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The Regional Municipality of Durham Report

To: Durham Region Transit Executive Committee
From: General Manager, Durham Region Transit
Report: #2025-DRT-07
Date: June 4, 2025

Subject:

General Manager's Report – June 4, 2025

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. 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 – June 2025

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 4, 2025
TEC
Attachment #1













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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	0.18	0.13	 46.0	 -10.3

Ridership

Ridership (x1,000)	Number passengers	April	1,070	1,071	 -0.2	 -1.2
PRESTO Ridership	Customers paying using PRESTO (per cent)	April	92.0	92.8	 -0.8	 -0.1
Demand Responsive						
Ridership - Specialized	Number customer boardings	April	16,746	14,501	 15.5	 16.5
Unaccommodated Boarding Rate - Specialized	Boarding requests not scheduled (per cent)	April	10.3	12.8	 -19.5	 -9.7
Ridership – On Demand	Number customer boardings	April	10,572	10,571	 0.0	 -4.8
Unaccommodated Boarding Rate – On Demand	Boarding requests not scheduled (per cent)	April	26.2	33.8	 -22.5	 -10.5

Service Delivery

Scheduled						
On time performance	On-time departures from all stops (per cent)	Service Period 1 ³	72.0	68.5	 5.1	 5.1
Service availability	Scheduled service delivered (per cent)	Service Period 1 ³	98.5	98.0	 0.5	 0.5
Demand Responsive						
Service Availability – Demand Response	Planned Service Delivered (per cent)	April	100.0	97.9	 2.1	 3.6
On time performance – Specialized	On-time customer pickups (per cent)	April	86.2	81.4	 6.0	 -0.7
On time performance – On Demand	On-time customer pickups (per cent)	April	95.4	90.4	 5.6	 5.0

Scheduled						
Service availability – Specialized	Average difference in requested trip time vs. booked trip time (minutes)	April	11.3	14.1	✓ -19.6	✓ -7.9
Service availability – On Demand	Average difference in requested trip time vs. booked trip time (minutes)	April	17.3	17.1	✗ 1.2	✗ 4.3

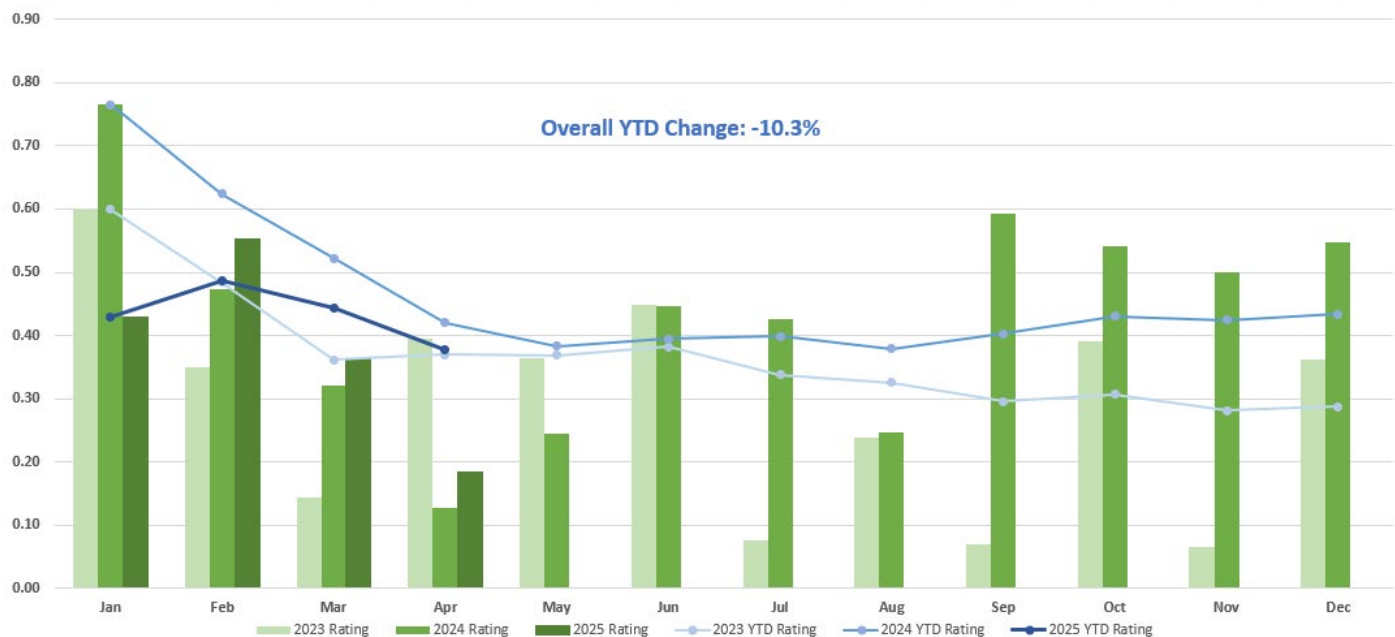
¹Target is 2024 measure for the same period

²Year to Date (YTD) compared to previous year

³January 6, 2025 through May 4, 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

