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The Regional Municipality of Durham Report

To: Durham Region Transit Executive Committee
From: General Manager, Durham Region Transit
Report: #2024-DRT-04
Date: March 6, 2024

Subject:

General Manager's Report – March 2024

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 – March 2024

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

March 6, 2024

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	January	0.71	0.60	✗ 18.4	✗ 18.4

Ridership

Scheduled						
Ridership (x1,000)	Number passengers	January	1,025	791	✓ 29.6	✓ 29.6
PRESTO Ridership	Customers paying using PRESTO (per cent)	January	93.1	91.2	✓ 1.9	✓ 1.9
Bus full occurrences	Number operator reported occurrences	January	440	363	✗ 21	✗ 21
Demand Responsive						
Ridership - Specialized	Number customer trips	January	11,567	8,790	✓ 31.6	✓ 31.6
Unaccommodated Rate - Specialized	Trip requests not scheduled (per cent)	January	5.36	NA	NA	NA
Ridership – On Demand	Number customer trips	January	10,055	9,130	✓ 10.1	✓ 10.1
Unaccommodated Rate – On Demand	Trip requests not scheduled (per cent)	January	37.4	N/A	N/A	N/A

Service Delivery

Scheduled						
On time performance	On-time departures from all stops (per cent)	Service Period 1 ³	N/A	73.6	N/A	N/A
Service availability	Scheduled service delivered (per cent)	Service Period 1 ³	N/A	98.6	N/A	N/A
Mean Distance Between Failure (MDBF)	Average number of revenue service kilometres between occurrences of vehicle defects impacting service (revenue service kilometers)	January	13,062	15,582	✓ -16.1	✓ -16.1
Demand Responsive						
On time performance – Specialized	On-time customer pickups (per cent)	January	80.3	N/A	N/A	N/A
On time performance – On Demand	On-time customer pickups (per cent)	January	85.4	N/A	N/A	N/A
Service availability – Specialized	Average difference in requested trip time vs. booked trip time (minutes)	January	12:06	N/A	N/A	N/A
Service availability – On Demand	Average difference in requested trip time vs. booked trip time (minutes)	January	17:11	N/A	N/A	N/A

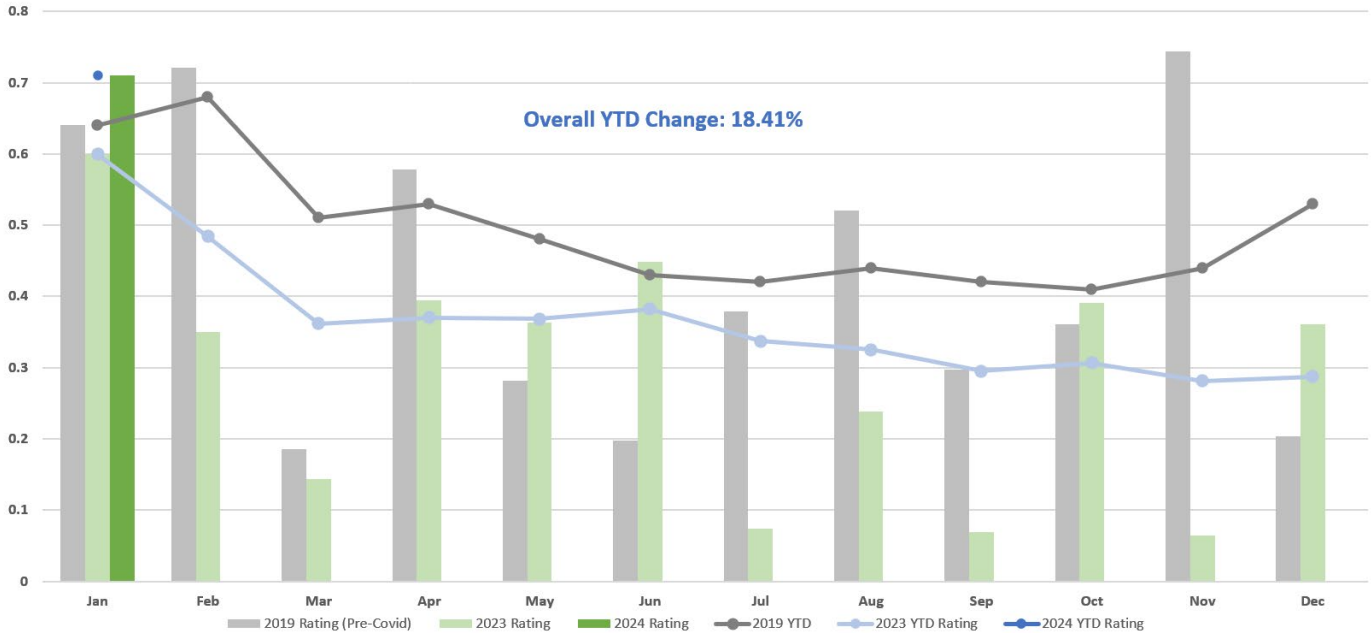
¹Target is 2023 measure for the same period

