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## **The Regional Municipality of Durham**

### **MINUTES**

#### **DURHAM REGION TRANSIT EXECUTIVE COMMITTEE**

**Wednesday, September 7, 2022**

A regular meeting of the Durham Region Transit Executive Committee was held on Wednesday, September 7, 2022 in Meeting Room LL-C, Regional Headquarters Building, 605 Rossland Road East, Whitby, Ontario at 1:31 PM. Electronic participation was offered for this meeting.

#### **1. Roll Call**

Present: Commissioner Collier\*, Chair  
Commissioner Barton\*, Vice-Chair  
Commissioner Anderson\*  
Commissioner Carter\*  
Commissioner Mulcahy\*  
Commissioner Pickles\*  
Commissioner Smith\*  
Regional Chair Henry\*  
**\*denotes Commissioners participating electronically**

Also

Present: Commissioner Crawford\* attended the meeting at 1:52 PM

Absent: Commissioner Drew

Staff

Present: E. Baxter-Trahair, Chief Administrative Officer  
W. Holmes, General Manager, Durham Region Transit  
J. Austin, Deputy General Manager, Business Services, Durham Region Transit  
M. Binetti, Transportation Service Design, Durham Region Transit  
A. Burgess, Deputy General Manager, Maintenance, Durham Region Transit  
L. Huinink, Director, Rapid Transportation & Transit Oriented Development, Office of the Chief Administration Officer  
R. Inacio, Systems Support Specialist, Corporate Services – IT  
A. Naeem, Solicitor, Corporate Services – Legal Services  
C. Norris, Deputy General Manager, Operations, Durham Region Transit  
S. Ciani, Committee Clerk, Corporate Services – Legislative Services  
K. Smith, Committee Clerk, Corporate Services – Legislative Services

#### **2. Declarations of Interest**

There were no declarations of interest.

### **3. Adoption of Minutes**

Moved by Regional Chair Henry, Seconded by Commissioner Anderson,  
(29) That the minutes of the following meetings be adopted:

- Regular Durham Region Transit Executive Committee meeting held on Wednesday, June 8, 2022; and
- Special Durham Region Transit Executive Committee meeting held on Wednesday, August 24, 2022.

CARRIED

### **4. Delegations**

#### **4.1 Tina Henderson, Durham Resident, re: Route 211 Schedule and Durham Region Transit's Response to Ridership Concerns**

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Tina Henderson, Durham Resident, provided a PowerPoint presentation with regards to Route 211 Schedule and Durham Region Transit's Response to Ridership Concerns.

Highlights of the presentation included:

- New Route 211
- Why I am here?
- Schedule Issues Explanation
- Rider Works at Yonge and Bloor
  - Start Time 07:00
  - Start Time 08:00
  - Start Time 09:00
- Request

T. Henderson provided an overview of her experience with the new route 211 in North West Ajax. She expressed her concerns with the schedule of the new route 222 and provided suggestions to make the route more useable.

T. Henderson outlined the issues with the current schedule and the impact it has on riders by providing examples of the DRT bus time arrivals at Ajax Station and the corresponding GO train departures for individuals who begin work at 07:00, 08:00, and 09:00. She expressed her concern with the DRT buses not aligning with the GO train schedule departures resulting in an extended wait by customers. She stated that the issue does not meet DRT's mandate of providing effective and efficient public transit. She requested that DRT revise the schedule for the new route 211 and adjust the bus times by 10 minutes as this will address all connection issues with GO Transit.

## **5. Presentations**

### **5.1 Bill Holmes, General Manager, re: General Manager's Verbal Update**

B. Holmes, General Manager, Jamie Austin, Deputy General Manager – Business Services, Christopher Norris, Deputy General Manager – Operations, and Allison Burgess, Deputy General Manager – Maintenance, Durham Region Transit, provided a verbal update to the Committee.

Staff recognized Durham Region Transit's accomplishments over the past four years including the leadership and direction of TEC in navigating the COVID-19 pandemic; implementation of the Low Income Transit Assistance Program; adopting a fare strategy; integrating transit stops with the pedestrian networks; updates to the customer-facing policies; guidelines to mitigate social equity barriers; updates to the Advertising Policy, Transit By-law, and U-Pass Agreement; and receiving funding through the Investing in Canada Infrastructure Program.

