

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: #2024-DRT-07  
Date: April 3, 2024

---

**Subject:**

General Manager's Report – April 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 – April 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

April 3, 2024

TEC

Attachment #1

Performance Measures Dashboard	<a href="#"><u>2</u></a>
Safety	<a href="#"><u>3</u></a>
Ridership	<a href="#"><u>4</u></a>
Service Delivery	<a href="#"><u>7</u></a>
Updates	<a href="#"><u>11</u></a>
General	<a href="#"><u>18</u></a>

# Performance Measures Dashboard

## Safety

Key performance indicator	Description	Latest Measure	Current	Target <sup>1</sup>	Current Variance to Target (per cent)	YTD Status <sup>2</sup> (per cent)
Collisions	Number preventable collisions per 100,000 km	February	0.47	0.35	1. <b>×</b> <b>35.5</b>	<b>×</b> 28.9

## Ridership

Scheduled						
Ridership (x1,000)	Number passengers	February	1,044	731	✓ 42.7	✓ 37.5
PRESTO Ridership	Customers paying using PRESTO (per cent)	February	93.0	91.4	✓ 1.6	✓ 1.7
Bus full occurrences	Number operator reported occurrences	February	241	245	✓ -1.6	✗ 12
Demand Responsive						
Ridership - Specialized	Number customer trips	February	11,528	8,679	✓ 32.8	✓ 32.2
Unaccommodated Rate - Specialized	Trip requests not scheduled (per cent)	February	5.06	N/A	N/A	NA
Ridership – On Demand	Number customer trips	February	9,007	8,544	✓ 5.4	✓ 7.9
Unaccommodated Rate – On Demand	Trip requests not scheduled (per cent)	February	41.4	N/A	N/A	N/A

## Service Delivery

Scheduled						
On time performance	On-time departures from all stops (per cent)	Service Period 1 <sup>4</sup>	N/A	73.6	N/A	N/A
Service availability	Scheduled service delivered (per cent)	Service Period 1 <sup>4</sup>	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)	February	11,462	N/A	N/A	N/A

Demand Responsive						
Service Availability – Demand Response	Planned Service Delivered (per cent)	February	93.0	N/A	N/A	N/A
On time performance – Specialized	On-time customer pickups (per cent)	February	79.2	N/A	N/A	N/A
On time performance – On Demand	On-time customer pickups (per cent)	February	88.7	N/A	N/A	N/A
Service availability – Specialized	Average difference in requested trip time vs. booked trip time (minutes)	February	15:05	N/A	N/A	N/A
Service availability – On Demand	Average difference in requested trip time vs. booked trip time (minutes)	February	19:00	N/A	N/A	N/A

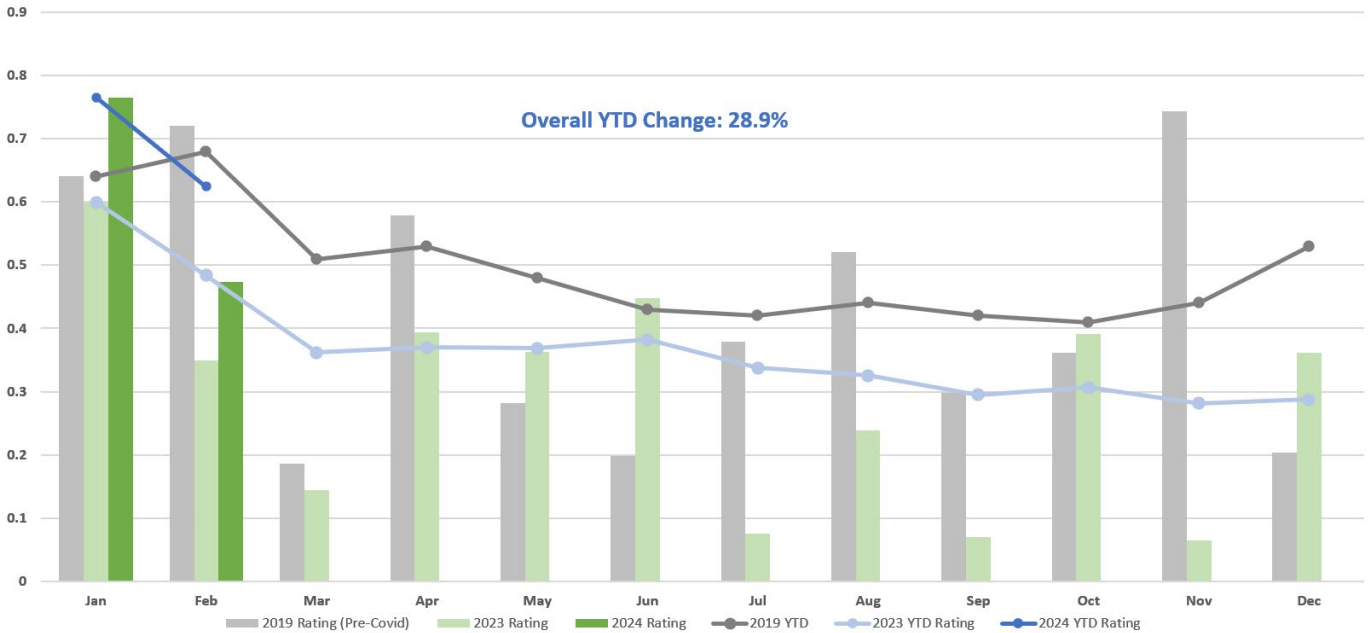
<sup>1</sup>Target is 2023 measure for the same period

