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# The Regional Municipality of Durham Report

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To: Durham Region Transit Executive Committee  
From: General Manager, Durham Region Transit  
Report: #2023-DRT-01  
Date: January 11, 2023

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**Subject:**

General Manager's Report – January 2023

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**Recommendation:**

That the Transit Executive Committee recommends

That this report be received for information.

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**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

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Bill Holmes  
General Manager, DRT

Recommended for Presentation to Committee

Original Signed by

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Elaine C. Baxter-Trahair  
Chief Administrative Officer



General Manager's Report  
January 11, 2023  
TEC  
Attachment #1

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# 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	November	0.34	0.20	✗ -70.0	✓ -14.6

## Ridership

Scheduled						
Ridership (x1,000)	Number passengers	November	815	510	✓ 59.6	✓ 69.9
PRESTO Ridership	Customers paying using PRESTO (per cent)	November	89.0	82.7	✓ 6.4	✓ 4.3
Bus full occurrences	Number operator reported occurrences	November	249	22	NA	NA
Demand Responsive						
Ridership - Specialized	Number customer trips	November	9,203	7,487	✓ 22.9	✓ 48.5
Unaccommodated Rate - Specialized	Trip requests not scheduled (per cent)	November	NA <sup>3</sup>	NA <sup>3</sup>	NA	NA
Ridership – On Demand	Number customer trips	November	8,293	11,839	✗ -29.9	✓ 14.6

## Service Delivery

Scheduled						
On time performance	On-time departures from all stops (per cent)	Service Period 4 <sup>4</sup>	69.0	74.7	✗ -7.5	✗ -6.0
Service availability	Scheduled service delivered (per cent)	Service Period 4 <sup>4</sup>	97.3	98.5	✗ -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)	November	NA	NA	NA	NA

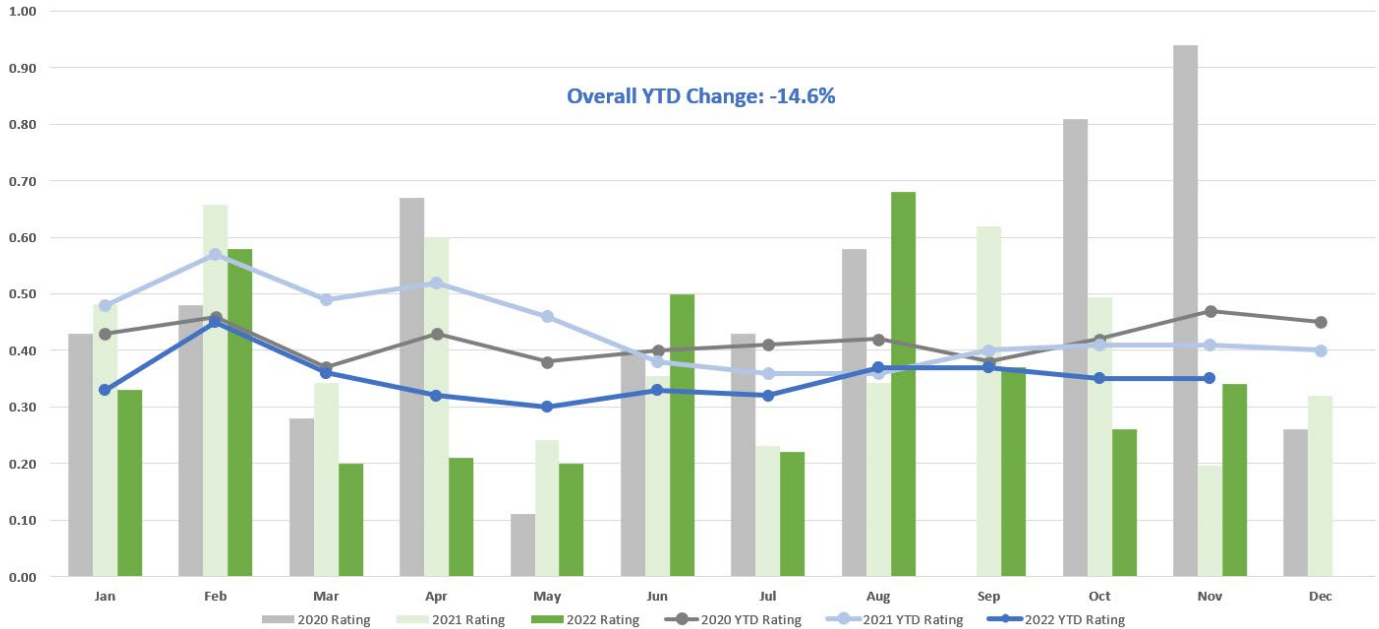
<sup>1</sup>Target is 2021 measure for the same period

