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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-15
Date: October 8, 2025

Subject:

General Manager's Report – October 2025

Recommendation:

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 – October 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
October 8, 2025
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	August	0.29	0.37	✓ -20.9	✓ -10.3

Ridership

Ridership (x1,000)	Number passengers	August	922	992	✗ -7.1	✗ -3.1
PRESTO Ridership	Customers paying using PRESTO (per cent)	August	91.7	92.3	▮ -0.7	▮ -0.4
Bus full occurrences	Number operator reported occurrences	August	39	114	✓ -65.8	✓ -42.0
Demand Responsive						
Ridership - On Demand Specialized	Number customer boardings	August	16,801	14,405	✓ 16.6	✓ 16.3
Unaccommodated Rate - On Demand Specialized	Boarding requests not scheduled (per cent)	August	10.2	13.3	✓ -44.1	✓ -22.6
Ridership – On Demand	Number customer boardings	August	12,315	11,731	✓ 5.0	✗ -1.5
Unaccommodated Rate – On Demand	Boarding requests not scheduled (per cent)	August	26.2	38.7	✓ -32.4	✓ -15.3

Service Delivery

Scheduled						
On time performance	On-time departures from all stops (per cent)	Service Period 3 ³	72.0	70.0	✓ 2.9	✓ 4.3
Service availability	Scheduled service delivered (per cent)	Service Period 3 ³	98.2	98.5	▮ -0.3	▮ -0.3
Demand Responsive						
Service Availability – Demand Response	Planned Service Delivered (per cent)	August	100.0	98.0	✓ 2.0	✓ 2.7

Scheduled							
On time performance – On Demand Specialized	On-time customer pickups (per cent)	August	85.2	80.4	✓ 6.0	✓ 1.7	
On time performance – On Demand	On-time customer pickups (per cent)	August	93.6	88.0	✓ 6.3	✓ 5.5	
Service availability – On Demand Specialized	Average difference in requested trip time vs. booked trip time (minutes)	August	18.1	14.1	✗ 28.2	✓ -5.5	
Service availability – On Demand	Average difference in requested trip time vs. booked trip time (minutes)	August	20.1	19.2	✗ 5.0	🚩 0.9	

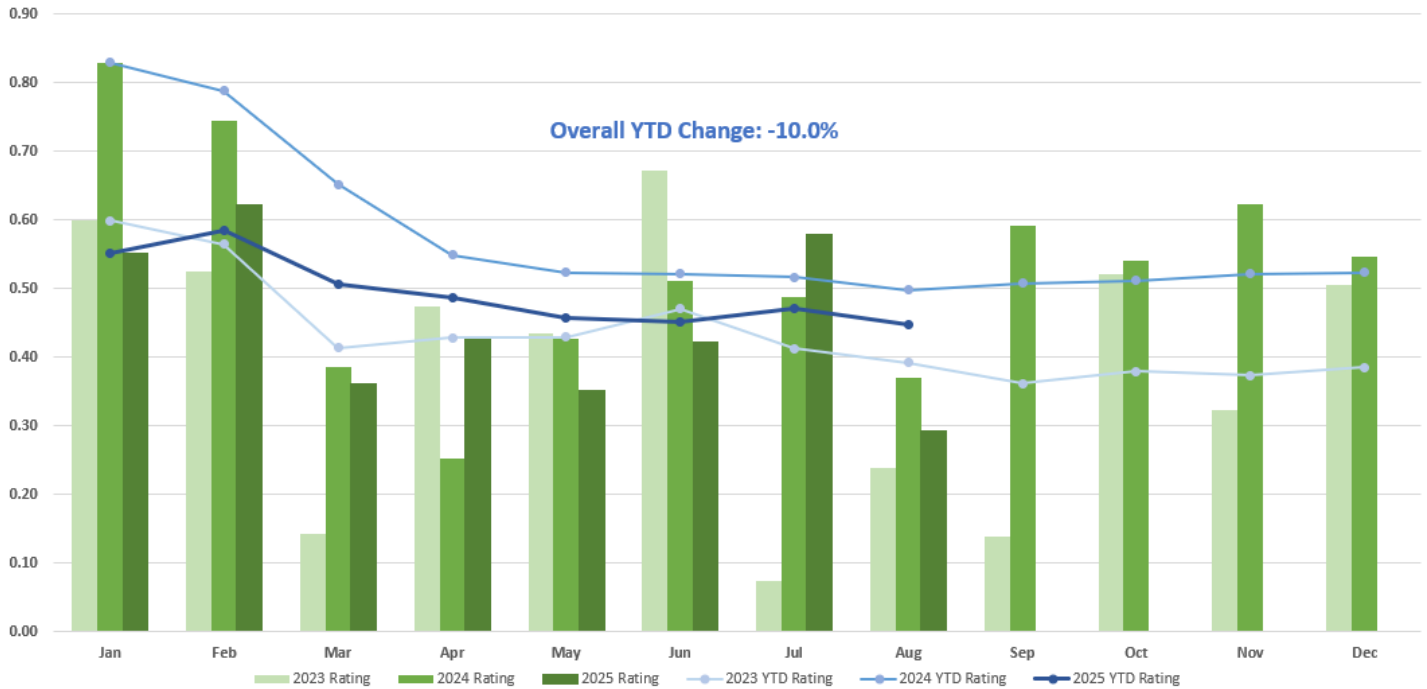
¹Target is 2024 measure for the same period

²Year to Date (YTD) compared to previous year

³June 23, 2025 to August 31, 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

