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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: #2025-DRT-02  
Date: April 2, 2025

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**Subject:**

General Manager's Report – April 2025

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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 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. Connected and Vibrant Communities
  - Improve public transit system connectivity, reliability, and competitiveness

## **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 – April 2025

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  
April 2, 2025  
TEC  
Attachment #1

Performance Measures Dashboard	<a href="#"><u>2</u></a>
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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	February	0.55	0.47	<span style="color: red;">✗</span> 16.8	<span style="color: green;">✓</span> -22.0

## Ridership

Demand Responsive						
Ridership (x1,000)	Number passengers	February	933	1,045	<span style="color: red;">✗</span> -10.8	<span style="color: red;">✗</span> -3.8
PRESTO Ridership	Customers paying using PRESTO (per cent)	February	93.5	93.0	<span style="color: green;">✓</span> 0.5	<span style="color: green;">✓</span> 0.7
Bus full occurrences	Number operator reported occurrences	February	196	367	<span style="color: green;">✓</span> -46.6	<span style="color: green;">✓</span> -40.8
Demand Responsive						
Ridership - Specialized	Number customer trips	February	12,402	11,528	<span style="color: green;">✓</span> 7.6	<span style="color: green;">✓</span> 14.1
Ridership - Specialized	Number customer boardings	February	14,036	12,992	<span style="color: green;">✓</span> 22.0	<span style="color: green;">✓</span> 15.0
Unaccommodated Trip Rate - Specialized	Trip requests not scheduled (per cent)	February	10.8	10.6	<span style="color: orange;">⚠</span> 1.7	<span style="color: orange;">⚠</span> 0.1
Unaccommodated Boarding Rate - Specialized	Boarding requests not scheduled (per cent)	February	11.2	11.4	<span style="color: green;">✓</span> -1.5	<span style="color: green;">✓</span> -1.3
Ridership – On Demand	Number customer trips	February	8,046	9,007	<span style="color: red;">✗</span> -10.7	<span style="color: red;">✗</span> -9.7
Ridership – On Demand	Number customer boardings	February	8,548	9,659	<span style="color: red;">✗</span> -11.5	<span style="color: red;">✗</span> -11.3
Unaccommodated Trip Rate – On Demand	Trip requests not scheduled (per cent)	February	31.5	32.1	<span style="color: green;">✓</span> -1.8	<span style="color: green;">✓</span> -1.5
Unaccommodated Boarding Rate – On Demand	Boarding requests not scheduled (per cent)	February	31.4	32.0	<span style="color: green;">✓</span> -1.8	<span style="color: green;">✓</span> -1.6

## Service Delivery

Scheduled						
On time performance	On-time departures from all stops (per cent)	Service Period 1 <sup>3</sup>	N/A	68.5	N/A	N/A
Service availability	Scheduled service delivered (per cent)	Service Period 1 <sup>3</sup>	N/A	98.0	N/A	N/A
Mean Distance Between Failure (MDBF)	Average number of revenue service kilometres between occurrences of vehicle defects impacting service (revenue service kilometers)	February	24,073	11,465	✓ 110.0	✓ 56.1
Demand Responsive						
Service Availability – Demand Response	Planned Service Delivered (per cent)	February	95.3	93.0	✓ 2.5	✓ 4.6
On time performance – Specialized	On-time customer pickups (per cent)	February	74.8	79.2	✗ -5.5	✗ -2.2
On time performance – On Demand	On-time customer pickups (per cent)	February	90.6	88.7	✓ 2.1	✓ 5.4
Service availability – Specialized	Average difference in requested trip time vs. booked trip time (minutes)	February	14.7	15.1	✓ -2.4	✓ -0.8
Service availability – On Demand	Average difference in requested trip time vs. booked trip time (minutes)	February	20.2	19.0	✗ 6.3	✗ 8.2

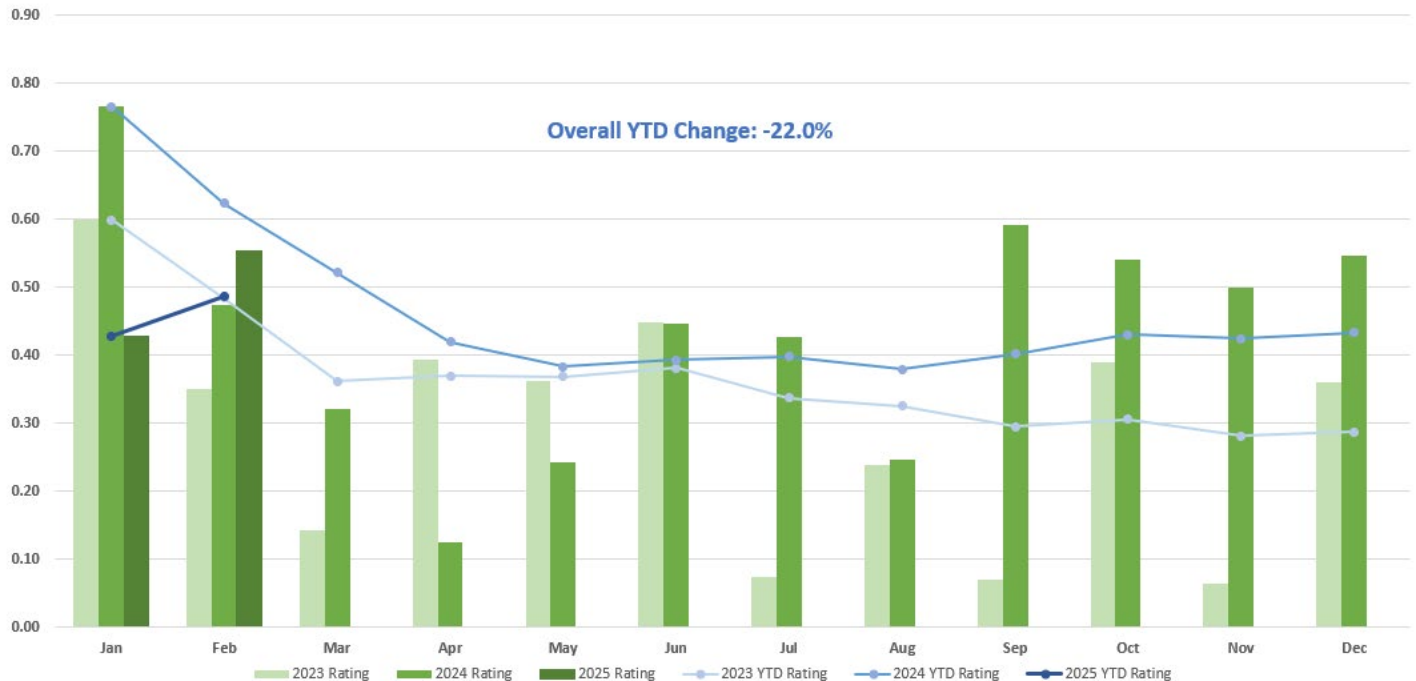
<sup>1</sup>Target is 2024 measure for the same period

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

<sup>3</sup> January 6, 2025 through April 6, 2025

## 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 preventable collision rate for February was 0.55 compared to 0.47 for the same month in 2023. The year-to-date rate was 22 per cent lower than last year.

In 2024 bus operators with less than one year driving experience accounted for 46.4 per cent of preventable collisions. Collisions within Oshawa and Whitby accounted for 55.3 per cent (28) of preventable collisions in 2022, 53.2 per cent (25) in 2023, and 73.2 per cent (60 collisions) in 2024.