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

<sup>3</sup>Demand response platform currently not reporting unaccommodated rate

<sup>4</sup>September 6, 2022 through December 4, 2022

## 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

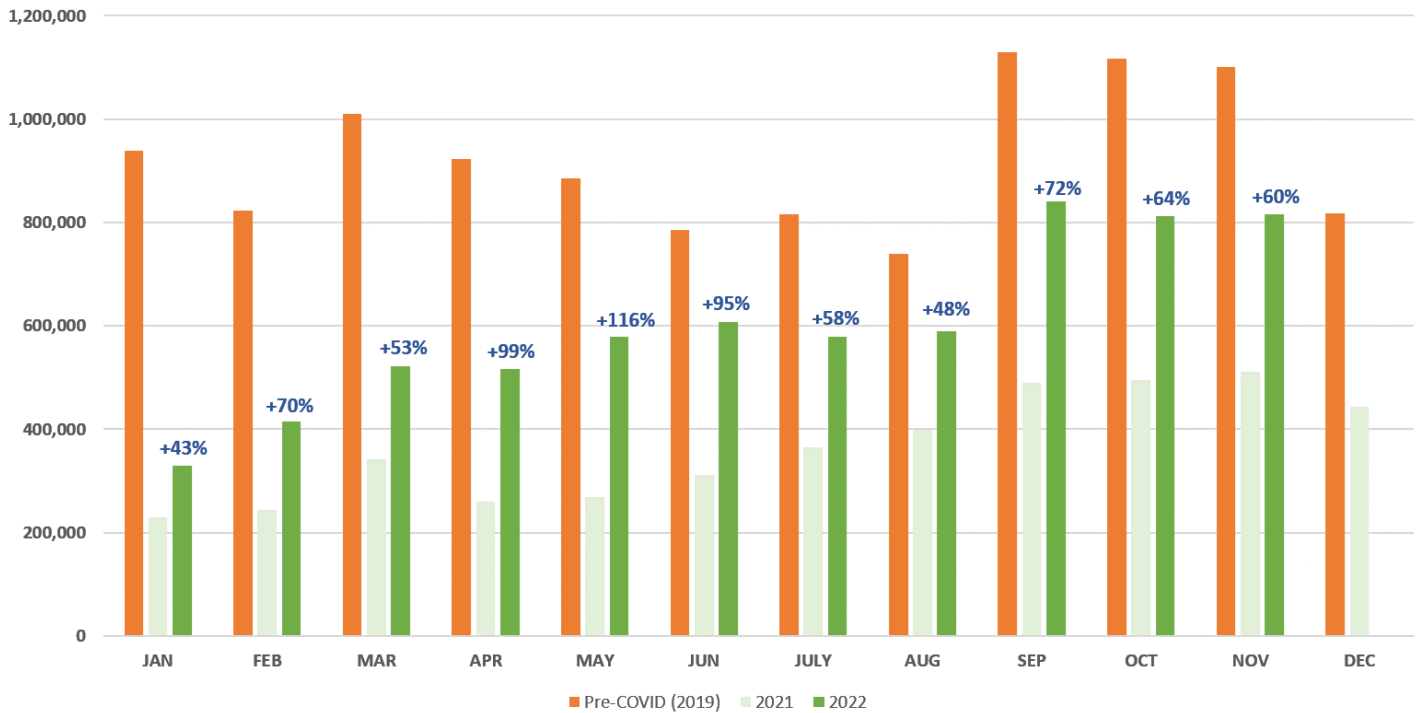
The November preventable collision rate was 0.34 per cent compared to a rate of 0.20 per cent for the same period in 2021. Year to date, the preventable collision rate is 14.6 per cent lower than the previous year.

