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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-09
Date: May 8, 2024

Subject:

General Manager's Report – May 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 – May 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

May 8, 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	March	0.32	0.14	✗ 123	✗ 44.1

Ridership

Ridership						
Ridership (x1,000)	Number passengers	March	1,092	876	✓ 24.6	✓ 32.8
PRESTO Ridership	Customers paying using PRESTO (per cent)	March	93.4	91.7	✓ 1.7	✓ 1.8
Bus full occurrences	Number operator reported occurrences	March	319	173	✗ 84.4	✗ 44
Demand Responsive						
Ridership - Specialized	Number customer trips	March	12,096	10,265	✓ 17.8	✓ 26.9
Unaccommodated Rate - Specialized	Trip requests not scheduled (per cent)	March	6.45	NA	NA	NA
Ridership – On Demand	Number customer trips	March	9,237	10,003	✗ -7.7	✓ 2.2
Unaccommodated Rate – On Demand	Trip requests not scheduled (per cent)	March	42.1	NA	NA	NA

Service Delivery

Scheduled						
On time performance	On-time departures from all stops (per cent)	Service Period 1 ³	68.5	73.6	✗ -5.1	✗ -5.1
Service availability	Scheduled service delivered (per cent)	Service Period 1 ³	97.1	98.6	✗ -1.5	✗ -1.5
Mean Distance Between Failure (MDBF)	Average number of revenue service kilometres between occurrences of vehicle defects impacting service (revenue service kilometers)	March	11,356	NA	NA	NA

Demand Responsive						
Service Availability – Demand Response	Planned Service Delivered (per cent)	March	91.9	N/A	N/A	N/A
On time performance – Specialized	On-time customer pickups (per cent)	March	86.7	N/A	N/A	N/A
On time performance – On Demand	On-time customer pickups (per cent)	March	90.7	N/A	N/A	N/A
Service availability – Specialized	Average difference in requested trip time vs. booked trip time (minutes)	March	13:51	N/A	N/A	N/A
Service availability – On Demand	Average difference in requested trip time vs. booked trip time (minutes)	March	18:57	N/A	N/A	N/A

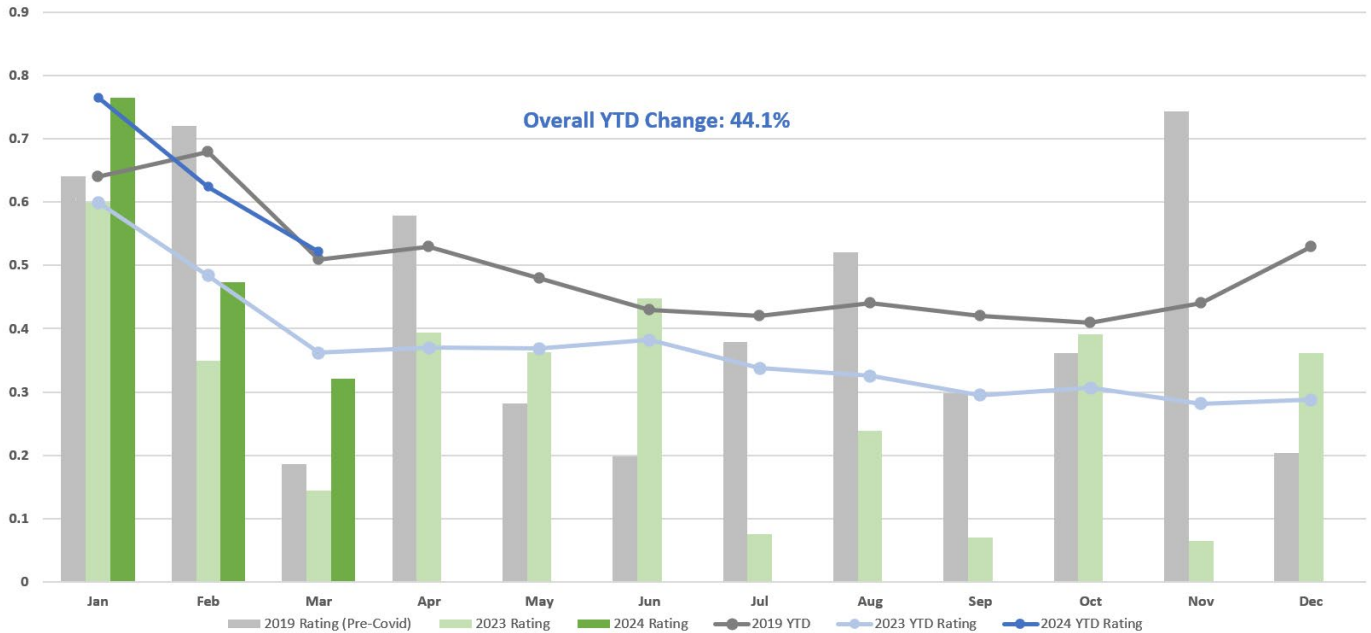
¹Target is 2023 measure for the same period

²Year to Date (YTD) compared to previous year

³March 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 March preventable collision rate was 0.32 per cent compared to 0.14 per cent for the same month in 2023. There were 13 preventable collisions year to date in 2024, contributing to a 44 per cent increase in the collision rate in 2024.

