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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-10
Date: June 5, 2024

Subject:

General Manager's Report – June 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 – June 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
June 5, 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	April	0.13	0.39	✓ -68.0	✗ 13.6

Ridership

Ridership						
Ridership (x1,000)	Number passengers	April	1,071	794	✓ 34.8	✓ 33.4
PRESTO Ridership	Customers paying using PRESTO (per cent)	April	92.8	90.6	✓ 2.2	✓ 2.0
Bus full occurrences	Number operator reported occurrences	April	170	107	✗ 58.9	✗ 45.9
Demand Responsive						
Ridership - Specialized	Number customer trips	April	12,778	9,755	✓ 31.0	✓ 28.0
Unaccommodated Rate - Specialized	Trip requests not scheduled (per cent)	April	6.6	N/A	N/A	N/A
Ridership – On Demand	Number customer trips	April	9,815	9,811	⚠ 0	✓ 1.7
Unaccommodated Rate – On Demand	Trip requests not scheduled (per cent)	April	41.7	N/A	N/A	N/A

Service Delivery

Scheduled						
On time performance	On-time departures from all stops (per cent)	Service Period 1 ⁴	68.5	73.6	✗ -5.1	✗ -5.1
Service availability	Scheduled service delivered (per cent)	Service Period 1 ⁴	98.0	98.6	✗ -0.6	✗ -0.6
Mean Distance Between Failure (MDBF)	Average number of revenue service kilometres between occurrences of vehicle defects impacting service (revenue service kilometers)	April	10,147	20,780	✓ -51.2	✓ -39.1

Demand Responsive						
Service Availability – Demand Response	Planned Service Delivered (per cent)	April	95.8	N/A	N/A	N/A
On time performance – Specialized	On-time customer pickups (per cent)	April	81.4	N/A	N/A	N/A
On time performance – On Demand	On-time customer pickups (per cent)	April	90.4	N/A	N/A	N/A
Service availability – Specialized	Average difference in requested trip time vs. booked trip time (minutes)	April	16:11	N/A	N/A	N/A
Service availability – On Demand	Average difference in requested trip time vs. booked trip time (minutes)	April	11:02	N/A	N/A	N/A

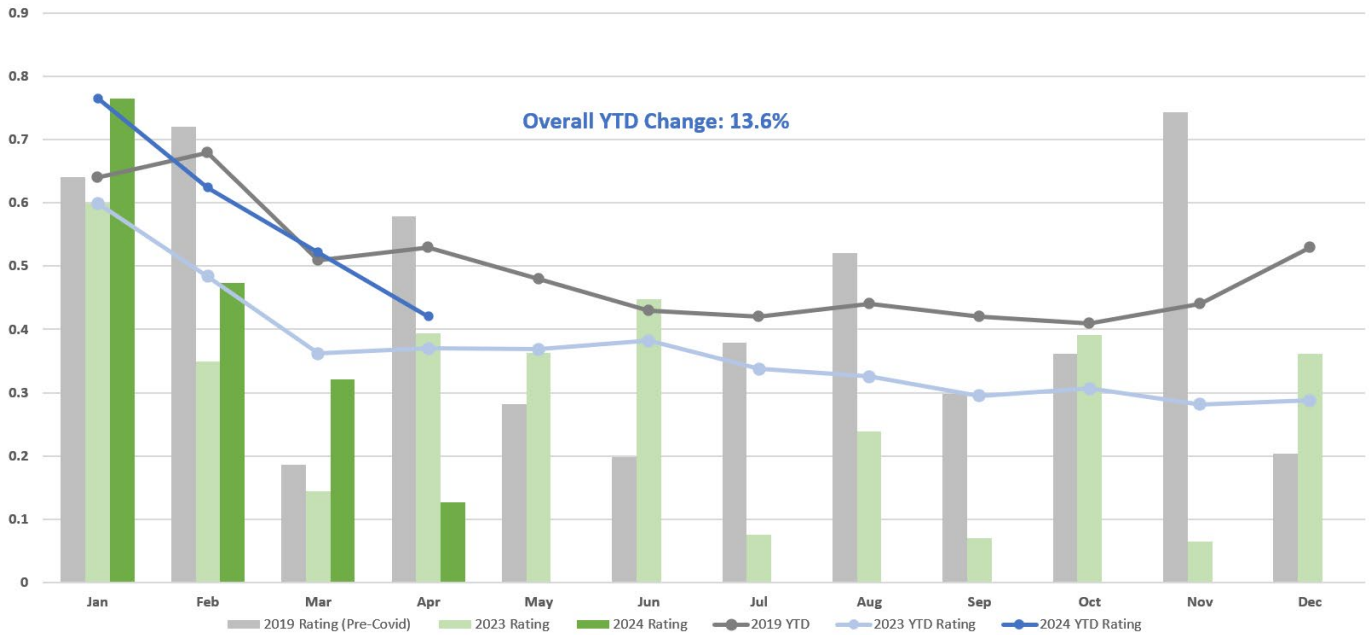
¹Target is 2023 measure for the same period