²Year to Date (YTD) compared to previous year

³January 2, 2024 through April 7, 2024

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

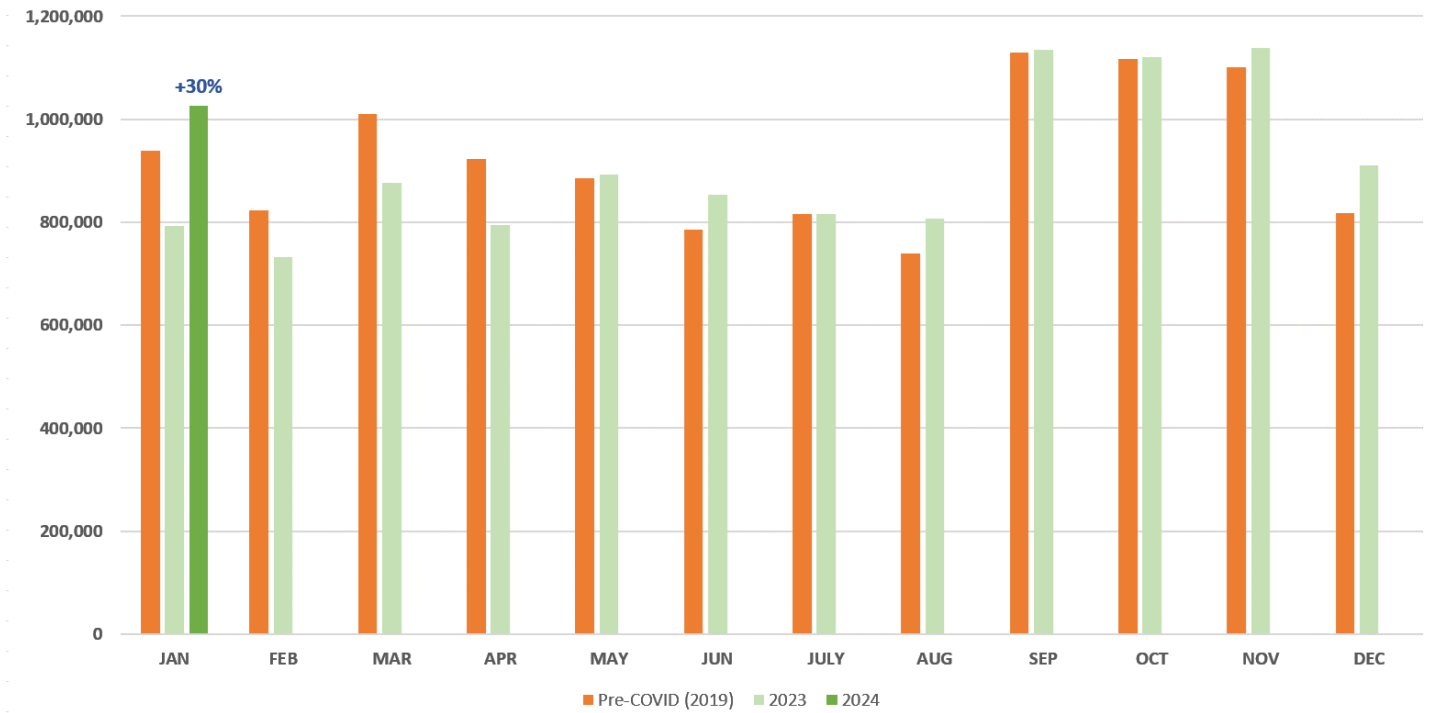
The January preventable collision rate was 0.71 per cent compared to 0.60 per cent for the same period in 2023.

Action Plan

Operations continue to implement their safety management system including promotion and communication, managing employee performance, and 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.

Results

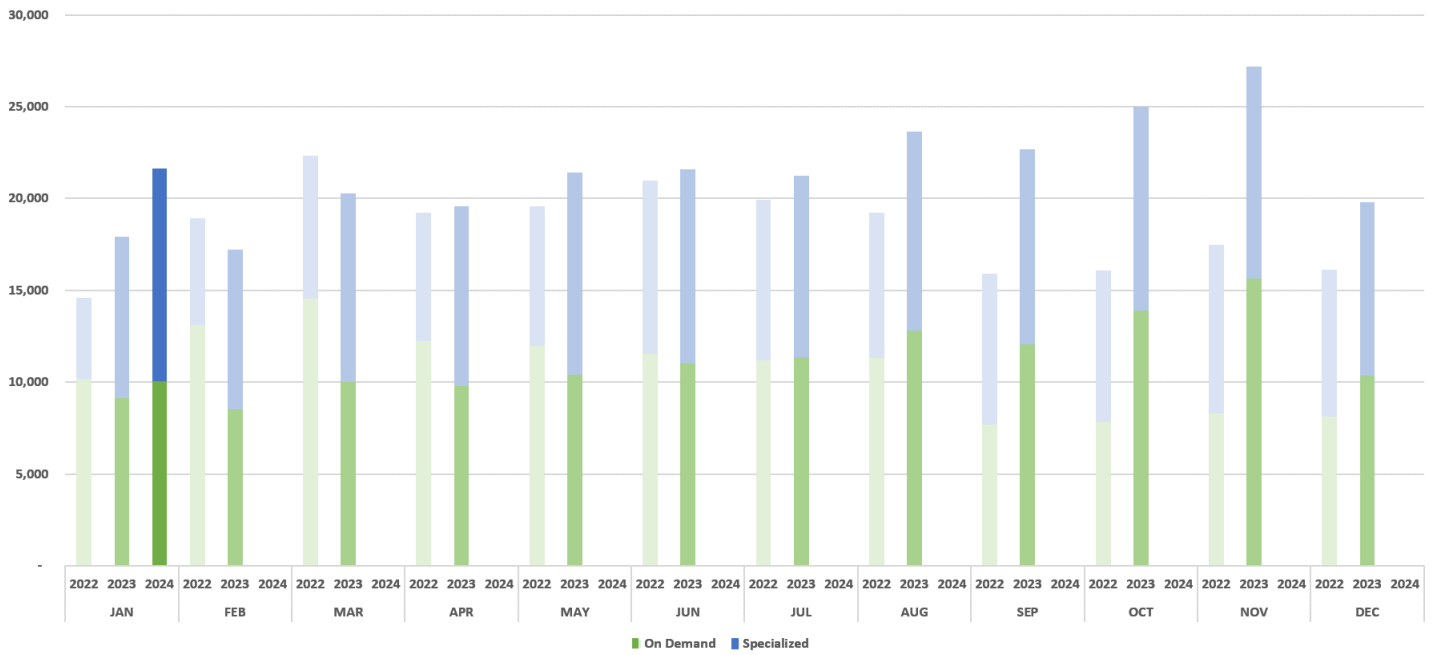
January ridership on scheduled service exceeded one million passenger trips, and was approximately 30 per cent higher than the same month in 2023, and approximately 11 per cent higher than the pre-pandemic period.