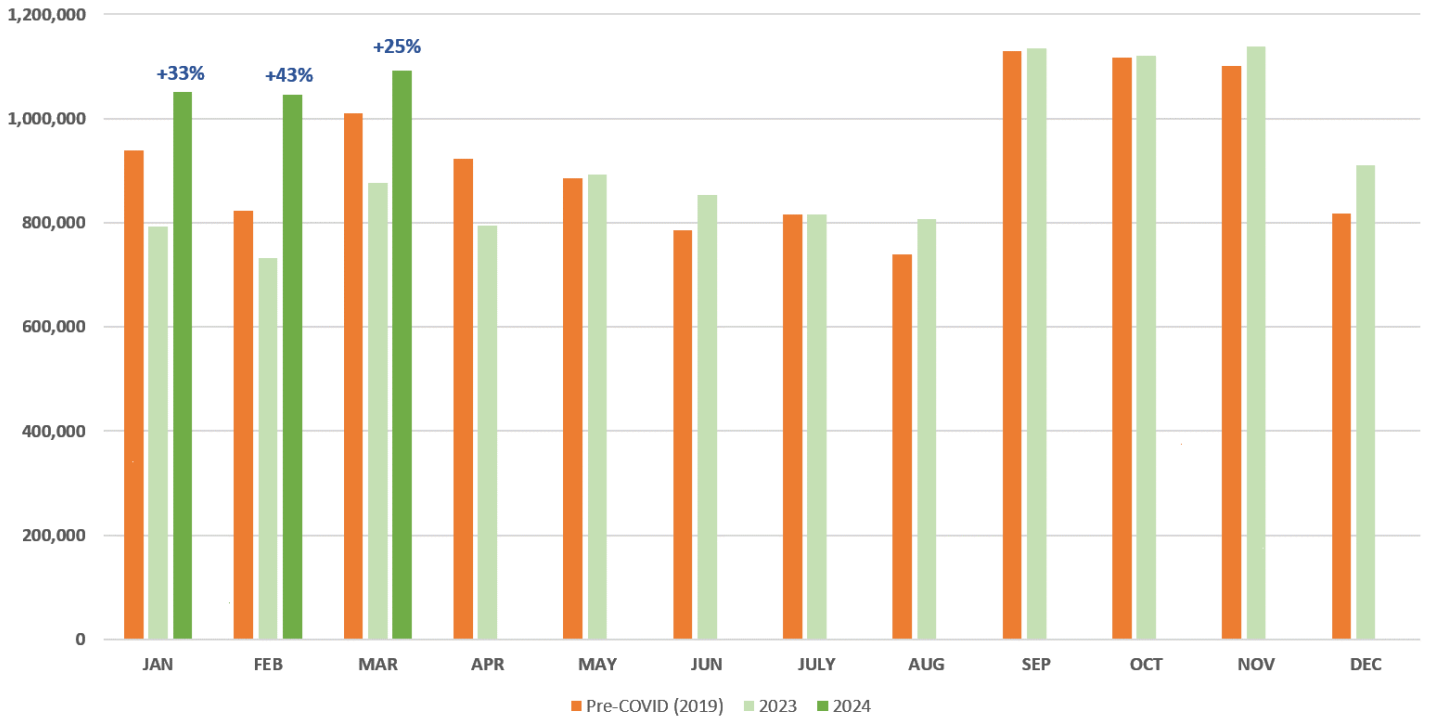
Preventable collision rate trends for transit drivers are generally consistent, with the highest rates experienced by drivers with less transit driving with experience. Year to date, DRT operators with less than one year driving experience account for 46 per cent of preventable collisions. Further, in 2024 there are 23 additional bus operators with less than one year transit driving experience, a 3 per cent increase in this operator demographic.

Action Plan

The Safety and Training group will further investigate root causes of preventable collisions and implement the appropriate mitigation measures.

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

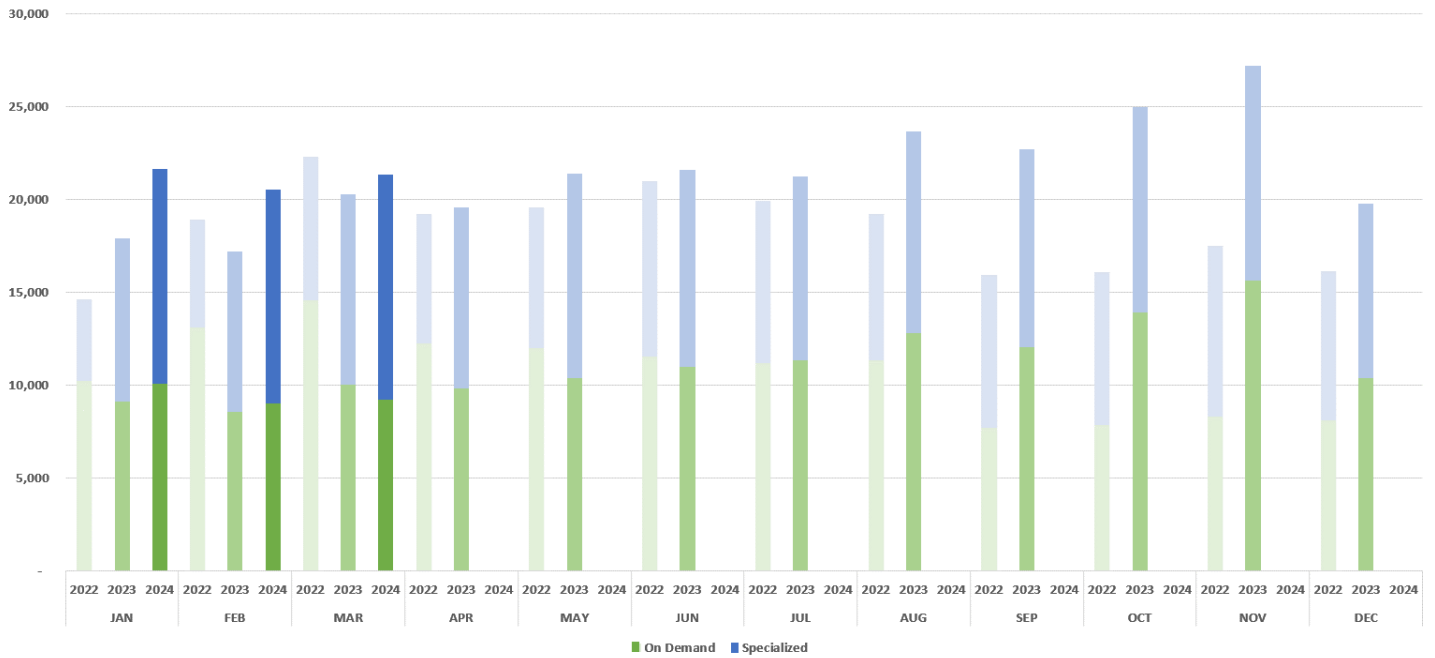
March ridership on scheduled service was 1.1 million, 25 per cent higher than the same month in 2023, and approximately 9 per cent higher than the pre-pandemic period.