### Action Plan

In addition to established processes to identify and resolve root causes of collisions, the DRT Safety and Training team 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

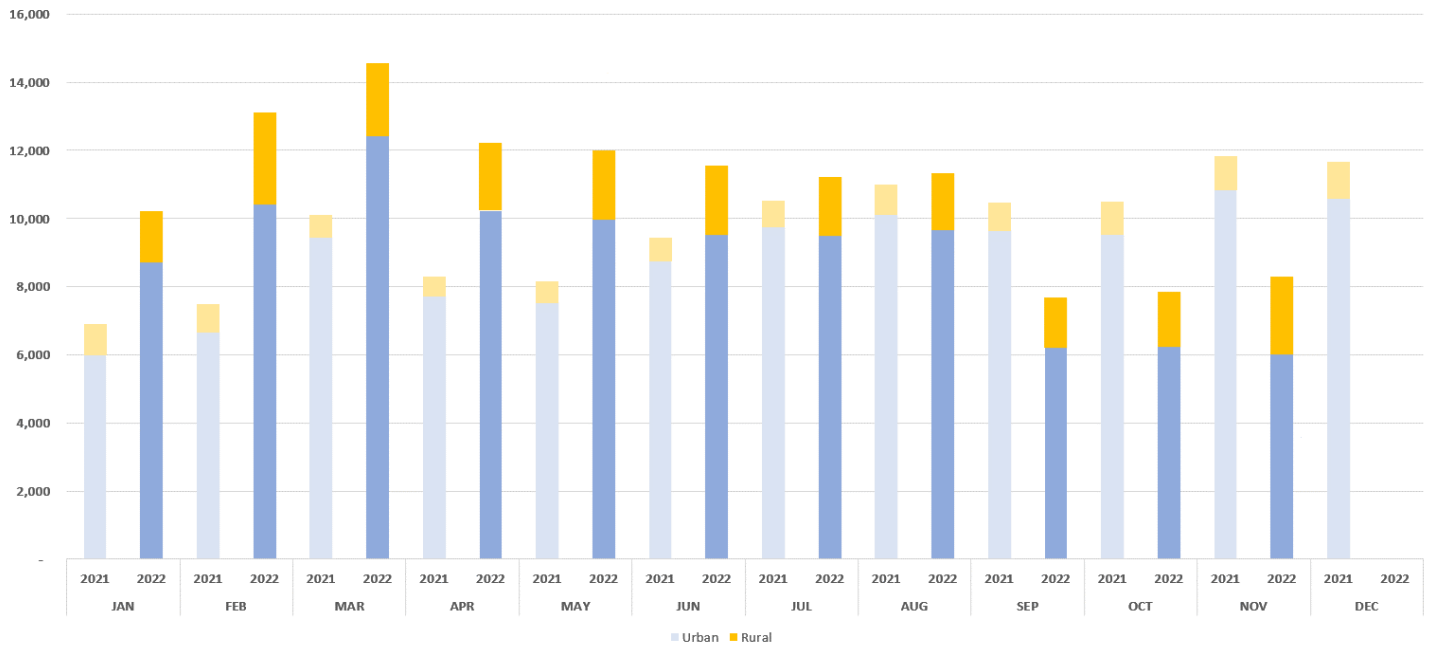
November ridership was 60 per cent higher than 2021 and approximately 74 per cent of pre-pandemic (2019) ridership for the same period.