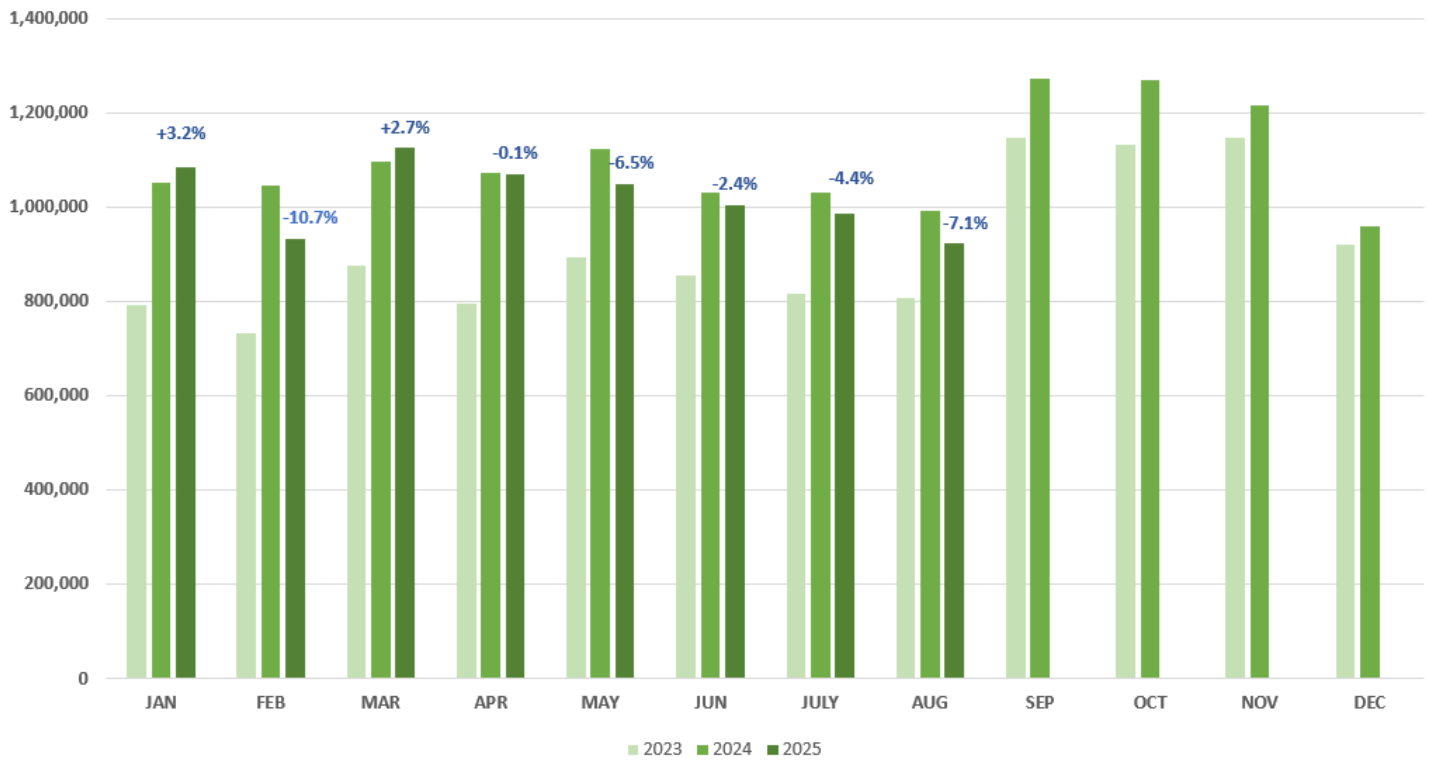
The preventable collision rate for August was 0.29 compared to 0.37 for the same month in 2024. The year-to-date rate is ten per cent lower than last year.

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 August was approximately 922,000 riders, approximately 7.1 per cent lower than August 2024. Year to date ridership is approximately three per cent lower than 2024.

Lower ridership in 2025 is attributed to reduced number of post-secondary students travelling on DRT, particularly during the summer semester.