Action Plan

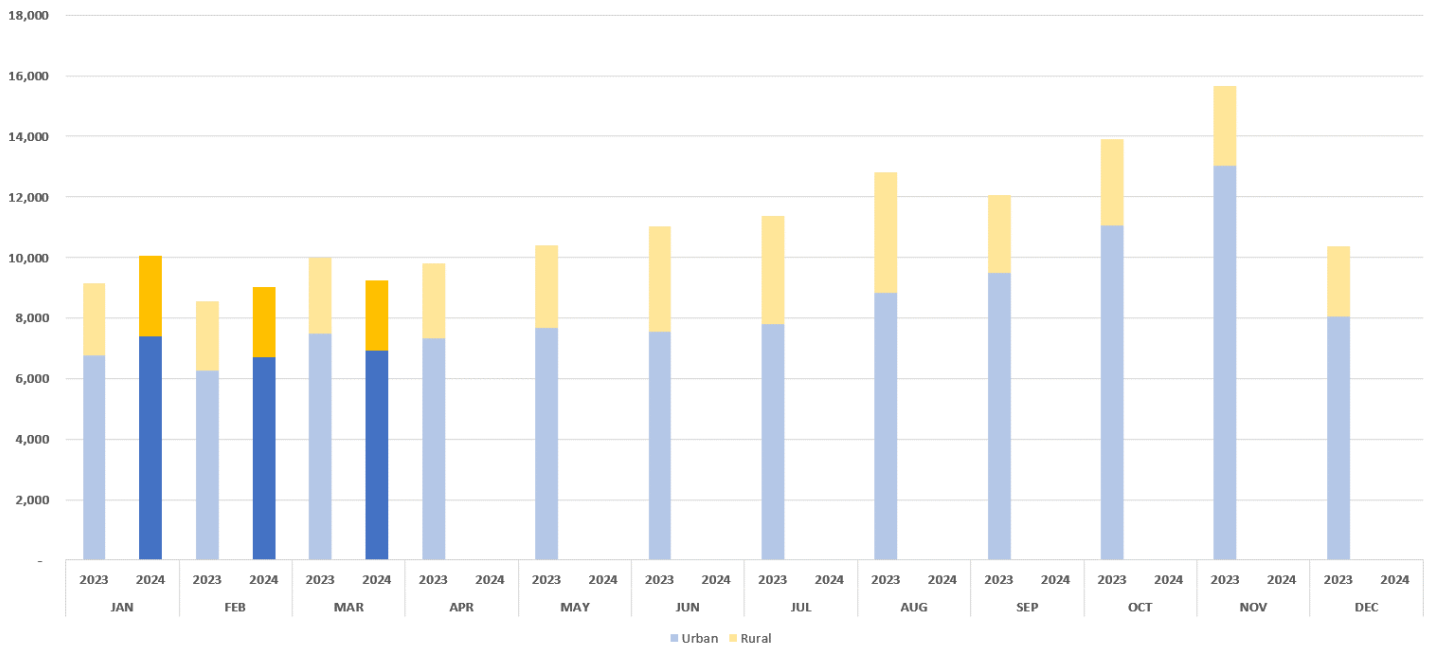
DRT continue to recruit and train staff to deliver the 44,405 new annual revenue service hours approved in the 2024 budget. The new service hours are planned to be implemented starting at the September service change. Approximately 26 per cent of the new service hours will be assigned to improve service reliability to mitigate impacts of congestion and construction, with the remaining 74 per cent of new service hours planned for service impacted by changes required to be implemented in January 2024, and some growth areas in the Region.

Demand Response Transit

Demand Responsive Trips



On Demand Trips



On Demand Trip Service Areas Breakdown

		MAR 2024	YTD 2024
R U R A L	Uxbridge	249	896
	Brock	642	2,091
	Scugog	481	1,454
	Pickering	306	903
	Ajax	10	36
	Whitby	8	59
	Oshawa	48	141
	Clarington	584	1,701

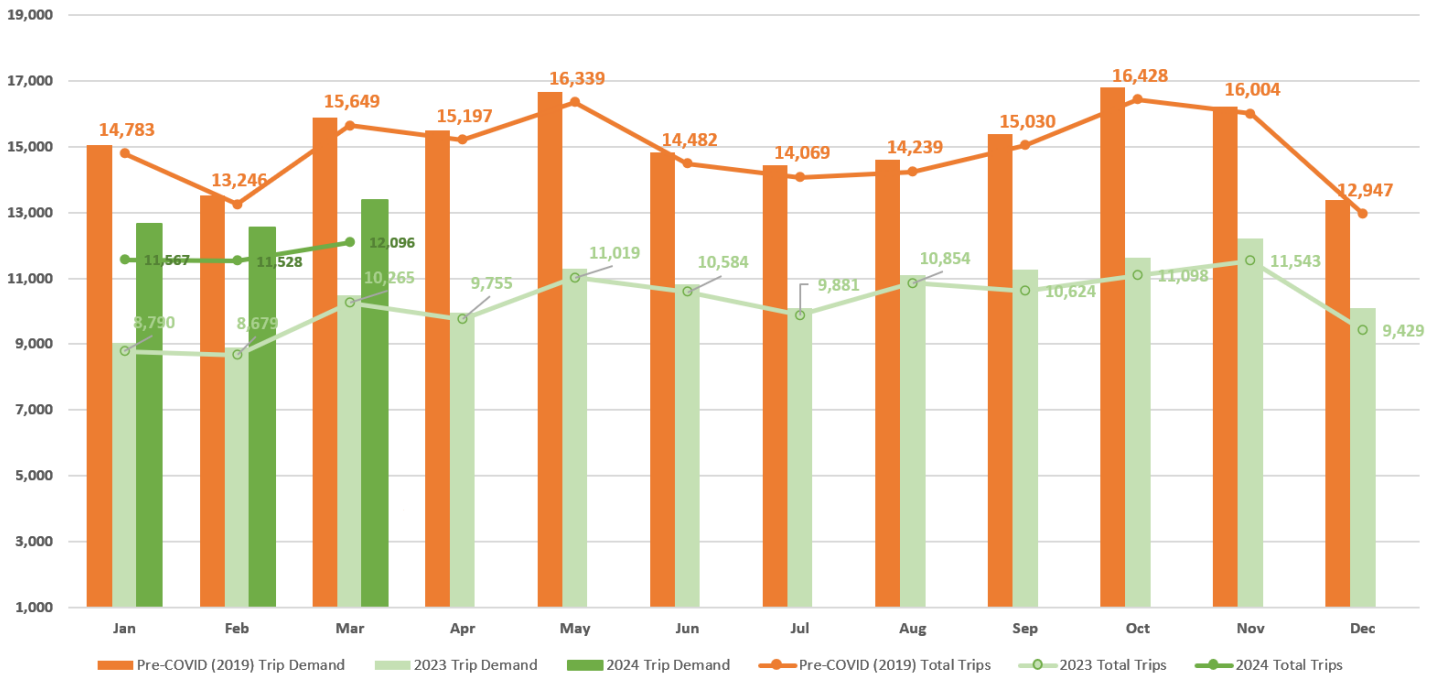
		MAR 2024	YTD 2024
U R B A N	Uxbridge	472	1,477
	Scugog	601	1,918
	Pickering	960	2,690
	Ajax	753	2,531
	Whitby	1,342	4,002
	Oshawa	1,096	3,484
	Clarington	1,685	4,916

Specialized Trip Service Areas Breakdown

		MAR 2024	YTD 2024
R U R A L	Uxbridge	19	47
	Brock	52	126
	Scugog	131	325
	Pickering	24	43
	Ajax	1	1
	Whitby	84	231
	Oshawa	9	26
	Clarington	153	395

		MAR 2024	YTD 2024
U R B A N	Uxbridge	55	146
	Scugog	106	323
	Pickering	1,470	4,228
	Ajax	2,083	6,178
	Whitby	2,738	8,340
	Oshawa	3,952	11,416
	Clarington	945	2,618
	Toronto-Yo	274	748

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 21,333 trips in March 2024, including 12,096 trips for customers registered with Specialized transit. Total On Demand trips delivered in March 2024 were

approximately 5 per cent higher than March 2023, including a 17 per cent increase in Specialized transit trips, with an 8 per cent reduction in On Demand 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 were adjusted. For example, the dwell time setting of On Demand trips, or time to pick-up or drop 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 fare. Similarly, the dwell time for pick-up of a specialized transit trip was too short, particularly for pick-ups involving a mobility device.