### Action Plan

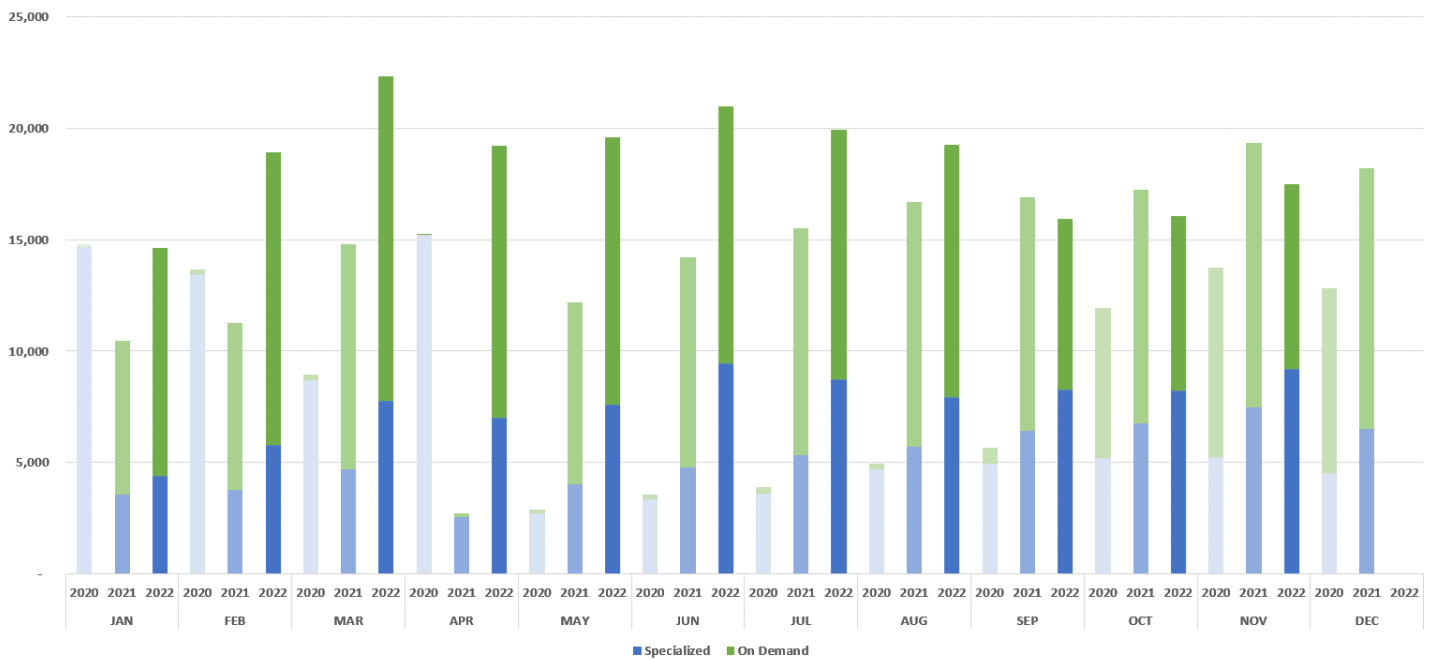
To support the return of students to secondary school and post secondary institutions, approximately 10 per cent more service was introduced in September. With five new local routes, two new PULSE routes, and enhanced frequency throughout the network, the September 2022 network provided 60 per cent more 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

On Demand Trips



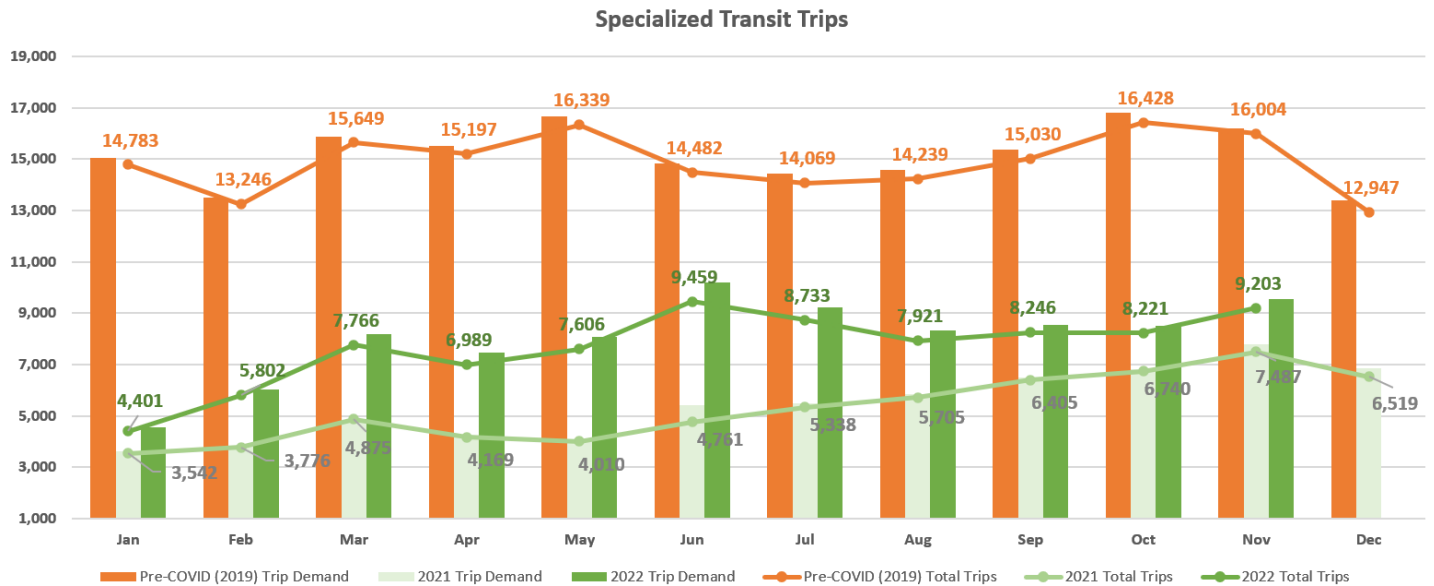
Demand Responsive Trips



		NOV 2022	YTD 2022
R U R A L	Uxbridge	867	7,074
	Brock	341	4,786
	Scugog	690	5,825
	Pickering	107	1,267
	Whitby	49	374
	Oshawa	-	-
	Clarington	1,950	22,189