²Year to Date (YTD) compared to previous year

⁴January 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

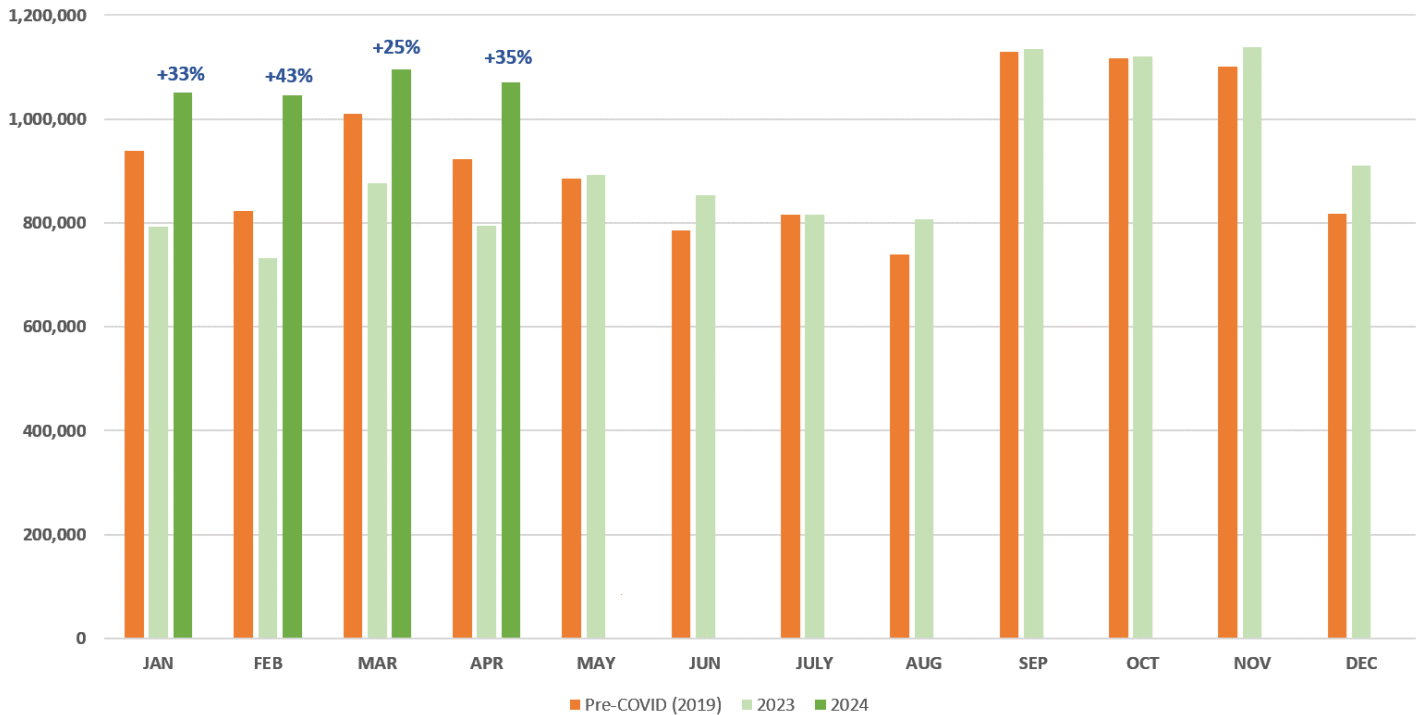
The April preventable collision rate was 0.13 compared to 0.39 for the same month in 2023. Year to date rate remains higher than last year by 13.6 per cent.

Action Plan

The Safety and Training group and Occupational Health and Safety Committee continue to 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

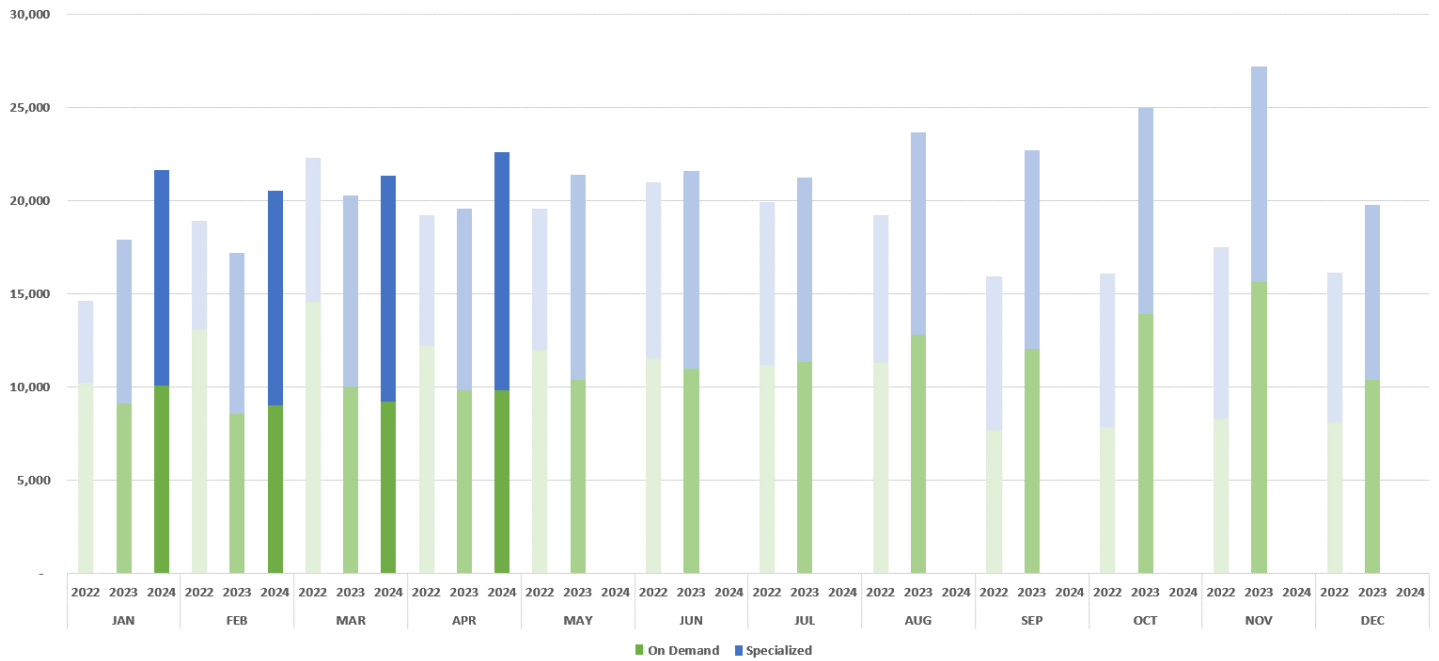
April ridership on scheduled service was approximately 1.1 million, 34.8 per cent higher than the same month in 2023, and approximately 22 per cent higher than the pre-pandemic period.