<sup>2</sup>Year to Date (YTD) compared to previous year

<sup>3</sup>February 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

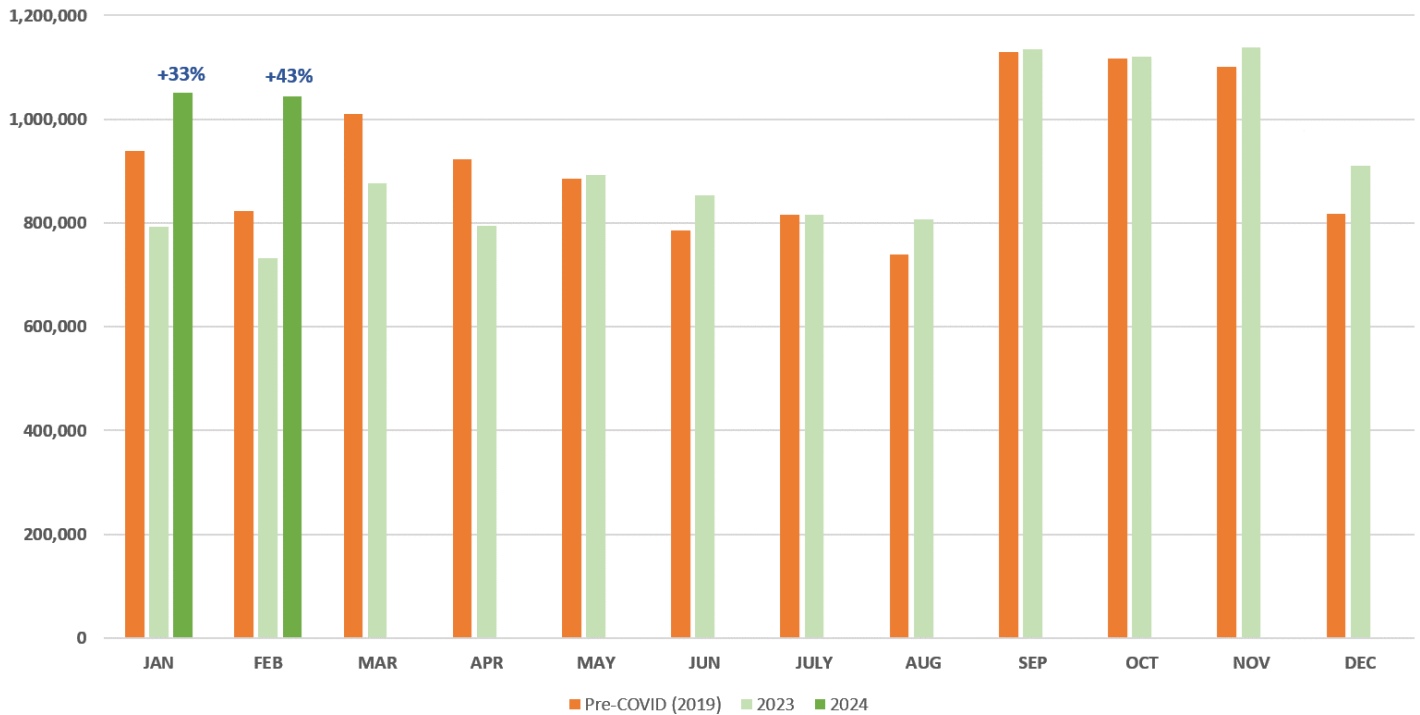
The February preventable collision rate was 0.47 per cent compared to 0.35 per cent for the same period in 2023. Year to date the collision rate is 29 per cent higher than the same period last year.

### 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

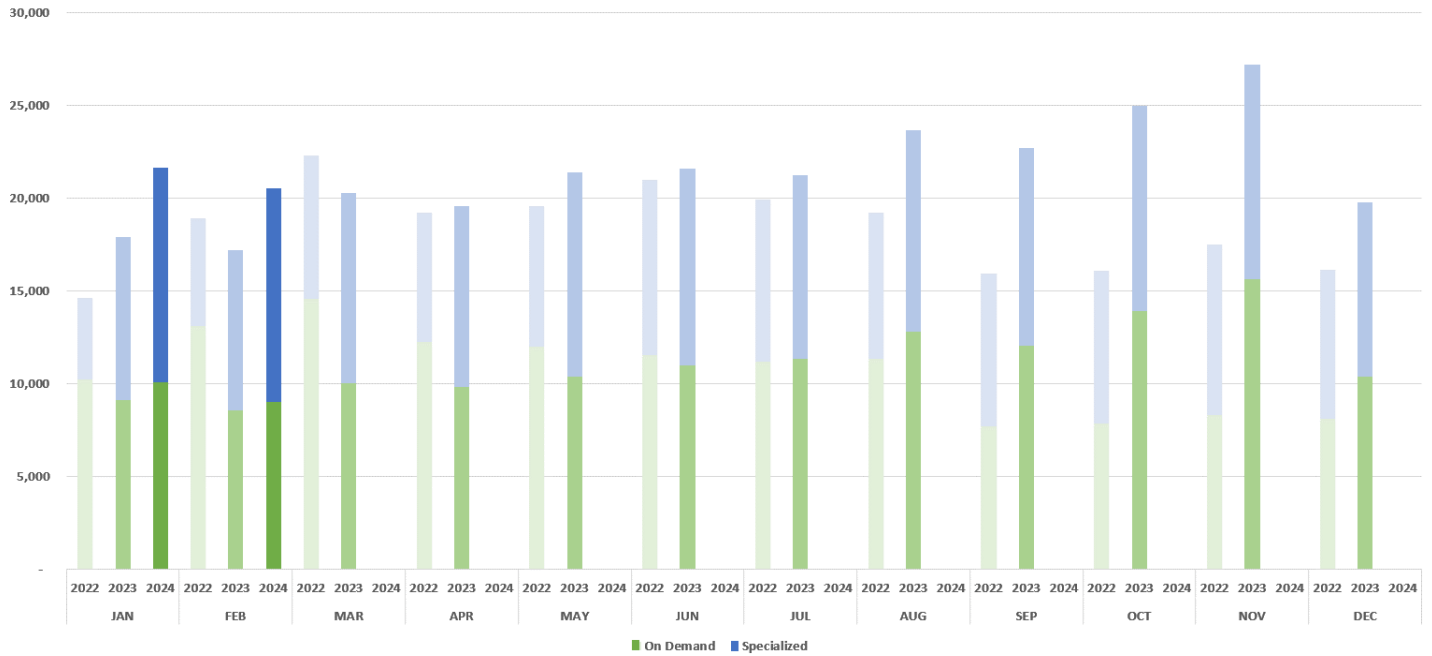
February ridership on scheduled service exceeded one million passenger trips and was 43 per cent higher than the same month in 2023, and approximately 30 per cent higher than the pre-pandemic period.