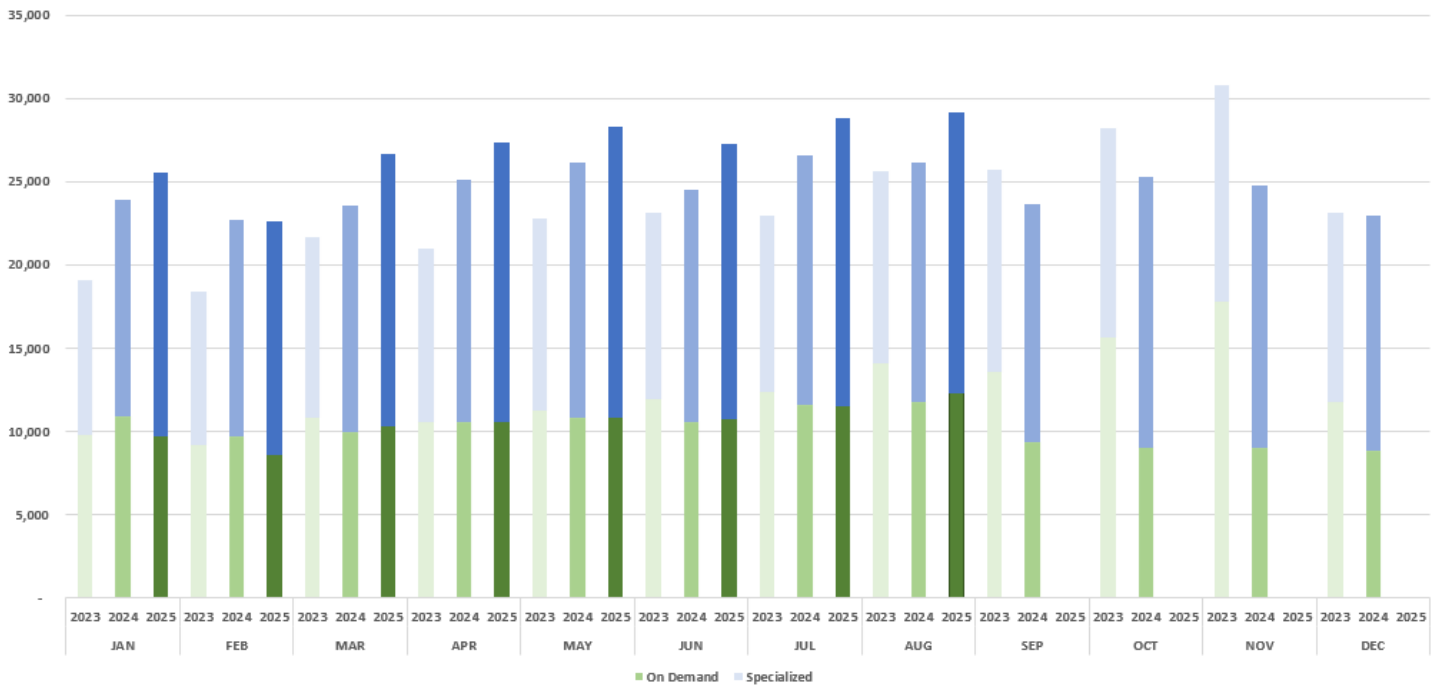
Action Plan

DRT and Corporate Communications are advanced several marketing and communication campaigns including Y10 for youth, partnering with Economic Development to promote travel to tourist destinations using DRT, and promotion of September service enhancements. Staff are collaborating with post-secondary institutions partners to review student enrollment for the fall and winter semesters.

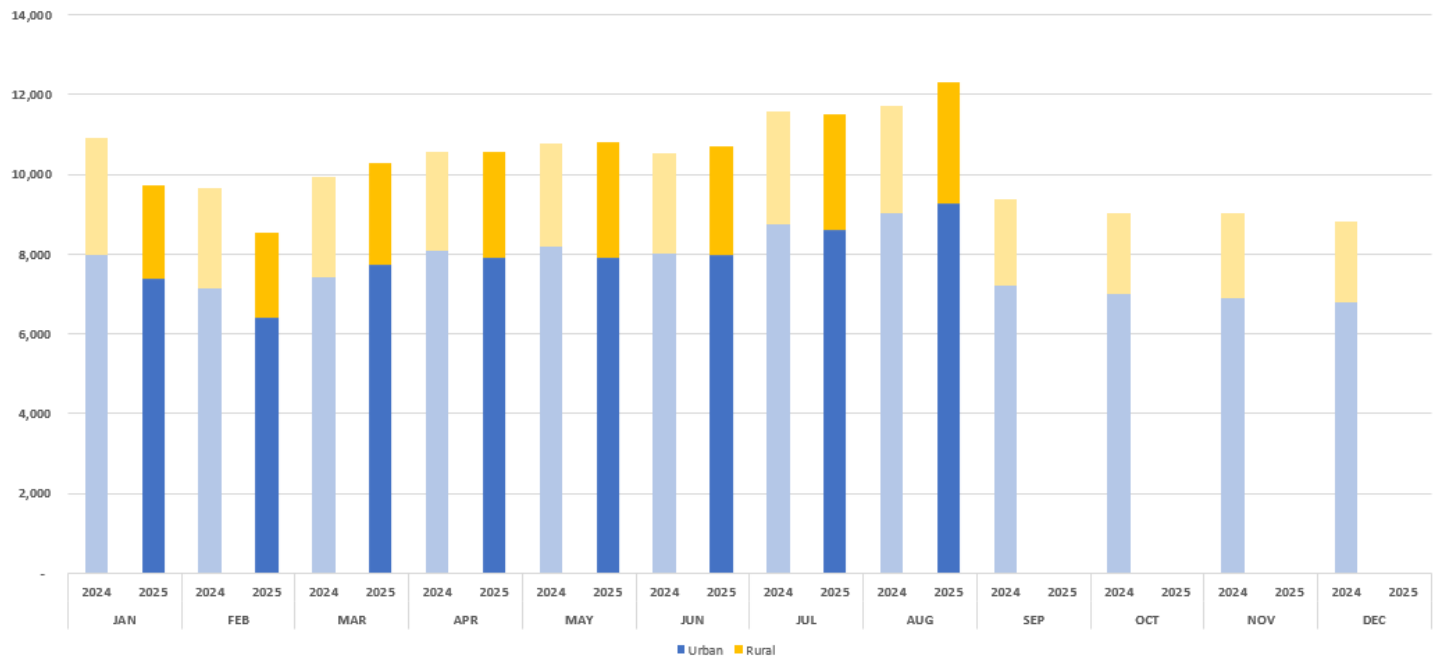
Many transit agencies across the GTHA have experienced a decline in 2025 ridership, particularly agencies with a UPass or similar fare program for post-secondary students. The ridership changes may be attributed to recent changes to federal immigration programs.

