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## **The Regional Municipality of Durham**

### **MINUTES**

#### **DURHAM REGION TRANSIT EXECUTIVE COMMITTEE**

**Wednesday, September 4, 2024**

A regular meeting of the Durham Region Transit Executive Committee was held on Wednesday, September 4, 2024 in the Council Chambers, Regional Headquarters Building, 605 Rossland Road East, Whitby, Ontario at 1:31 PM. Electronic participation was offered for this meeting.

#### **1. Roll Call**

Present: Commissioner Crawford, Chair  
Commissioner Schummer\*, Vice-Chair  
Commissioner Anderson  
Commissioner Brenner\*  
Commissioner Roy\*, left the meeting at 2:08 PM  
Commissioner Wotten  
Regional Chair Henry  
**\*denotes Commissioners participating electronically**

Absent: Commissioner Carter  
Commissioner Garrod

Also  
Present: Commissioner Jubb\*  
**\*denotes visiting Commissioners participating electronically**

Present: A. Burgess, Director, Communications and Engagement  
S. Ciani, Committee Clerk, Corporate Services – Legislative Services  
S. Dessureault, Committee Clerk, Corporate Services – Legislative Services  
B. Goodwin, Commissioner of Corporate Services  
N. Harkness, Program Manager, Tech Solutions, Durham Region Transit  
W. Holmes, General Manager, Durham Region Transit  
R. Inacio, Systems Support Specialist, Corporate Services – IT  
R. Jagannathan, Acting Chief Administrative Officer  
S. Jones, Supervisor, GIS and Data Analytics, Corporate Services – IT  
B. Lodge, Maintenance Manager, Durham Region Transit  
D. Margiotta\*, Manager, Operations Conventional East, Durham Region Transit  
A. Naeem\*, Solicitor, Legal Services  
A. Pezzetti, Deputy General Manager, Operations, Durham Region Transit  
N. Prasad, Assistant Secretary to Council, Corporate Services – Legislative Services  
P. Teoh, Program Manager, Analytics, Durham Region Transit

**\* denotes staff participating electronically**

## **2. Declarations of Pecuniary Interest**

There were no declarations of pecuniary interest.

## **3. Adoption of Minutes**

Moved by Commissioner Schummer, Seconded by Regional Chair Henry,  
(37) That the minutes of the regular Durham Region Transit Executive  
Committee meeting held on Wednesday, June 5, 2024, be adopted.  
CARRIED

## **4. Presentations**

### **4.1 Bill Holmes, General Manager, Durham Region Transit, re: General Manager's Verbal Update**

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B. Holmes, General Manager, Durham Region Transit (DRT) provided a PowerPoint presentation regarding the General Manager's Verbal Update.

Highlights from the presentation included:

- September General Manager (GM) Information Highlights
- September Updates
- Revising definition of Unaccommodated Rate for On Demand
- Other news and highlights

B. Holmes responded to questions from the Committee regarding customers' hesitation to use On Demand transit services; modifications to Route 121 and the rationale behind these changes; removing signage from decommissioned bus stops to prevent confusion; the potential for increasing service on Route 118 in 2025; an update on the success of the Pickering waterfront shuttle which was a collaborative effort between DRT and the City of Pickering; the possibility of adjusting the previously reported rate of unaccommodated DRT riders to compare with upcoming change for determining the unaccommodated rate and the potential for providing a municipal breakdown of that figure; and the anticipated rollout of service improvements for On Demand transit services this fall.

### **4.2 Stephanie Jones, Supervisor, GIS and Data Analytics, Corporate Services - Information Technology and Pei Chin Teoh, Program Manager, Analytics, Durham Region Transit, re: Data Drive Excellence**

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B. Goodwin, Commissioner of Corporate Services introduced S. Jones, Supervisor, GIS and Data Analytics, Corporate Services - Information Technology and Pei Chin Teoh, Program Manager, Analytics, DRT, to present a PowerPoint presentation regarding Data Driven Excellence.