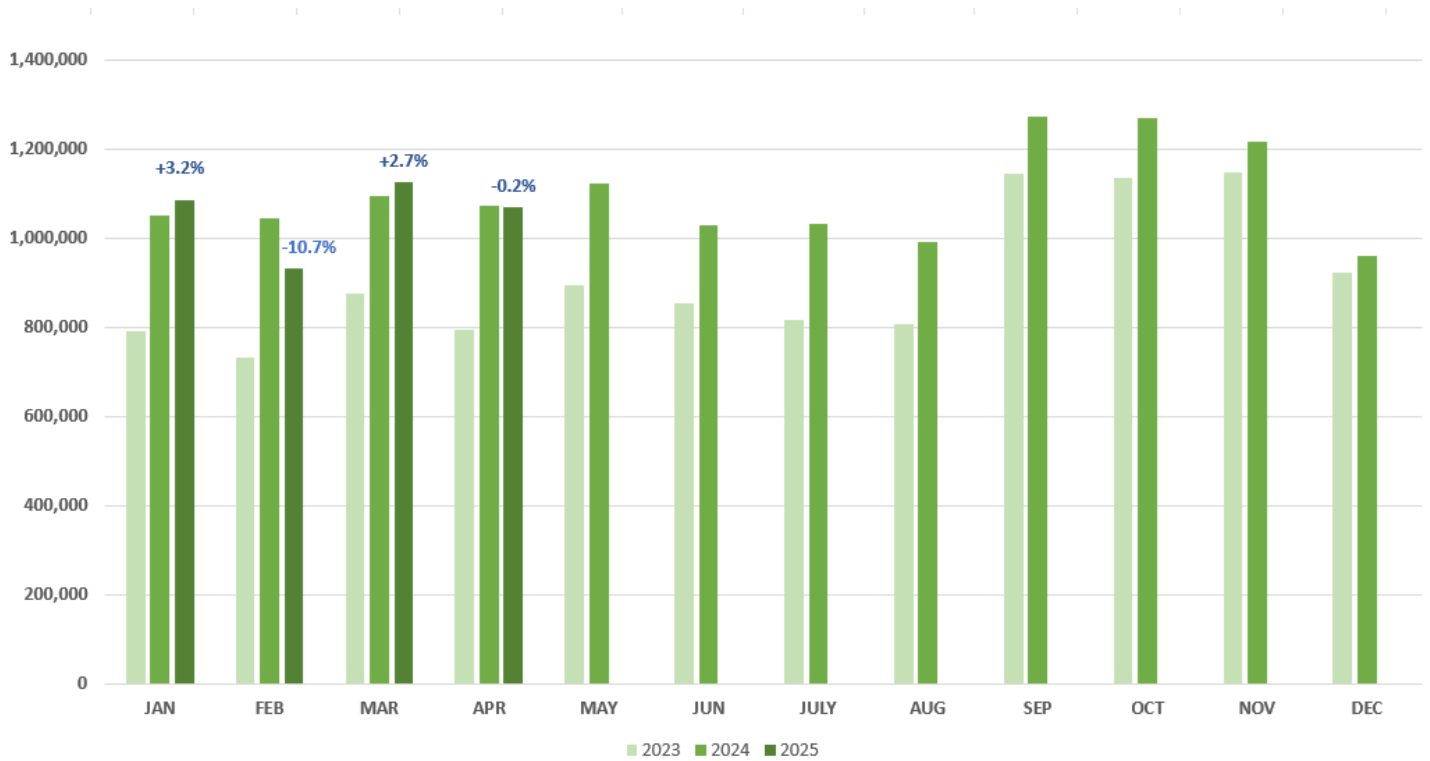
The preventable collision rate for April was 0.18 compared to 0.13 for the same month in 2023. The year-to-date rate is 10 per cent lower than last year.

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.

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.

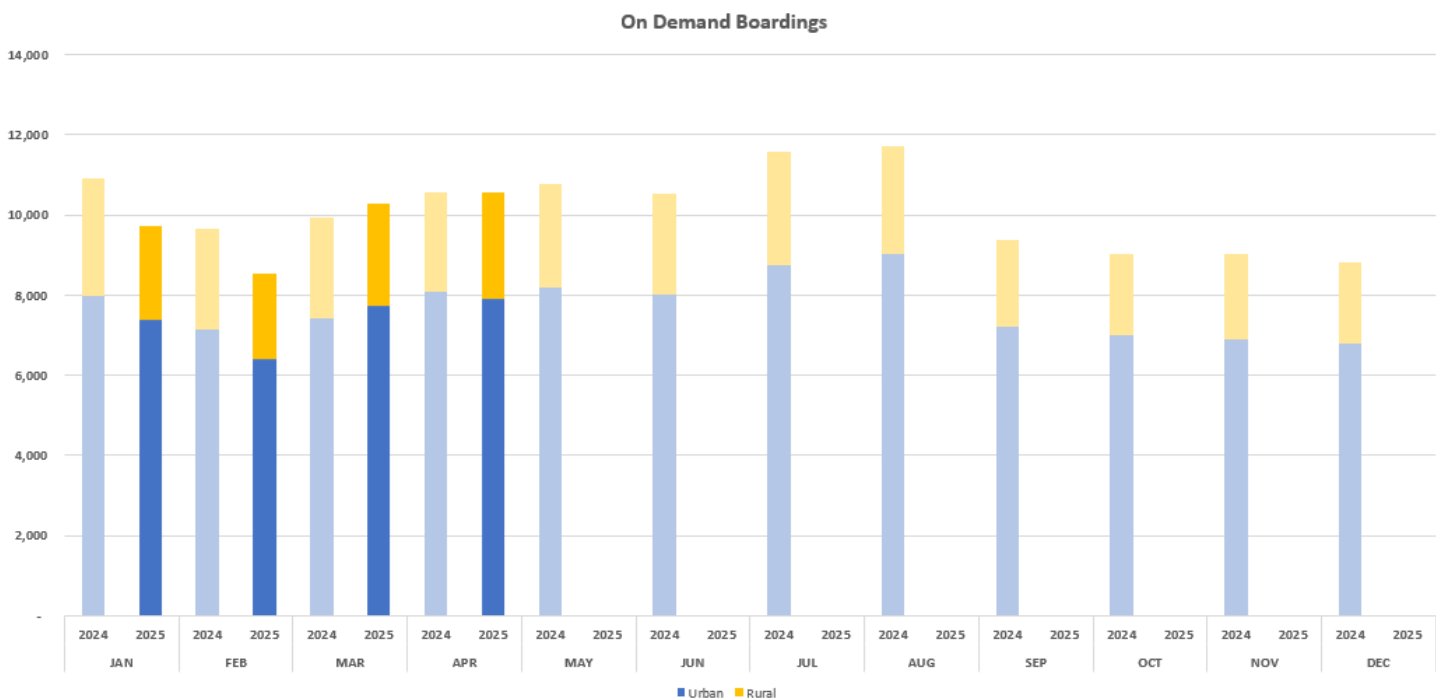
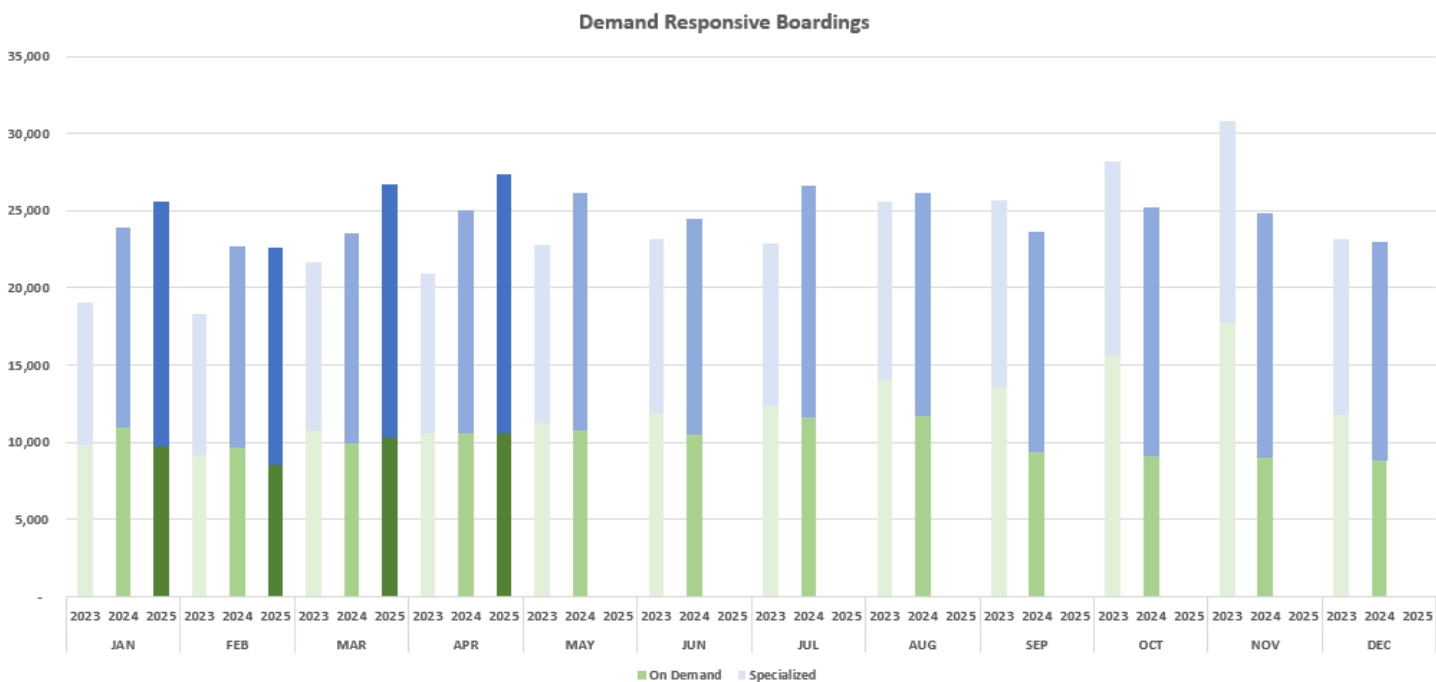
Results