Demand Response Transit

Demand Responsive Boardings



On Demand Boardings



On Demand Trip Service Areas Breakdown

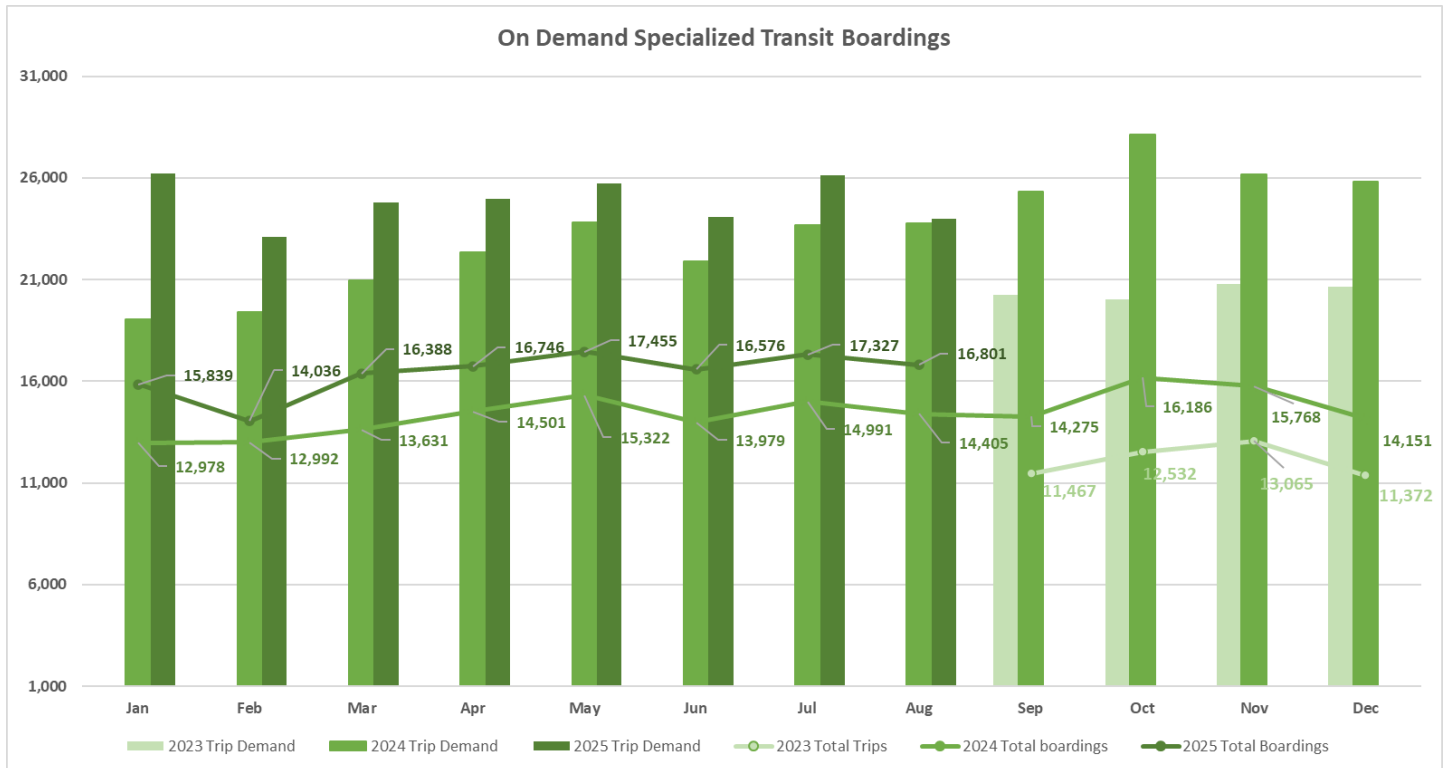
		AUG 2025	YTD 2025
R U R A L	Uxbridge	318	2,062
	Brock	316	3,108
	Scugog	476	3,400
	Pickering	396	2,725
	Ajax	9	280
	Whitby	103	506
	Oshawa	117	668
	Clarington	1,104	6,977

		AUG 2025	YTD 2025
U R B A N	Uxbridge	592	4,575
	Scugog	470	3,668
	Pickering	869	5,619
	Ajax	825	5,790
	Whitby	2,008	13,517
	Oshawa	2,048	13,228
	Clarington	1,872	12,963
	Toronto-York	1	41

On Demand Specialized Trip Service Areas Breakdown

		AUG 2025	YTD 2025
R U R A L	Uxbridge	32	228
	Brock	61	483
	Scugog	62	708
	Pickering	65	286
	Ajax	-	1
	Whitby	121	928
	Oshawa	6	64
	Clarington	160	1,310

		AUG 2025	YTD 2025
U R B A N	Uxbridge	154	1,061
	Scugog	128	919
	Pickering	1,775	14,264
	Ajax	2,981	23,272
	Whitby	2,783	24,244
	Oshawa	4,742	36,264
	Clarington	1,000	8,194
	Toronto-York	399	2,531



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 28,325 in August, including 16,801 boardings for customers registered with Specialized transit.