### Action Plan

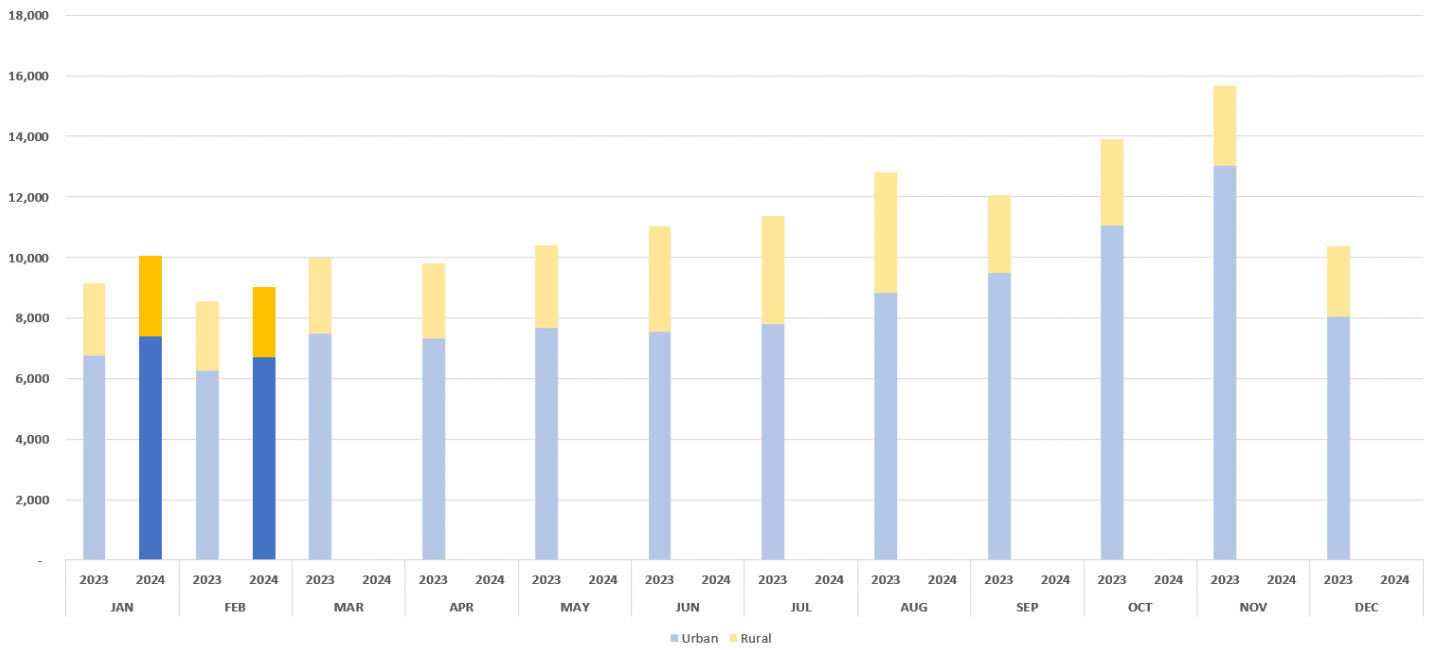
Ridership and transit demand have reached record levels across the Region. For January 2024, DRT optimized resources within existing service guidelines. Resources were reallocated from lowest performing routes and trips to areas of highest pressure and inadequate capacity to meet ridership demand on 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

		FEB 2024	YTD 2024
R U R A L	Uxbridge	299	647
	Brock	667	1,449
	Scugog	430	973
	Pickering	294	597
	Ajax	14	26
	Whitby	23	51
	Oshawa	40	93
	Clarington	533	1,117

		FEB 2024	YTD 2024
U R B A N	Uxbridge	470	1,005
	Scugog	617	1,317
	Pickering	846	1,730
	Ajax	845	1,778
	Whitby	1,242	2,660
	Oshawa	1,103	2,388
	Clarington	1,584	3,231

## Specialized Trip Service Areas Breakdown

		FEB 2024	YTD 2024
R U R A L	Uxbridge	15	28
	Brock	45	74
	Scugog	96	194
	Pickering	14	19
	Ajax	-	-
	Whitby	75	147
	Oshawa	7	17
	Clarington	121	242

		JAN 2024	YTD 2024
U R B A N	Uxbridge	47	91
	Scugog	110	217
	Pickering	1,397	2,758
	Ajax	2,009	4,095
	Whitby	2,833	5,602
	Oshawa	3,690	7,464
	Clarington	845	1,673
	Toronto-Yo	224	474

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 services delivered a total of 20,529 trips in February 2023, including 11,528 for customers registered with Specialized transit. Total On Demand trips delivered in February 2024 were approximately 20 per cent higher than February 2023, including a 33 per cent increase in Specialized transit trips.