Ridership on scheduled service for April was 1.070 million riders, approximately the same as April 2024. Year to date ridership is 1.2 per cent lower than 2024, mainly due to the 11 per cent ridership drop in February.

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

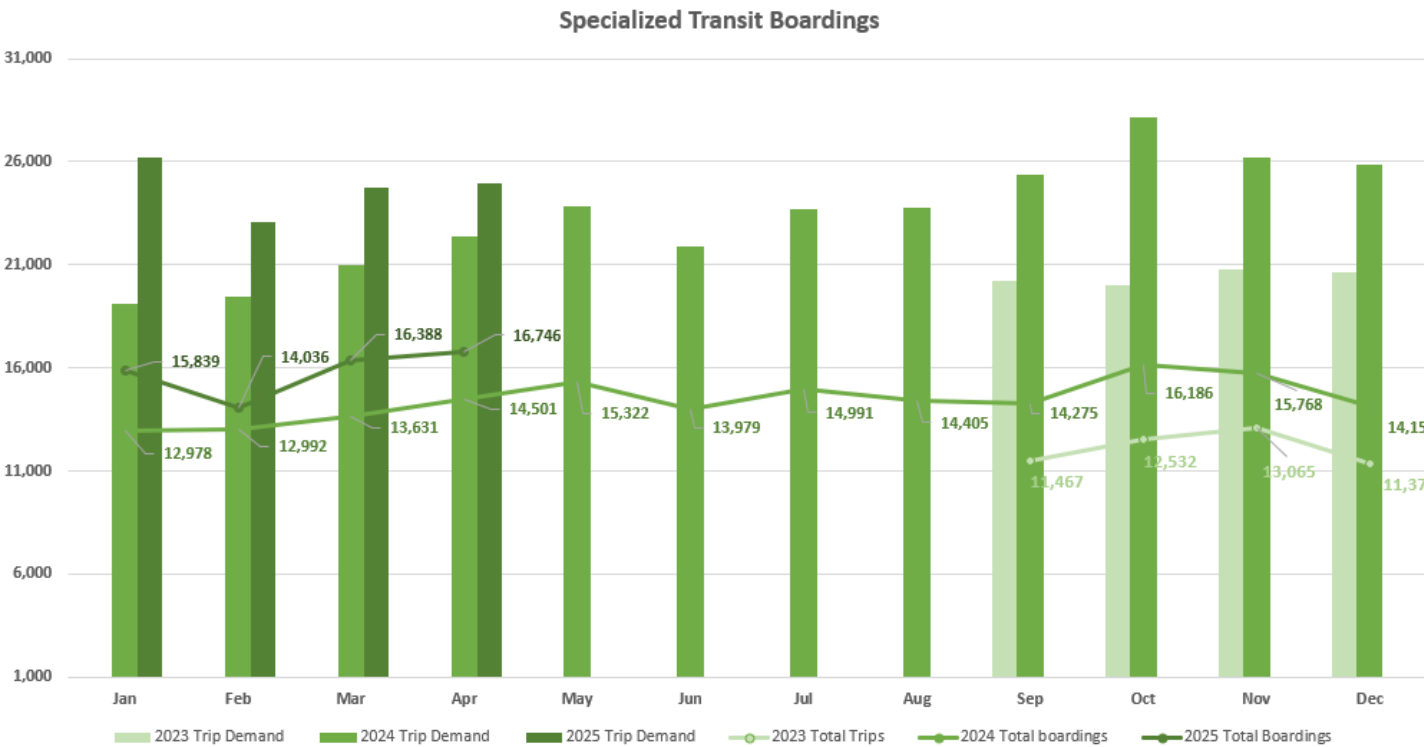
		APR 2025	YTD 2025
R U R A L	Uxbridge	222	883
	Brock	526	1,878
	Scugog	427	1,626
	Pickering	318	1,272
	Ajax	54	168
	Whitby	49	118
	Oshawa	80	288
	Clarington	836	2,846