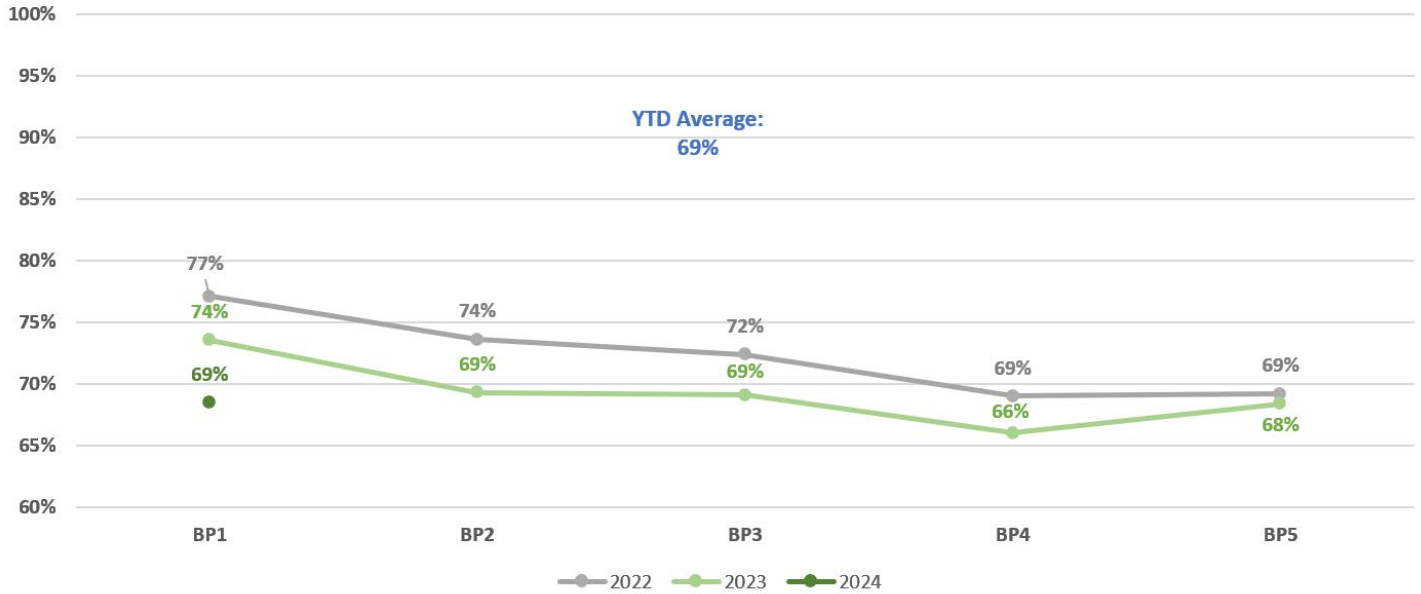
The parameters were adjusted for January 2024, which provide for more accurate trip times. The changes have resulted in an improvement to reliability for booked trips, with a lower overall capacity on the service.

The 15,260 additional On Demand service hours approved in the 2024 budget are planned to be implemented as soon as possible, in consideration of driver recruitment and vehicle procurement.

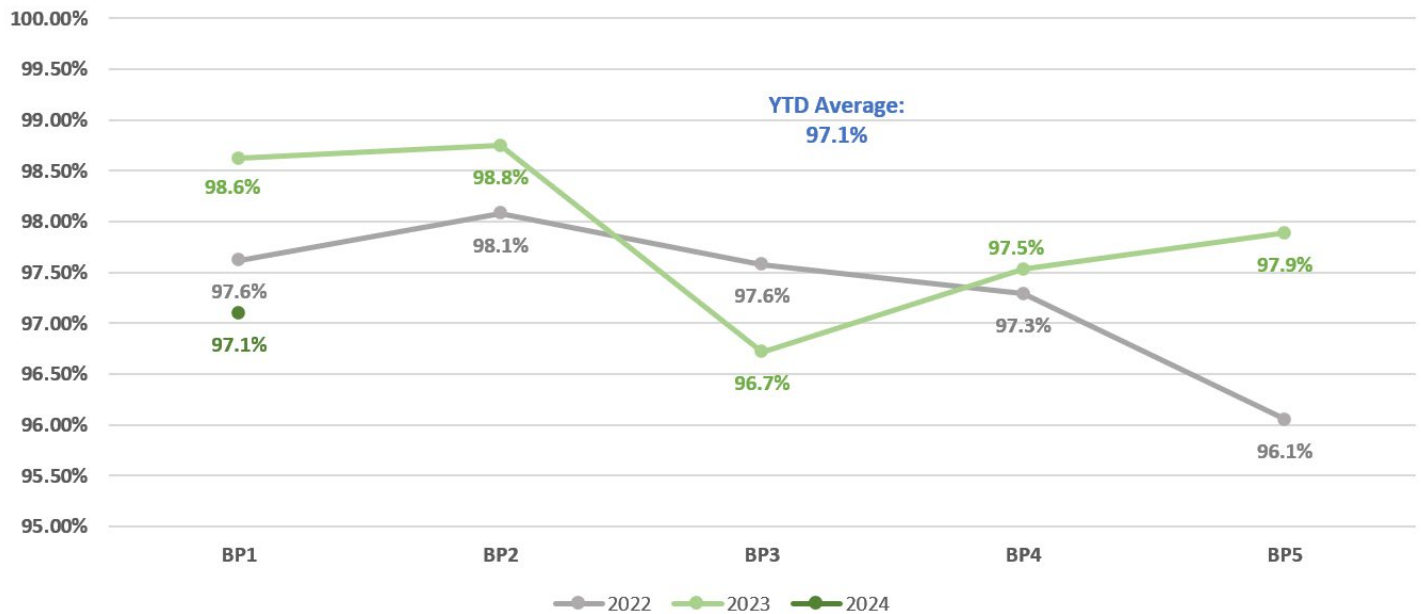
Service Delivery

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 percentage of scheduled revenue service. The service availability target is 99.5 per cent. Service availability is reported for each service period.

