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The Regional Municipality of Durham Report

To: Durham Region Transit Executive Committee
From: General Manager, Durham Region Transit
Report: #2022-DRT-18
Date: December 7, 2022

Subject:

General Manager's Report – December 2022

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 – December 2022

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
December 7, 2022
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	October	0.26	0.49	✓ -47.3	✓ -14.6

Ridership

Scheduled						
Ridership (x1,000)	Number passengers	October	811	495	✓ 63.9	✓ 71.4
PRESTO Ridership	Customers paying using PRESTO (per cent)	October	86.3	82.3	✓ 4.0	✓ 4.0
Bus full occurrences	Number operator reported occurrences	October	225	24	NA	NA
Demand Responsive						
Ridership - Specialized	Number customer trips	October	8,221	6,740	✓ 22.0	✓ 52.3
Unaccommodated Rate - Specialized	Trip requests not scheduled (per cent)	October	NA ³	NA ³	NA	NA
Ridership – On Demand	Number customer trips	October	7,846	10,499	✗ -25.3	✓ 20.2

Service Delivery

Scheduled						
On time performance	On-time departures from all stops (per cent)	Service Period 2 ⁴	72.4	79.9	✗ -7.5	✗ -6.0
Service availability	Scheduled service delivered (per cent)	Service Period 2 ⁴	97.6	99.0	✗ -1.4	✗ -1.0
Mean Distance Between Failure (MDBF)	Average number of revenue service kilometres between occurrences of vehicle defects impacting service (revenue service kilometers)	October	36,782	NA	NA	NA

¹Target is 2021 measure for the same period

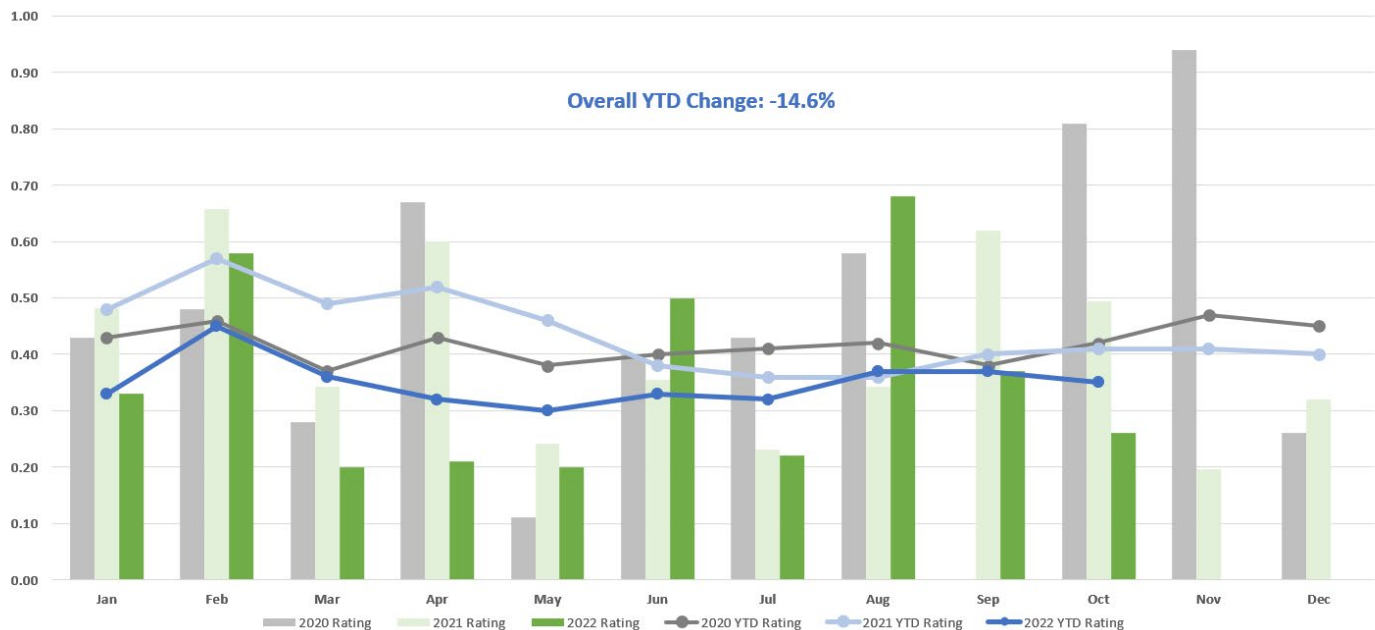
²Year to Date (YTD) compared to previous year