### **Action Plan**

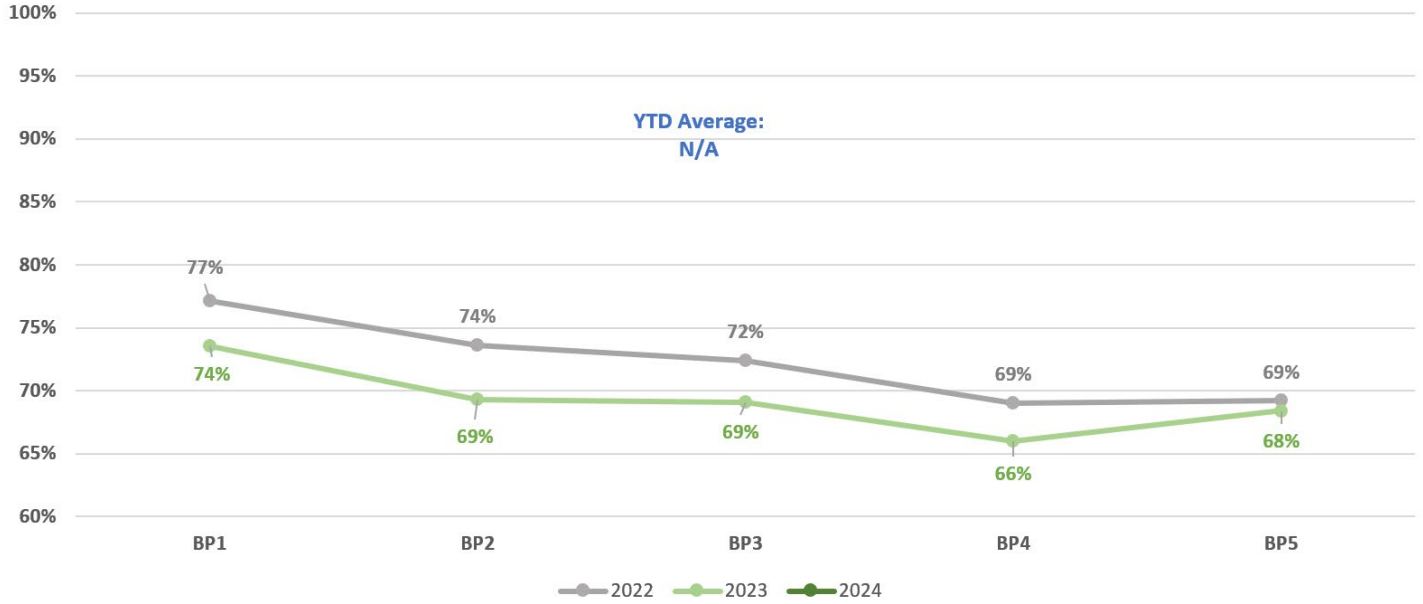
The number of trips increased significantly following the implementation of the new On Demand system platform in September 2023, delivering over 26,500 trips in November. However, customers were commenting, and staff were observing that service was increasingly unreliable with trips being late and significantly impacting travel plans. System settings were reviewed, and several parameters needed to be adjusted, such as dwell time at pick-ups. For example, the dwell time setting of On Demand trips, or time to pick-up or drip off a passenger, was set at 5 seconds and not representative of the average time customers require to board the vehicle, secure their seat belt, and pay their PRESTO fare. Similarly, the dwell time for pick-up for a specialized transit trip was too short, particularly for pick-ups involving a mobility device.

The parameters were adjusted for January 2024, which provide for more accurate trip times. The impact of the changes has been a significant improvement in trip reliability for customers, with a lower overall capacity on the service.