Action Plan

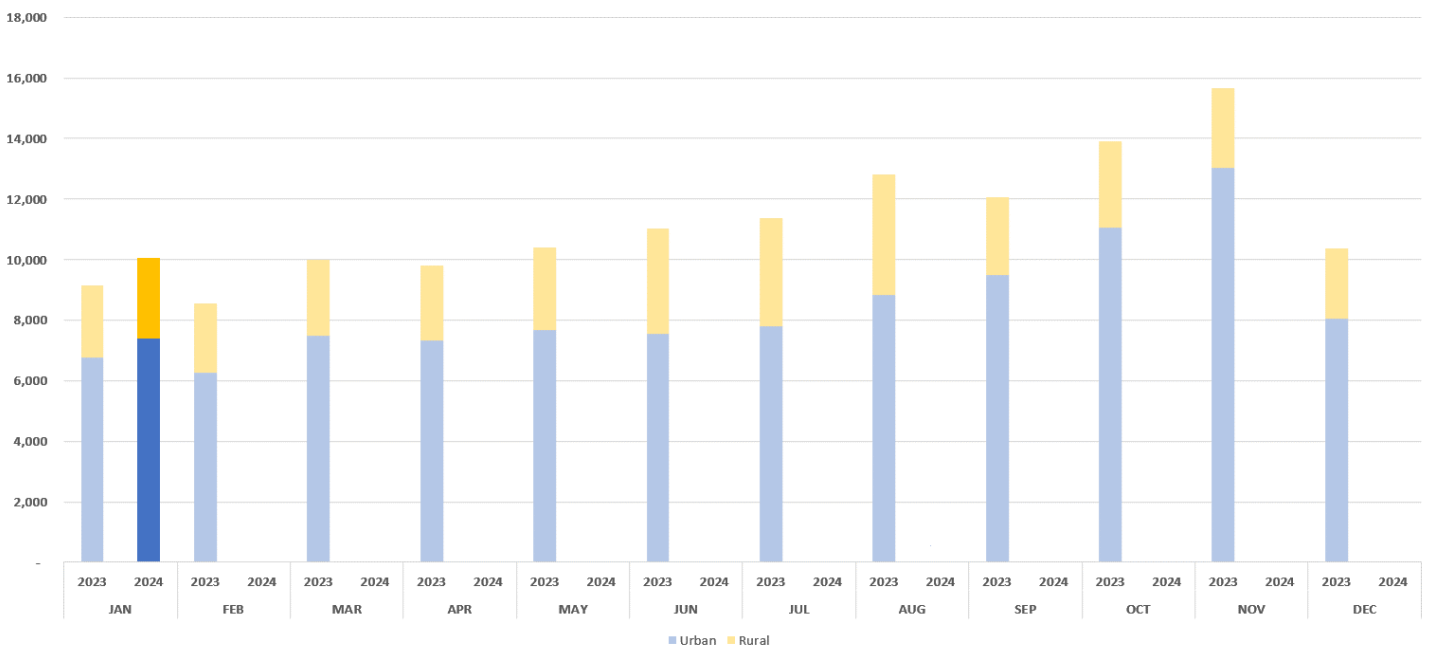
Ridership and transit demand have reached record levels across the Region. For January 2024, DRT optimized resources within existing service guidelines. Resources were reallocated from lowest performing routes and trips to areas of highest pressure and inadequate capacity to meet ridership demand on the busiest corridors. Some routes were restructured to remove service duplication, improve network reliability, and mitigate requirements for additional resources. Ridership pressures and network performance continue to be monitored.

Demand Response Transit

Demand Responsive Trips



On Demand Trips



On Demand Trip Service Areas Breakdown

		JAN 2024	YTD 2024
R U R A L	Uxbridge	348	348
	Brock	782	782
	Scugog	543	543
	Pickering	303	303
	Ajax	12	12
	Whitby	28	28
	Oshawa	53	53
	Clarington	584	584

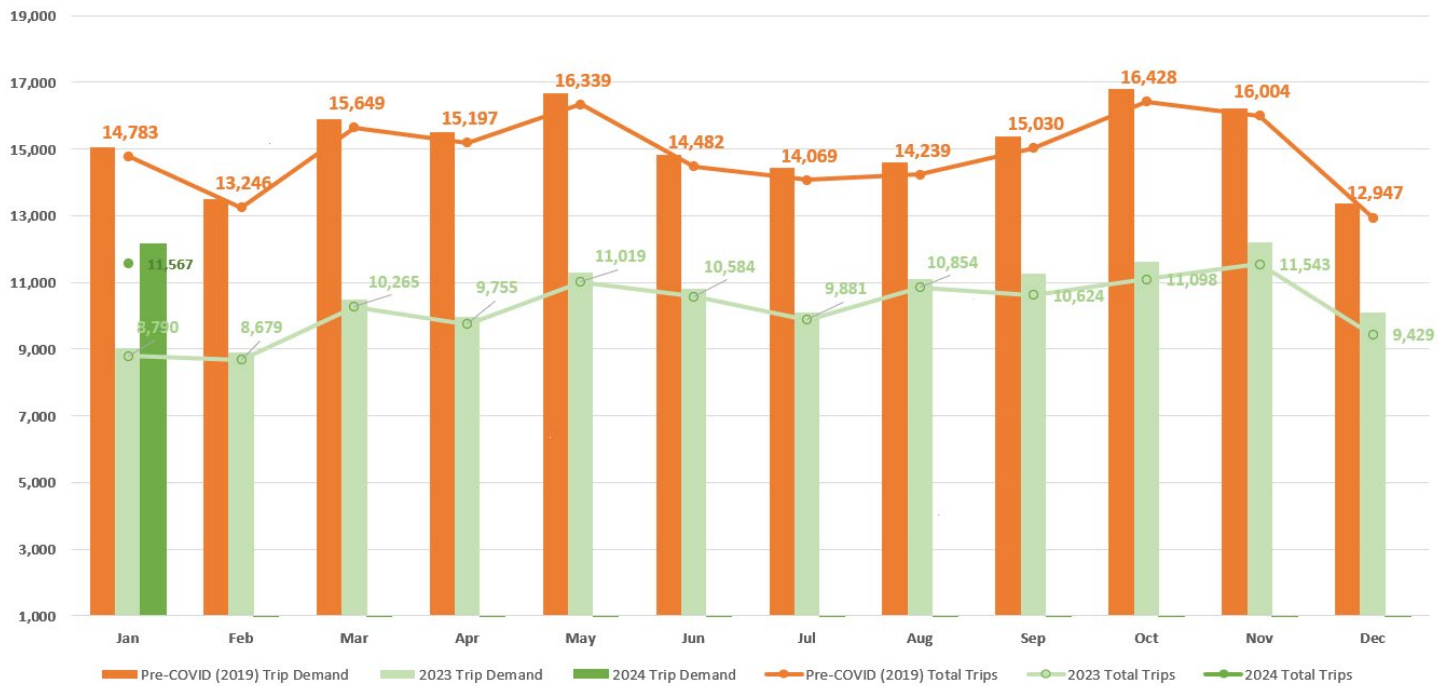
		JAN 2024	YTD 2024
U R B A N	Uxbridge	535	535
	Scugog	700	700
	Pickering	884	884
	Ajax	933	933
	Whitby	1,418	1,418
	Oshawa	1,285	1,285
	Clarington	1,647	1,647