³Demand response platform currently not reporting unaccommodated rate

⁴June 20, 2022 through September 5, 2022

Safety

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

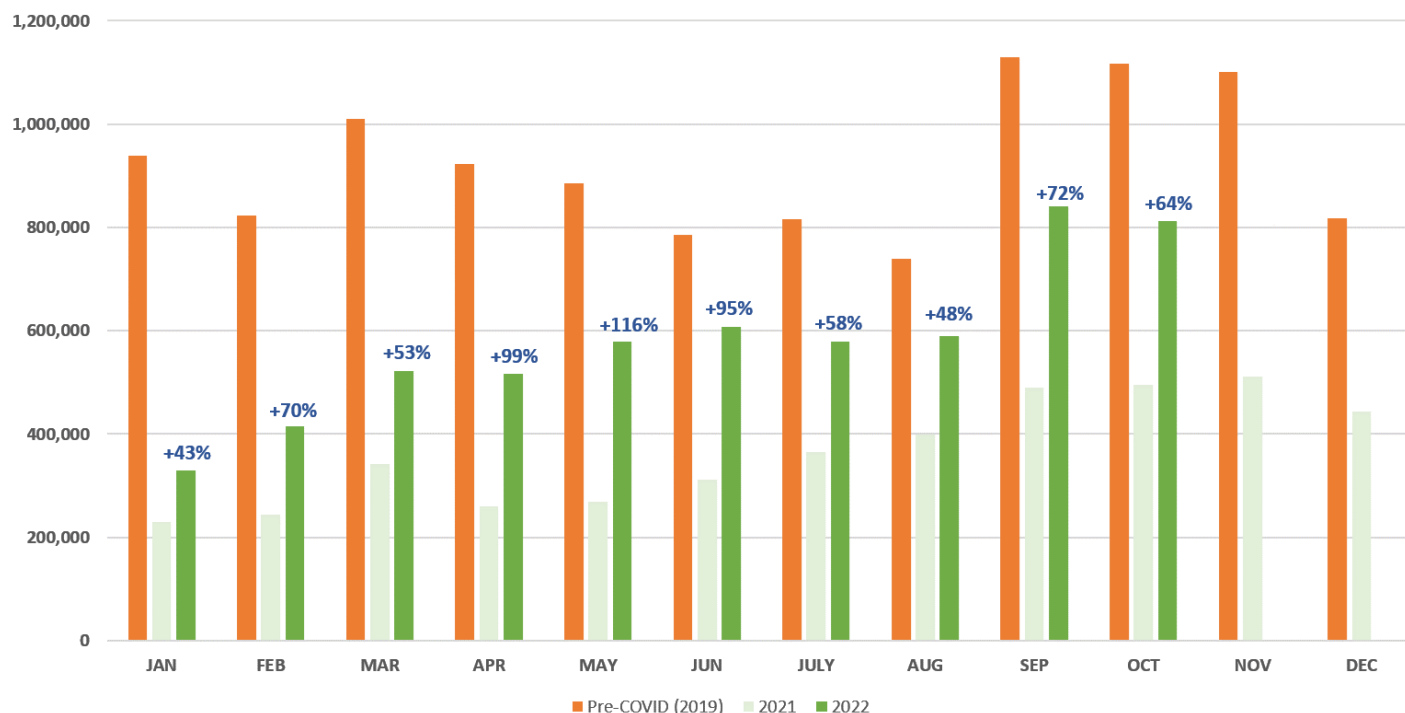
The October preventable collision rate was 0.26 per cent compared to a rate of 0.49 per cent for the same period in 2021. Year to date, the preventable collision rate is 14.6 per cent lower than the previous year.

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 annual cyclical training, prioritizing defensive driving practices, 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.