		NOV 2022	YTD 2022
U	Pickering	1,161	17,297
R	Ajax	786	14,327
B	Whitby	1,112	15,647
A	Oshawa	570	14,816
N	Clarington	646	15,596

Note: Rural Uxbridge and Scugog figures include trip pickups within urban Uxbridge and Port Perry areas.



### 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 with 8,293 trips delivered in November 2022 compared to 11, 839 in 2021.

On Demand delivered 9,203 Specialized transit trips in November 2022, a 23 per cent improvement compared to November 2021, and a 48 per cent increase year to date. Specialized Services trips delivered have been steadily increasing since the transition to On Demand in September; 7,921 trips in August, 8,246 trips in September, 8,221 trips in October, and 9,203 in November.

The current platform is unable to report unaccommodated trips.

### Action Plan

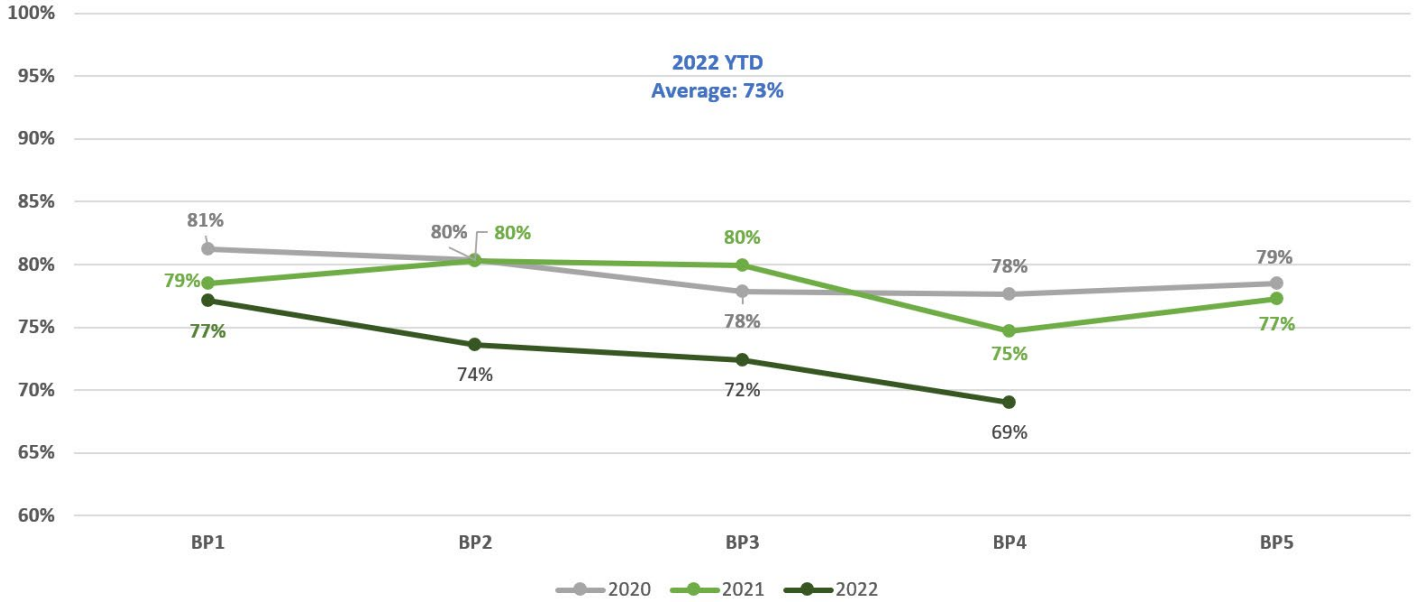
Initial challenges with the scheduling platform have been resolved, however, the platform will be replaced over the coming months with a new platform procured to meet DRT's requirements for an integrated demand response service. On Demand capacity continues to improve as efficiencies begin to be realized and temporary capacity is added to the system.