Action Plan

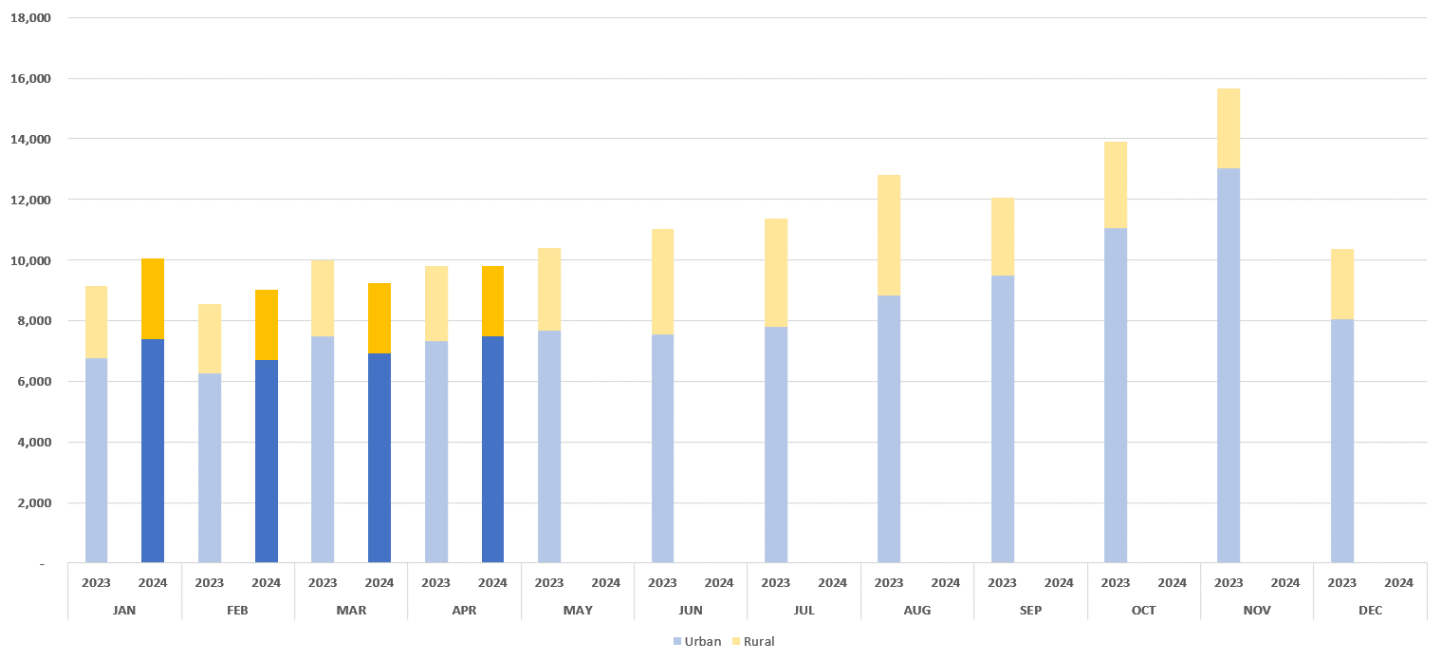
DRT continue to recruit and train staff to deliver the 44,405 new annual revenue service hours approved in the 2024 budget. The new service hours are planned to be implemented starting at the September service change. Approximately 26 per cent of the new service hours will be assigned to improve service 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

		APR 2024	YTD 2024
R U R A L	Uxbridge	227	1,123
	Brock	572	2,663
	Scugog	474	1,928
	Pickering	323	1,226
	Ajax	29	65
	Whitby	20	79
	Oshawa	36	177
	Clarington	650	2,351

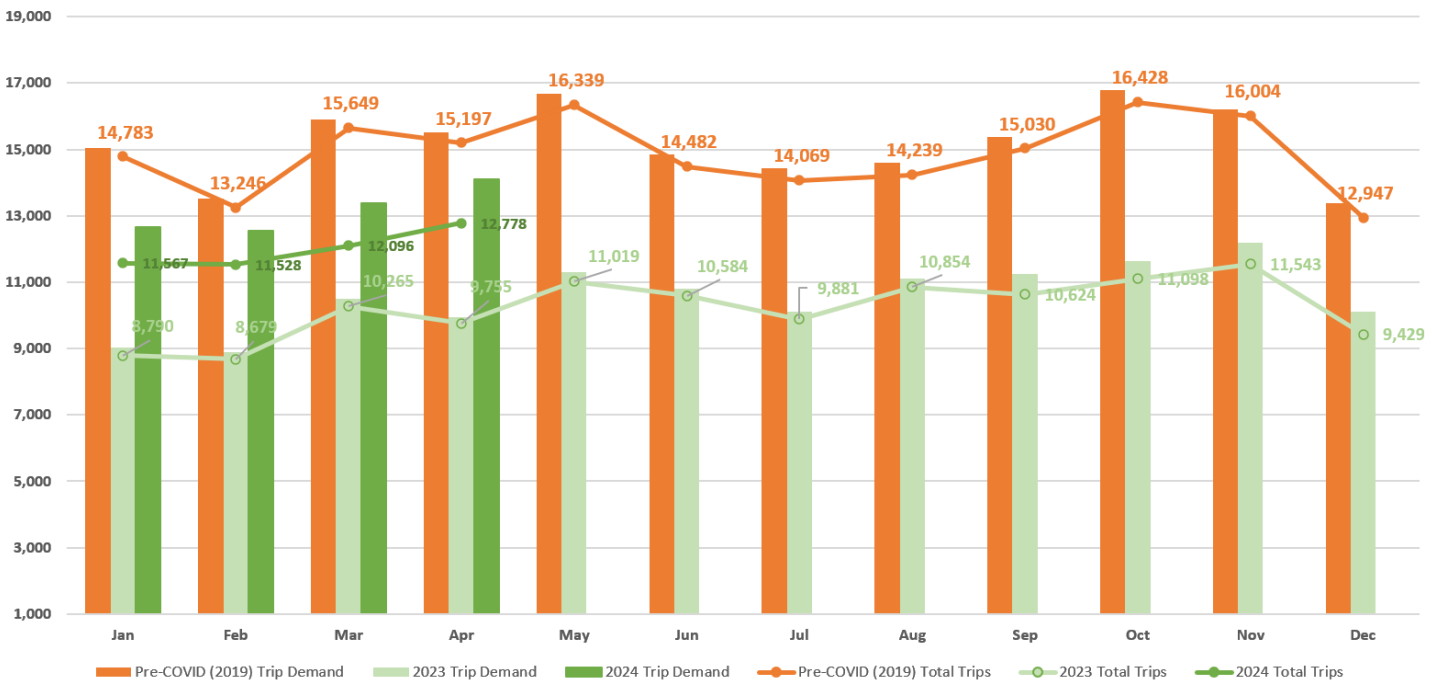
		APR 2024	YTD 2024
U R B A N	Uxbridge	483	1,960
	Scugog	492	2,410
	Pickering	1,029	3,719
	Ajax	782	3,313
	Whitby	1,659	5,661
	Oshawa	1,301	4,785
	Clarington	1,738	6,654

Specialized Trip Service Areas Breakdown

		APR 2024	YTD 2024
R U R A L	Uxbridge	18	65
	Brock	56	182
	Scugog	126	451
	Pickering	26	69
	Ajax	-	1
	Whitby	94	325
	Oshawa	12	38
	Clarington	123	518

		APR 2024	YTD 2024
U R B A N	Uxbridge	45	191
	Scugog	103	426
	Pickering	1,543	5,771
	Ajax	2,303	8,481
	Whitby	2,997	11,337
	Oshawa	4,089	15,505
	Clarington	989	3,607
	Toronto-Yo	254	1002

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 21,593 trips in April 2024, including 12,778 trips for customers registered with Specialized transit. Total On Demand trips delivered in April 2024 were approximately the same as April 2023.