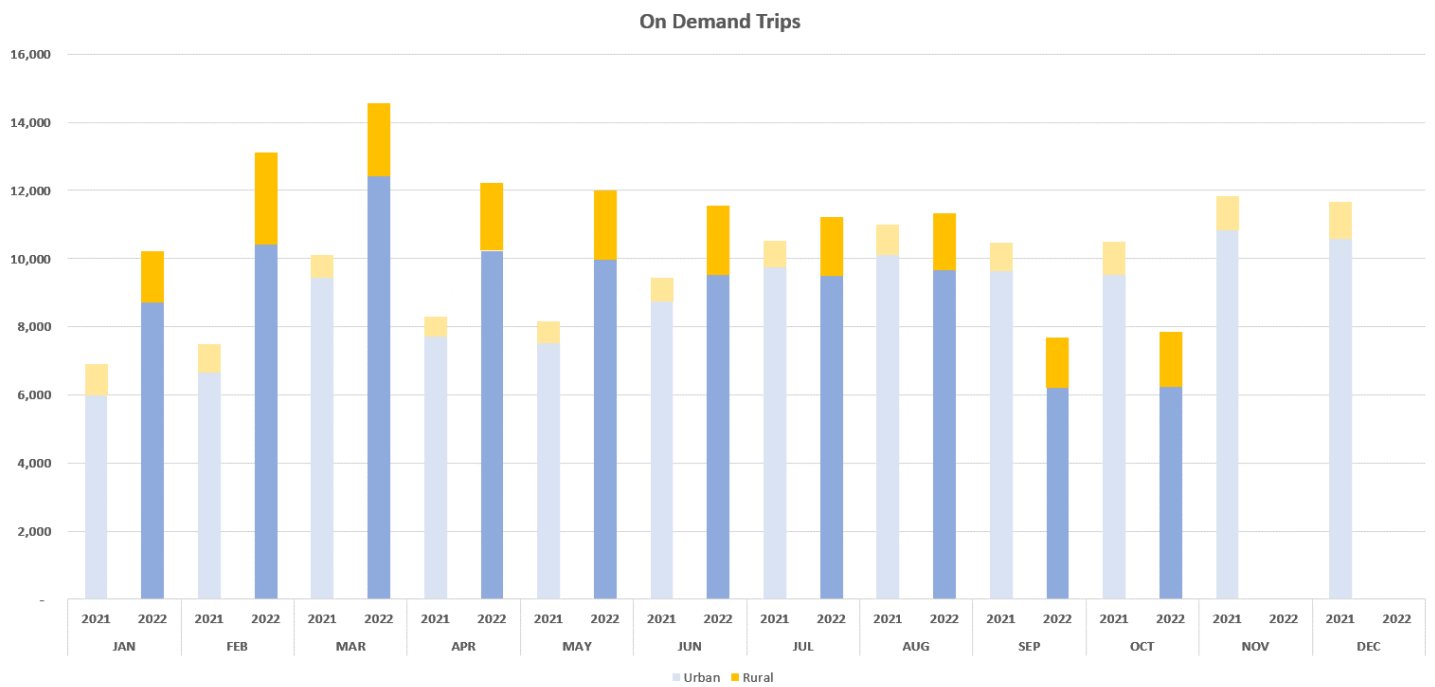
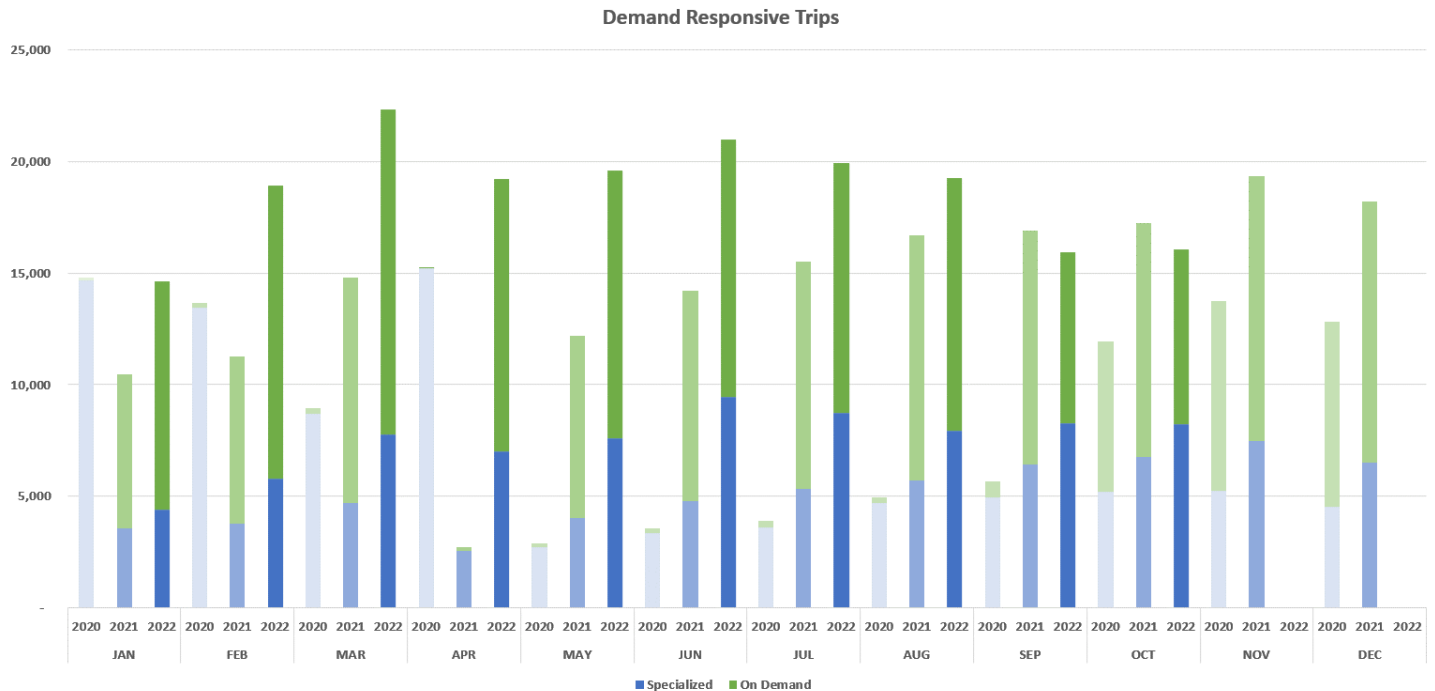
Results

October ridership was 64 per cent higher than 2021 and approximately 75 per cent of pre-pandemic (2019) ridership for the same period.

Action Plan

To support the return of students to secondary school and post secondary institutions, approximately 10 per cent more service was introduced in September. With five new local routes, two new PULSE routes, and enhanced frequency throughout the network, the September 2022 network provided 60% more residents direct service to post-secondary institutions in Durham Region. Commuter ridership to and from the GO Train, which historically accounted for 25 per cent of overall ridership, continues to improve but is not expected to rebound in the near future as commuters continue to work remotely, either full time or as part of hybrid work.