		APR 2025	YTD 2025
U R B A N	Uxbridge	599	2,258
	Scugog	539	1,977
	Pickering	625	2,591
	Ajax	762	2,854
	Whitby	1,636	6,195
	Oshawa	1,569	5,916
	Clarington	1,717	5,908
	Toronto-York	2	40

Specialized Trip Service Areas Breakdown

		APR 2025	YTD 2025
R U R A L	Uxbridge	36	96
	Brock	64	241
	Scugog	103	393
	Pickering	14	44
	Ajax	1	1
	Whitby	116	430
	Oshawa	11	27
	Clarington	180	647

		APR 2025	YTD 2025
U R B A N	Uxbridge	150	456
	Scugog	110	439
	Pickering	1,901	7,050
	Ajax	2,961	10,964
	Whitby	3,115	12,228
	Oshawa	4,591	17,345
	Clarington	1,059	4,054
	Toronto-York	313	1,072



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 boardings were 27,318 in April, including 16,746 boardings for customers registered with Specialized transit. Year to date boardings for On Demand customers are down 4.8 per cent, while boardings for customers registered with Specialized transit have increased by 16.5 per cent.

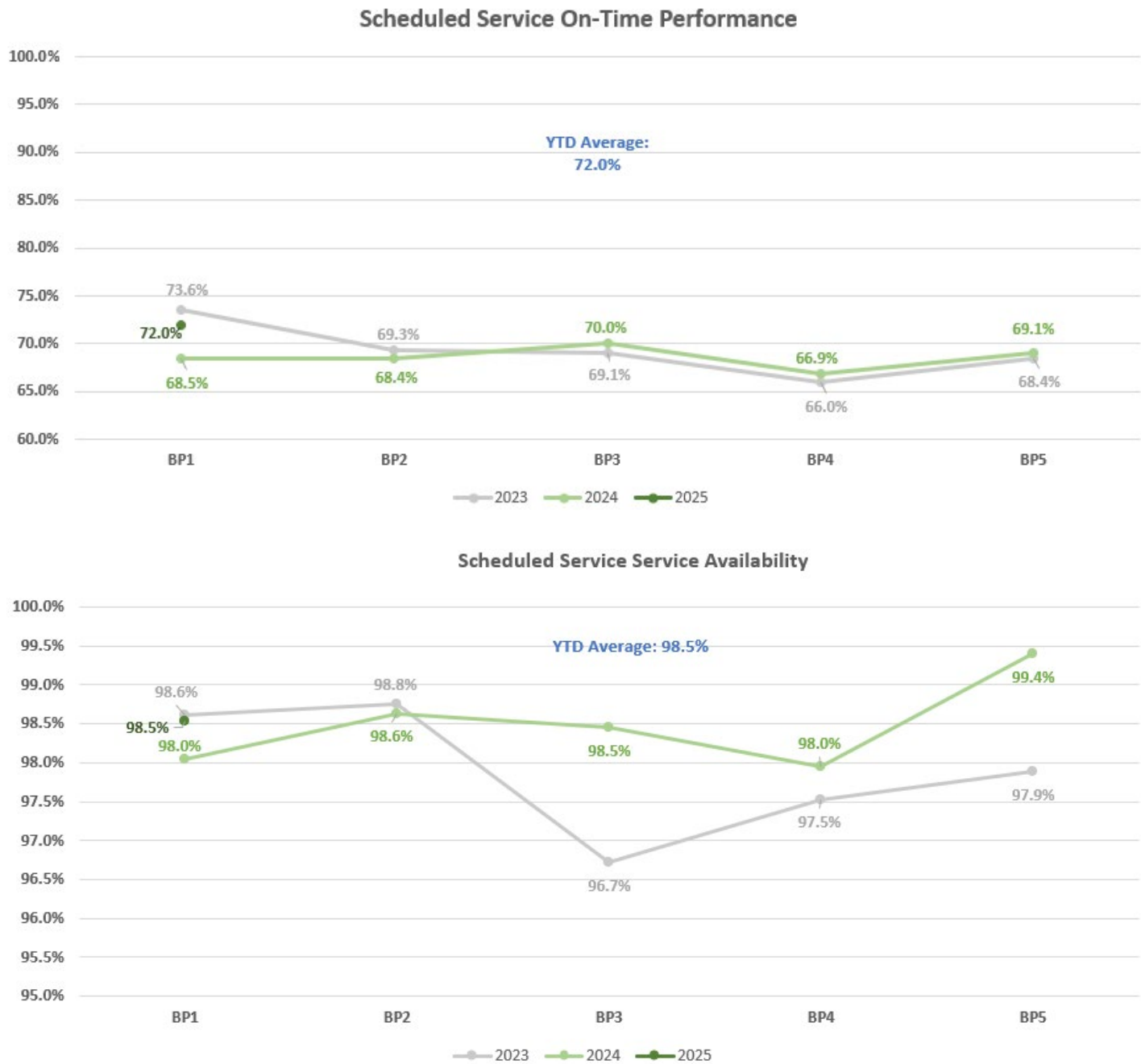
Total monthly On Demand services hours for April 2025 increased by approximately 12 per cent compared to April 2024, representing the new service hours implemented from the 2024 budget and improved service availability.

Action Plan

Several revisions to the scheduled network will be implemented through 2025, beginning with the service change on May 5, 2025. These changes will enable existing On Demand resources to be redeployed to areas of greatest demand and improve capacity to deliver more customer trips.