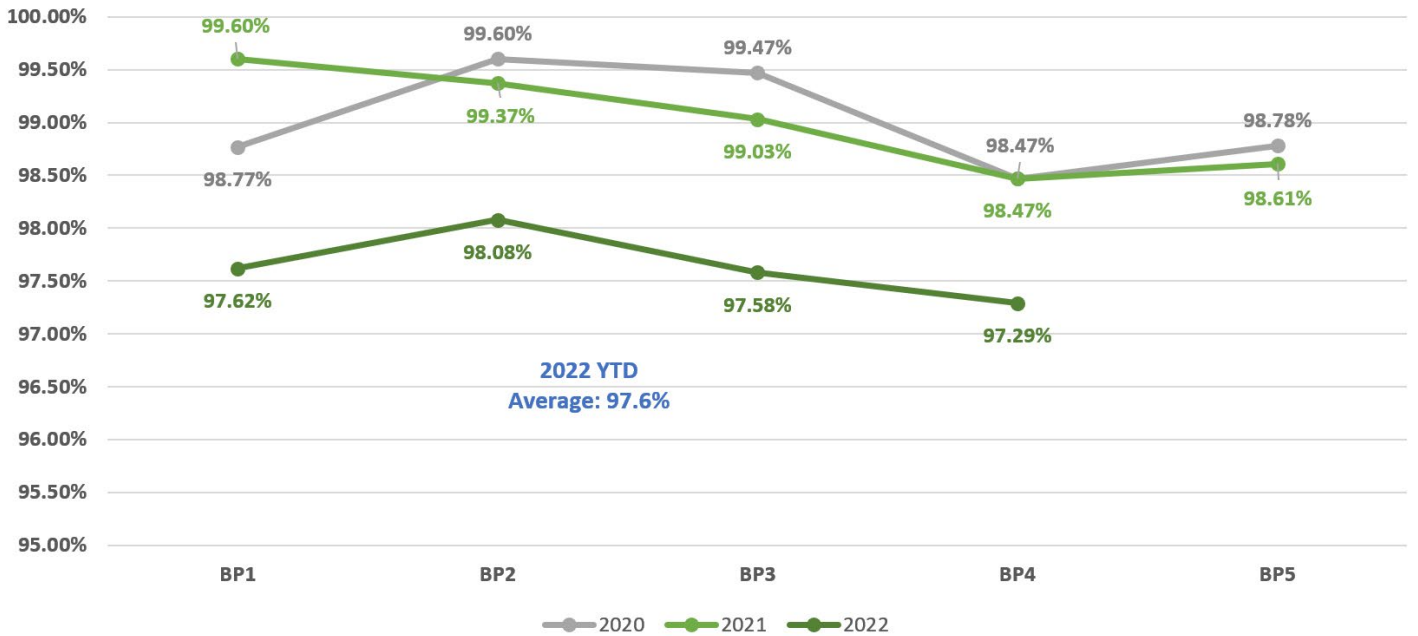
# Service Delivery

## 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 Service Period 4 (September 6, 2022 through December 4, 2022) was 69.0 per cent, below the 75 per cent recorded for the same period in 2021, and down from 72 per cent for the most recent BP 3.