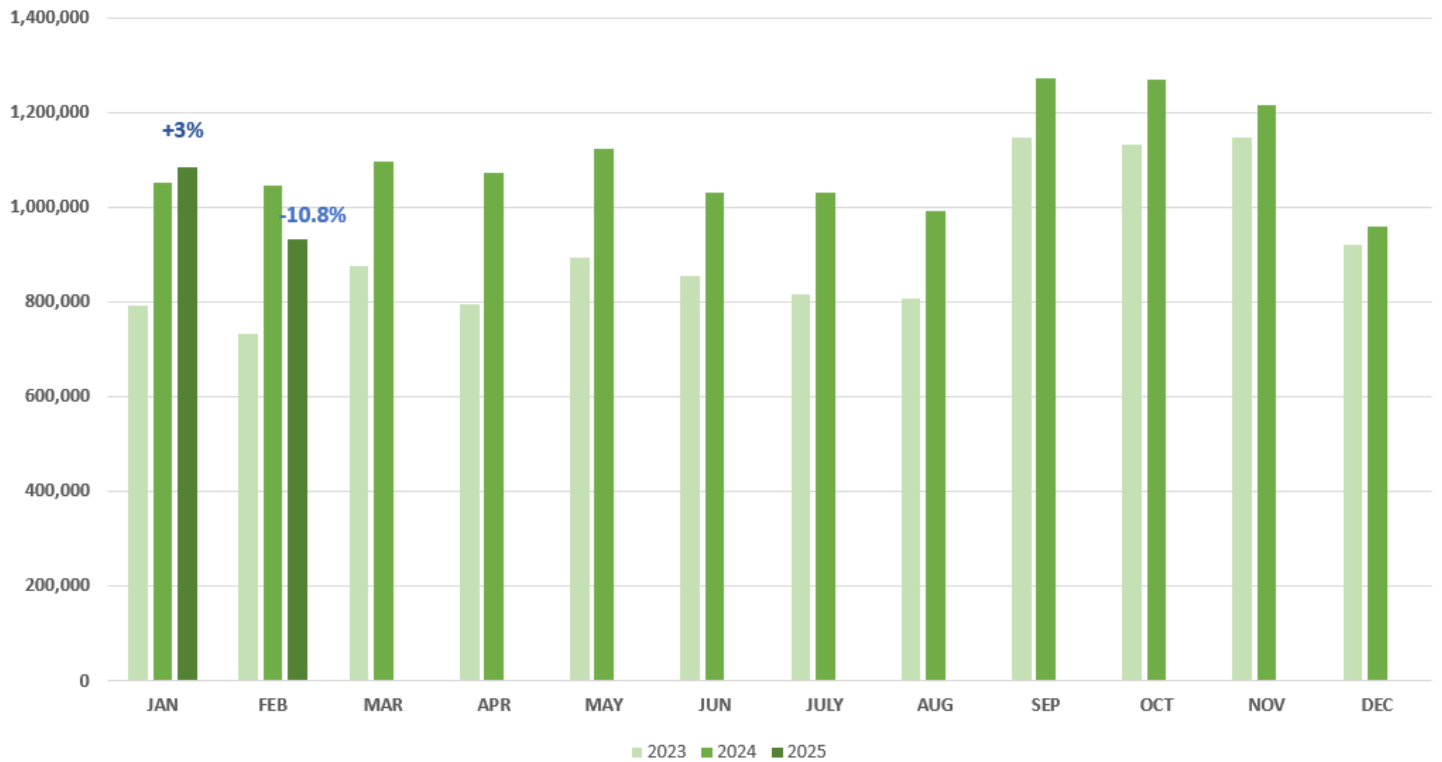
#### Action Plan

Starting in late 2024, Operations Supervisors began performing audits across all stations and terminals to monitor bus movements, and coaching Operators as appropriate. Supervisors are also engaged in proactive conversations with Operators to reinforce positive performance and areas for improvement.

Operations continues to complete a thorough analysis of 2024 collisions and will be implementing an action plan in April 2025.

# 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.

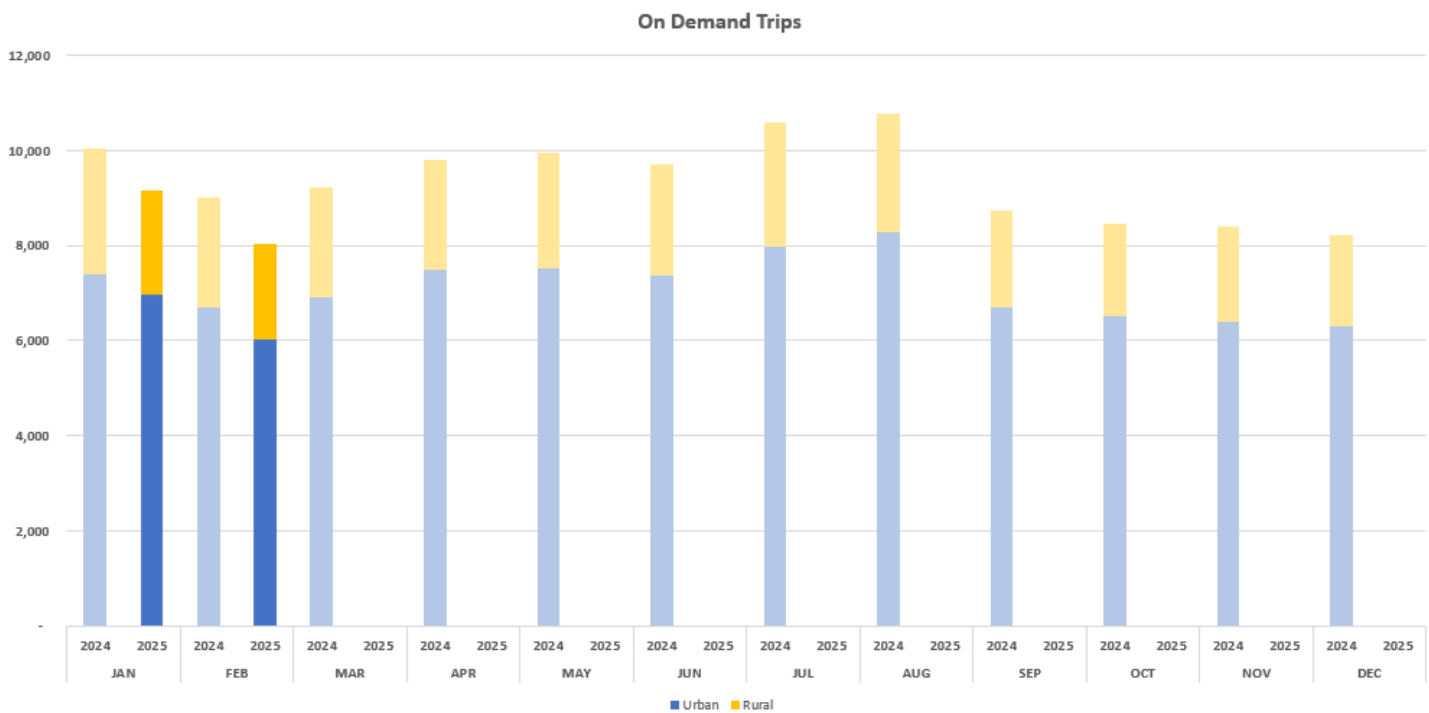
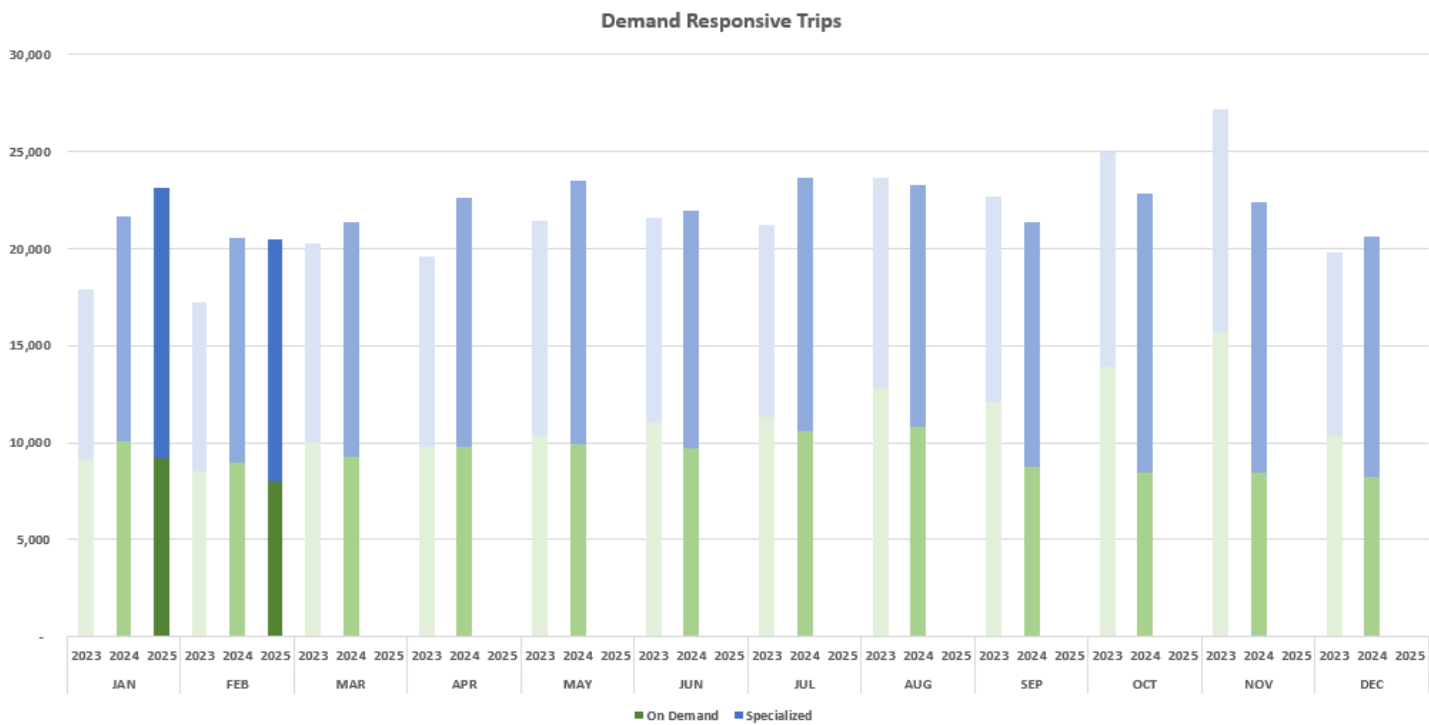
### Results