Service Delivery

On Time Performance and Availability (conventional)



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 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

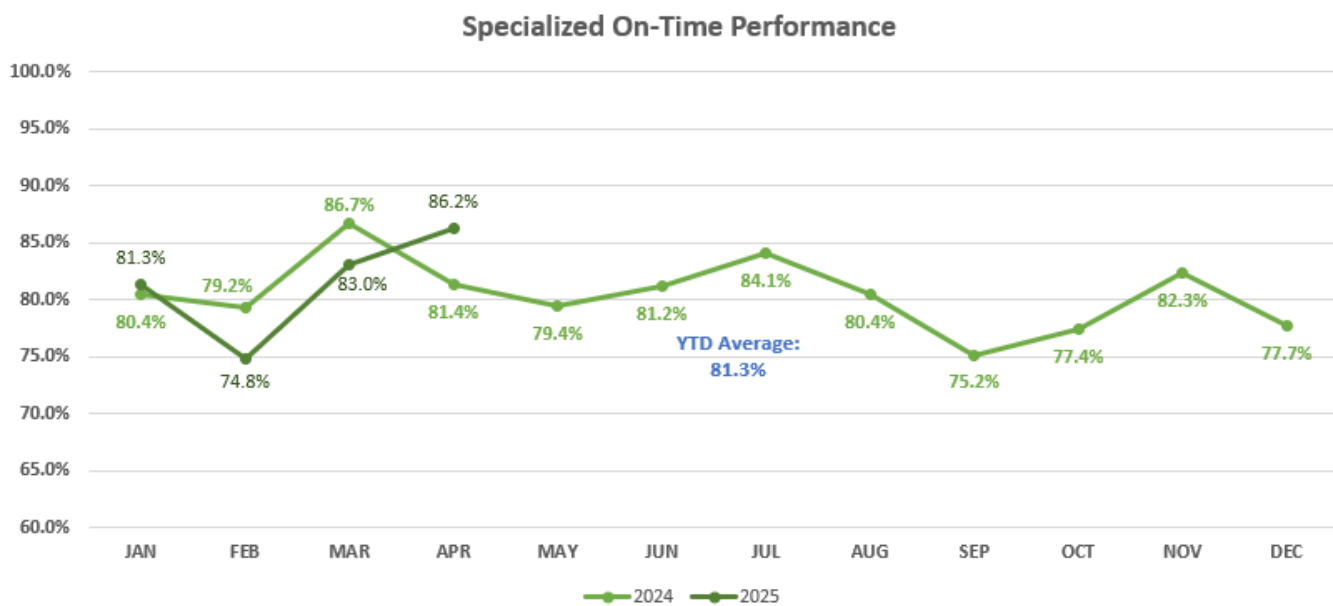
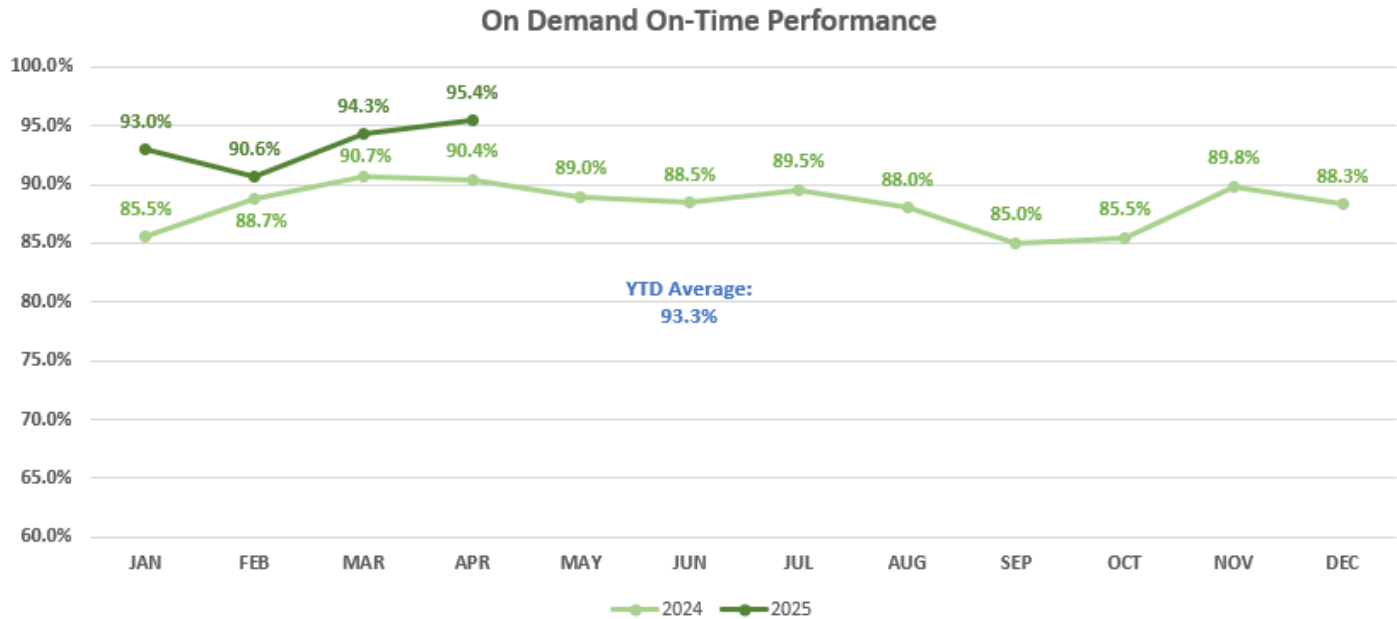
OTP for board period one (January 6, 2025 – May 4, 2025) was 72.0 per cent, up from 68.5 per cent for 2024 board period one, and 66.9 per cent during Fall 2024 (2024 board period four). Congestion on main traffic corridors continues to impact the transit network, with Service Availability for board period one at 98.5, an up from 98.0 per cent for 2024 board period one and Fall 2024 (2024 board period four).

The slight improvement to service reliability is attributed to investment of new revenue service hours approved in the 2024 budget, and route adjustments implemented by staff to minimize impacts of congestion.