Demand Response Transit

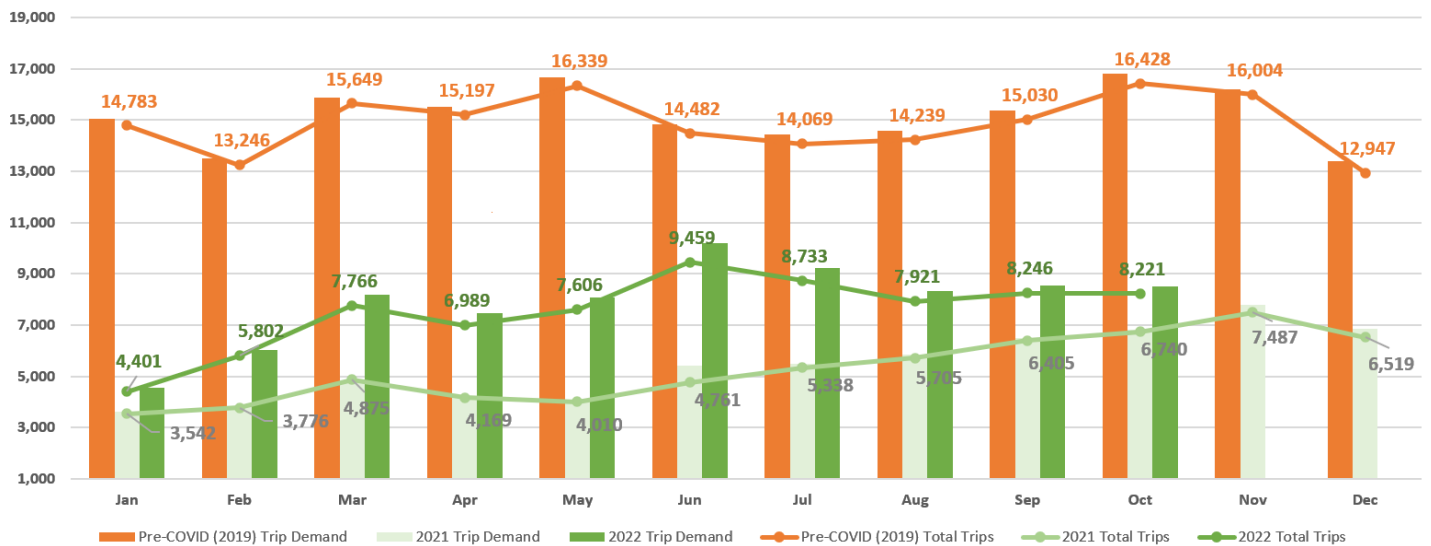


		OCT 2022	YTD 2022
R U R A L	Uxbridge	751	6,207
	Brock	373	4,452
	Scugog	618	5,135
	Pickering	88	1,160
	Whitby	63	325
	Oshawa	-	-
	Clarington	1,947	20,239

		OCT 2022	YTD 2022
U	Pickering	1,067	16,129
R	Ajax	759	13,541
B	Whitby	965	14,535
A	Oshawa	538	14,246
N	Clarington	673	14,950

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

As part of service enhancements in September, new schedule service routes replaced On Demand in several urban areas of the Region. Consequently, On Demand ridership dropped by approximately 28% from August, with 7,846 trips delivered in October.

On Demand delivered 8,221 Specialized transit trips in October 2022, a 22 per cent improvement compared to October 2021 and a 52.3 per cent increase year to date compared to 2021. Capacity for Specialized Services customers remained consistent since August, delivering 7,921 trips in August, 8,246 trips in September, and 8,221 trips in October.

On Demand and Specialized Services were merged in September and trips were scheduled through the demand response platform. The current platform is unable to report unaccommodated trips.

Further details are explained on page 14 (Service Reliability, On Demand).