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.

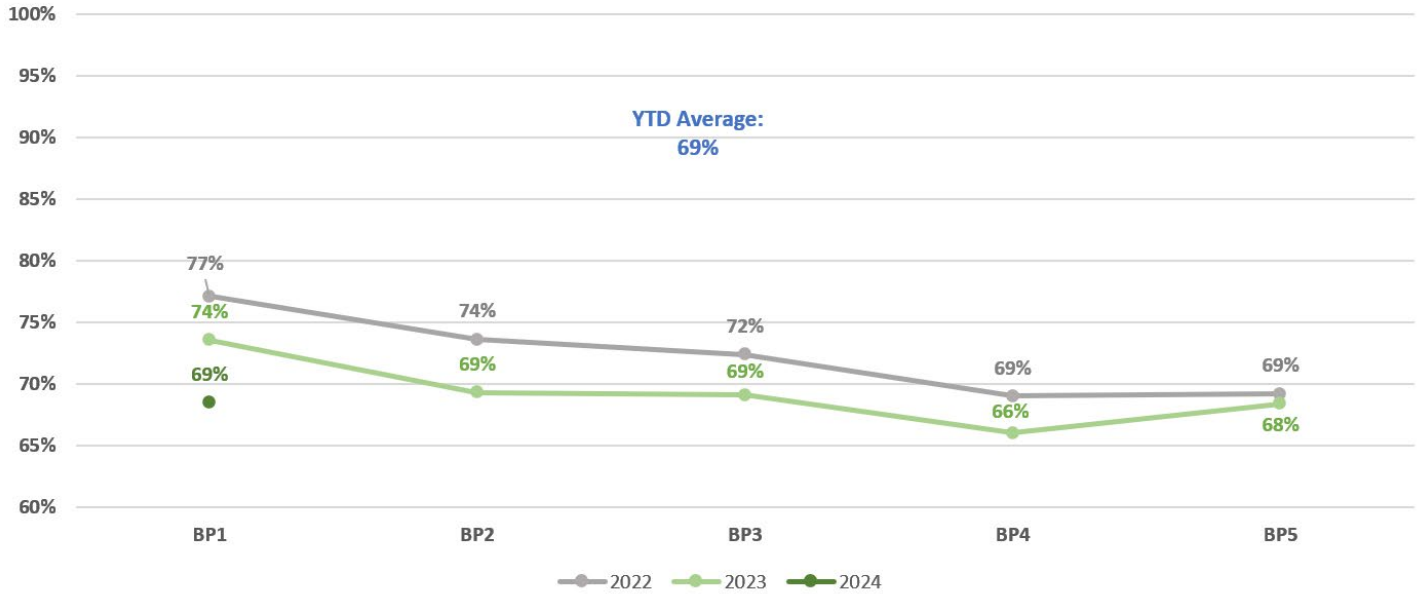
The parameters were adjusted for January 2024, which provide for more accurate trip times. The changes have resulted in an improvement to reliability for booked trips, with a lower overall capacity on the service.

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.

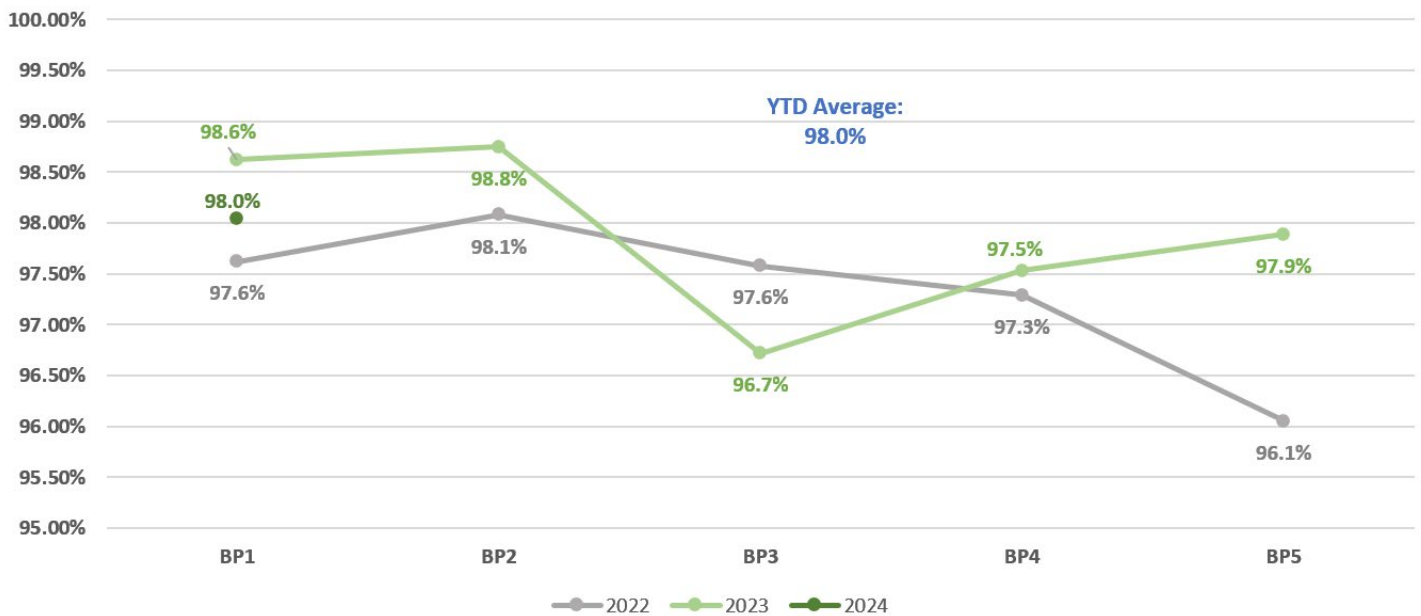
Service Delivery

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.