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

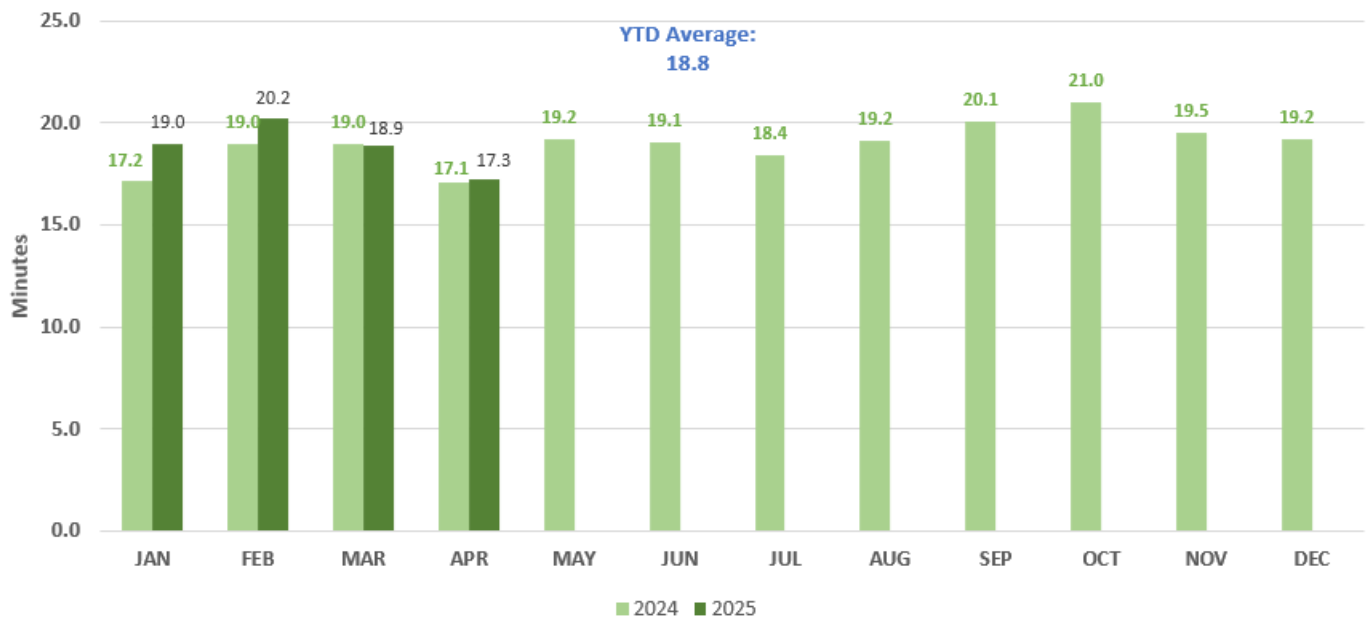
OTP – Demand Response for April was 86.2 per cent for specialized trips, and 95.4 per cent for other On Demand trips.

Action Plan

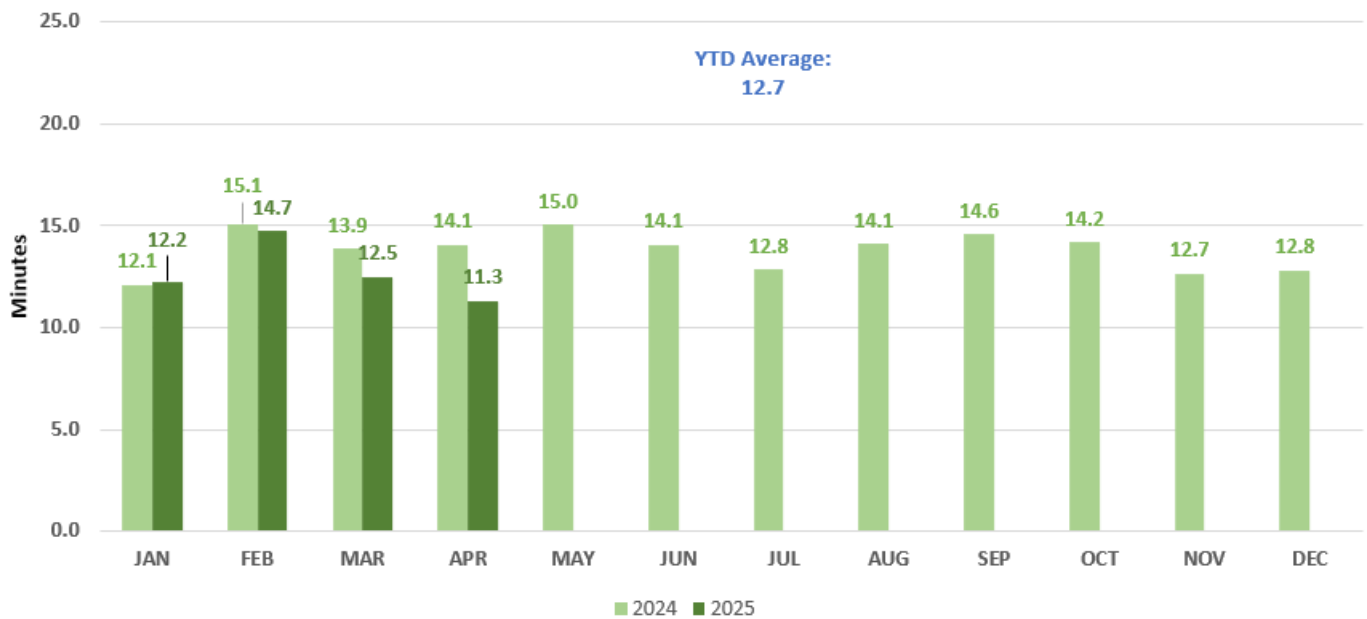
Staff continue to monitor service performance and system parameters to maximize performance of the On Demand network.