Specialized Trip Service Areas Breakdown

		JAN 2024	YTD 2024
R U R A L	Uxbridge	13	13
	Brock	29	29
	Scugog	98	98
	Pickering	5	5
	Ajax	-	-
	Whitby	72	72
	Oshawa	10	10
	Clarington	121	121

		JAN 2024	YTD 2024
U R B A N	Uxbridge	44	44
	Scugog	107	107
	Pickering	1,361	1,361
	Ajax	2,086	2,086
	Whitby	2,769	2,769
	Oshawa	3,774	3,774
	Clarington	828	828
	Toronto-Yo	250	250

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.

Results

On Demand delivered a total of 21,622 trips in January 2024, including 11,567 for customers registered with Specialized transit. Total On Demand trips delivered in January 2024 were 23 per cent higher than January 2023, including an 18 per cent increase in Specialized transit trips.

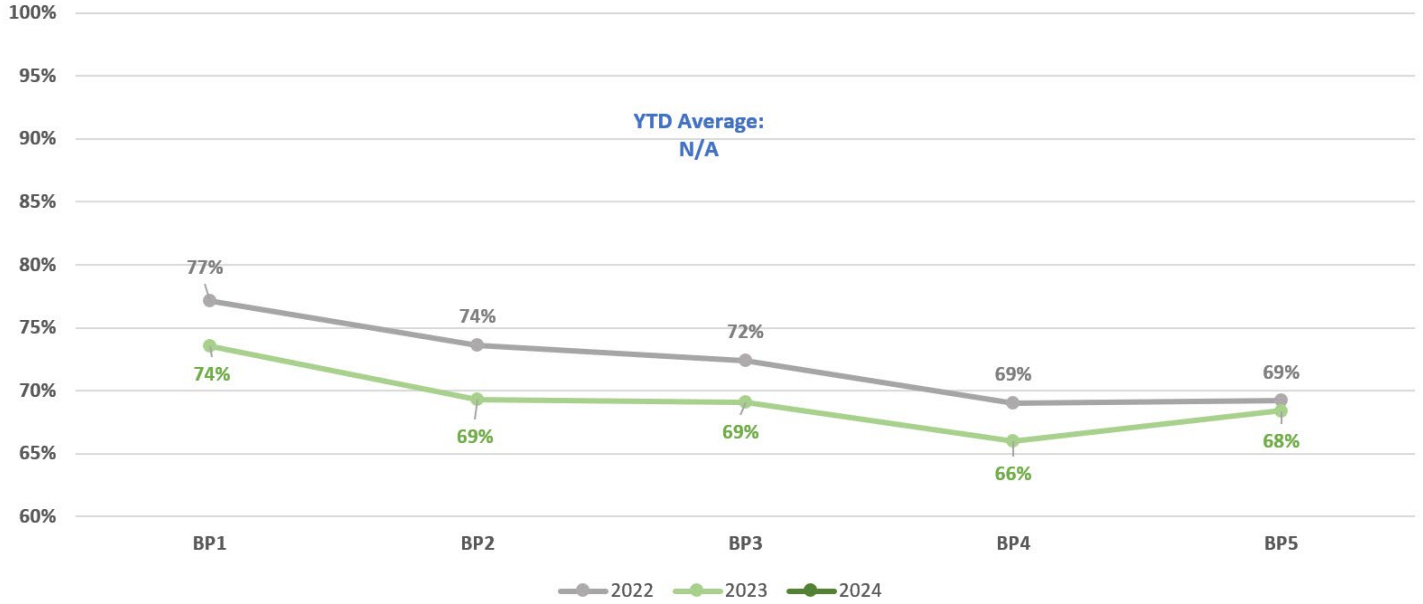
Action Plan

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). Throughout the Fall 2023, DRT maximized capacity within existing resources to meet increasing trip demands.