Action Plan

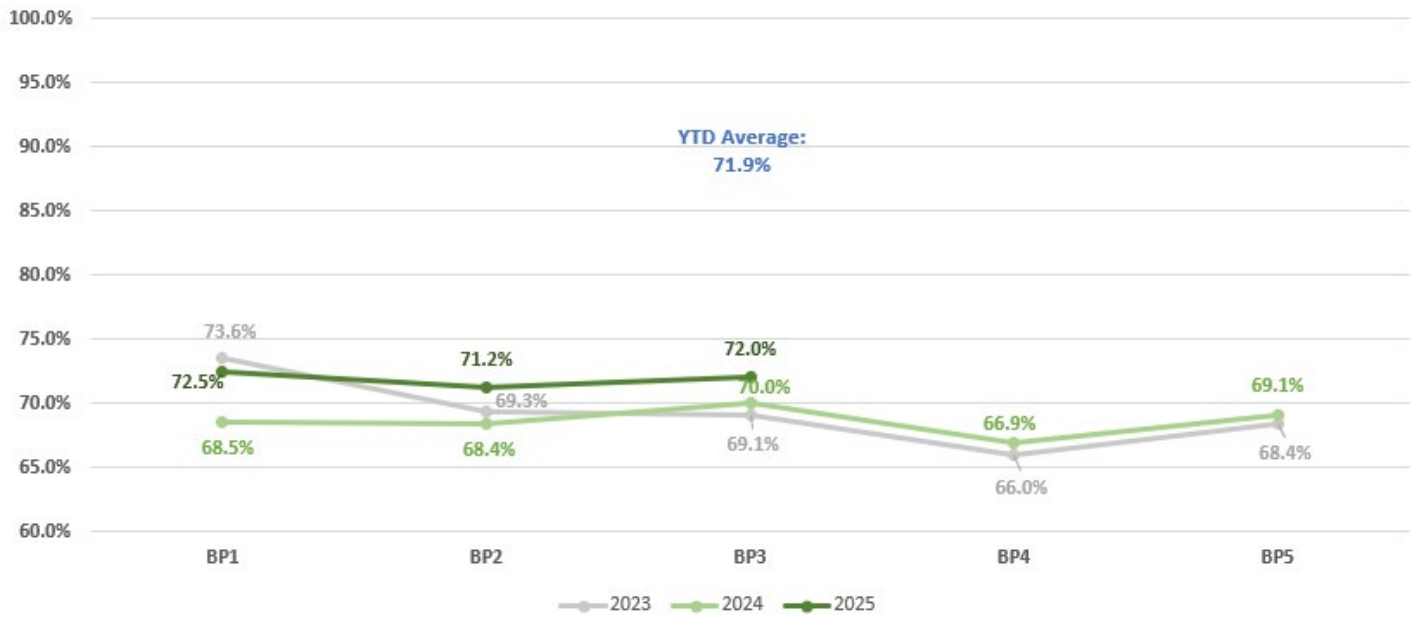
Several revisions to the scheduled network are being implemented through 2025, beginning with the service change on May 5, 2025. These changes will enable existing On Demand resources to be redeployed to areas of greatest demand and improve capacity to deliver more customer trips.

The 11,000 additional annual service hours approved in the 2025 budgeted have been implemented into the OD network.