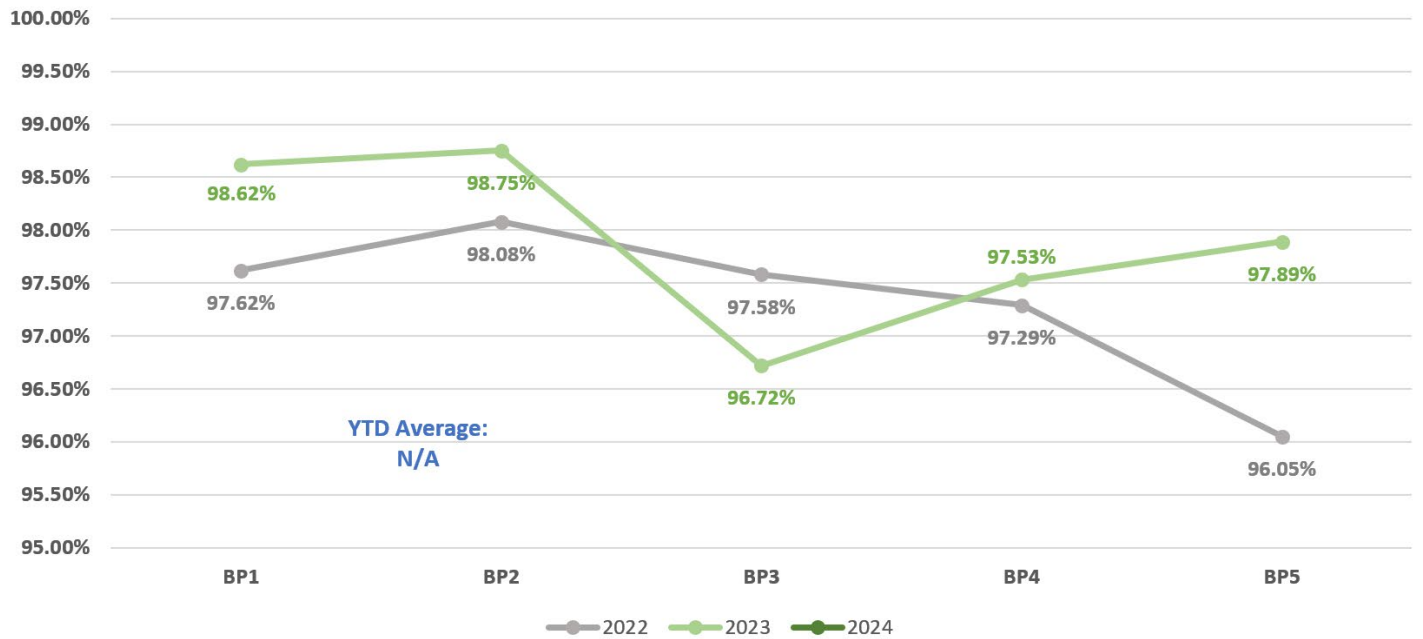
# Service Delivery

## 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**

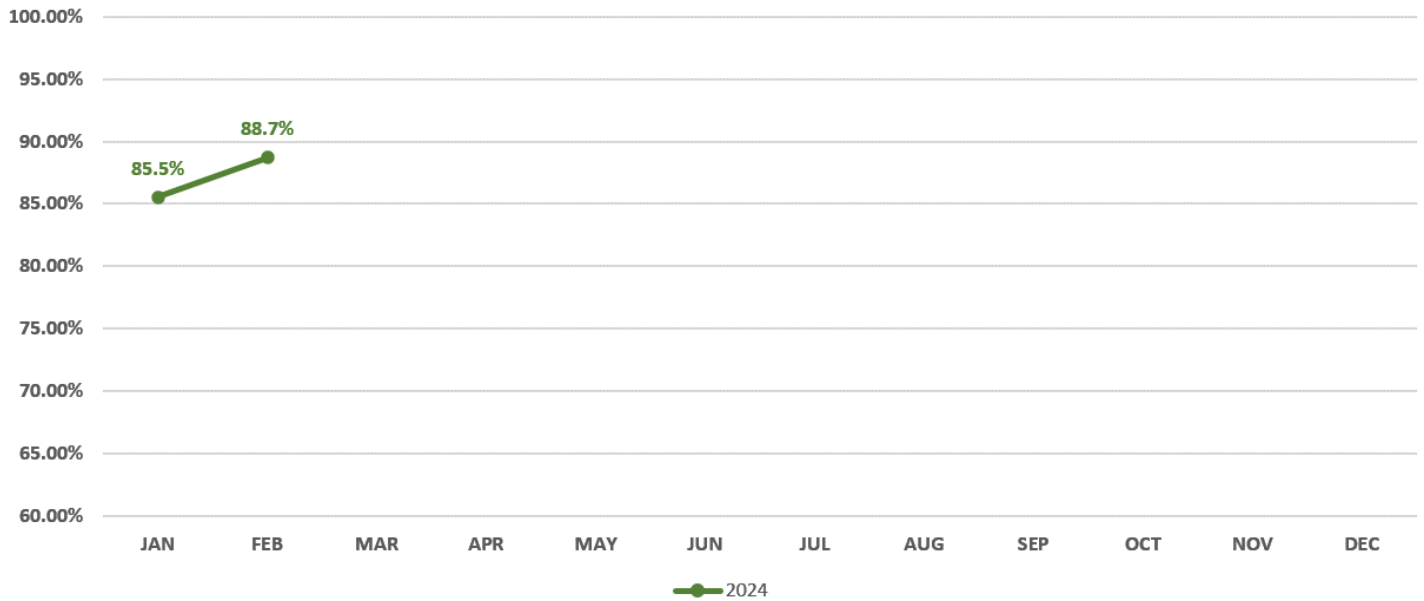
OTP results for board period one will be reported in June 2024.

## **Action Plan**

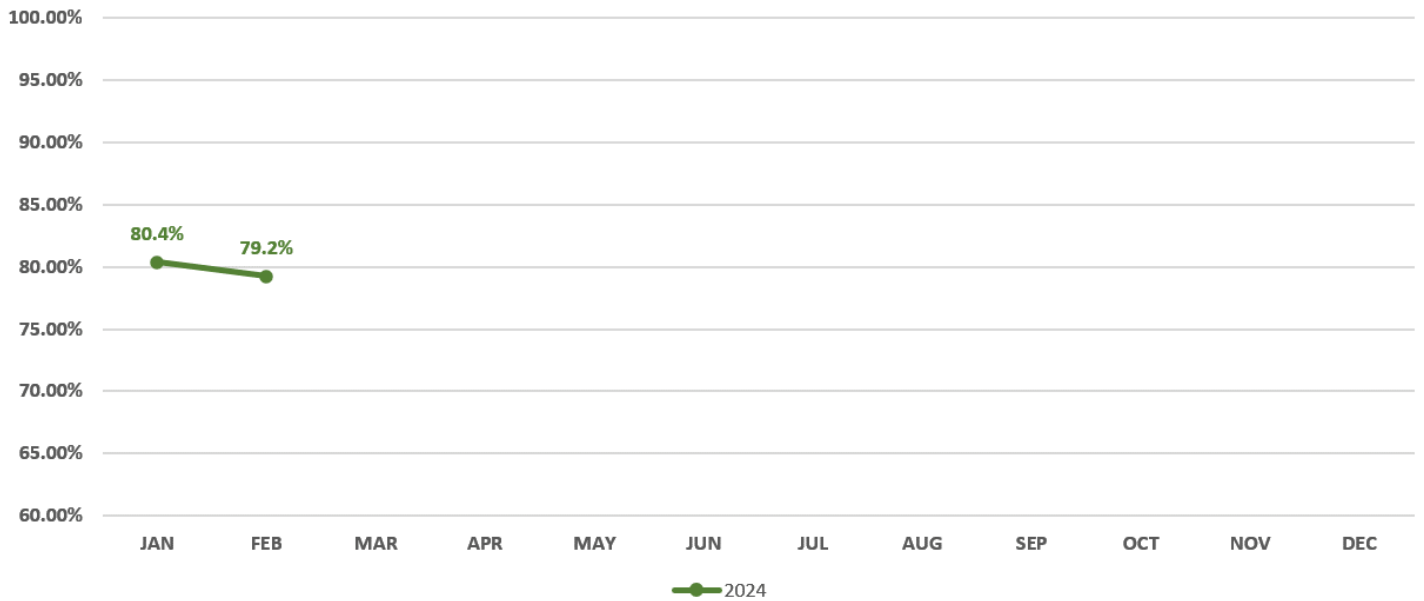
OTP continues to be impacted by increasing delays due to congestion experienced across major roads in the Region. DRT continue to experience service impacts from congestion and construction projects. Some planned trips are cancelled when a route is operating excessively late to enable subsequent planned 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)