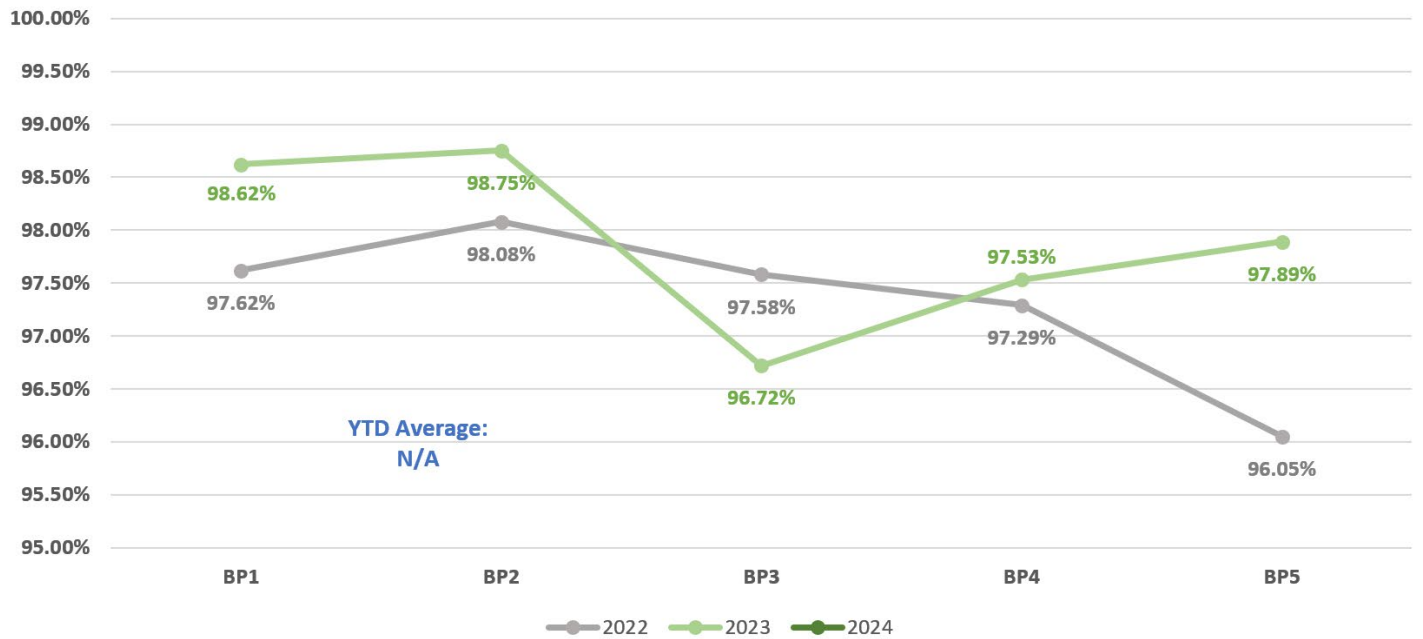
Service Delivery

On Time Performance and Availability (conventional)

Scheduled Service On-Time Performance



Scheduled Service Service Availability



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.

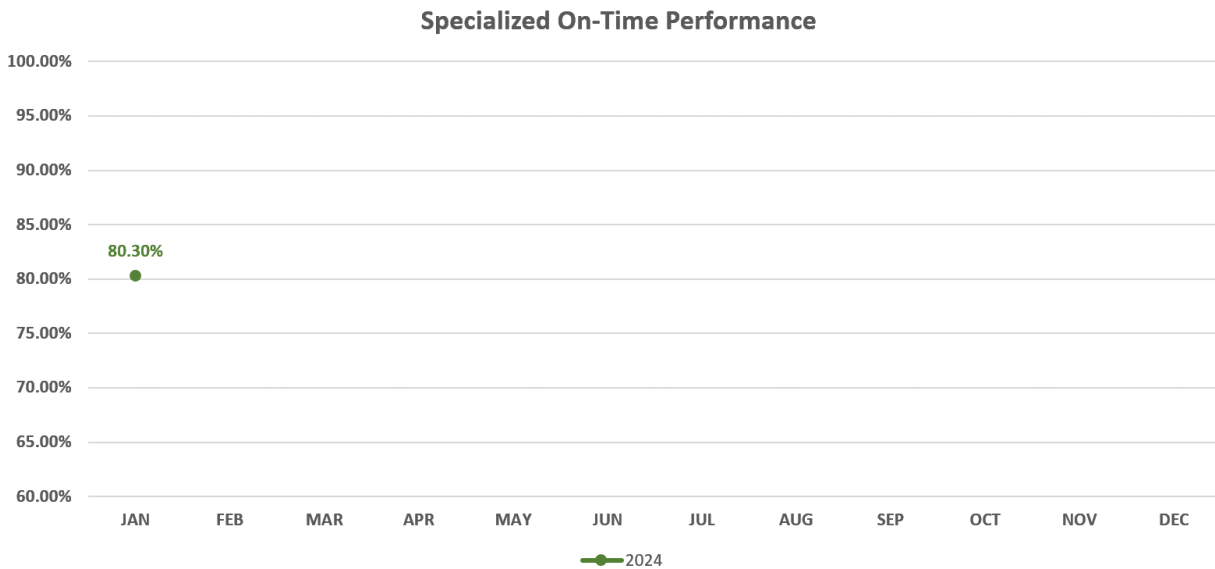
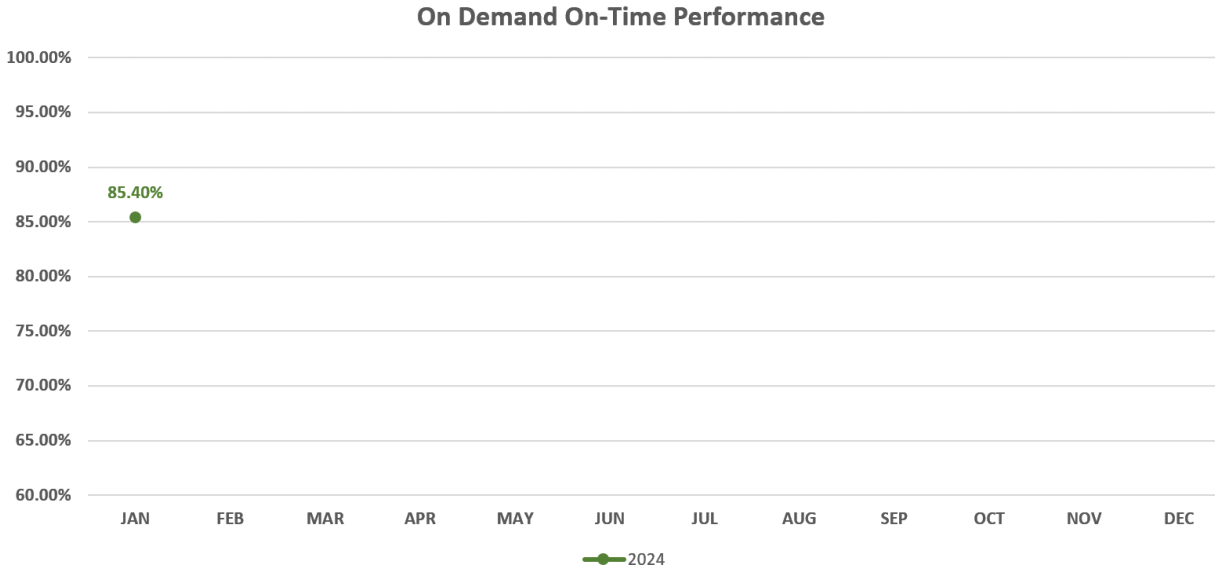
Results

OTP results for board period one will be reported in June 2024.