Results

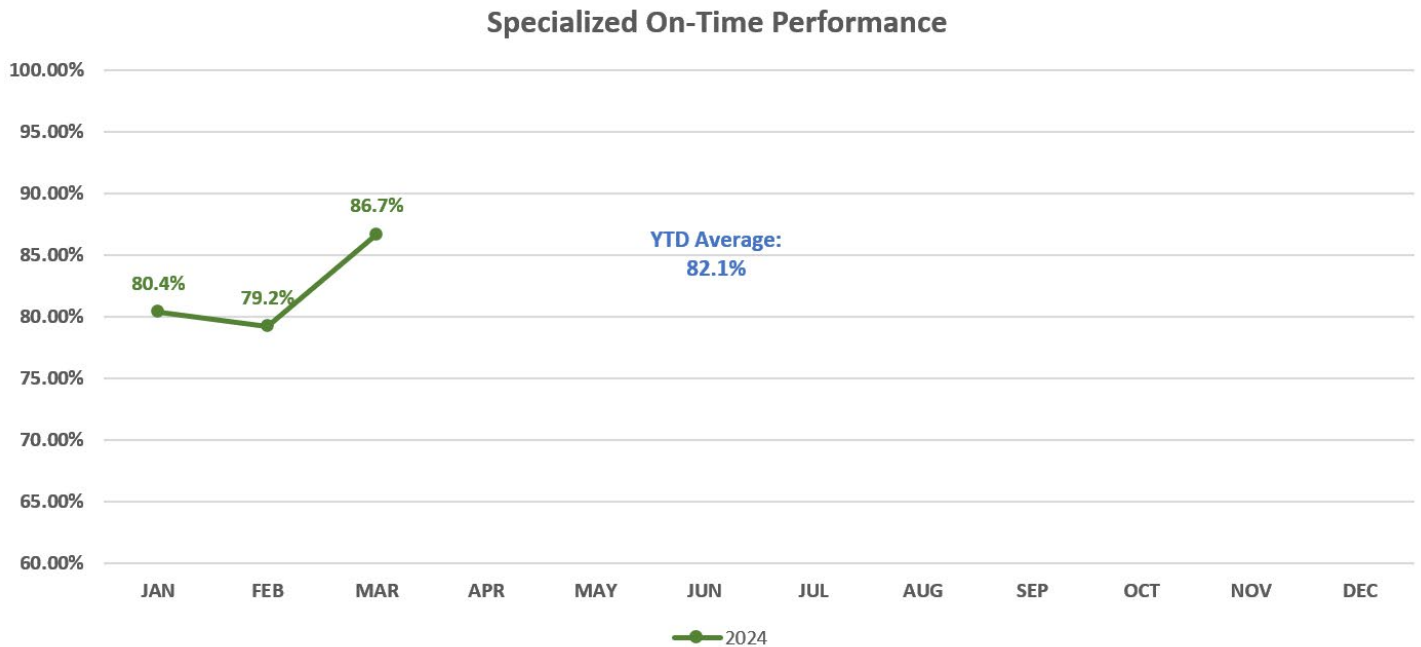
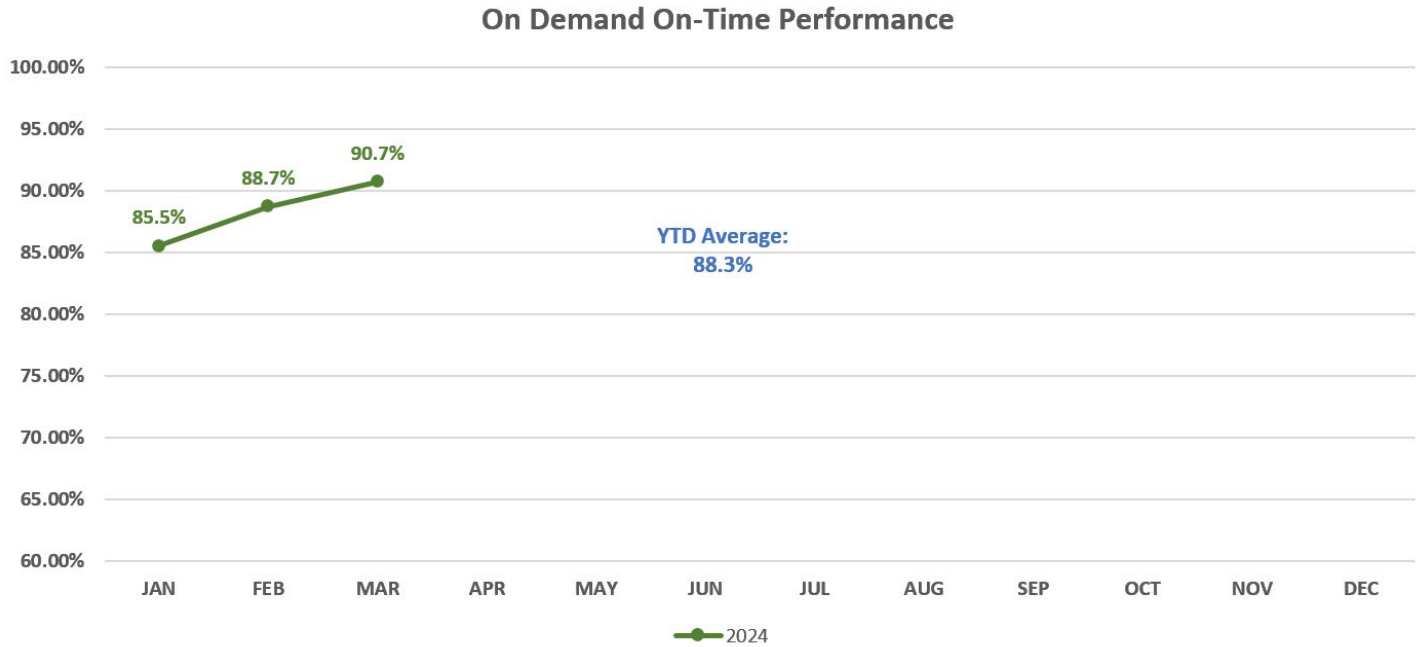
OTP for board period one was 69 per cent, recovering slightly from the record low 66 per cent recording during the fall 2023 (board period 4). This improvement is attributed to the allocation of resources to areas of highest pressure on the scheduled network to improve route performance.