Ridership on scheduled service for February was 933,000 riders, approximately 11 per cent lower than last year. January ridership was 3 per cent higher than 2024. Year to date ridership is four per cent lower than 2024.

### Action Plan

Staff will continue to monitor ridership over the new few months to identify trends.

# Demand Response Transit





## On Demand Trip Service Areas Breakdown

		FEB 2025	YTD 2025
R U R A L	Uxbridge	205	446
	Brock	419	833
	Scugog	372	763
	Pickering	295	625
	Ajax	35	84
	Whitby	21	42
	Oshawa	69	125
	Clarington	612	1,306

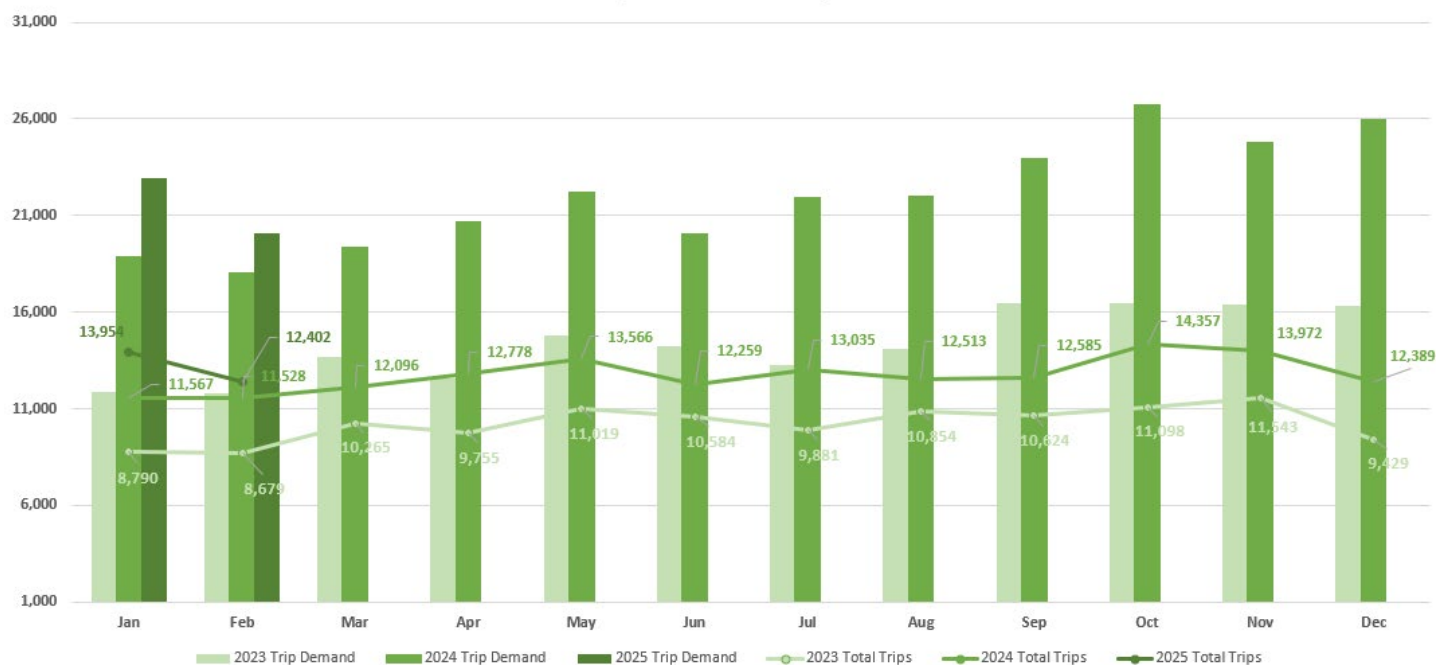
		FEB 2025	YTD 2025
U R B A N	Uxbridge	499	1,023
	Scugog	437	891
	Pickering	576	1,242
	Ajax	632	1,348
	Whitby	1,352	2,980
	Oshawa	1,254	2,797
	Clarington	1,262	2,672
	Toronto-York	6	36

## Specialized Trip Service Areas Breakdown

		FEB 2025	YTD 2025
R U R A L	Uxbridge	19	39
	Brock	46	116
	Scugog	87	173
	Pickering	8	15
	Ajax	-	-
	Whitby	108	217
	Oshawa	5	8
	Clarington	155	310

		FEB 2025	YTD 2025
U R B A N	Uxbridge	87	177
	Scugog	80	189
	Pickering	1,550	3,285
	Ajax	2,447	5,182
	Whitby	2,800	5,983
	Oshawa	3,880	8,236
	Clarington	909	1,944
	Toronto-York	221	482

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 20,451 trips in February 2024, including 12,402 trips for customers registered with Specialized transit. Total On Demand customer boardings was 22,584, including 14,046 boardings for customers registered with Specialized transit.