Action Plan

OTP continues to be impacted by increasing delays due to congestion experienced across major roads in the Region. DRT continue to experience service impacts from congestion and construction projects. Some planned trips are cancelled when a route is operating excessively late to enable subsequent planned trips to remain on schedule. Trip cancellations, which reduces service availability, impacts customers through less route capacity, longer wait times, and longer travel times due to missed connections. Staff have identified budget requirements to improve service reliability for routes in areas of known and significant congestion and 2024 road construction. When fully implemented, these investments will improve service reliability resulting in improved OTP and service availability for customers.

On Time Performance (Demand Responsive)



Definition

On Time Performance – Demand Response: Measures the percentage of customer pickups that occur as scheduled up to 5 minutes after the pick-up window. OTP – Demand Response is measured monthly, with a target of 80%.

Results

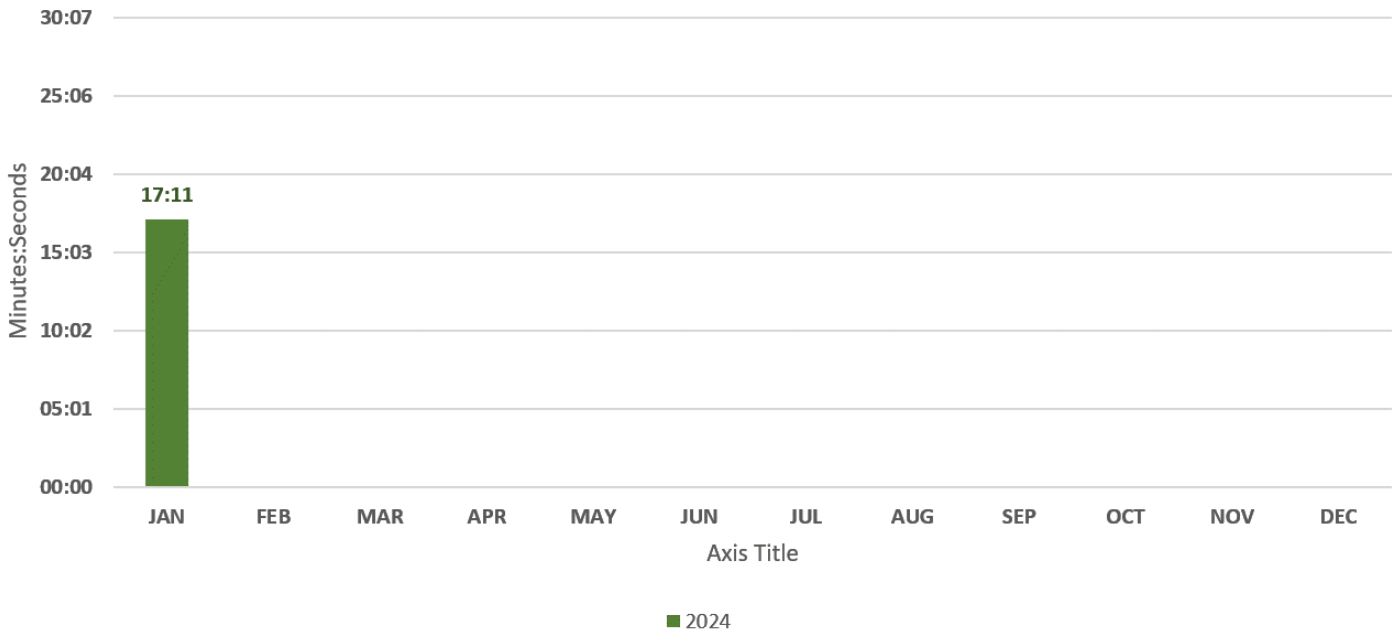
OTP – Demand Response for January 2024 were 85.4 per cent for On Demand trips, and 80.3 per cent for specialized transit trips.

Action Plan

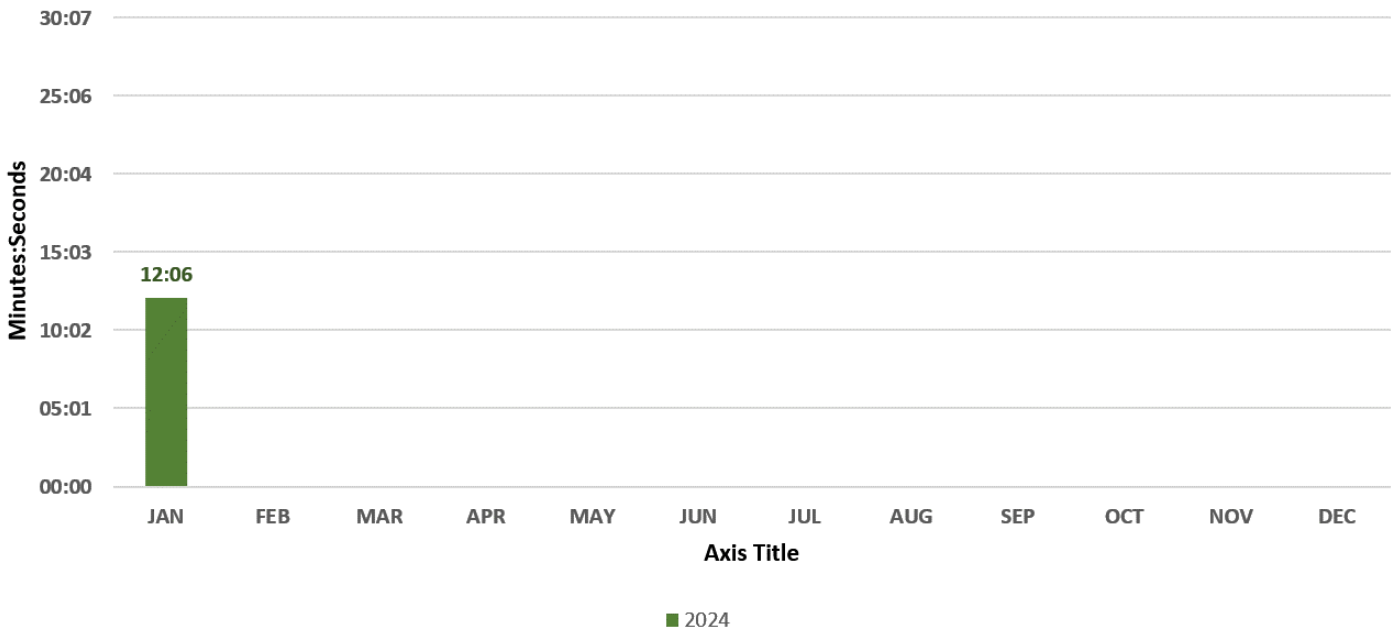
DRT will monitor OTP – Demand Response trends throughout 2024 and review the current performance target for 2025.