Highlights from the presentation included:

- What is Data Analytics?
- Why Data Analytics at the Region?
- Data Analytics Program Goals
- Program Evolution
- Durham Region Transit's Analytics Journey
- Durham Region Transit – Data Challenges
- DRT Analytics Program Objectives
- DRT Analytics Program Strategy and Approach
- Outcomes
- Video: Overview of Durham Region Transit's Reporting Tools

## **5. Delegations**

### **5.1 Phil Donohue, Durham Resident (In Person Attendance), re: Durham Region Transit Management's Monthly Reports**

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P. Donohue, Durham resident, appeared before the Committee with respect to DRT Management's Monthly Reports.

P. Donohue expressed concerns regarding how the increase in DRT services will impact taxpayers in the Region of Durham; how DRT measures success and/or failure of the route changes; the need to measure fare evasion for DRT; and, that the General Manager's Monthly Report include the monthly revenue and a breakdown of the revenue by fare concession and type.

P. Donohue asked that the Committee direct DRT management to include the following in the General Managers monthly reports:

- Revenue for each period, broken down by fare type
- Actual operating costs, average fare rates, and property tax subsidies per ride
- All unscheduled absences, including sick, WSIB, personal leave, etc
- Pay rates for all DRT staff in comparison to budget
- Monthly overtime analysis in comparison to budget
- Cost breakdown by route
- Performance study on fare evasion

## **6. Correspondence**

There were no communication items considered.

## **7. Reports**

### **A) General Manager's Report – September 2024 (2024-DRT-13)**

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Report #2024-DRT-13 from B. Holmes, General Manager, Durham Region Transit, was received.

Moved by Commissioner Wotten, Seconded by Commissioner Anderson,  
(38) That 2024-DRT-13 of the General Manager, Durham Region Transit, be received for information.

CARRIED

B) Update Policy Regarding Surveillance System in Durham Regional Transit Vehicles (2024-DRT-14)

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Report #2024-DRT-14 from B. Holmes, General Manager, Durham Region Transit, was received.

Moved by Commissioner Anderson, Seconded by Commissioner Schummer,  
(39) That the revised Surveillance System in Durham Region Transit Vehicles Policy (as contained in Attachment #2 to Report #2024-DRT-14 of the General Manager of Transit), effective September 4, 2024, be approved.

CARRIED

C) Critical Technology Upgrade (2024-DRT-15)

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Report #2024-DRT-15 from B. Holmes, General Manager, Durham Region Transit, was received.

Moved by Commissioner Brenner, Seconded by Commissioner Wotten,  
(40) That the Transit Executive Committee recommends to Regional Council:

- A) That staff be authorized to negotiate and award the procurement to Innovations in Transportation Inc.'s (INIT) for 175 COPILOTpc3 devices to replace all existing COPILOTpc2 devices on Durham Region Transit (DRT) vehicles at an estimated one-time capital cost of \$1,160,000;
- B) That the 2024 unbudgeted costs for the purchase of the 175 COPILOTpc3 devices, estimated at \$1,160,000, be approved with financing to be provided from provincial gas tax funds; and
- C) That the Commissioner of Finance be authorized to execute the necessary agreements.

CARRIED

This matter will be considered at the September 25, 2024 Regional Council meeting.

**8. Advisory Committee Resolutions**

There were no advisory committee resolutions considered.

**9. Confidential Matters**

There were no confidential matters considered.

**10. Other Business**

There was no other business considered.

**11. Date of Next Meeting**

The next regularly scheduled Durham Region Transit Executive Committee meeting will be held on Wednesday, October 2, 2024 at 1:30 PM in the Council Chambers, Regional Headquarters Building, 605 Rossland Road East, Whitby.

**12. Adjournment**

Moved by Commissioner Anderson, Seconded by Commissioner Wotten,  
(41) That the meeting be adjourned.

CARRIED

The meeting adjourned at 2:27 PM

Respectfully submitted,

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M. Crawford, Chair

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S. Dessureault, Committee Clerk