On Demand trips and boardings are different; trips refer to the number vehicle trips, whereas boardings refer to the number of customers transported. Boardings are higher than trips because on a regular basis multiple customers board vehicles to complete the same trip.

Beginning in May 2024, DRT will be reporting On Demand boardings because this data is more closely aligned to reporting of ridership for scheduled service.

Demand for On Demand services continues to exceed DRT capacity.

## **Action Plan**

An additional 11,000 hours of new On Demand revenue service hours will be implemented in 2025 when the resources (vehicles and operators) are available. There will be a staggered implementation of the additional service hours starting as early as June 2025, with full implementation no later than August 2025.

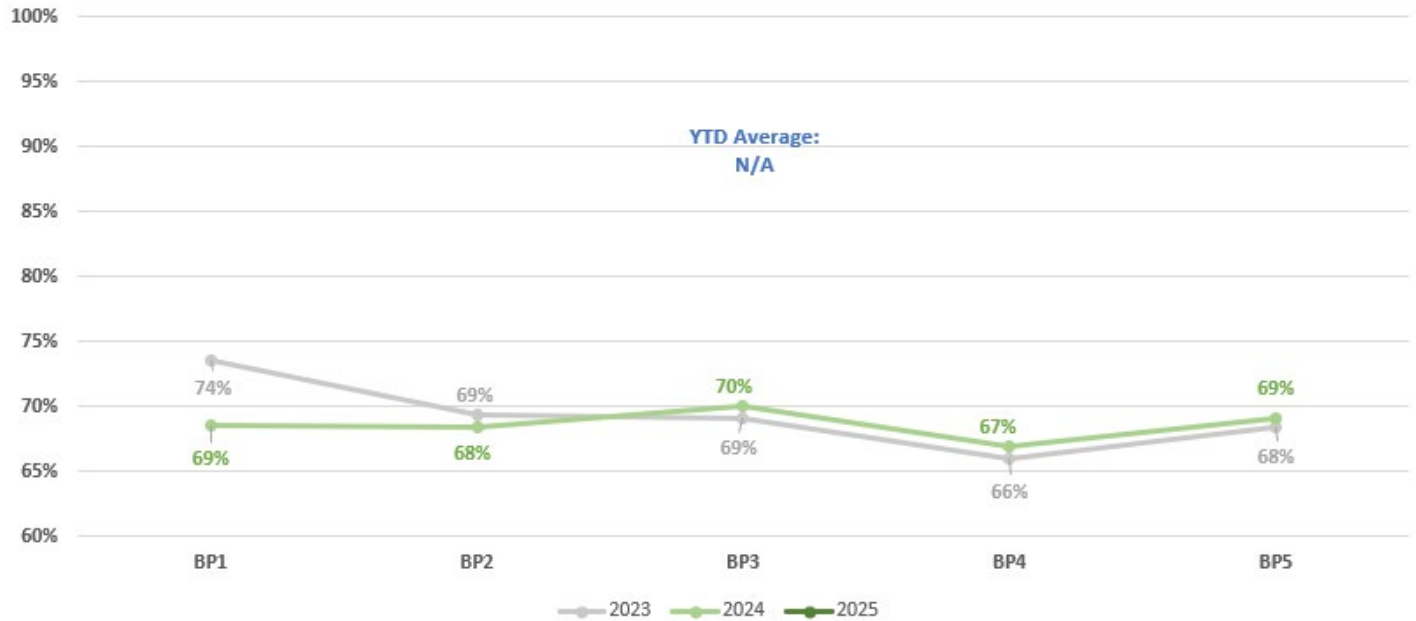
Several revisions to the scheduled network will be implemented through 2025, including the resumption of scheduled service through Brock, Clarington and some urban areas. These changes will enable existing On Demand resources to be redeployed to areas of greatest demand and improve capacity to deliver more customer trips.

Staff will be reporting back to the Transit Executive Committee in late spring to recommend revisions to On Demand processes that will further advance equity across the service.