Congestion on main traffic corridors continues to impact the transit network, with Service Availability in March at 97.1 per cent, compared to 98.6 per cent in 2023.

Action Plan

DRT continue to experience service impacts from trips operating at maximum passenger capacity, 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, impact customers through less route capacity, longer wait times, and longer travel times due to missed connections. When fully implemented, the new 2024 revenue service hours will improve 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

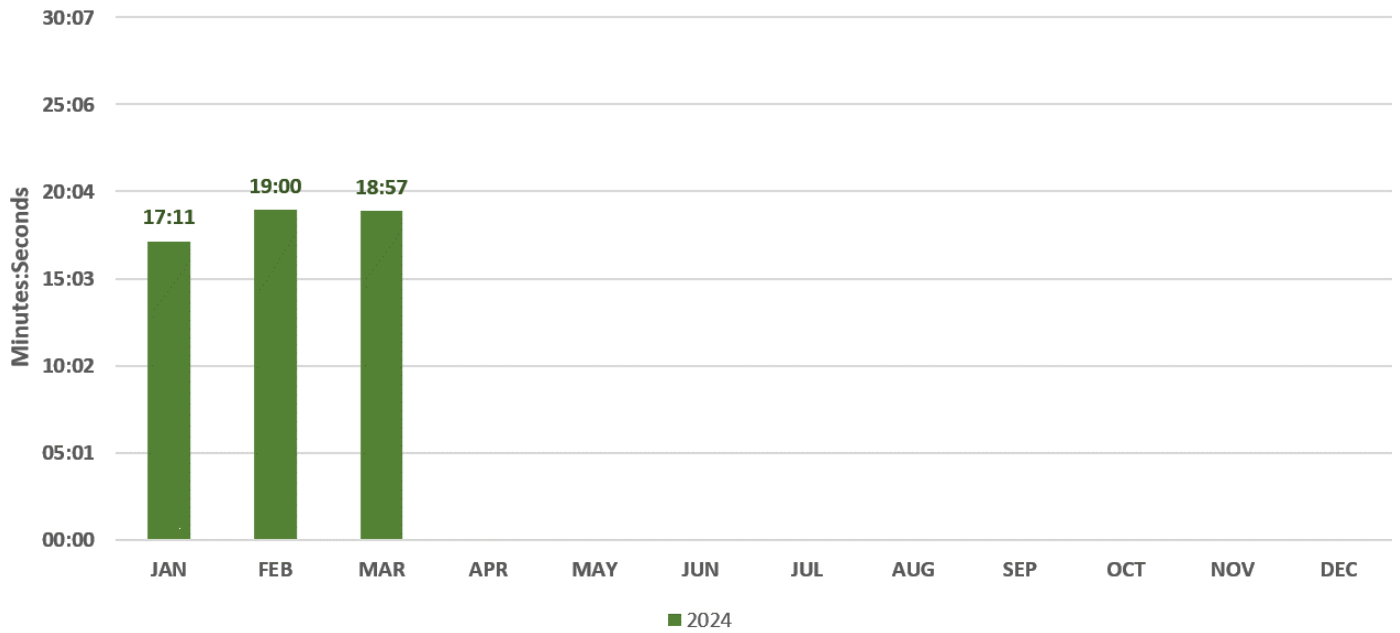
OTP – Demand Response for March 2024 was 90.7 per cent for On Demand trips, and 86.7 per cent for specialized transit trips.

Action Plan

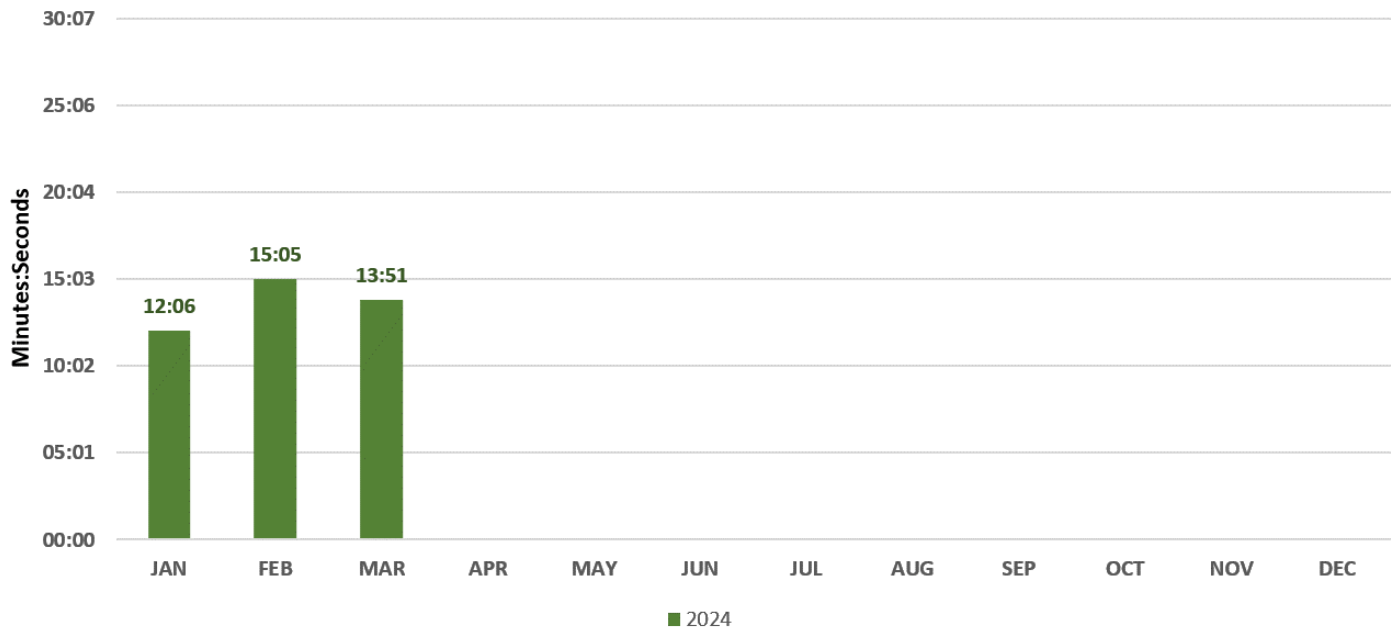
Reliability of scheduled On Demands trips has improved following the January 2024 adjustments to system parameters. DRT continue to monitor OTP – Demand Response trends throughout 2024 and will review the current performance target for 2025.