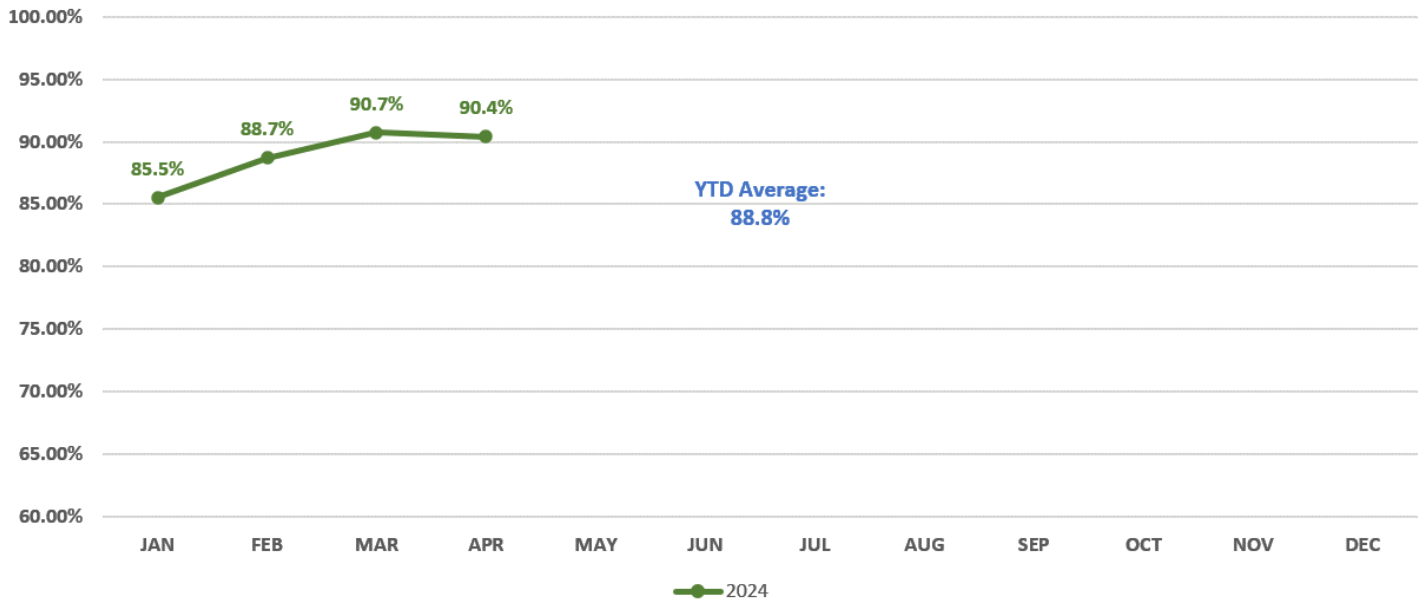
Congestion on main traffic corridors continues to impact the transit network, with Service Availability in April at 97.1 per cent, compared to 98.6 per cent in 2023.

Action Plan

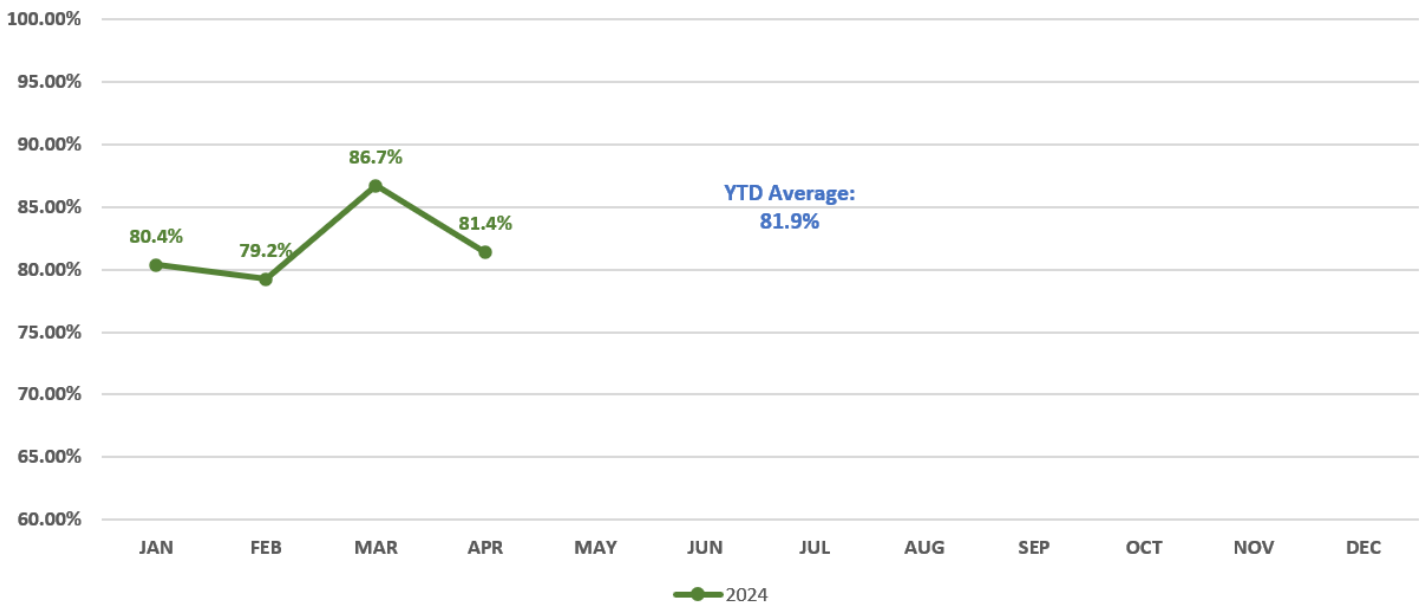
DRT continue to experience service impacts from trips operating at maximum passenger capacity, congestion and construction projects. Some planned trips are cancelled when a route is operating excessively late to enable subsequent planned trips to remain on schedule. Trip cancellations, which reduces 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)

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 per cent.