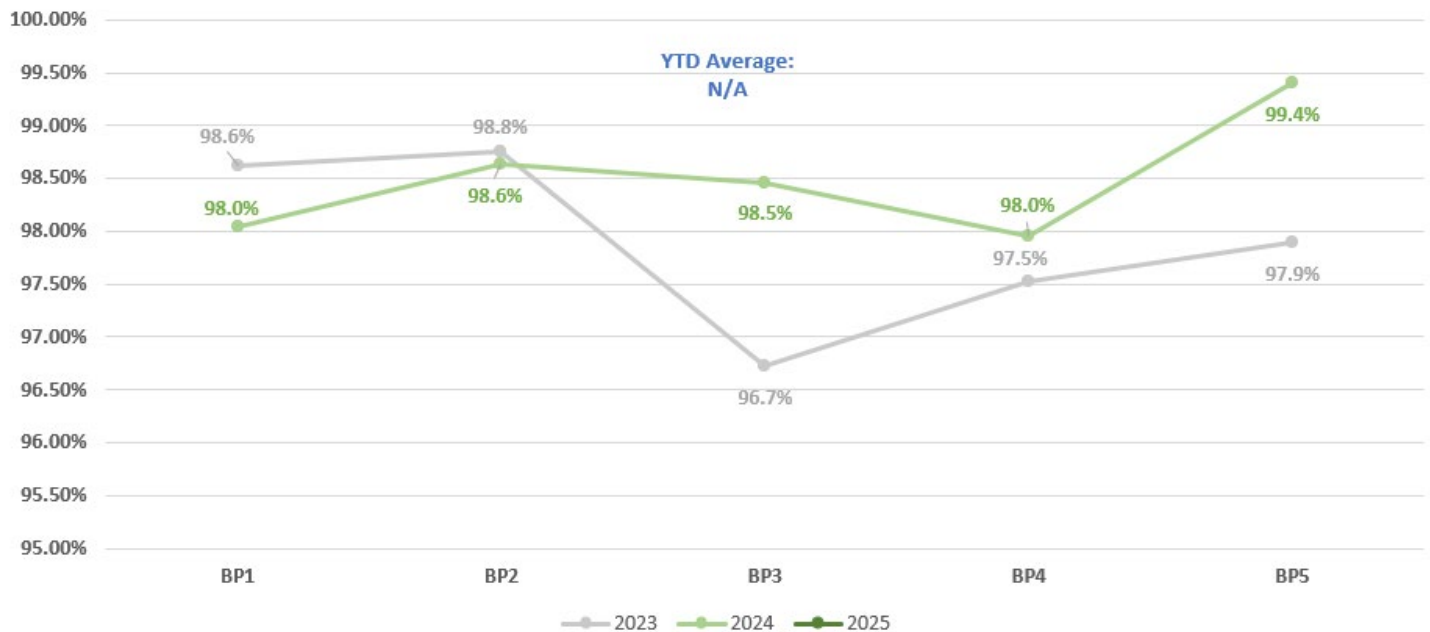
## Service Delivery

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

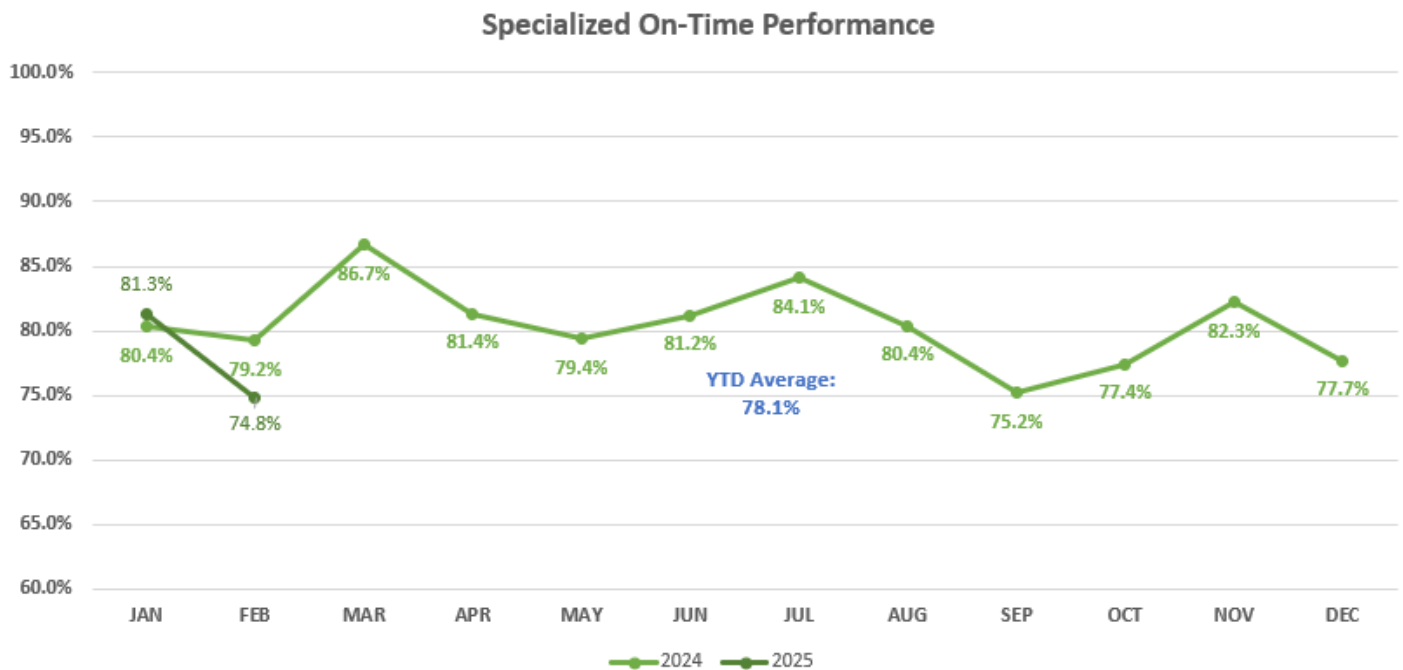
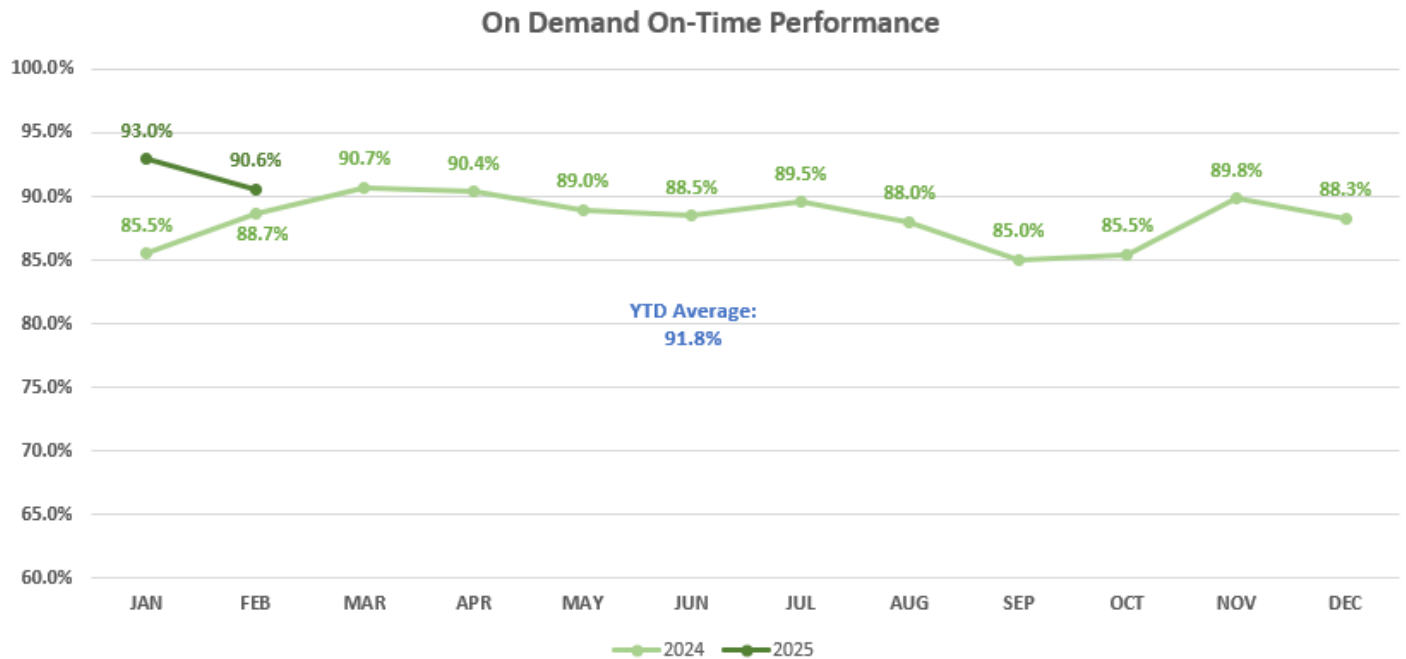
**Results/Analysis**

Results for board period 1 will be available in May 2025.

**Action Plan**

DRT continue to experience service impacts from trips operating at maximum passenger capacity, and congestion and construction projects contributing to service delays. Consistent with the Region's Transportation Master Plan, in 2025 DRT will be identifying areas across the Region where transit priority measures can be implemented to further enhance reliability of the network.

# 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 per cent.

**Results**

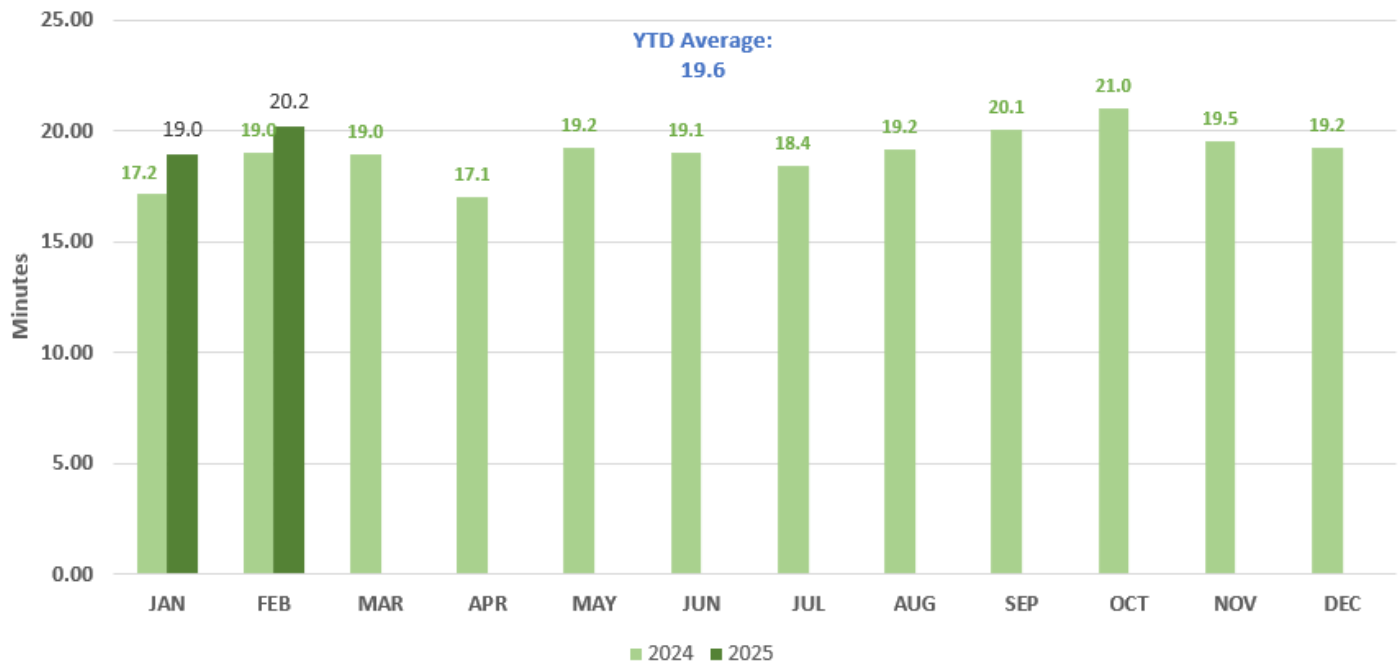
OTP – Demand Response for February was 75 per cent for specialized trips, and 91 per cent for other On Demand trips. Weather in February had an impact on OTP across the network.