Service Availability (Demand Responsive)

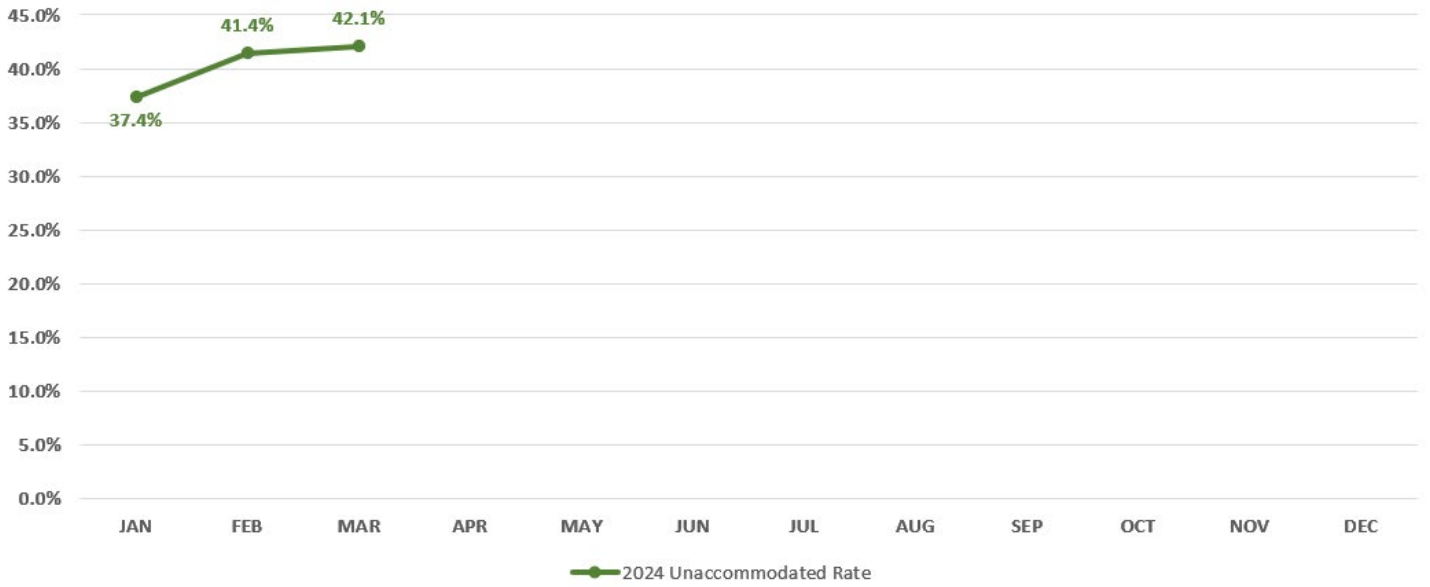
On Demand Average Difference in Requested Trip Time vs. Booked Trip Time



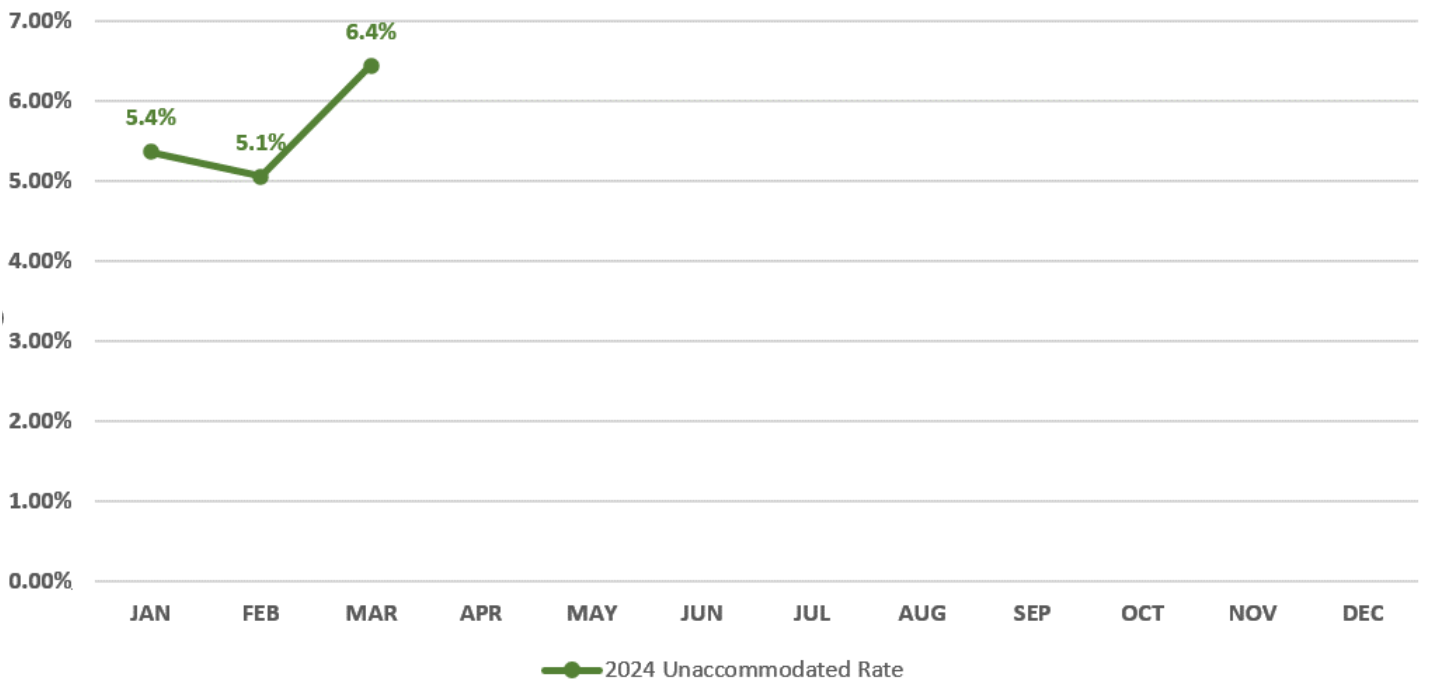
Specialized Average Difference in Requested Trip Time vs. Booked Trip Time