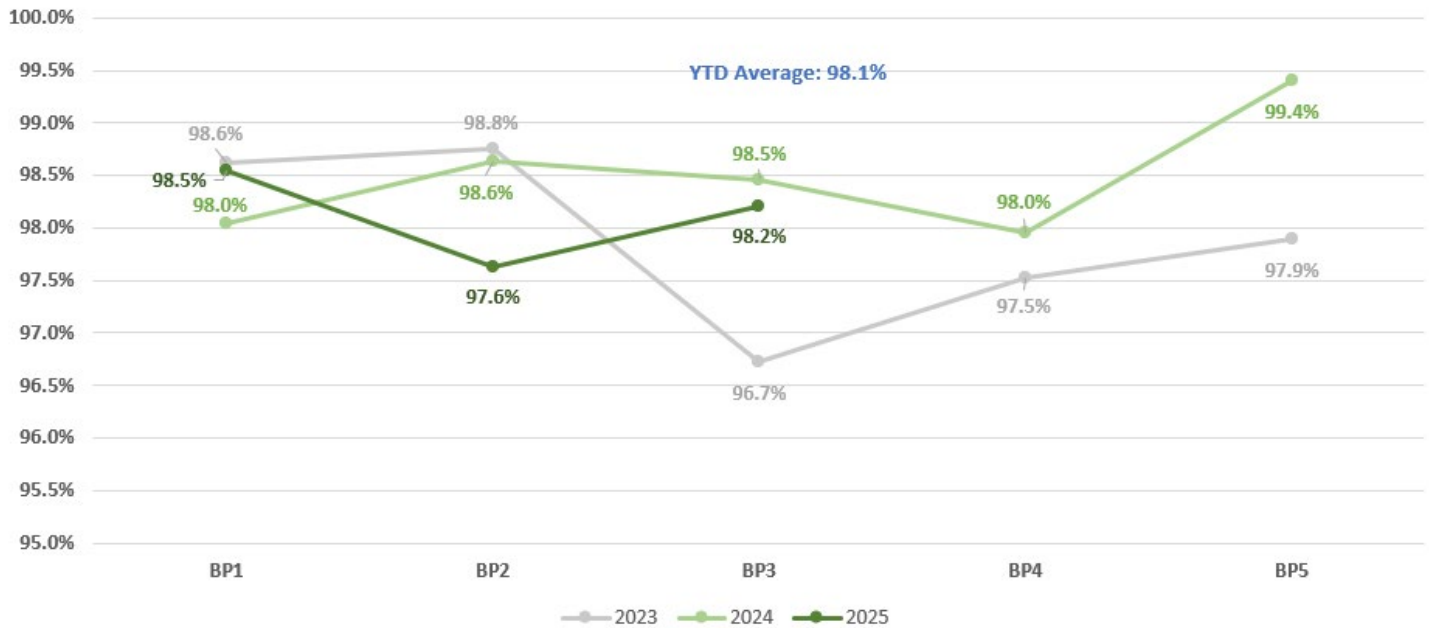
Service Delivery

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

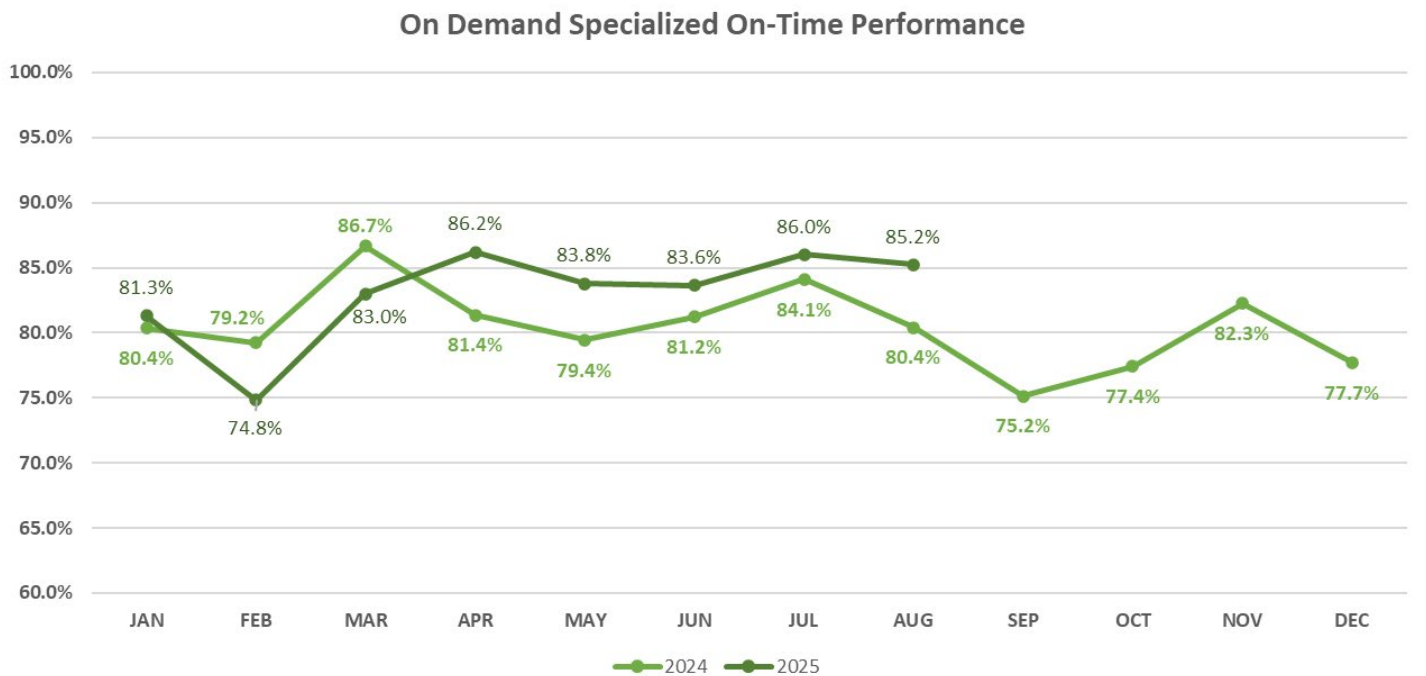
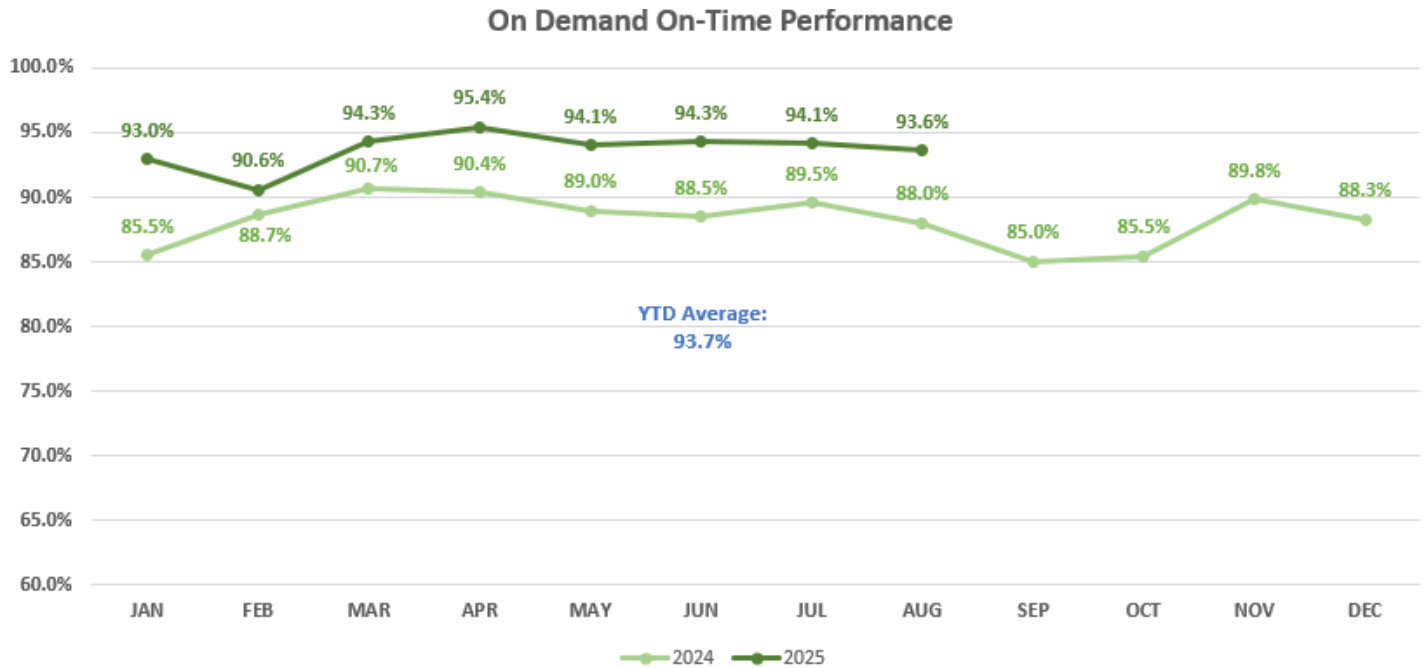
OTP for Service Period 3 (June 23, 2025 – August 31, 2025) was 72.0 per cent, up from 70 per cent in 2024, but consistent with 2025 Service Periods 1 and 2. Congestion on main traffic corridors continues to impact the transit network, with Service Availability for Service Period 3 at 98.2 per cent, a slight reduction compared to same period last year (98.5 per cent).