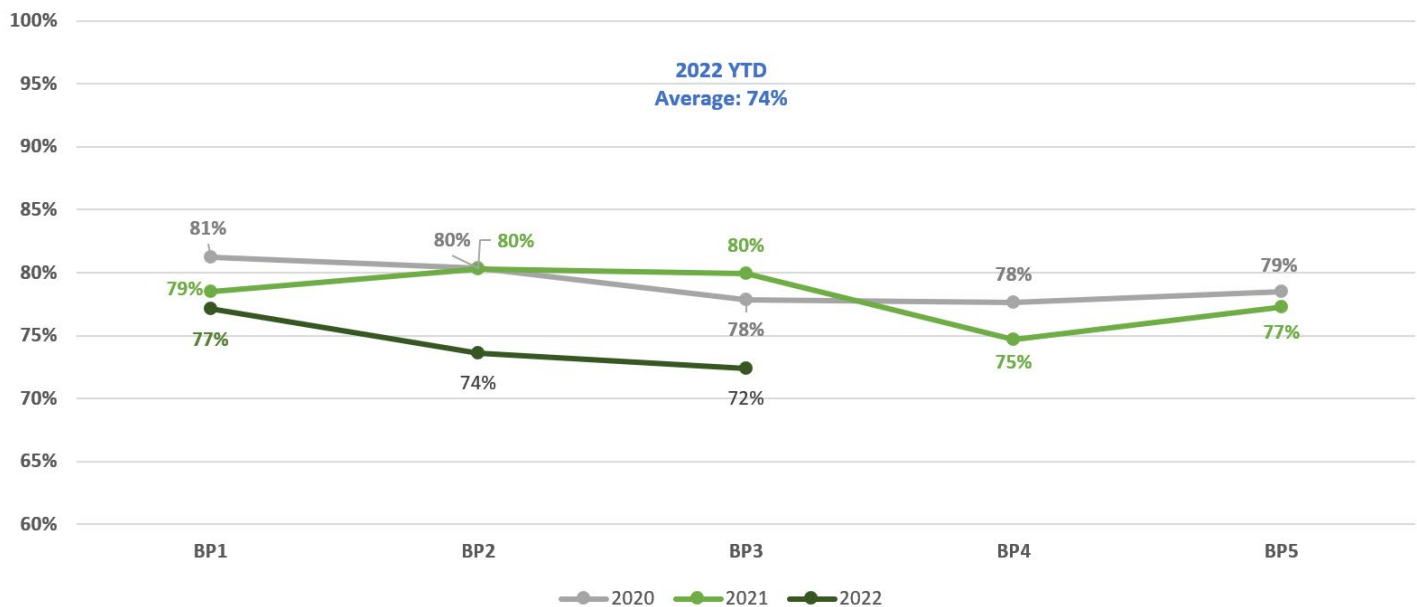
Action Plan

Initial challenges with the scheduling platform have been resolved, however, the platform will be replaced over the coming months with a new platform procured to meet DRT's requirements for an integrated demand response service.

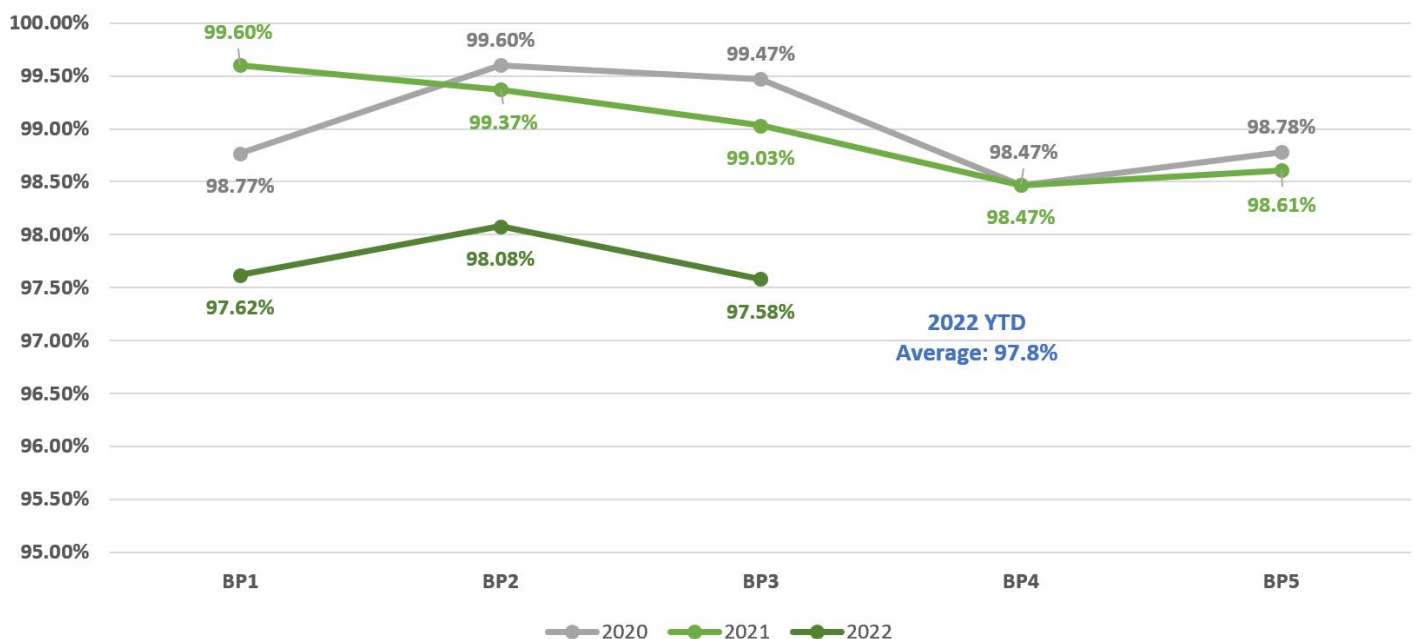
Service Delivery

On Time Performance and Availability (conventional)

2022 On-Time Performance



2022 Service Availability



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 for the 2022 service period 3 (BP3 spans June 20, 2022 – September 5, 2022) was 72.4 per cent, down from 74 per cent for BP 2 and below the 80 per cent recorded for the same period in 2021.