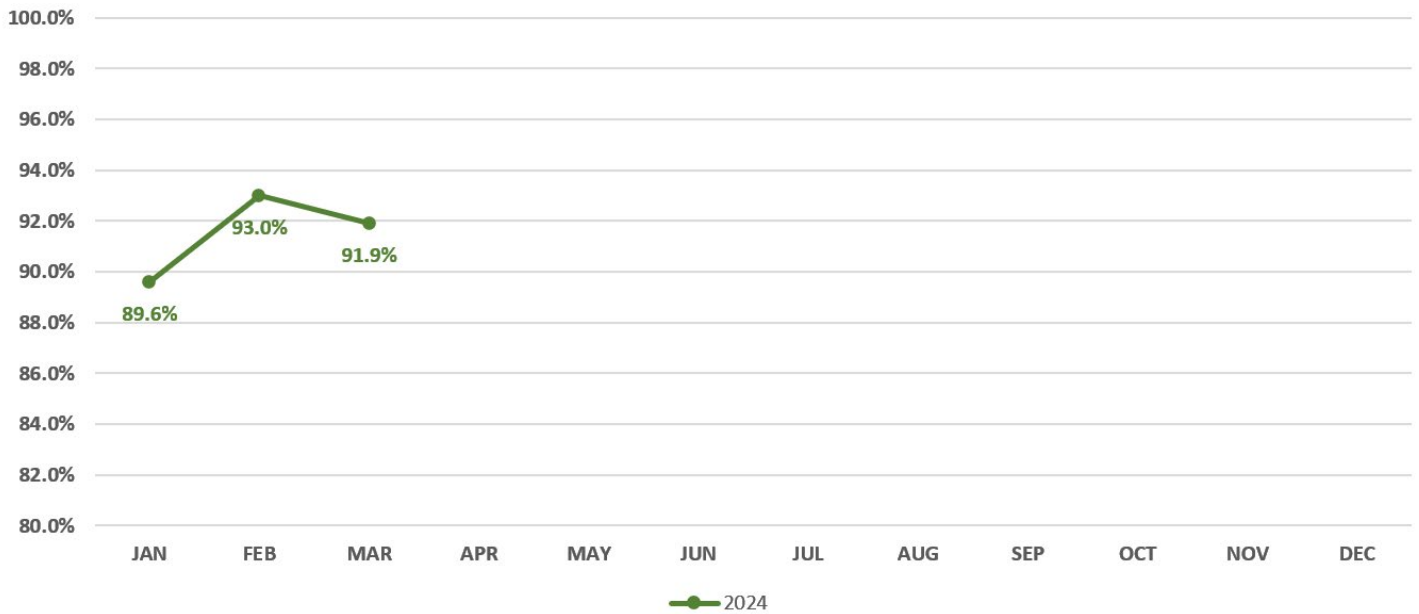
On Demand Unaccommodated Rate



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 March 2024 variance between requested and actual booked pick-up time for On Demand trips remained unchanged at approximately 19 minutes. For specialized transit trips, the variance improved to 13.8 minutes.

Unaccommodated Rate

The March 2024 unaccommodated rate for On Demand trips was 42.1 per cent, and 6.45 per cent for specialized transit trips. The increase in unaccommodated rates was influenced by the continued increase in demand for transit services, combined with lower Service Availability in March.

Service Availability

Service availability for March 2024 was 91.9 per cent, one per cent lower than February (93 per cent).

Action Plan

Staff continue to review the new metrics for On Demand and are actively engaged with the service provider to improve service performance. Implementation of the 15,260 additional On Demand service hours approved in the 2024 budget occur gradually over the next few months as resources are secured (drivers and vehicles), which will improve capacity and significantly influence reliability.

1. Fare and Service Integration (FSI) Collaboration Table

The FSI Collaboration Table (FSI Table) reconvened recently following the launch of the One Fare Program, to discuss plans and priorities for 2024/25. The Province has expanded participation at the FSI Table to include representatives from transit agencies across the Greater Golden Horseshoe (GGH). The three priorities of the Ministry of Transportation include the following:

- Fare integration: Advancing next steps in regional fare integration, including options to harmonize fare concessions.
- Service integration: Advancing transit service integration in the GGH towards a more consistent travel experience for passengers across the region, through the identification of gaps and opportunities, and strengthen connections to the GO network and improving regional trip convenience.
- Specialized transit: Exploring options to support a more simple, seamless and convenient specialized transit riders user experience across the GGH for persons whose physical condition or disability prevents them from using conventional transit for all or part of their travel.

DRT continue to be thoroughly engaged at the FSI Table and associated Work Groups, and further updates will be shared as the work progresses.

2. Summary from 2024 Public Information Centre Series

In March and April 2024, more than 700 participants attended the fourteen Public Information Centre (PIC) events held across the Region of Durham, providing opportunities for residents to engage with staff and provide their feedback to inform future service planning priorities.

At each event, representatives from the DRT Service Design and Scheduling, and Community Engagement teams listened to feedback regarding DRT services. Participants viewed visual boards outlining service planning and scheduling principles, route maps, and plans for future service enhancements including areas of high growth, new terminals, and rapid transit corridors. They were able to provide DRT with written feedback through a brainstorming board and take away materials including On Demand app instructions and Specialized Transit application packages.

In addition to specific local feedback, five themes emerged.

1. Awareness: Residents not aware of On Demand services
2. Service levels: Challenges with reliability and capacity (scheduled and On Demand services), need to increase capacity, service levels, and reliability
3. Partners: Challenges with connecting to GO train
4. Growth areas: Need for transit service to support the growing Region
5. Appreciation for improvements to the transit network

Staff will assemble the feedback, along with feedback received through Customer Service over the past few months, for consideration to influence the September service change and future service plans. Looking ahead to 2025, staff will be adjusting the PIC series based on experiences over the past few years. Further details will be shared in advance of the 2025 PIC series.

3. DRT staff front and centre at 2024 Ontario Transportation Expo

The 25th annual Ontario Transportation Expo (OTE) was held in Toronto from April 15 to 17, 2024. This annual event is unique opportunity for transit agencies, manufacturers/suppliers, and others related to these industries to get together and explore better ways of serving customers.

Several DRT staff participated in roundtable and delivered to share initiatives and ideas with leaders of transit agencies from across Ontario.

Kris Hornburg, Deputy General Manager Business Services, presented an overview and preliminary outcomes of the collaboration with the Social Services Outreach team to pilot a program supporting at-risk individuals interacting with DRT.

Nicole Lysaght, Manager Transit Policy and Planning, moderated and presented during a panel discussion focussed on gaining support for multi-year strategy transit plans in the annual budget process.

David Margiotta and Jessica Gillies, Operations Managers, presented an engaging session highlighting DRT's service delivery model transition project and outcomes to date.

Zefe Osime-Fakolade, Program Manager Engagement and Change, presented at the Marketing Committee meeting to share DRT's communication processes following the fire at the Raleigh facility, highlighting the transparent and timely sharing of information that was critical to supporting transit customers and employees through the operational crisis. Zefe also participated on a panel discussing comingling of customers using On Demand to provide equitable transit solutions for all customers and maximizing service capacity.