Service Availability (Demand Responsive)

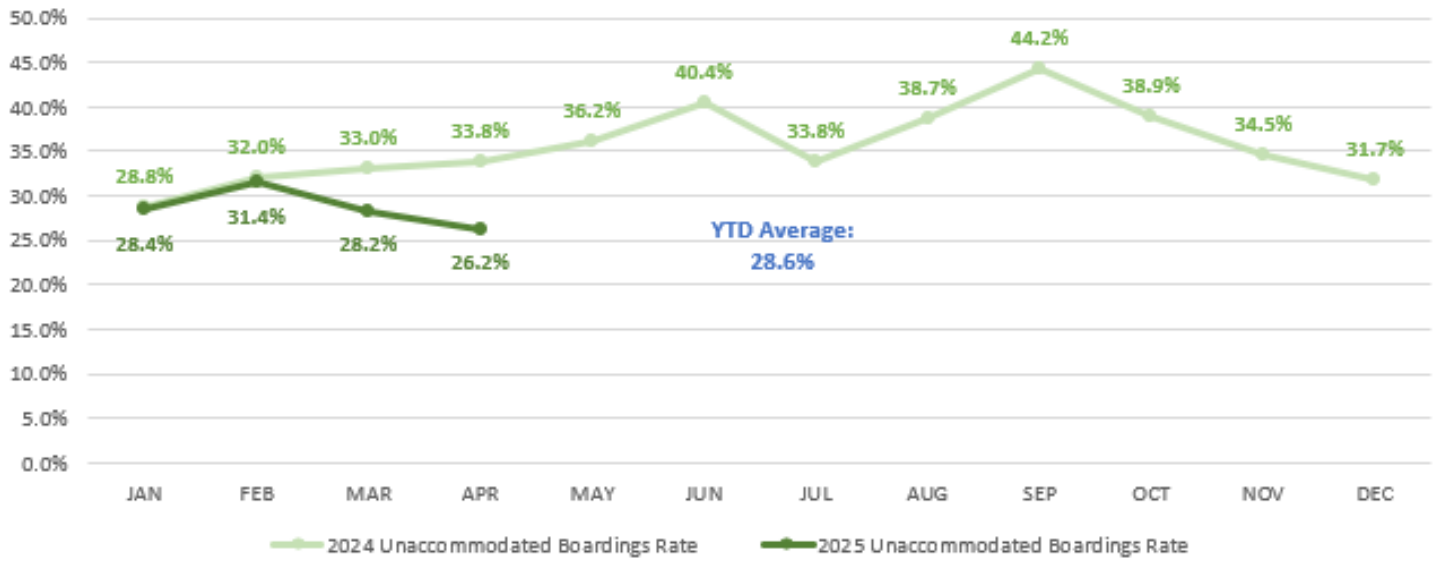
On Demand Average Difference in Requested Trip Time vs. Booked Trip Time



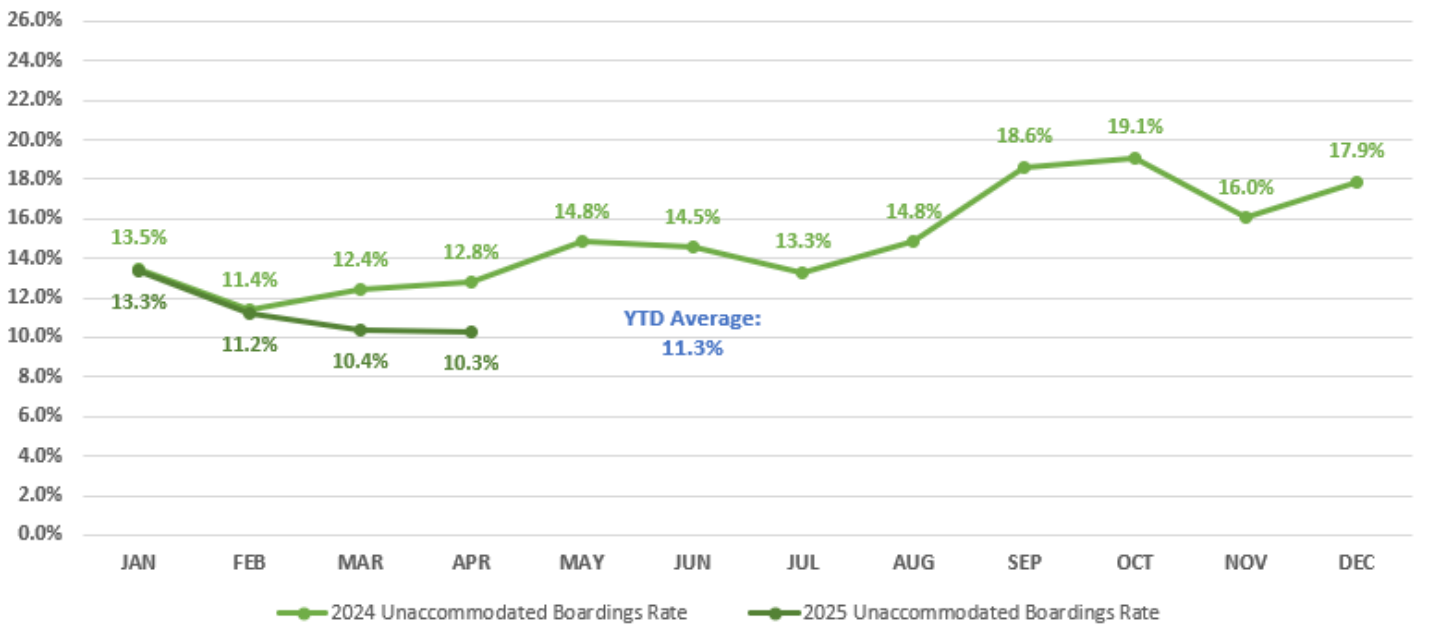
Specialized Average Difference in Requested Trip Time vs. Booked Trip Time