The slight improvement to OTP 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 traffic congestion and construction projects contributing to service delays. Consistent with the Region's Transportation Master Plan, in 2025 DRT are 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

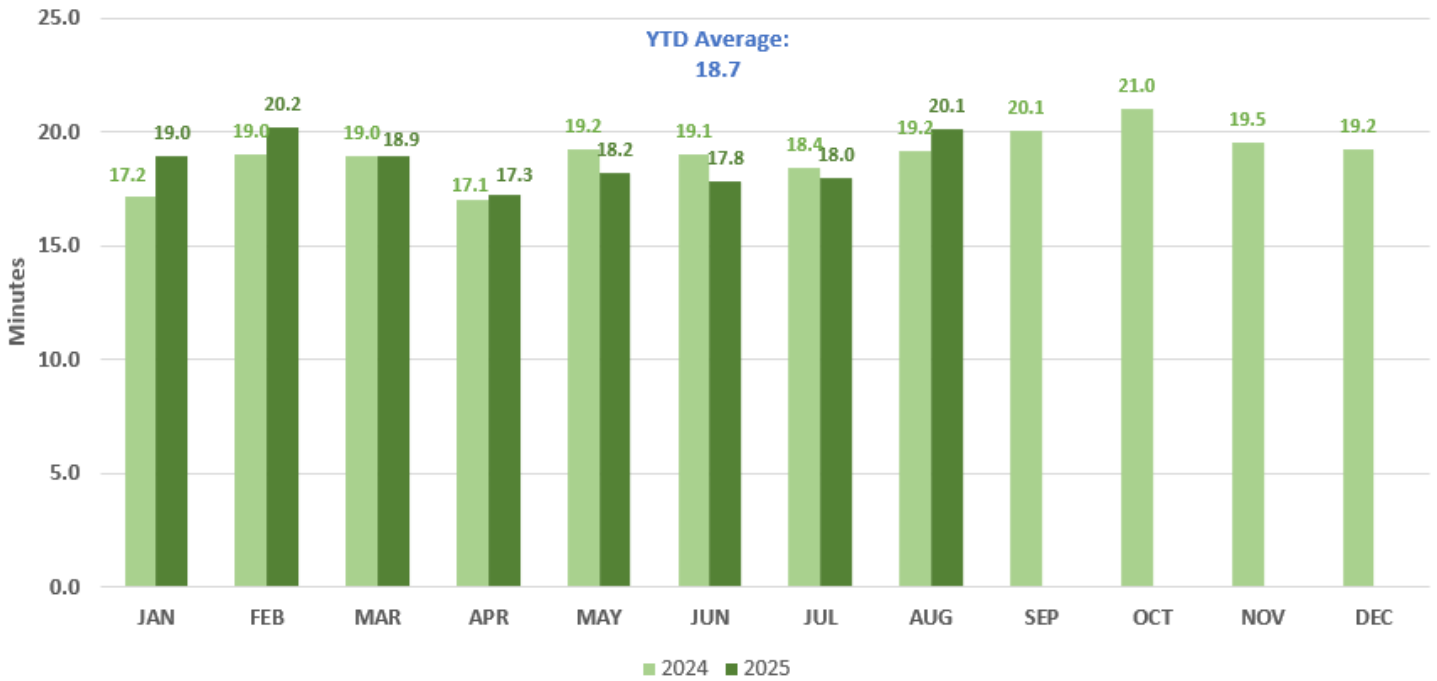
OTP – Demand Response for August was 85.2 per cent for specialized boardings, and 93.6 per cent for other On Demand boardings.