## On Demand On-Time Performance



## Specialized On-Time Performance



### 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

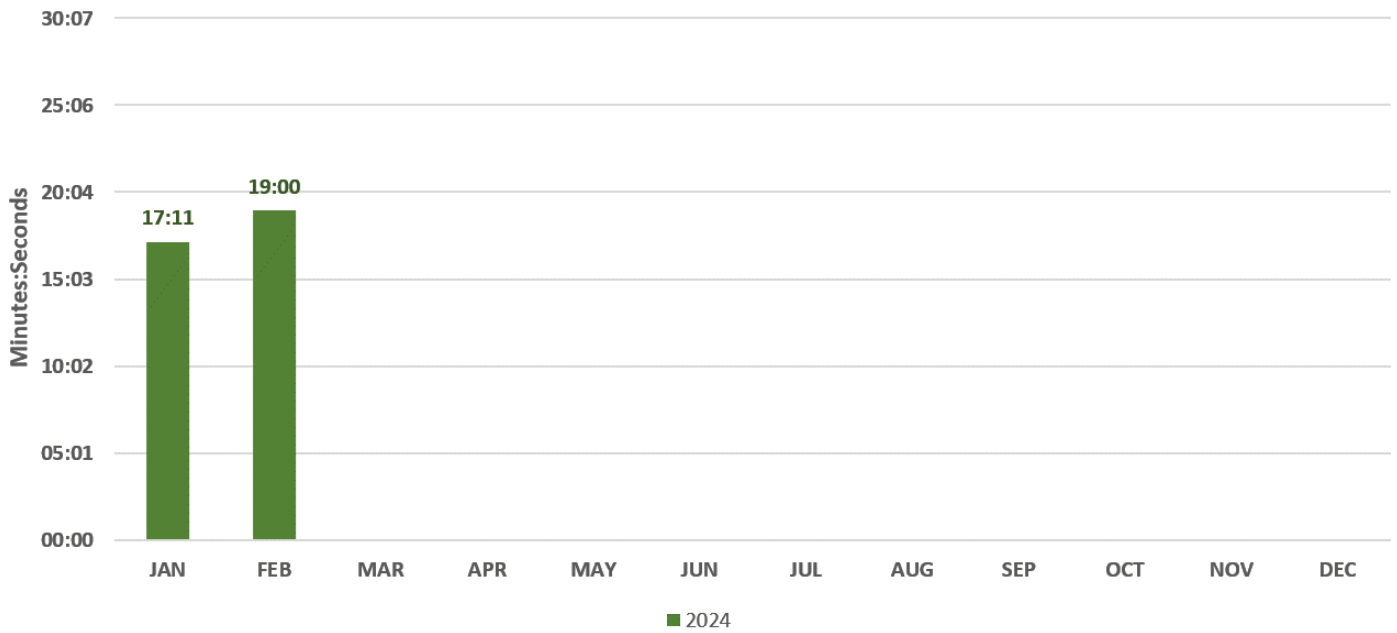
OTP – Demand Response for February 2024 were 88.7 per cent for On Demand trips, and 79.2 per cent for specialized transit trips.

## **Action Plan**

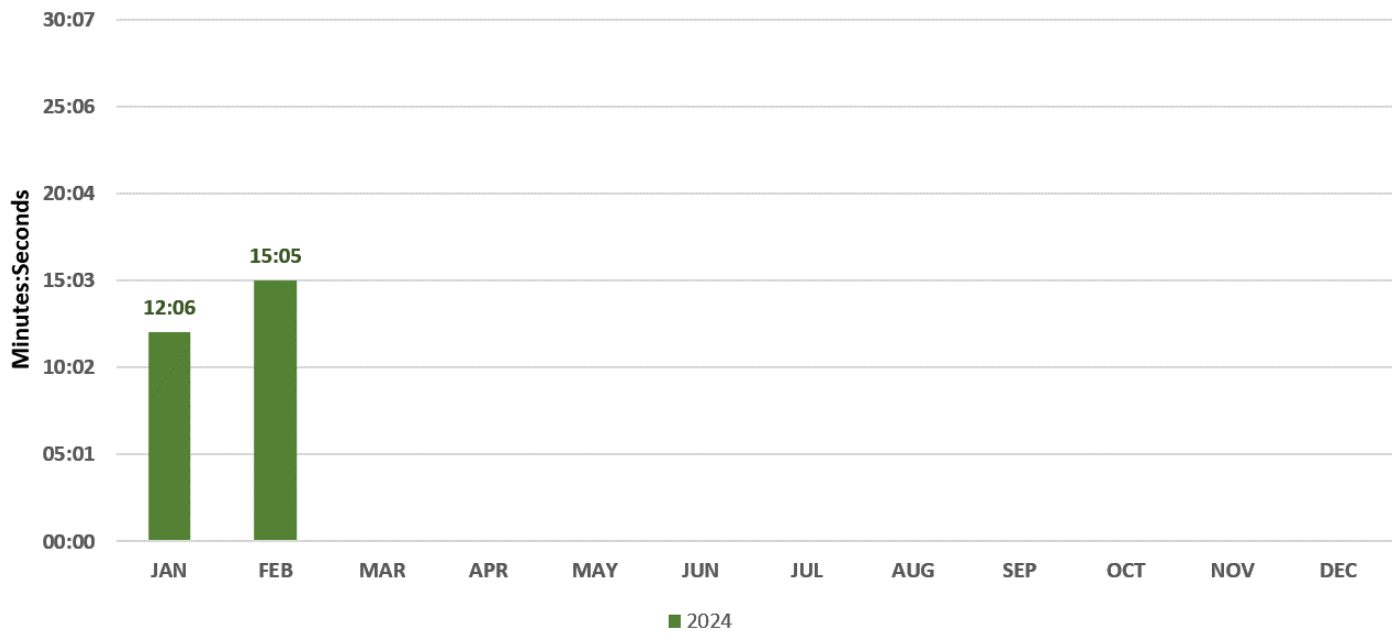
DRT will monitor OTP – Demand Response trends throughout 2024 and review the current performance target for 2025.