**Action Plan**

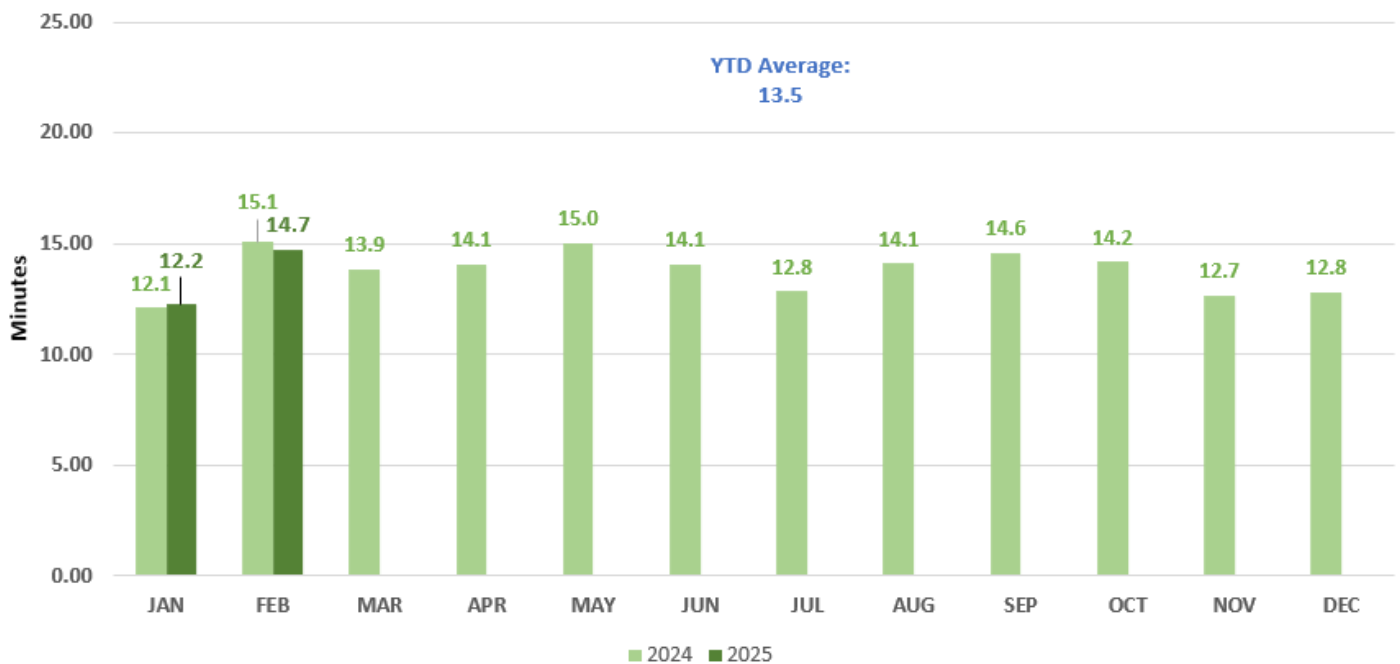
Staff continue to monitor service performance and system parameters to maximize performance of the On Demand network. A review of OTP for On Demand will be completed after the first quarter.

# Service Availability (Demand Responsive)

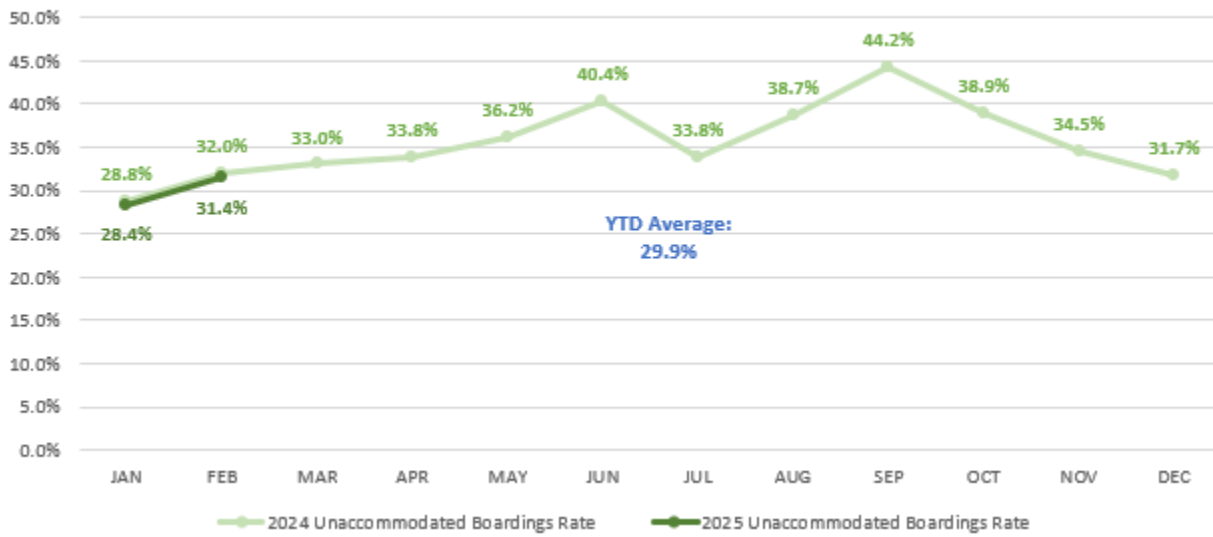
On Demand Average Difference in Requested Trip Time vs. Booked Trip Time