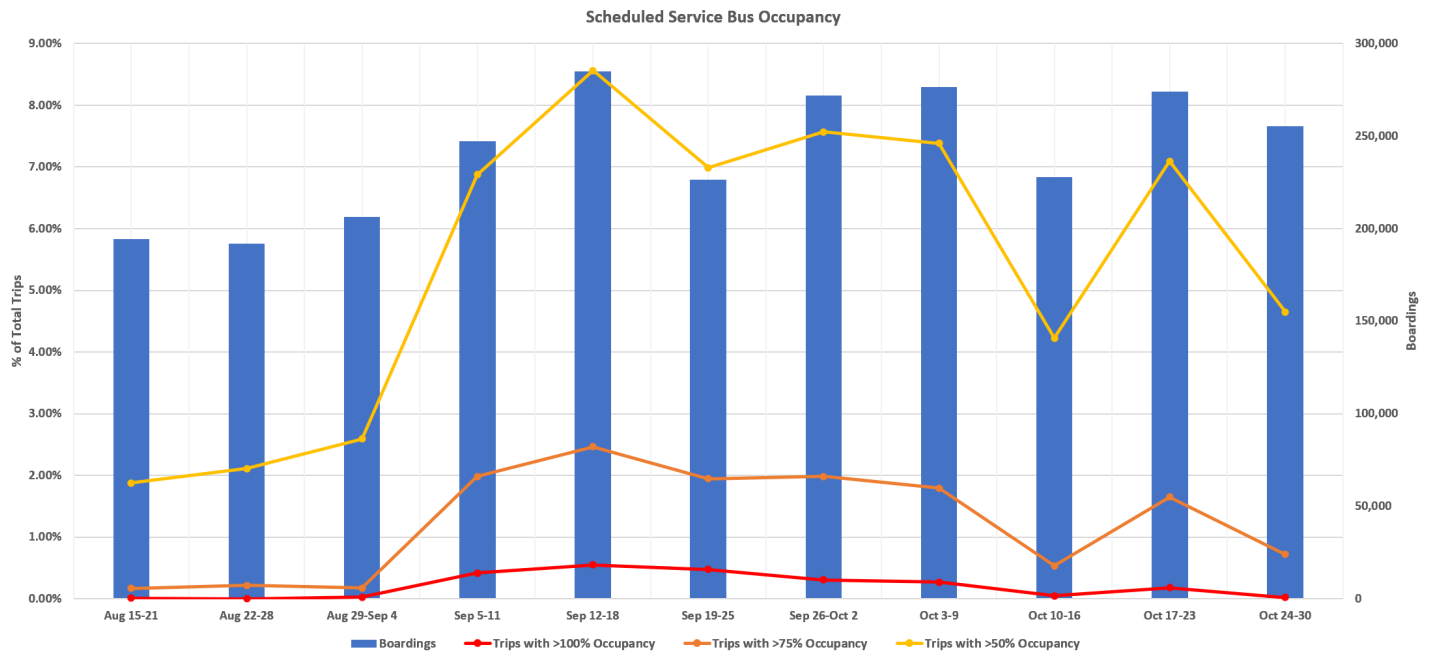
Service availability was 97.6 per cent compared to 98.1 per cent for BP 2 and lower than the 99.0 per cent recorded for the same period in 2021.

Action Plan

OTP was impacted by three factors; traffic disruptions related to road construction activities, the introduction of new routes with best estimates for running time, and postponement of running time validation studies due to a lack of staff capacity. Staff continue to collaborate with the various traffic groups at the Region and local area municipalities to ensure traffic impacts for construction projects are communicated to DRT in advance of the annual budget cycle to enable DRT to budget revenue service hours and schedule realistic running times and service capacity.

Service availability continued to decline and remained below the 99.5 per cent target. Service availability continued to be affected by traffic impacts and a reduced ability to backfill operator absences.

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

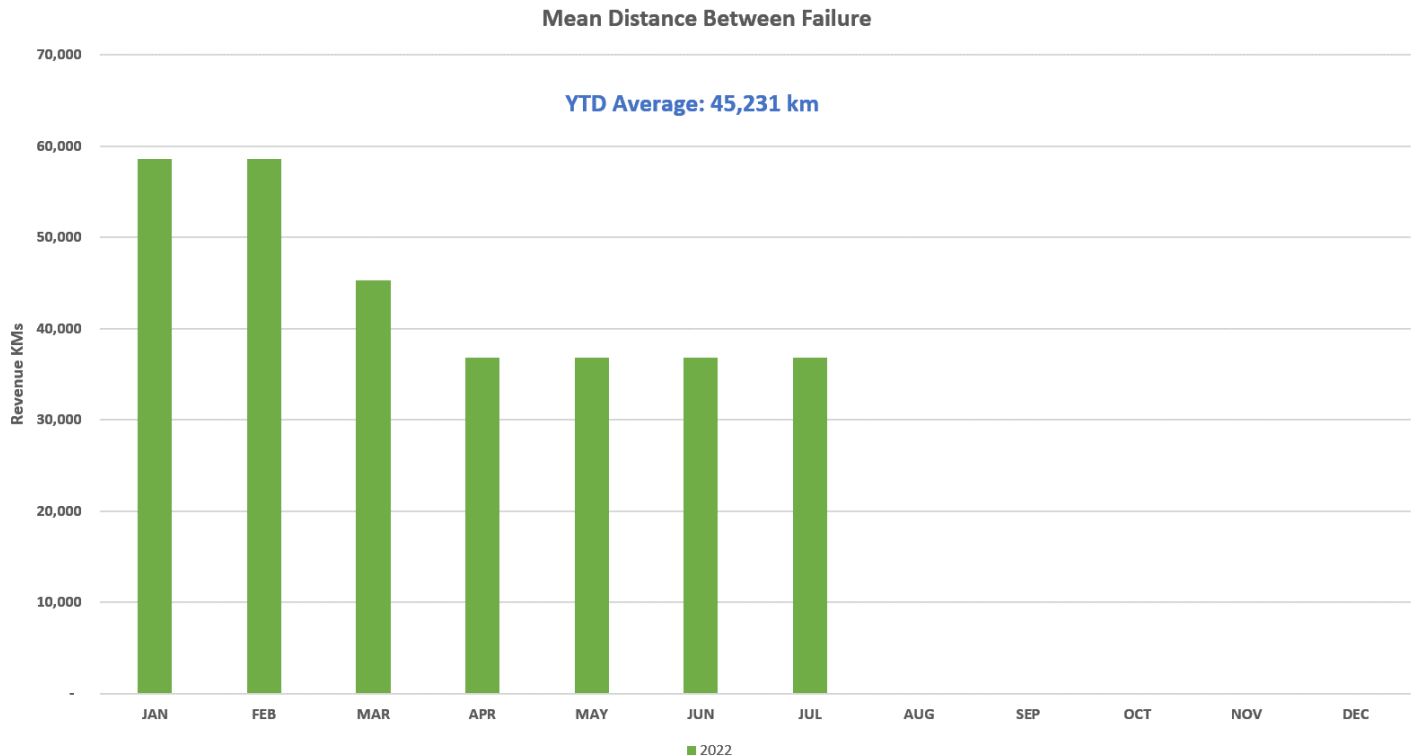
During the last week of October (October 24 - 30), approximately 95 per cent of all trips were below 50 per cent of maximum occupancy, with less than one per cent of trips exceeding 75 per cent maximum occupancy.