Staff recognized the programs and activities supported by TEC to ensure Durham Region Transit continues to modernize services for residents including the Emission Zero program; the Whitby Autonomous Electric Vehicle (WAVE) pilot; adopting the fleet electrification plan; adopting the strategy to enhance transit across rural areas of the Region; expanding OnDemand to provide residents in urban areas with 24/7 access to public transit; and contributions to higher increases in ridership.

B. Holmes advised that the updated Surveillance System in DRT Vehicles Policy reflects the experience working with the new surveillance system technology for the past couple years. He indicated that the new service enhancement was successfully launched on September 6, 2022. He also advised there is a temporary fleet availability challenge resulting from delays in receiving Hybrid buses from the manufacturer, and general parts availability and resource challenges.

B. Holmes thanked the Transit Executive Committee for their leadership and support over the past four years to commit to modernization and stated that staff will carry forward a commitment to improve access and enhance the frequency and capacity of transit services for the residents of Durham.

B. Holmes responded to questions with regards to the impact of merging specialized services and OnDemand services to a common platform; and potential options for residents to arrange a bus ride.

## **6. Correspondence**

### **A) Memorandum from Alexander Harras, Regional Clerk/Director of Legislative Services, re: Cancellation of October 2022 Transit Executive Committee Meeting**

Discussion ensued with regards to whether the October 2022 Transit Executive Committee meeting is required.

Moved by Commissioner Smith, Seconded by Commissioner Barton,  
(30) That the memorandum from Alexander Harras, Regional Clerk/Director of Legislative Services, regarding Cancellation of October 2022 Transit Executive Committee Meeting, be received for information and that the October 2022 Transit Executive Committee meeting be cancelled.  
CARRIED

## **7. Reports**

### **A) General Manager's Report – September 2022 (2022-DRT-16)**

Report #2022-DRT-16 from B. Holmes, General Manager, Durham Region Transit, was received.

Moved by Commissioner Barton, Seconded by Commissioner Anderson,  
(31) That Report #2022-DRT-16 of the General Manager, Durham Region Transit, be received for information.  
CARRIED

### **B) Updated Surveillance System in DRT Vehicles Policy (2022-DRT-17)**

Report #2022-DRT-17 from B. Holmes, General Manager, Durham Region Transit, was received.

Moved by Commissioner Pickles, Seconded by Commissioner Mulcahy,  
(32) That the revised Surveillance System in DRT Vehicles Policy, effective September 7, 2022, be approved.  
CARRIED

## **8. Advisory Committee Resolutions**

There were no advisory committee resolutions to be considered.

## **9. Confidential Matters**

There were no confidential matters to be considered.

## **10. Other Business**

### **10.1 Tina Henderson's Delegation**

Discussion ensued with regards to T. Henderson's delegation heard earlier in the meeting regarding the schedule for the new Route 211.

B. Holmes advised that it takes approximately three to six months to plan and implement a service change, such as the recent September service change. Staff consider the best information available or provided, including known GO Train schedules. Changes to schedules have many impacts, to other trips, other routes, and other customers. Any change must be well thought through before implementing. Staff make adjustments when possible, and make adjustments on a regular basis when there are no impacts on other riders or staff.

C. Norris advised that when DRT was developing September route schedules the GO Train was planned to operate more frequently than today. As the media has reported that were changes to train services leaving Durham, resulting in missed connections at the GO stations. DRT generally follow a minimum 12-minute connection time for trips planned to connect with a GO train. The 12 minutes considers the DRT on-time performance standard of zero to five minutes late, and seven minutes for customers to walk between the bus and train platform.

**11. Date of Next Meeting**

The next regularly scheduled Durham Region Transit Executive Committee meeting will be held on Wednesday, December 7, 2022 at 1:30 PM in the Council Chambers, Regional Headquarters Building, 605 Rossland Road East, Whitby.

**12. Adjournment**

Moved by Commissioner Barton, Seconded by Commissioner Pickles,  
(33) That the meeting be adjourned.

CARRIED

The meeting adjourned at 2:11 PM

Respectfully submitted,

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S. Collier, Chair

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K. Smith, Committee Clerk