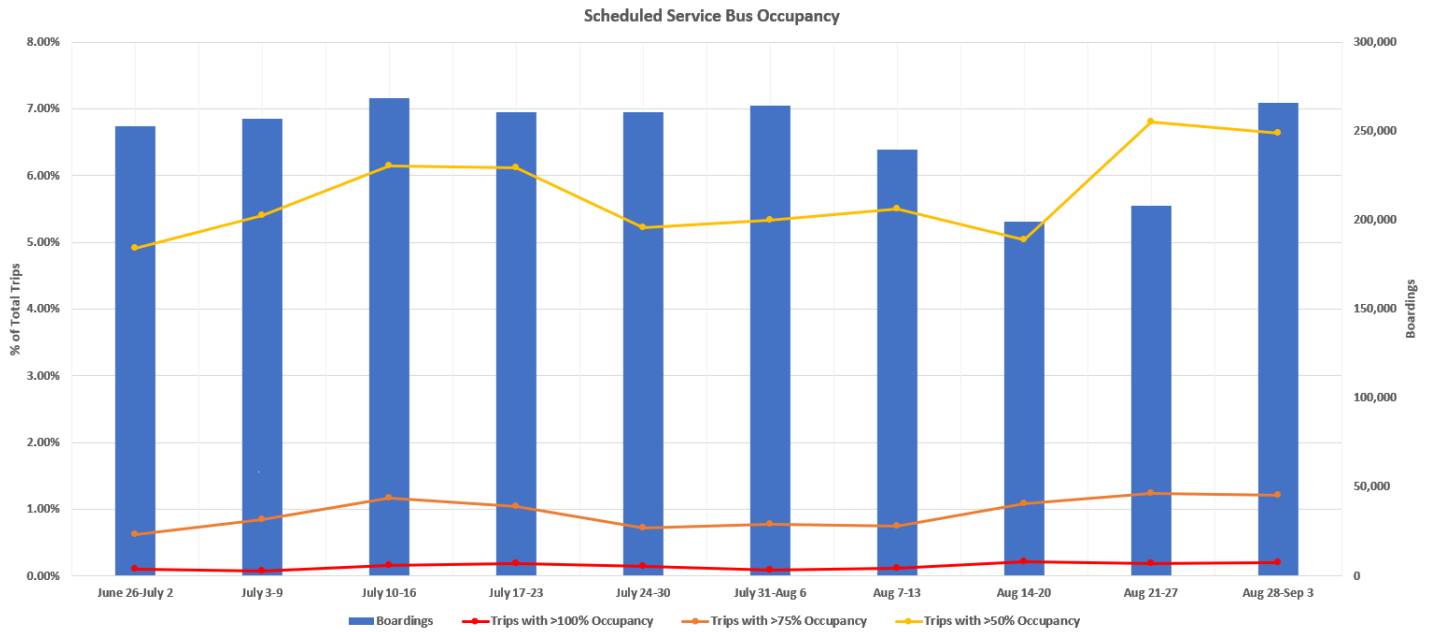
OTP for board period three (June 19, 2023 through September 4, 2023) of 2023 was approximately 69 per cent; two and a half per cent lower than the same period in 2022 (72.4 per cent) and unchanged from the previous 2023 board period.

Service availability for board period three dropped to 96.7 percent and was significantly impacted by the emergency service changes required in response to the fire on August 16, 2023

Action Plan

OTP continues to be impacted by increasing delays due to congestion experienced across major roads in the Region. DRT continues to collaborate with Works to identify transit priority measures, while continuing to focus on adding additional revenue service across the network towards a reliable and frequent transit service available to residents to truly influence transportation behaviours and the necessary modal shift to public transit.

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 August, 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

Significant service enhancements were implemented September 5, 2023, in anticipation of ridership reaching pre-pandemic levels. Where trips experience capacity limits, Transit Control continue to assign supplemental service when available to mitigate impacts to customers.

Updates

No information updates for October 2023.