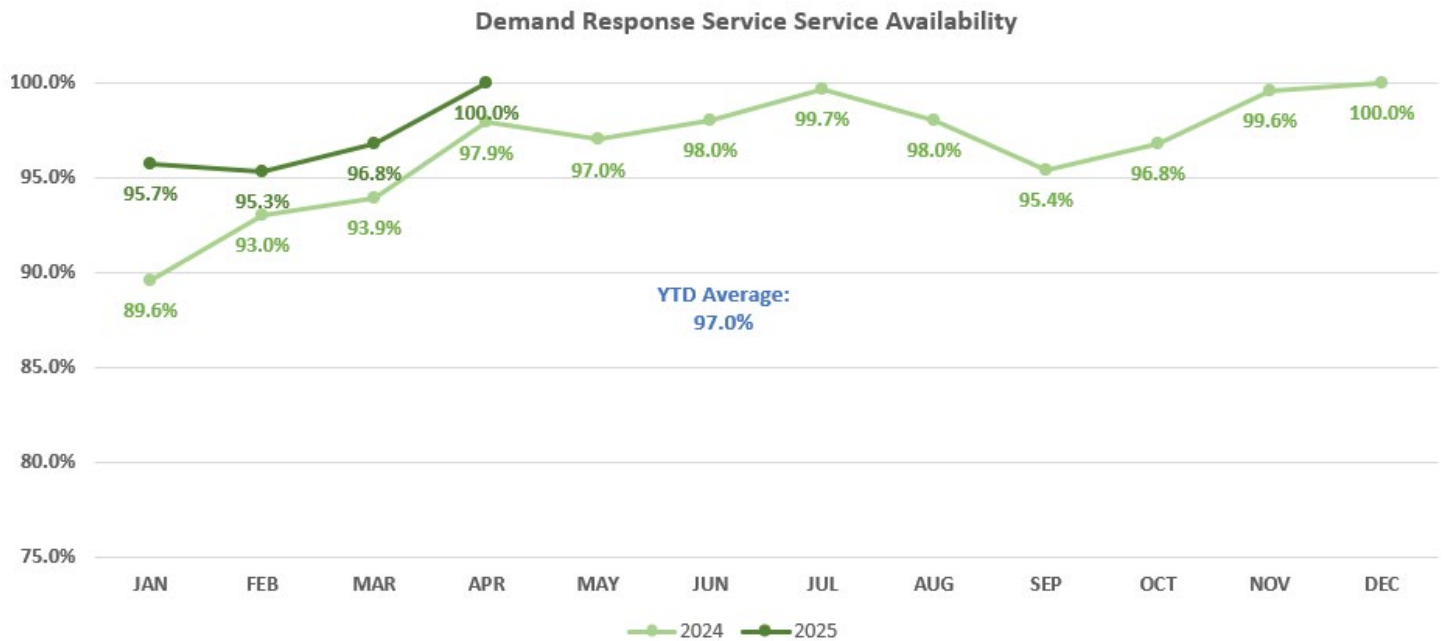


On Demand Unaccommodated Boardings Rate



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 April of On Demand trips for customers registered with specialized transit was 11.3 minutes, and 17.3 minutes for other On Demand trips.

Improvements are attributed to increasing capacity and service availability.

Unaccommodated Rate

The unaccommodated rate in April for On Demand specialized transit boardings was 10.3 per cent and 26.2 per cent for other On Demand trips. While unaccommodated rates are improving, they continue to be influenced by the demand for transit services exceeding service capacity, and monthly service availability levels.

Service Availability

Service availability for April was 100 per cent, with the year to date availability improving by 4 per cent since January.

Action Plan

DRT continue implement new growth service hours that will enhance capacity across the On Demand network.

Updates

1. Upcoming Service Changes

June 25, 2025

1. Seasonal service on Route 100 (Pickering Waterfront)
 - a. Weekends only
2. Seasonal service on Route 224C (Ajax Waterfront)
 - a. Weekday evening and weekends
3. Seasonal service reduction on Route 905
 - a. Weekday - will operate every 30min throughout the day
 - b. No change to service in Scugog/Uxbridge
4. Adjustments to the branches on Route 902
 - a. Weekday only
 - b. Instead of service every 15 minutes to Courtice and 30 minutes to Bowmanville, operating every 20 minutes along the length of the route
 - c. Result is a five minute longer wait for customers in Oshawa/Courtice, and a 10 minute shorter wait in Bowmanville
 - d. Service is easier to understand/more consistent
 - e. Requires one fewer bus to operate

July 1, 2025

Service on Canada Day will operate on a weekend schedule, with additional service scheduled to support Canada Day festivities in Pickering and Oshawa. Seasonal services to the Pickering and Ajax Waterfronts, and to the Toronto Zoo/Rouge National Urban Park will be operating as part of the usual Weekend schedule.

2. DRT Technology Roadmap

In January 2025 the contract to develop the DRT Technology Roadmap was awarded to KPMG, which included the following key deliverables:

- a. Identify DRT's strategic technology objectives and emerging industry trends
- b. Review existing processes and structures within DRT's Transit Technology Services (TTS) group.
- c) Conduct a current state assessment and a gap analysis of Technology Systems (software and hardware)
- d) Identify and sequence recommendations to address gaps and achieve identified technology objectives over the next 5 years

The preliminary work has identified that generally DRT has effective technologies in place across most, but not all, transit functions. There are a few critical gaps identified, including the following:

- a) Integrations and reporting across transit applications, namely between the Maximo asset management system, fuel system applications and the INIT CAD/AVL system (Computer Aided Dispatch/Automatic Vehicle Location)
- b) Consolidated vehicle tracking of all transit vehicles. Currently revenue and on Demand vehicles are tracked in two separate applications, and nonrevenue vehicles (i.e. supervisor vehicles) are not tracked.
- c) Operator communications: Communications between Transit Control and Bus Operators uses an open channel land based radio system. All buses and customers on a bus overhear these communications, making it difficult for Controllers and Supervisors to communicate directly with a single bus in an urgent or emergency.
- d) Lack of real-time communication systems to support customers (onboard/wayside signage, service alerts on more social media platforms and the DRT website).
- e) Capacity to deliver strategic improvement programs.

The roadmap is expected to be completed by Fall 2025 and will be used to plan and implement the systems necessary to support continued growth and increasing effectiveness of the public transit network in Durham.

3. Next eBus's to be based at Oshawa depot

DRT will require charging infrastructure to support the twenty-five (25) incoming battery electric buses expected to be delivered in 2026. Initially, the new charge points to support these buses were planned to be installed and commissioned in Summer 2026 at the DRT West Depot in Ajax, with capacity for up to forty (40) additional charge points to support future electric bus purchases.

DRT was informed by Elexicon that their current system is at full capacity and a major upgrade in distribution service would be required to support the DRT transit fleet electrification program at the Ajax depot. Based on the projected three-year construction timeline and significant financial investments Elexicon expected from DRT, battery electric buses received over the next few years will be based at the DRT East depot in Oshawa.

Staff are currently working with PowerON to deliver charging infrastructure at the Oshawa depot. Further updates will be provided in 2026 or sooner as the next phase of the program advances.