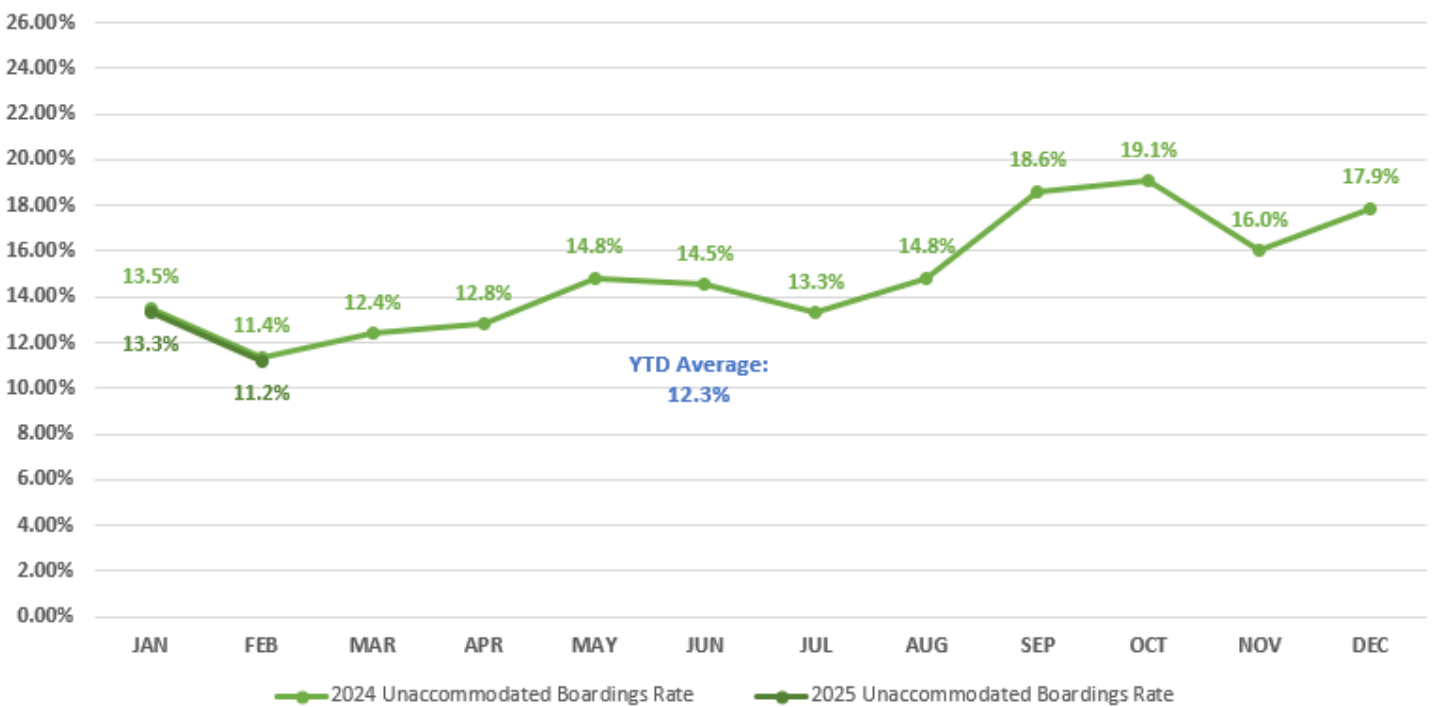
Specialized Average Difference in Requested Trip Time vs. Booked Trip Time



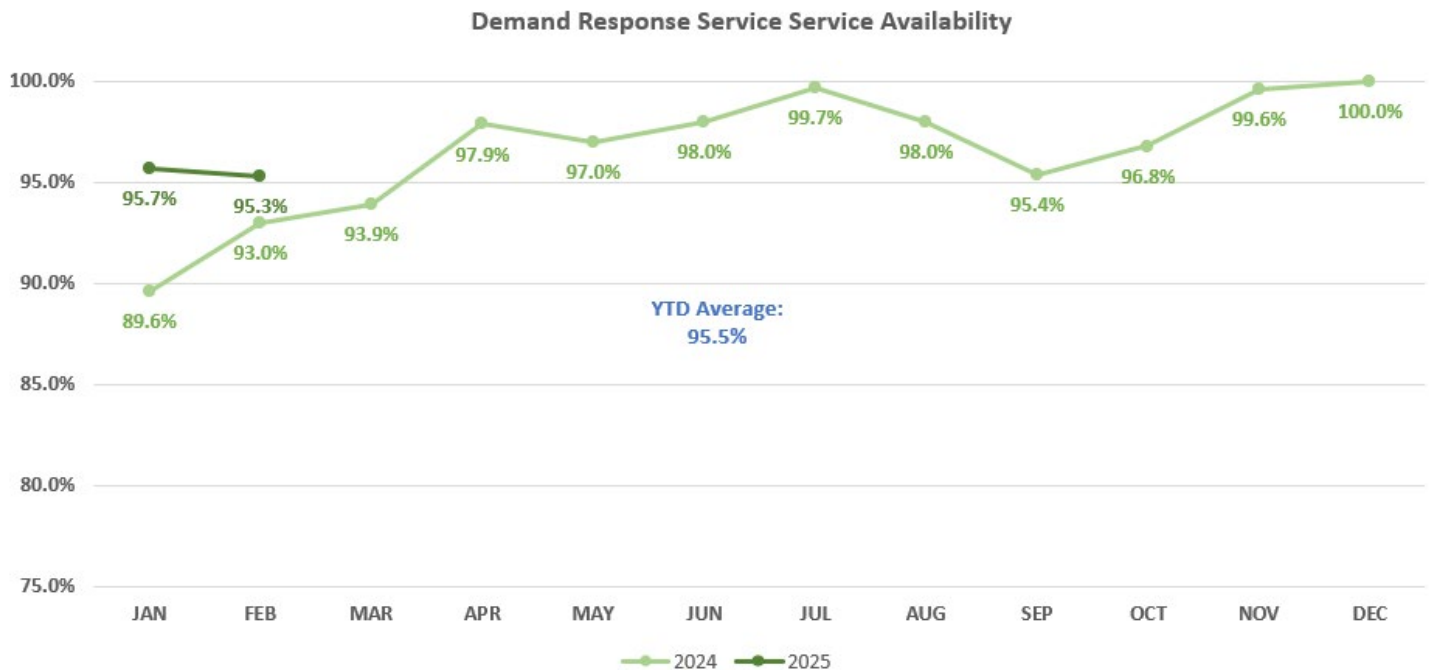
### On Demand Unaccommodated Boardings Rate



### Specialized Service Unaccommodated Boardings Rate







## 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 variance between requested and actual booked pick-up time in February of On Demand trips for customers registered with specialized transit was 14.7 minutes, and 20.2 minutes for other On Demand trips.

### Unaccommodated Rate

The unaccommodated rate in February of On Demand boardings for specialized transit trips was 11.2 per cent, and 31.4 per cent other On Demand trips. Unaccommodated rates continue to be influenced by the demand for transit services exceeding service capacity, and monthly service availability levels.

### Service Availability

Service availability for February was 95.3 per cent.

### **Action Plan**

DRT continue to work with the third party vendor to implement new growth service hours that will enhance capacity across the On Demand network.

## Updates

### 1. Celebrating Black History Month (February)

DRT was proud to once again partner with the Strategic Initiatives and Diversity, Equity, and Inclusion teams to wrap a DRT bus to celebrate Black History Month. The bus wrap is an original design by talented artist Reisha Felix (@reicreationsart). Her powerful piece, entitled “Free To Just Be”, pays tribute to Black hairstyles as vibrant symbols of resistance and resilience. It captures the spirit of cultural identity, freedom and strength, serving as a moving canvas that celebrates Black history and heritage.

This remarkable artwork was a central element in the Region of Durham’s Black History Month celebrations throughout February.

It’s not just a bus – it’s a moving message of empowerment and pride.



## 2. Sunflower Program



The Sunflower Program at Durham Region Transit (DRT) will be launching in April 2025! The Hidden Disabilities Sunflower program, originating from the United Kingdom and now globally adopted, will help DRT staff become more aware of customers with needs related to hidden disabilities. The program aims to raise awareness and understanding of the challenges faced by individuals with hidden disabilities.