There were 225 bus full occurrences reported in October 2022.

Action Plan

The transit network continued to provide adequate capacity for current customer demand.

Mean Distance Between Failure (conventional)



Definition

Mean Distance Between Failure (MDBF) measures the reliability of the fleet by tracking the mean distance between bus breakdowns or mechanical failures that result in cancelled or missed service. A bus breakdown or mechanical failure is any incident that precludes a revenue vehicle from completing its trip or beginning its next scheduled trip and is measured by the total number of revenue vehicle kilometers (conventional service fleet) divided by the total number of chargeable vehicle defects during the reporting period.

Chargeable vehicle defects (or chargeable mechanical failures) are consistent with guidelines from the Ontario Public Transit Association (OPTA) which does not consider failures resulting from passenger-related events (i.e., sickness on the bus), farebox or other technology defects such as PRESTO readers.

In consideration of MDBF outcomes in 2021, DRT has established the 2022 average MDBF target at 40,000 km. Moving forward, the objective is to realize an annual improvement in MDBF performance as a result of continuous enhancements to preventative maintenance practices.

Results

MDBF data has not been available recently.

Action Plan

Not applicable

Updates

1. Hybrid Buses

On Monday, October 31, 2022, the first of 10 hybrid buses were introduced into the conventional fleet. The inclusion of hybrid buses is part of DRT's [E-Mission Zero](#) strategy, an ambitious and co-ordinated suite of emission-reducing initiatives to introduce a more sustainable network of vehicles, infrastructure and facilities over the next 25 years.

The hybrid buses will reduce fuel consumption and emissions by up to 30 per cent compared to conventional diesel buses. They also feature regenerative braking which will save on costs for brakes and engine maintenance.

2. Service Change, December 5, 2022

The following service changes will be in effect beginning December 5, 2022, including modified service levels during the holiday period from December 25 to 31, 2022.

Route	Days	Description
		Seasonal service reduction due to lower demand.
905	Monday to Friday	Peak 15-minute service will operate southbound only, northbound service will operate every 30 minutes.
917	Monday to Friday	Seasonal service reduction due to lower demand.

3. Service hours during holiday period

Date	Holiday	Service level
Saturday, December 24	Christmas Eve	Saturday schedule
Sunday, December 25	Christmas Day	Special schedule (see below)
Monday, December 26	Boxing Day	Sunday schedule
Tuesday, December 27	N/A	Saturday schedule
Wednesday, December 28	N/A	Saturday schedule
Thursday, December 29	N/A	Saturday schedule
Friday, December 30	N/A	Saturday schedule
Saturday, December 31	N/A	Saturday schedule (see below)
Sunday, January 1, 2023	New Year's Day	Sunday schedule

December 25

A special schedule will operate on Sunday, December 25, 2022.

- **Routes 902, 915, 916** Will operate hourly between 9:30 to 17:30
- **N1/N2** Will operate all day (24 hours) every 30 minutes
- On Demand
 - Urban areas Overnight On Demand will operate all day (24 hours)
 - Rural areas Will operate on a Sunday schedule between 7:00 to 21:00

December 31 (New Year's Eve)

- Blue Night service will operate overnight
- Service will be fare free after 19:00 until 4 AM on January 1

4. January 2, 2023, Service Change

Durham Region Transit (DRT) is implementing service changes beginning January 2, 2023. These changes are intended to improve service reliability, on-time performance, service availability, and new services to accommodate growth.