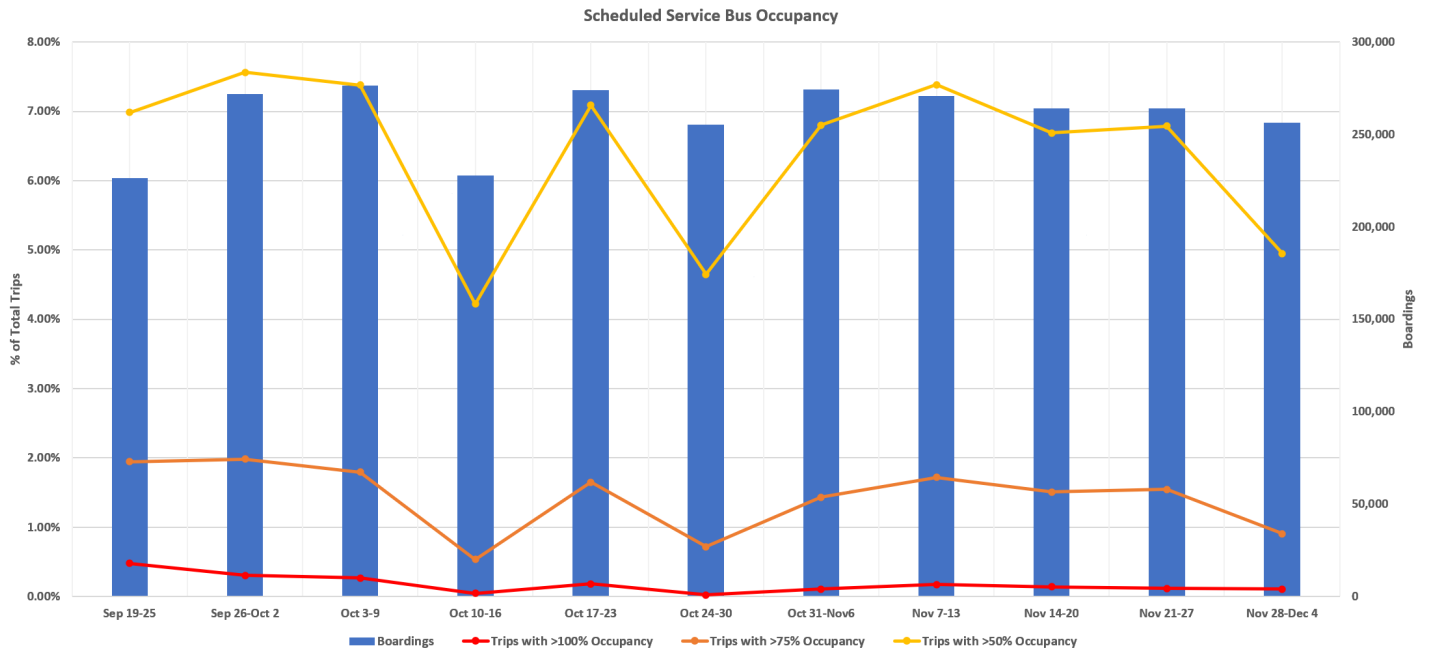
Service availability was 97.3 per cent, below the 98.5 per cent recorded for the same period in 2021, and down from 97.6 per cent for the most recent BP 3.

## **Action Plan**

OTP has been impacted by three factors; traffic delays, postponement of running time validation studies due to a lack of staff capacity, and lower service availability that puts pressure on the remaining services. Staff continue to investigate solutions to mitigate the impacts of increased running time including the reallocation of revenue service from other routes while ensuring capacity meets ridership demand.

Service availability continues to be affected by traffic impacts and a reduced ability to backfill operator absences. Training capacity will increase in the first quarter of 2023 to respond to exceptional attrition experienced during 2021 and 2022, and to enhance ability to respond to winter flu season and continued absences related to COVID-19.

