

April 24, 2024



Office of the CAO
Legislative Services
City of Oshawa

**Durham Region
Transit**

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Re: Item ED-24-30

**Durham Region Transit Stop at Harmony Taunton Smart
Centres**

Thank for your correspondence dated March 27, 2024. Oshawa City Council adopted the following recommendation of the Economic and Development Services Committee:

“That in accordance with Item ED-24-30 concerning the Durham Region Transit Stop at Harmony Taunton Smart Centres, the following be endorsed and referred to Durham Region Transit:

That the Oshawa Accessibility Advisory Committee advise Durham Region Transit that the transit stop changes recently initiated that removed the Harmony Taunton Smart Centres Stop is adversely impacting people with disabilities and that Durham Region Transit consider returning the stop to the shopping plaza.”

At the meeting held April 3, 2024, the Transit Executive Committee referred the correspondence to staff for a response to the City of Oshawa.

DRT is committed to consistently monitoring trends and performance of the transit network to best serve the Region of Durham with the resources available. Throughout the fall of 2023, increased bus congestion at the bus stops in the Harmony Taunton Smart Centre contributed to operational delays resulting in reduced service reliability for customers. DRT also experienced record ridership levels resulting in insufficient capacity on several key corridors, and unprecedented demand from residents and businesses to improve reliability and expand access to transit for residents.

If you require this information in an accessible format, please contact 1-866-247-0055

In response to these challenges, DRT implemented service adjustments on January 2, 2024, to reallocate resources to areas of greatest pressure and demand. Specific to the Taunton/Harmony/Conlin corridor, routes 410, 419, 423, and 920/921 continue to operate from the bus stops in the Harmony Taunton Smart Centre. PULSE 915, PULSE 916, N1, and routes 405 and 407 were rerouted to bus stops on Harmony road and Taunton road. These stops are equipped with fully accessible hard surfaces and are connected to the City of Oshawa pedestrian network. Bus shelters are planned for installation in Spring-Summer, 2024.

Congestion within the terminal has since improved, with buses generally departing on time, contributing to improved reliability for customers. The adjustments also enabled DRT to provide residents in the Townline/Conlin Road areas with access to the extended route PULSE 915.

As a result of the restructuring of routes and reallocating resources to areas of greatest demand across the Region, some customers will walk or travel further to a bus stop. These adjustments remain consistent with DRT's service standards, including the walking distance standard of 95 per cent of addresses within 800 metres of a bus stop. DRT acknowledge that transit customers possess diverse abilities, and we continue to evaluate established service standards in consideration of customers, service quality, and transit resources. DRT also continues to advocate to property owners across the Region to ensure uninterrupted and barrier-free pedestrian access to bus stops.

The feedback from the City of Oshawa is appreciated and will be considered as DRT implements record level investments into services and infrastructure to accommodate increasing demand for transit across the Region.

Thank you.

A handwritten signature in blue ink, appearing to read 'Bill Holmes', with a long horizontal stroke extending to the right.

William (Bill) Holmes
General Manager – Durham Region Transit

Copy:

Elaine Baxter-Trahair, Chief Administrative Officer
Cheryl Bandel, Deputy Regional Clerk
Transit Executive Committee Members