# Service Availability (Demand Responsive)

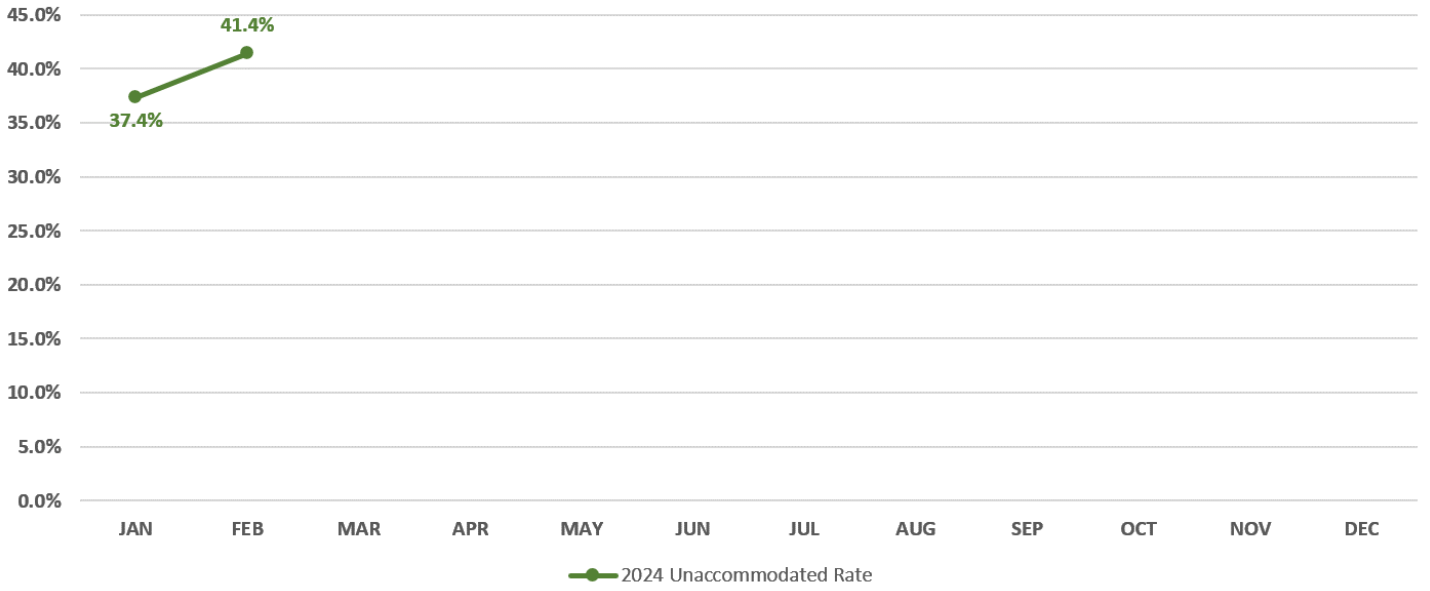
## On Demand Average Difference in Requested Trip Time vs. Booked Trip Time



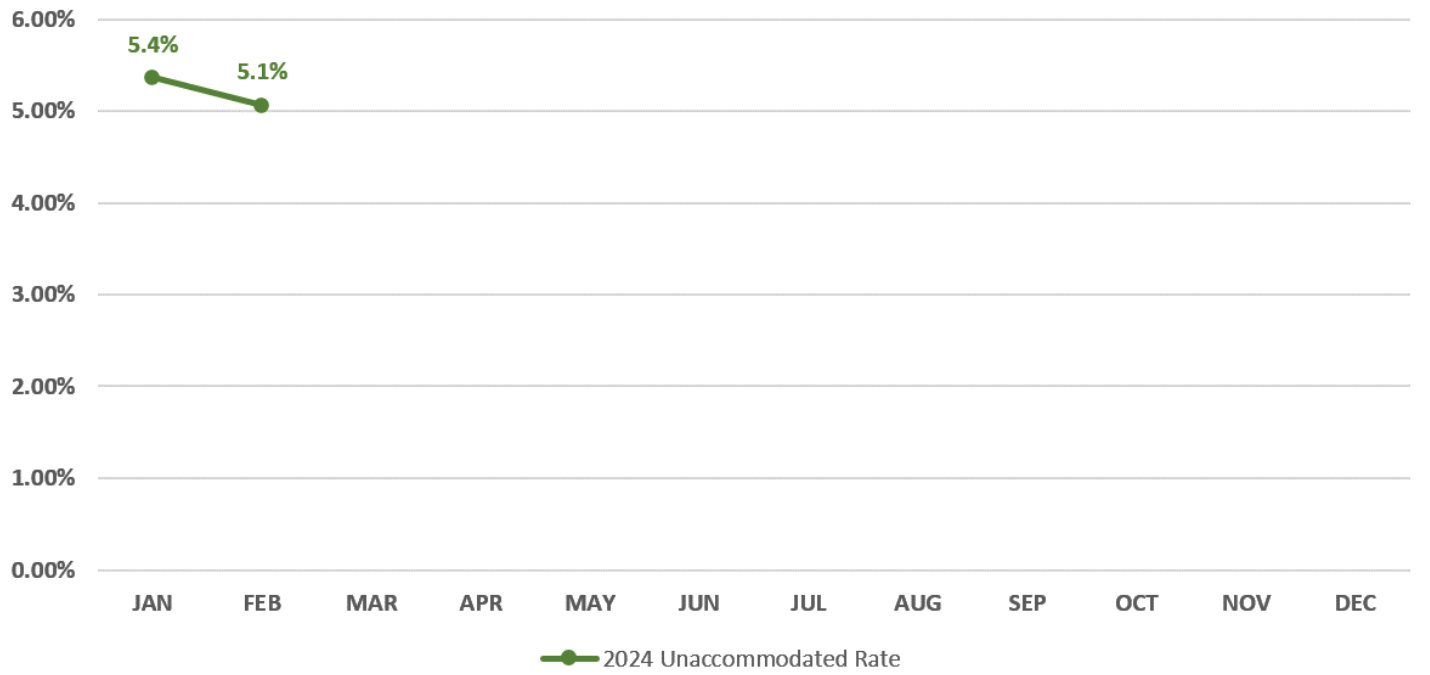
## Specialized Average Difference in Requested Trip Time vs. Booked Trip Time