# 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

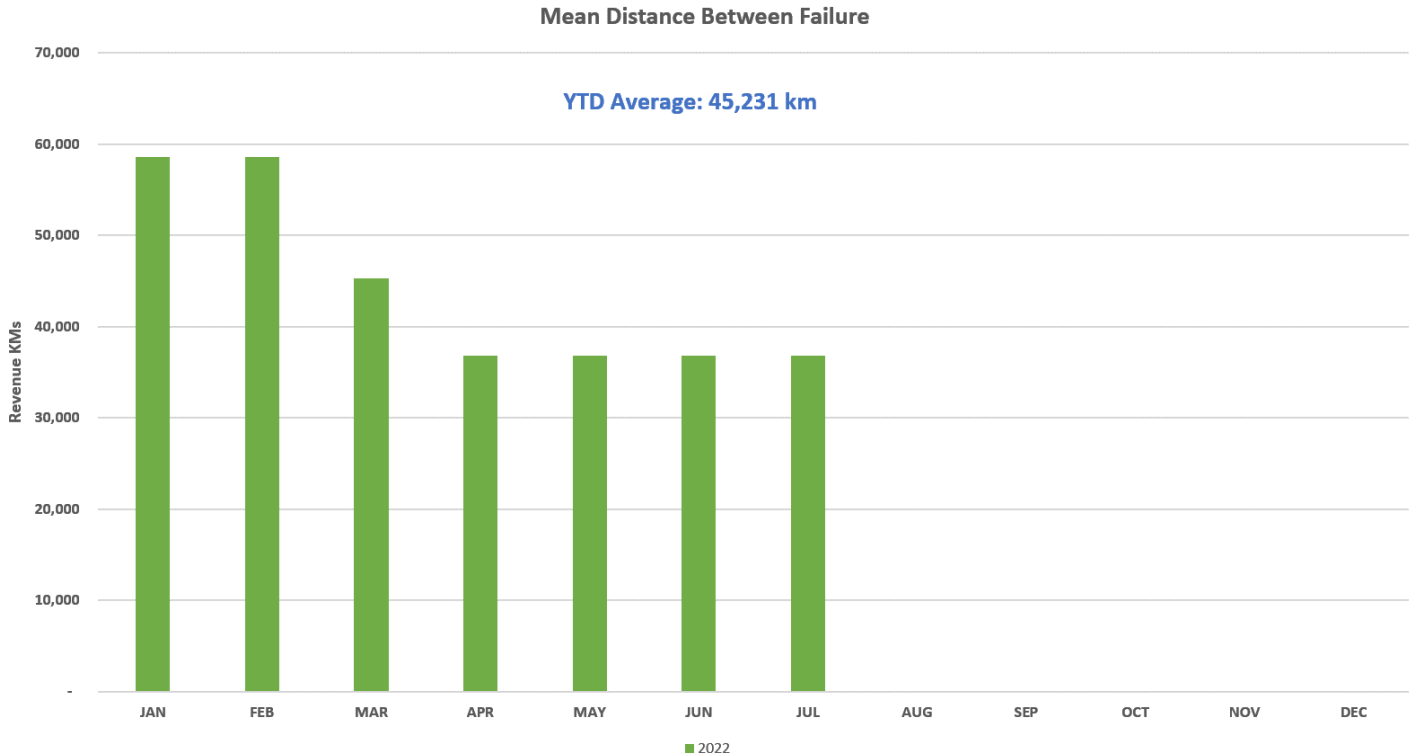
During the week of November (November 21 - 27), approximately 93 per cent of all trips were below 50 per cent of maximum occupancy, with less than one per cent of trips exceeding 100 per cent maximum occupancy.

There were 249 bus full occurrences reported by bus operators in November 2022, compared to 225 occurrences reported in October.

## Action Plan

The transit network continues 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. Transit Awareness Days, Queens Park**

On Monday, December 5, 2022, the Ontario Public Transit Association (OPTA), in partnership with the Canadian Urban Transit Association (CUTA) held their third in-person Lobby Days at Queen's Park. OPTA and its members called on the Government of Ontario to renew emergency transit operating support in 2023 with an investment of \$250 million to help transit systems maintain service levels and prepare for an increase in population. OPTA and its members also encouraged the Government of Ontario to work with the federal government to renew the 2022 federal-provincial transit-housing funding arrangement, for a matching federal contribution of \$250 million.

This federal-provincial arrangement resulted in an allocation of up to \$3.7 million to DRT for eligible operating expenses incurred in 2022 to maintain service levels and safety and preventative measures during the sustained COVID-19 ridership recovery period.

Timing is important and Ontario's transit systems need to know if they can count on provincial support for transit operations by February 2023 to ensure the risk of services cuts is minimized.

## **2. Contactless Fare Payment**

DRT is working with Metrolinx and partner transit agencies in the Greater Toronto and Hamilton Area to introduce PRESTO contactless fare payment options. This will begin with the launch of payment by credit card in early 2023. Once available customers will be able to tap their credit card directly onto the PRESTO device to pay their fare when boarding DRT vehicles. This includes physical credit cards as well as credit cards on smart phones and watches. Additional PRESTO payment options, including contactless payment with a debit card and a PRESTO card on a mobile wallet, will be introduced at a later date. More details will be shared with customers and the public closer to launch.

## **3. Purchase Agreement for Six Battery Electric Buses**

Following a competitive procurement process, DRT has entered into a purchase agreement with Nova Bus for the supply and delivery of six 12 metre battery electric buses – the Region's first zero greenhouse gas (GHG) emission buses. These electric buses are part of DRT's pilot project to inform future operational decisions as the fleet electrification plan scales up over the next 15 years. They are expected to enter revenue service by the end of 2024, and will be stored, maintained, and operated from the DRT Oshawa Depot.

The pilot project also includes supply of the required charging equipment and infrastructure. Staff are finalizing the required contracts including training requirements for maintenance and operations staff, prior to deployment.

The \$9.7 million funding for the purchase of the battery electric buses was provided by the federal government's Canada Community-Building Fund.

The pilot is part of DRT's [eMission Zero](#) program, which includes a suite of GHG emission reducing initiatives aimed at advancing a more sustainable network of vehicles, infrastructure and facilities.