Results

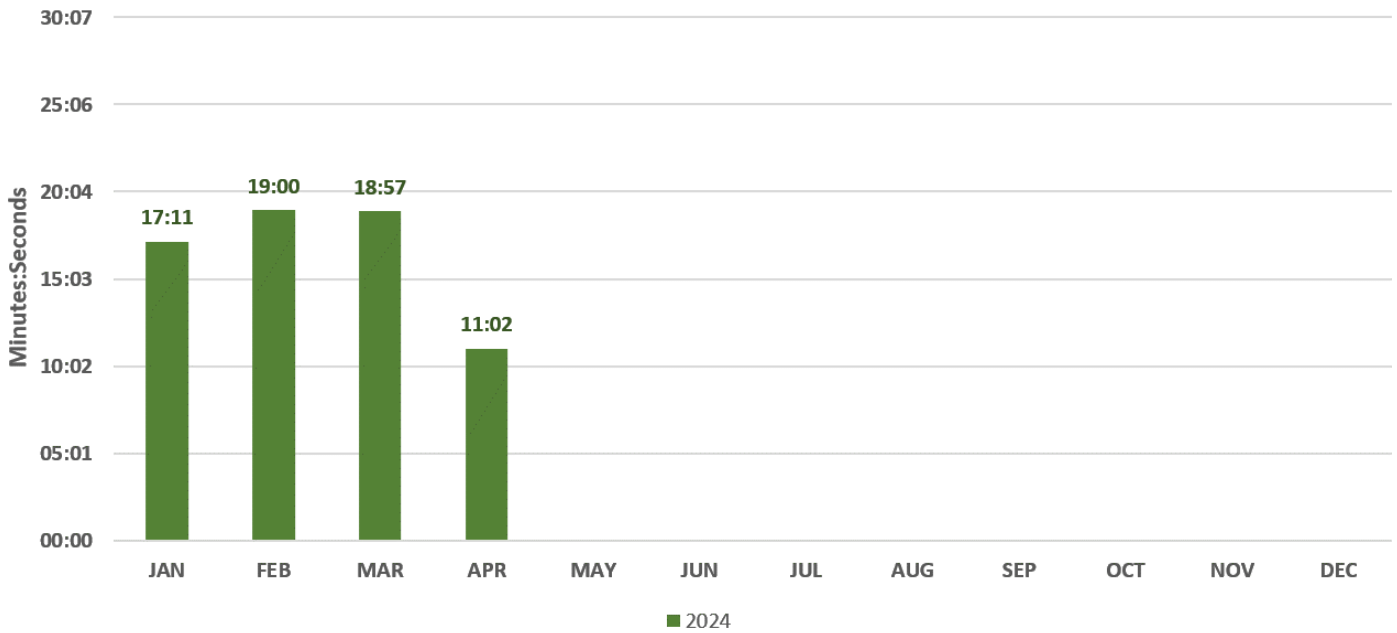
OTP – Demand Response for April 2024 was 90.4 per cent for On Demand trips, and 81.4 per cent for specialized transit trips.

Action Plan

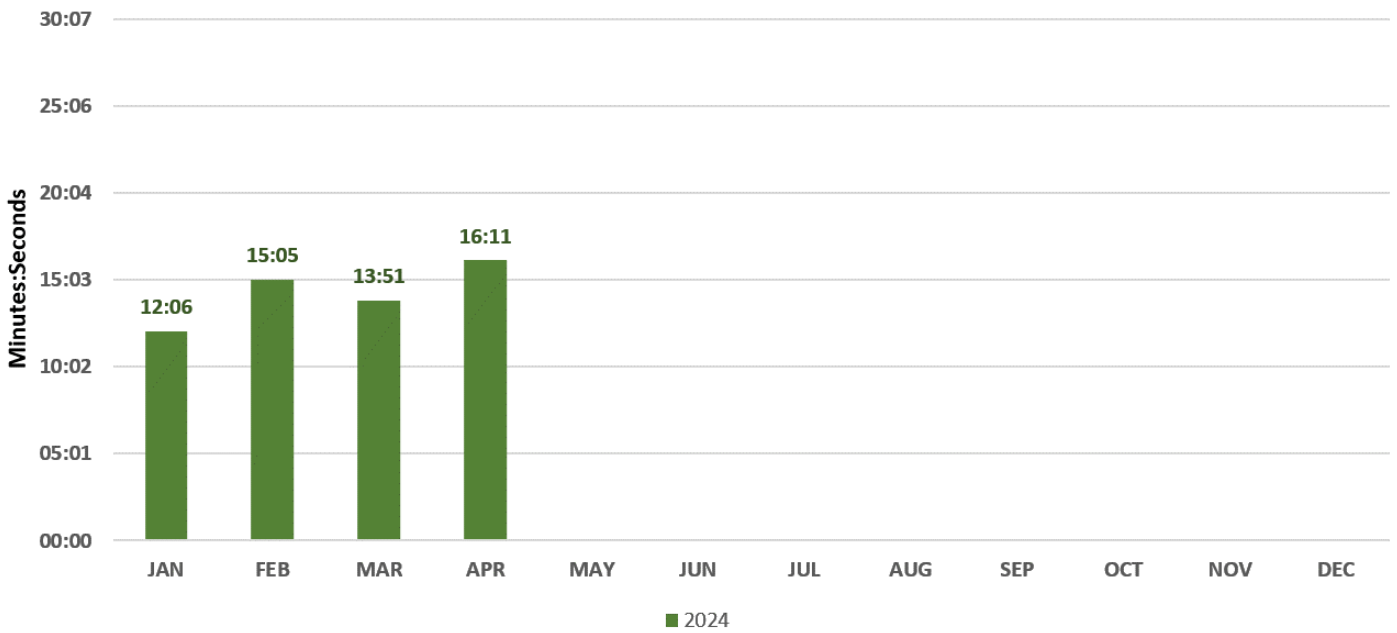
Reliability of scheduled On Demands trips has improved following the January 2024 adjustments to system parameters. DRT continue to monitor OTP – Demand Response trends throughout 2024 and will review the current performance target for 2025.