The Hidden Disabilities Sunflower is a simple tool for a person to voluntarily share that they have a disability or condition that may not be immediately apparent – and that they may need a helping hand, understanding, or more time with DRT services.

Customers will be able to receive a free pin or card from the DRT Customer Service office located at 110 Westney Road in Ajax, or through the mail after placing an order with DRT. A Sunflower caregiver's card will also be available for those who care for and support someone with a non-visible disability. Full details will be available on the DRT website in early April.



Participating in the Sunflower Program is another step forward for DRT to promote a healthy and inclusive transit community where everyone feels a sense of belonging.

DRT is soft-launching the program on March 31, 2025, with a full and public launch on April 28, 2025.

## 3. Service changes, May 5, 2025

Effective Monday May 5, 2025, service updates will be made to implement elements of the 2025 Annual Service Plan, to replace some On Demand service with Scheduled Service where and when demand warrants, adjust running times to reflect actual conditions, and make minor adjustments to scheduled service based on customer feedback. These changes are expected to improve reliability and travel times on Scheduled Service for over 6,000 weekday customer trips, and relieve pressure on the On Demand system. Below are highlights of key changes.

Full details will be available on the [DRT web site](#) closer to the service change date.

- 618 New route will operate between Port Perry and Beaverton via Sunderland and Cannington, replacing On Demand service. Service will operate every 90 minutes between approximately 6 AM and 7 PM. Some trips will operate to/from Oshawa. On Demand service will be available when the route does not operate.
- 407 Weekday service will extend to North Campus Terminal via Conlin Road and will not serve Delpark Homes Centre. Service west of Delpark Homes Centre

replaces a portion of Route 920. Most Route 407 trips will continue as Route 920, at North Campus Terminal.

Weekend service will continue to begin and end at Delpark Homes Centre.

920/921     Route 920 is being reorganized to reduce crowding and improve travel time.

### Routing Change

Service will operate to and from North Campus Terminal and will no longer serve Harmony Terminal. See Route 407 for service along Conlin Road, east of Simcoe Street.

Express stops will be added to Route 921 at:

Brock Road at Delbrook.

Brock Road at Dersan / William Jackson.

Taunton Road at Salem Road.

Taunton Road at Brock Street.

### New 920B Branch

A new 920B branch will operate between North Campus Terminal and Pickering Parkway Terminal.

### Schedule Change

During morning and afternoon peak periods, route 920 trips between North Campus and Scarborough will be replaced by new 921 trips operating every 20 minutes. New 920B trips will operate every 20 minutes.

During midday and evening periods, route 920 will continue to operate between North Campus and Scarborough every 20 to 20 minutes.

118     Weekday midday service will be introduced, between about 9:00 and 16:00. Service will operate every 30 minutes.

409     Evening service introduced between 7 PM and 10 PM.

419     Evening service introduced between 7 PM and 10 PM.

502     Extending last westbound 502C afternoon trip to Stevens Road.

900     Service between Glenanna Road in Pickering and downtown Oshawa will operate every 12 minutes. Service between Pickering Parkway and Scarborough to operate every 24 minutes.

- |     |  |
|-----|--|
| 901 | Frequency reduced to 30 minutes for 901A to Lakeview and 901C to Oshawa Centre. Service between Oshawa and North Campus will operate every 15 minutes.             |
| 902 | Last two eastbound 920B trips will be extended to complete the George Reynolds/Courtice Road loop before going out of service.                                     |
| 905 | New trip will depart Railway and Albert Streets in Uxbridge at 10 PM to Whitby Station. Trip will service Port Perry Smart Centres area at approximately 10:30 PM. |
| 917 | Seasonal service 917Z to Toronto Zoo and Route National Urban Park on weekends and holidays.   |

Various routes      Schedule adjustments for reliability.

301, 306, 319, 403, 405, 421, 901, 917, N1

#### 4. Bus Operator and Work Appreciation Day, March 18, 2025

On Tuesday, March 18, DRT proudly celebrated Transit Operator and Worker Appreciation Day 2025. This special day recognizes the daily contributions of transit operators and workers.

Every day, transit workers at DRT and across the country move millions of Canadians and keep our communities connected. From early mornings to late nights, in every type of weather, these dedicated professionals operate, maintain, and support the transit systems we rely on.

Transit Operator & Worker Appreciation Day is our opportunity to recognize the vital role these workers play in our communities. It's a chance to say thank you to the operators, mechanics, service persons, planners and schedulers, customer service persons, and countless others working behind the scenes to keep DRT running safely and smoothly.

We also came together to create a video highlighting teams in all areas, showcasing the incredible work done by our staff to ensure Durham residents safely reach their destinations.

## 5. SEIT Hackathon

In collaboration with Durham College and the faculty of Science, Engineering and Information Technology (SEIT), and the Region's Communication and Engagement team, DRT participated in an exciting event designed to foster innovation and teamwork among their students. This hackathon presented a unique opportunity for DRT to enhance its operations while providing valuable mentorship to the next generation of technology professionals. Over a 28-hour period on March 22 – 23, 2025, students worked in small teams to develop pitches, implement solutions, and present proofs of concept, all with guidance from industry mentors. The focus was on developing technology solutions to improve the usability and the transit customer experience in Durham Region.

Participants used open GTFS data provided by DRT and they were encouraged to integrate external data sources and create novel user interfaces that enhance the rider experience. A panel of faculty and DRT staff judged the solutions, awarding the top three entries.

## 6. CUTA request for exemption of Canadian Bus Manufacturing from Retaliatory Tariffs

In a recent letter to the Minister of Finance and Intergovernmental Affairs of the Department of Finance Canada, the Canadian Urban Transit Association (CUTA) expressed serious concerns regarding the potential inclusion of buses and bus components in a planned phase two of Canada's retaliatory tariffs on imported U.S. goods. These tariffs would have unintended and counterproductive consequences on public transit systems, the Canadian economy, and the affordability of transportation for millions of Canadians.

Canada is home to two major bus manufacturers, New Flyer and Nova Bus, as well as a critical network of component and parts suppliers. The transit industry relies on an integrated North American supply chain to produce and procure buses, with funding for these purchases coming from federal, provincial, and municipal governments. CUTA emphasized that imposing retaliatory tariffs on buses and their components would mean that the government is effectively imposing a tax on itself, increasing procurement costs for publicly funded transit agencies and reducing the purchasing power of investments in public transit infrastructure.

The impact of these tariffs would be significant and widespread, including:

- **Increased Costs for Public Transit:** Transit agencies will face higher procurement costs, reducing the number of new buses they can purchase and delaying the transition to low-emission and zero-emission fleets.
- **Economic Disruption in Manufacturing:** Canadian bus manufacturers and suppliers will be placed at a competitive disadvantage, potentially leading to job losses and a weakened domestic manufacturing sector.
- **Threat to Canadian Manufacturing Jobs:** The Canadian bus manufacturing sector supports thousands of skilled workers whose jobs depend on a stable and competitive marketplace. The imposition of retaliatory tariffs could lead to workforce reductions, facility closures, and an erosion of Canada's industrial base in this crucial sector.

- **Reduced Affordability for Canadians:** Public transit is a key affordability measure for millions of Canadians. Higher costs for agencies may result in service reductions or fare increases, disproportionately affecting lower income individuals, seniors, and students.
- **Negative Environmental and Productivity Outcomes:** Investments in public transit are crucial to reducing congestion, cutting emissions, and improving economic productivity. Increased costs due to tariffs would slow progress toward these national priorities.

CUTA reiterated that at a time when governments at all levels are making historic investments in transit infrastructure, it is essential that policies support, rather than hinder, the growth and sustainability of the sector.