Route	Days	Service update
103 Routing extension	Monday to Friday	<ul style="list-style-type: none">• AM / PM peak trips extended to the Finch and Altona area
112 Routing extension	Monday to Friday	<ul style="list-style-type: none">• AM / PM peak trips extended to the Taunton and Burkholder area of Seaton
222 Schedule change	Monday to Friday	<ul style="list-style-type: none">• Service will operate every 45 minutes
392B Additional trips	Monday to Friday	<ul style="list-style-type: none">• Service will operate every 30 minutes all day
410 Routing change	Monday to Sunday	<ul style="list-style-type: none">• Route will now travel via Centre Street / Fairbanks Street and Simcoe Street, instead of Celina and Albert Streets
411 Routing change	Monday to Friday	<ul style="list-style-type: none">• Trips departing Oshawa Centre Terminal at 07:18 and 13:51 will operate as 411C via Avondale Drive <p>Trips towards Farewell/Raleigh will end one hour later</p>

423 Additional trips	Monday to Friday	<ul style="list-style-type: none"> Service will now operate every 30 minutes all day
502 Routing and schedule change	Monday to Sunday	<p>Weekdays:</p> <ul style="list-style-type: none"> Routing in the Clarington Centre area will be modified to operate via Green Road and Stevens Road New evening service to 23:45 <p>Saturday and Sunday</p> <ul style="list-style-type: none"> New service between 09:30 and 19:30
PULSE 900 Schedule change	Monday to Friday	<ul style="list-style-type: none"> Service to Scarborough will now operate every 30 minutes
PULSE 901 Schedule change	Monday to Friday	<ul style="list-style-type: none"> Service will operate every 30 minutes to and from Oshawa Centre, every 30 minutes to and from Lakeview, and every 30 minutes to Windfields Farm
905 Additional trips	Monday to Friday	<ul style="list-style-type: none"> Additional 905A trips between Whitby Station and Harmony Terminal during midday
PULSE 915 Schedule change	Monday to Sunday	<p>Weekdays</p> <ul style="list-style-type: none"> Service will operate every 20 minutes between 08:00 and 20:00, and every 30 minutes after 20:00 Service towards Harmony Terminal will begin at 3:45 Service towards Ajax Station will now end at 23:30 <p>Saturday and Sunday</p>

PULSE 916 Additional trips	Monday to Friday	<ul style="list-style-type: none"> Service towards Harmony Terminal will now end at 22:25
917 Schedule change	Monday to Friday	<ul style="list-style-type: none"> Additional trips will operate between Whitby Station and Oshawa Centre Terminal during peak travel periods
920 Routing change	Monday to Friday	<ul style="list-style-type: none"> Routing will operate via Stevenson Road and Conlin Road, between Taunton and Thornton and Conlin and Simcoe

5. Service Reliability, Demand Response

DRT is committed to customers; offering a flexible service model that allows people to access service whenever and wherever it's needed.

The recent merge of Specialized and On Demand has created a seamless and equitable service for all customers. This model reflects our dedication to service excellence. While we are proud of this award-winning service, we've heard from customers and staff that there have been challenges.

Since September 2022, transit demand has increased, the scheduling platform experienced initial growing pains, and DRT is experiencing staffing challenges. Unfortunately, service reliability has been affected. We understand that there have been difficulties and we apologize to customers for On Demand trips that were not available when requested or delivered late and/or cancelled.

We are doing everything we can to help improve the situation, such as resolving scheduling platform issues and hiring staff to increase capacity to move us closer to our goal of more fulsome services by January 2023.

Thank you to all of our customers for their patience and understanding. We look forward to continuing to serve the residents of our communities; offering seamless connections to destinations across the region.

6. Service Reliability, scheduled service

DRT implemented significant service enhancements in September. The enhancements were planned and developed in June 2022 in consideration of anticipated ridership demand and projected staff resource availability.

Based on available data for the week of October 17, approximately three percent of scheduled service was not delivered. Over 40 per cent of service not delivered was attributed to traffic-related factors, with 15 per cent attributed to a lack of operator resources.

Based on transportation data for Taunton Road at Simcoe Street, traffic volumes are comparable to pre-pandemic levels. Unplanned service disruptions resulting from factors including traffic volume, road construction and lane restrictions, and other disruptions such as collisions that require DRT to detour, have increased transit travel times. Transit Control has been minimizing service impacts to the network by implementing mitigation measures such as reassigning buses to cover a trip, or as a last result, cancelling a scheduled trip to regain the service. To resolve service delays and enhance service reliability, additional running time will be added to routes on key corridors experiencing delays. The additional running time will be reallocated from adjusted frequency of service during lower demand periods. Cancelled and new service will be implemented when we can ensure service reliability for customers.

A combination of increasing attrition and a lower-than-expected number of operators successfully completing mandatory training has resulted in reduced operator resources. While all scheduled work is covered, there is currently a reduced ability to backfill open work when staff are absent. Training capacity will be increased by January 2023, with new employee class size increasing from eight to 12 in February 2023.

7. TAP Program: Transition of ACCESS to PRESTO

DRT's Transit Assistance Program (TAP) provides eligible Ontario Disability Support Program (ODSP) and Ontario Works (OW) clients with lower DRT fares and the security benefits of the PRESTO card. Further to the GM Report in September 2022, DRT discontinued the paper ACCESS Pass in October 2022 and eligible customers have now transitioned to TAP. The transition to PRESTO was implemented over a period of six months starting in May 2022 to build awareness and support ODSP clients through this change.

In 2019 and before TAP was implemented, ACCESS pass sales were approximately 1,850 per month. For November 2022, approximately 1,930 TAP passes were sold; roughly 104 per cent of pre-pandemic pass volumes. Although overall commuter ridership continues to be low, local ridership has returned strong in the fall of 2022, consistent with the full return ODSP and OW clients.