Service Availability (Demand Responsive)

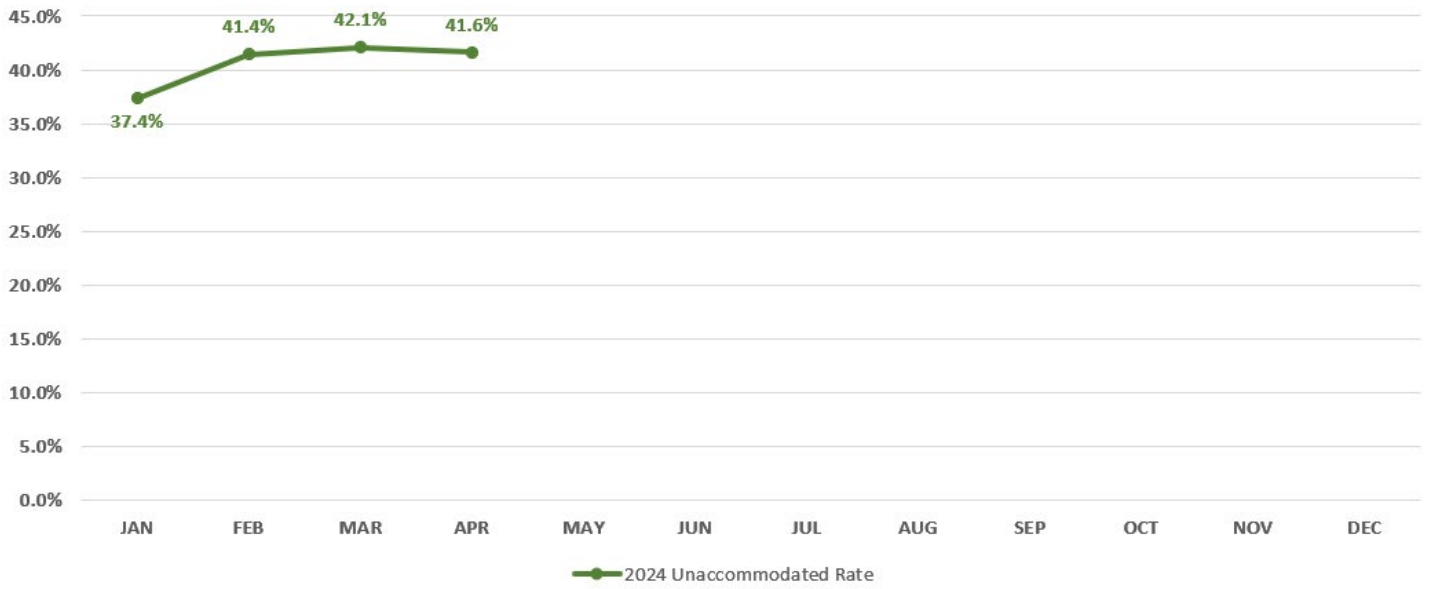
On Demand Average Difference in Requested Trip Time vs. Booked Trip Time



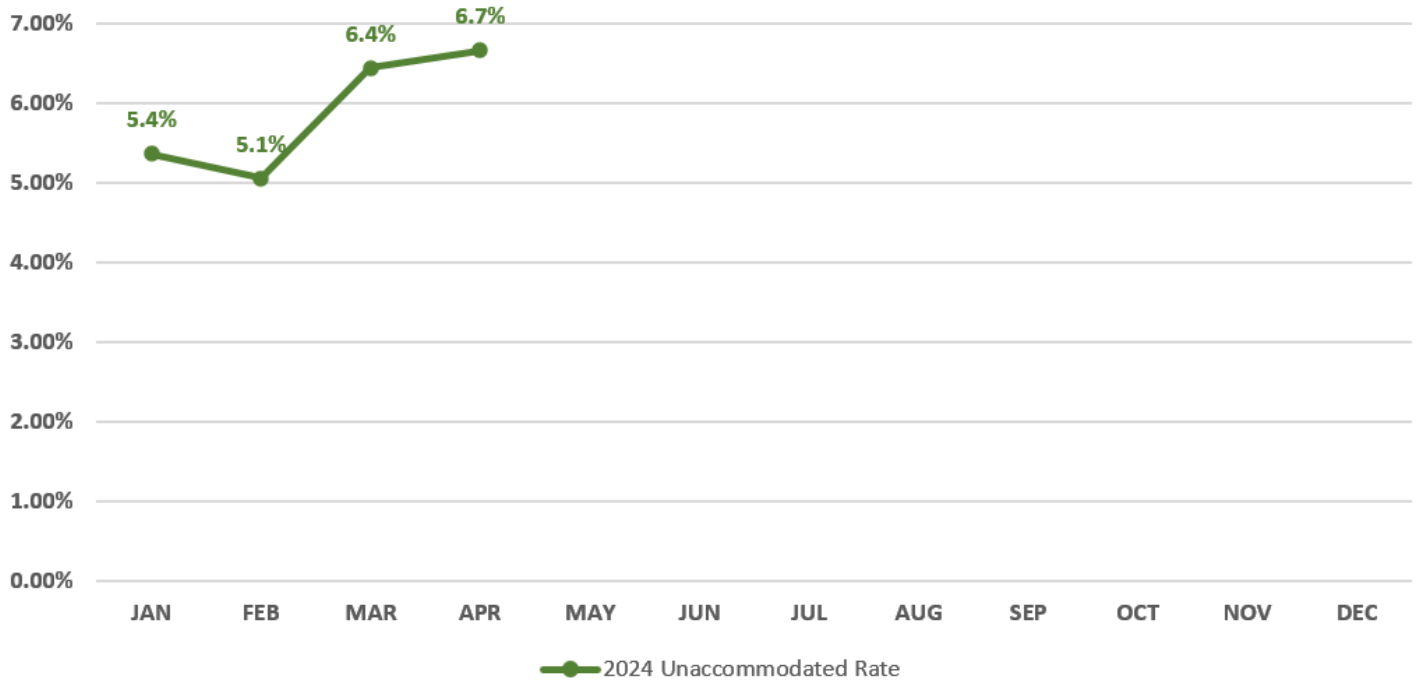
Specialized Average Difference in Requested Trip Time vs. Booked Trip Time