Service Availability (Demand Responsive)

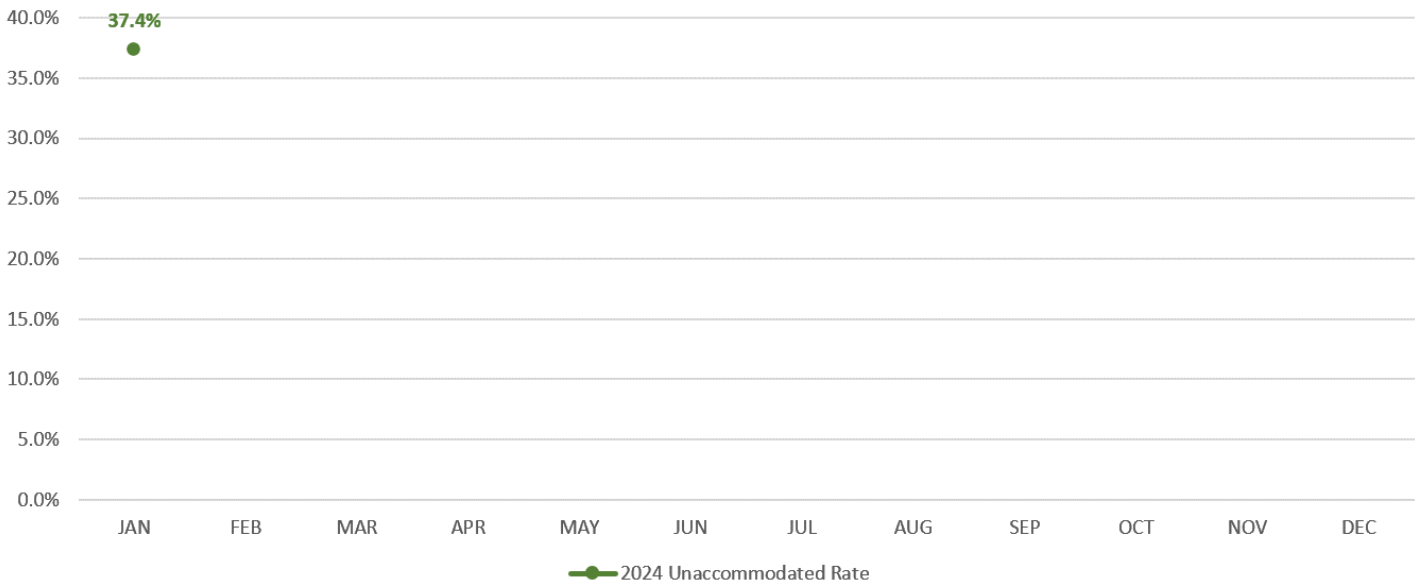
On Demand Average Difference in Requested Trip Time vs. Booked Trip Time



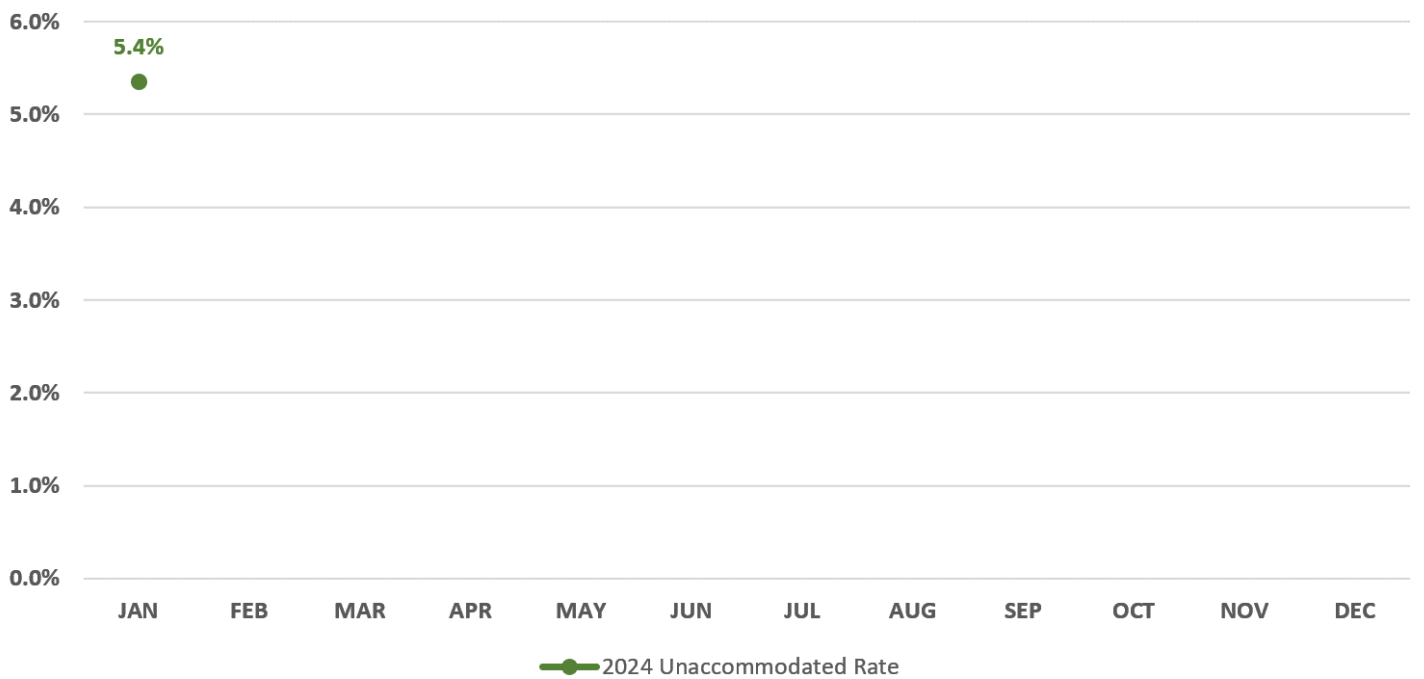
Specialized Average Difference in Requested Trip Time vs. Booked Trip Time



On Demand Unaccommodated Rate



Specialized Service Unaccommodated Rate



Definition

Service Availability – Demand Response: Service Availability – Demand Response is reflected through two metrics.