### On Demand Unaccommodated Rate

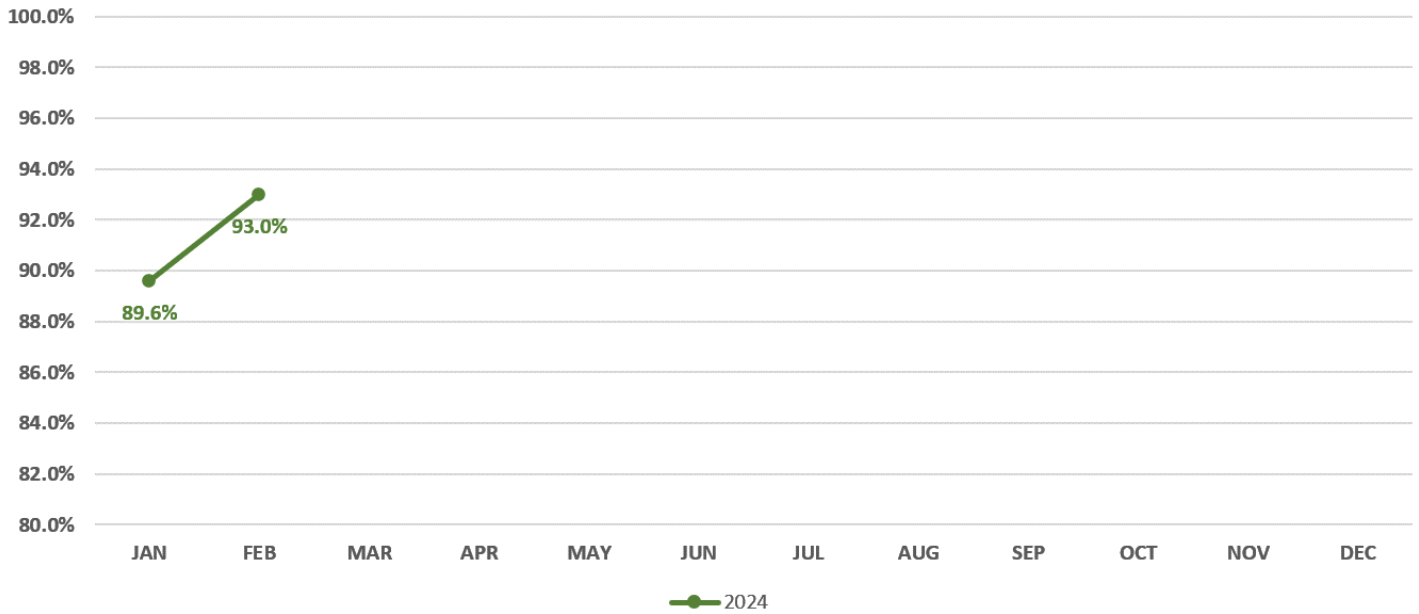


### Specialized Service Unaccommodated Rate





## Demand Response Service Service Availability



### Definition

**Service Availability – Demand Response:** Service Availability – Demand Response is reflected through three 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: Per cent 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.

Service Availability: Actual On Demand service hours delivered as a per centage of scheduled On Demand service hours. The service availability target is 99.5 per cent. Service availability for Demand Response service is reported monthly.

### Results

#### Variance between Requested and Actual Booked Pick-up Time

The February 2024 variance between requested and actual booked pick-up time for On Demand trips was 19.0 minutes; 10 per cent higher than January. For specialized transit trips, the variance between requested and actual book trips was 15.0 minutes; 25 per cent higher than January.

### Unaccommodated Rate

The February 2024 unaccommodated rate for On Demand trips was 41.4 per cent, an increase of 3.7 per cent. For specialized transit trips, the unaccommodated rate was 5.1 per cent, 0.3 per cent lower than January 2024.

### Service Availability

Service availability for February 2024 was 93.0 per cent, a 3.4 per cent improvement compared to January (89.6 per cent).

### **Action Plan**

Staff continue to review the new metrics for On Demand and are actively engaged with the service provider to improve performance. Pending approval of the 2024 DRT budget, approximately 15,000 new service hours will be allocated to On Demand services in rural and urban areas, which will improve capacity and significantly influence reliability of On Demand services. The additional capacity will be added to the On Demand service as resources are secured (vehicles and operators).

# Updates

## 1. Service Change, April 8, 2024

Effective April 8, 2024, schedules on twelve routes will be adjusted to improve service reliability. Existing allocated running time along the routes has been redistributed based on current travel conditions to improve reliability across the entire trip. For example, some trips impacted by congestion are increasing late, whereas there may be more time than required in another section of a route. Shifting travel time to segments that are operating late will improve reliability at each bus stop. For certain routes, changes to overall running time have been made, resulting in a minor impact (five minutes or less) to trip departure times. DRT has not added capacity to the network and there are no changes to frequency on any routes. Further, where trips previously connected to GO Train schedules, connections have been maintained.

The following routes are expected to benefit from improved reliability.

- 101
- 112
- 301
- 319
- 409
- 419
- 421
- 423
- 902
- 920: Due to significant redistribution of travel time on Route 920, departure times have been adjusted by up to 10 minutes. Service will continue to operate every 15-minutes, all day.
- N1
- N2

Two other changes will be implemented April 8, 2024. Route 216C trips will now start and end at the Audley Recreation Centre, instead of Harwood Ave. and Taunton Rd. This enhancement will provide customers more direct service to their destinations. The final Route 507 trip will now serve all stops in Orono.

## 2. Transit Operator and Worker Appreciation Day

During the week of March 18, 2024, DRT thanked and celebrated the dedication and hard work of all transit staff who keep Durham moving. From bus drivers and dispatchers to mechanics, service persons, reservationists, customer service and all other staff in roles working behind the scenes.

Come sunshine or snow blizzards, early mornings or late nights, transit employees are hard at work to ensure residents can get to work, school, health care, and social engagements.



**Transit Operator and Worker  
Appreciation Day**

**Thank YOU!**