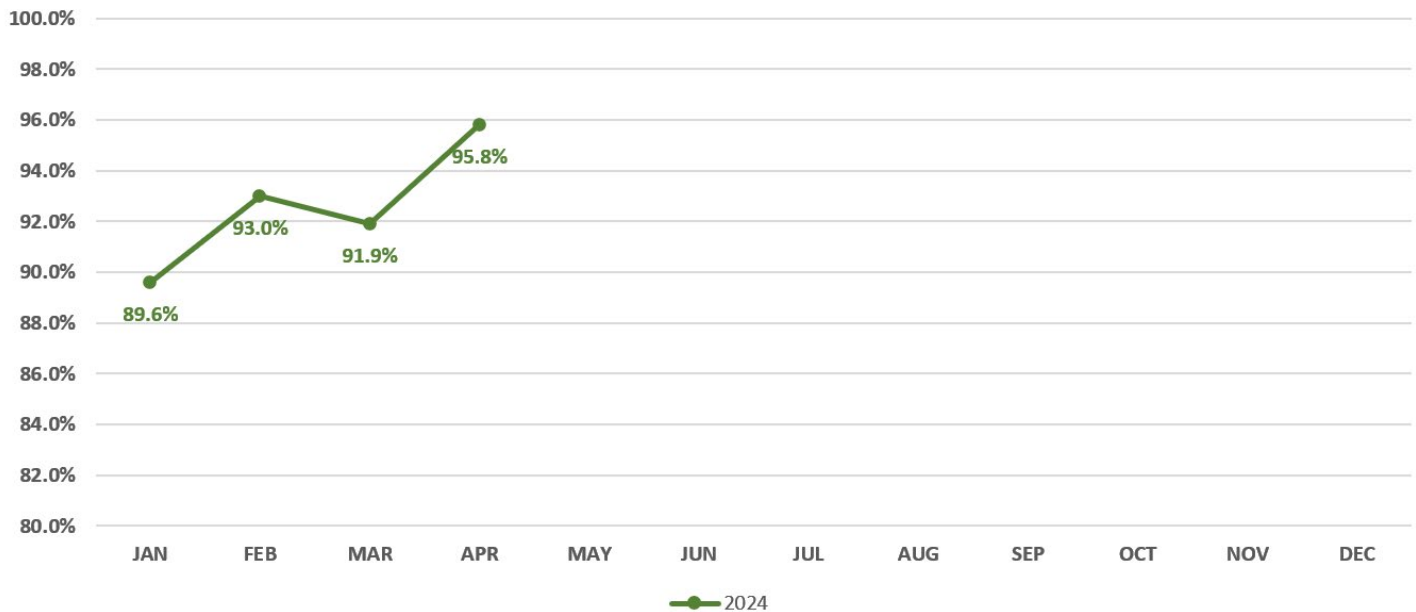
On Demand Unaccommodated Rate



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 April 2024 variance between requested and actual booked pick-up time for On Demand trips improved to 16.2 minutes, or approximately 3 minutes from last month . For specialized transit trips, the variance improved to 11.1 minutes.

Unaccommodated Rate

The April 2024 unaccommodated rate for On Demand trips was 41.7 per cent, and 6.6 per cent for specialized transit trips. The high unaccommodated rates are influenced by the continued increase in demand for transit services.

Service Availability

Service availability for April 2024 was 95.7 per cent, a significant improvement over the past three months.

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.

Updates

1. Service change summary, June 24, 2024

Effective Monday June 24, 2024, service will be updated to respond to seasonal reduction in travel during the summer months, seasonal service enhancements to recreational and key regional destinations, and improvements to service reliability and GO Train connections.

Seasonal Service Changes:

- NEW Seasonal Route 100 - Pickering Waterfront will operate on weekends and holidays only from June 29 – September 2, connecting Pickering Parkway Terminal, Pickering Waterfront (Liverpool St./Annland Rd.), and the Finch/Kingston Road corridors. In partnership with the City of Pickering, this route will be fare-free.
- Route 224C to the Ajax Waterfront will be reinstated on weekday evenings and weekends.
- PULSE 901 will operate every 15 minutes on weekdays.
- Route 917Z will be reinstated on weekends, serving the Toronto Zoo and Rouge National Urban Park every 30 minutes.
- Route 920 will operate every 20 minutes during the midday.
- Route 921 will be suspended during the summer.

Routing/Reliability:

- Route 605 routing modified to operate via Albert Street and Toronto Street.
- Route 917 routing through the Hunt St. and Dowty Rd. area will be reinstated.
- Improved connection to GO Train services on routes 112, 121, 301, and 319.
- Departure times adjusted to improve reliability on routes 302, 392, 605, 905, 915, 916, and 917.

Construction/Detours:

- Construction in the Pickering Town Centre area (Pickering Parkway and Glenanna Road) will create a long-term detour on several routes (112, 121, 900B, 916) . Pickering Parkway Terminal will still be served.
- Route 905 will detour via Regional Road 47 and Highway 7/12 due to long-term construction in Epsom. On Demand will continue to serve the Epsom community.

2. Service change summary, September 3, 2024

Effective Tuesday September 3, 2024, DRT plans to implement a series of new routes, service reinstatements, and improvements to reliability. Implementation of these service enhancements is conditional on recruiting and training the required staff to deliver the additional services. The enhancements address some gaps in the current DRT network including service to areas with a significant walk distance to transit stops, improving reliability of scheduled service, improving On Demand capacity, and implementing new routes to key high-growth areas including Seaton, West Whitby, and South Bowmanville.

Subject to resource availability, enhancement include the following.

- Reinstate bi-directional 902 service to Bowmanville along Highway 2, and extend Route 502 to operate through South Bowmanville.
- Reinstate midday service on Routes 301, and 319.
- Return 15-minute peak service to PULSE 915 and 916.
- Implement two-way service on Route 227, extending to serve the Lake Driveway and South Ajax industrial areas.
- Reinstate Route 211 during weekday peak periods.
- Implement evening service on Routes 409/419 through Whitby and Oshawa.
- New route serving the Whites Road corridor in Pickering, connecting Pickering Parkway Terminal and Seaton, Route 112 will terminate at Zents/Tillings.
- New route serving west Whitby including the Des Newman and Coronation corridors.
- Deployment of approximately 13,000 annual service hours to support On Demand capacity, including vehicles dedicated to serving rural areas.

3. Replacement for buses lost in August 2023 Fire

During the fire on August 16, 2023, DRT lost 19 buses. Though the commitment of our bus vendor, Nova Bus, the first five replacement buses have arrived in Durham, with the remainder planned to be delivered in the coming months. Nova recognized the challenges ahead for DRT, and they ensured the replacement bus orders were quickly scheduled into their production schedule. New buses are usually delivered 12-18 months from the time the vendors receives the purchase agreement. DRT truly appreciate Nova Bus for their commitment to helping DRT to recover from the devastating fire.

4. Clean Bus Canada conference

On May 16, 2024, Chair Crawford provided a key note address to transit professions who had gathered in Toronto to talk about the status of the transition of municipal transit fleet to battery electric buses. Chair Crawford provided a review of DRT's transition journey, and highlighted the need for funding from other levels of government for DRT and the Region to reach the greenhouse gas emission target and expand the local transit system to provide resident with access to a frequent and reliable transit network.



Later in the day, Pri Uthayakumar, Program Manager Sustainability and Strategic Initiatives, shared details of DRT's transition plan and the current challenges and opportunities.