Variance between Requested and Actual Booked Pick-up Time: Average difference between the pick-up time requested and actual booked pick-up time. This metric measures how closely a trip can be scheduled to the customer's preferred time. This metric is measured monthly, with a target of 15 minutes.

Unaccommodated Rate: Measures the percentage of requested customer trips that were unable to be scheduled due to lack of capacity, within the service guideline trip scheduling parameter of 30 minutes for Urban and 60 minutes for Rural service areas (relative to pick-up time requested by customer).

An appropriate target for this metric is being developed in consideration of the investments planned in the DRT Transit Service and Financing Strategy (2023-2032), and the approved 2024 budget.

Results

Variance between Requested and Actual Booked Pick-up Time

Variance between requested and actual booked pick-up time for January 2024 were 17.2 minutes for On Demand trips, and 12.1 minutes for specialized transit trips.

Unaccommodated Rate

Unaccommodated rates for January 2024 were 37.4 per cent for On Demand trips, and 5.4 per cent specialized transit trips.

Action Plan

See summary in Update section of this report.

Updates

1. One Fare Program Announcement at DRT Ajax campus

On Friday, February 9, DRT welcomed provincial partners at the Westney bus depot in Ajax to celebrate the recently announced One Fare initiative. Associate Minister of Transportation Vijay Thanigasalam and MPPs Barnes, Coe and McCarthy were greeted by Regional Chair John Henry, Transit Executive Committee Chair Marilyn Crawford and Bill Holmes, General Manager, DRT. Funded by the Ministry of Transportation, the One Fare Program will eliminate double fares paid by DRT customers when transferring between DRT and the Toronto Transit Commission (TTC), including Wheel Trans.

DRT was excited to welcome the MPP's, Chair John Henry, and TEC Chairperson Marilyn Crawford to celebrate the new program, and grateful for the time they spent engaging with staff.



2. Engagement with specialized transit customers

DRT held the annual specialized services engagement session at The Abilities Centre on February 12, 2024.

The interactive session was conducted both in-person and online, to provide an opportunity for customers to share valuable feedback directly to staff. Attendees also had the chance to reflect on the outcomes of the previous session held last spring. Moving forward, staff will be collating the feedback received to develop tailored action plans, where applicable.

This proactive approach represents DRT's commitment to continuous improvement and will enhance services for customers.



3. Newly available data for Demand Response services

Implementation of the Via platform has enabled DRT to gather new data to evaluate the performance of the On Demand network, including Specialized Transit trips. Throughout the fall staff collaborated with the vendor to understand the new data and adjust system parameters where applicable to improve data reliability and accuracy.

On-Time Performance of 80 per cent for the On Demand Service is consistent with scheduled service. OTP data for January 2024 exceeded the current 80 per cent target, and staff will monitor performance throughout 2024 in consideration of adjusting the performance target for 2025.

DRT Demand Response integrates the delivery of On Demand and Specialized Transit trips towards the goal of service equity. The objective of On Demand service is to provide residents the ability to book trips near real time and minimize the need for advance bookings. Removing the current seven day pre-booking process will provide specialized customers with the same flexibility available to On Demand Customers. The integrated On Demand service continues to mature while ensuring capacity and the average trips by active Specialized Transit customers remain consistent with pre-pandemic levels.

There currently is a difference in booking trips for On Demand and Specialized Transit trips which does impact service availability and capacity for On Demand trips. DRT has not revised the long-standing practice where customers registered with Specialized Transit can book trips up to seven days in advance of their intended day of travel. Customers booking On Demand trips are following industry best practices and can book trips up to 24 hours in advance of their intended day of travel.

Specialized Transit trips are currently booked within the 15-minute target for variance between requested and booked pick-up times, mainly because customers booking these trips can book trips before On Demand customers. As a result, trip capacity is reduced for On Demand Trips. On Demand trips for January 2024 exceeded the 15 minute target variance between requested and booked trip time, in part due to limited capacity. Capacity limits are also reflected in unaccommodated trip rates.

The unaccommodated rate, particularly for On Demand trip requests, has highlighted that ridership demand exceeds service capacity. The significant difference in unaccommodated rate for Specialized Transit and On Demand trip requests is a result of the current On Demand capacity, and that Specialized Transit trips can be booked sooner than On Demand trips. As summarized in the 2024 DRT Business Plan and Budget report, approximately 13,250 new On Demand annual service hours are planned for 2024. This service investment will increase capacity across the urban and rural On Demand zones.

Staff will develop an aspirational target for the Unaccommodated rate in consideration of planned annual revenue service growth included in the DRT Service and Financing Strategy (2023-2032), and opportunities to modernize service delivery policies towards the objective to eliminate the need for advance trip bookings.

4. E-Bus Pilot

The first DRT electric bus entered the production line at Nova Bus on January 25th, 2024, with the remaining five buses to enter production in the second quarter of 2024. The buses are planned to be delivered in June 2024, with actual delivery aligned with the implementation of the electrical infrastructure and charging equipment.

Following the recent fire at 710 Raleigh, staff have worked diligently with EnerForge to re-design the electrical infrastructure and charging equipment to support outdoor charging of the six battery electric buses. The project is at 90% design completion, with charging equipment and other long-lead equipment purchased and secured. EnerForge and their team are expected to mobilize on site for the first week of March 2024, and a planned completion date of June 2024.

5. Transit Operator and Worker Appreciate Day

DRT and transit customers will be celebrating Transit Operator and Worker Appreciation Day on March 18, 2024. In cooperation with the Canadian Urban Transit Association (CUTA), DRT encourages all residents and customers to share their appreciation for the everyday transit heroes on social media using the hashtag #ThanksTransit.

Customers and residents are encouraged to follow DRT social media March 18 – March 24 as we celebrate the dedicated public transit operators and workers who keep Durham moving.