Action Plan

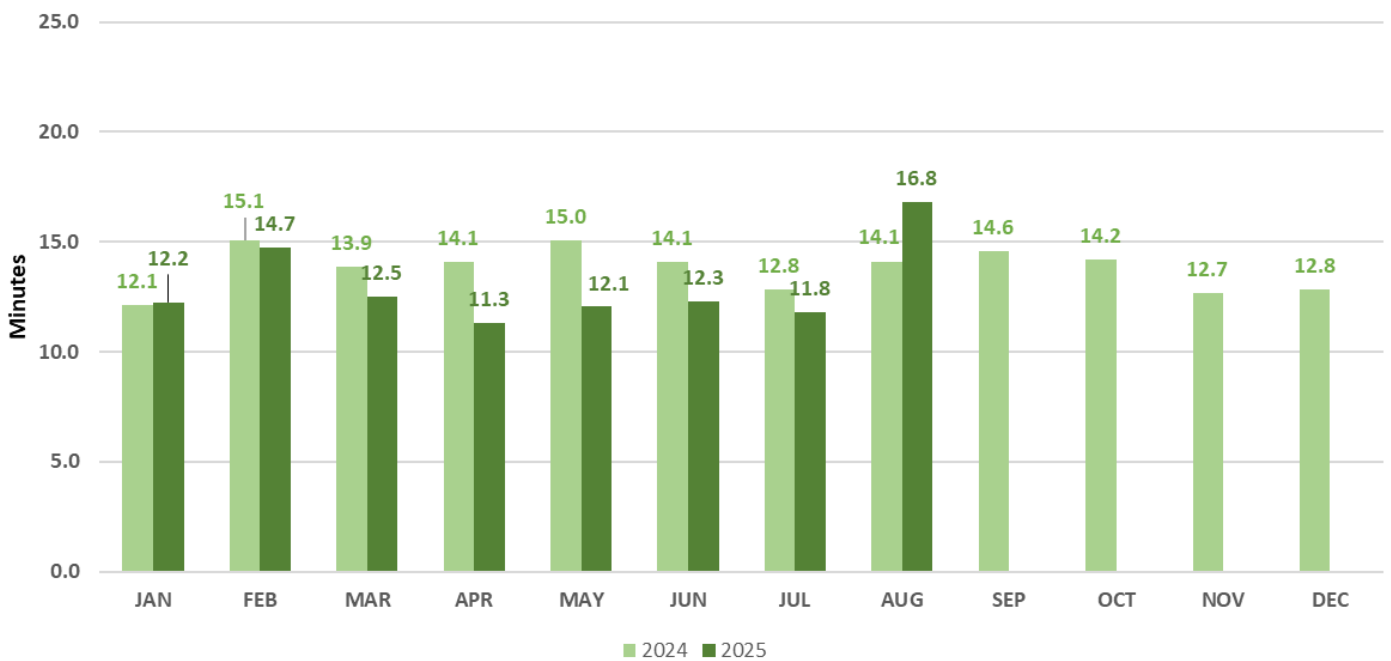
Staff continue to monitor service performance and system parameters to maximize performance of the On Demand network.

Service Availability (Demand Responsive)

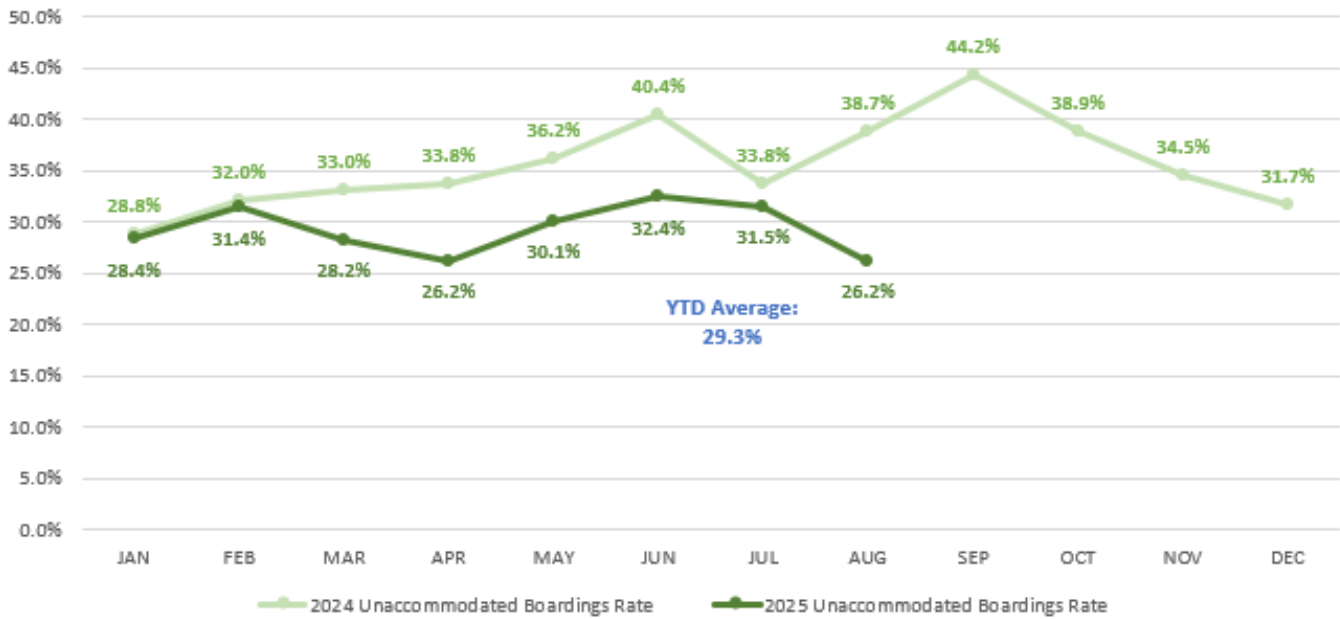
On Demand Average Difference in Requested Trip Time vs. Booked Trip Time



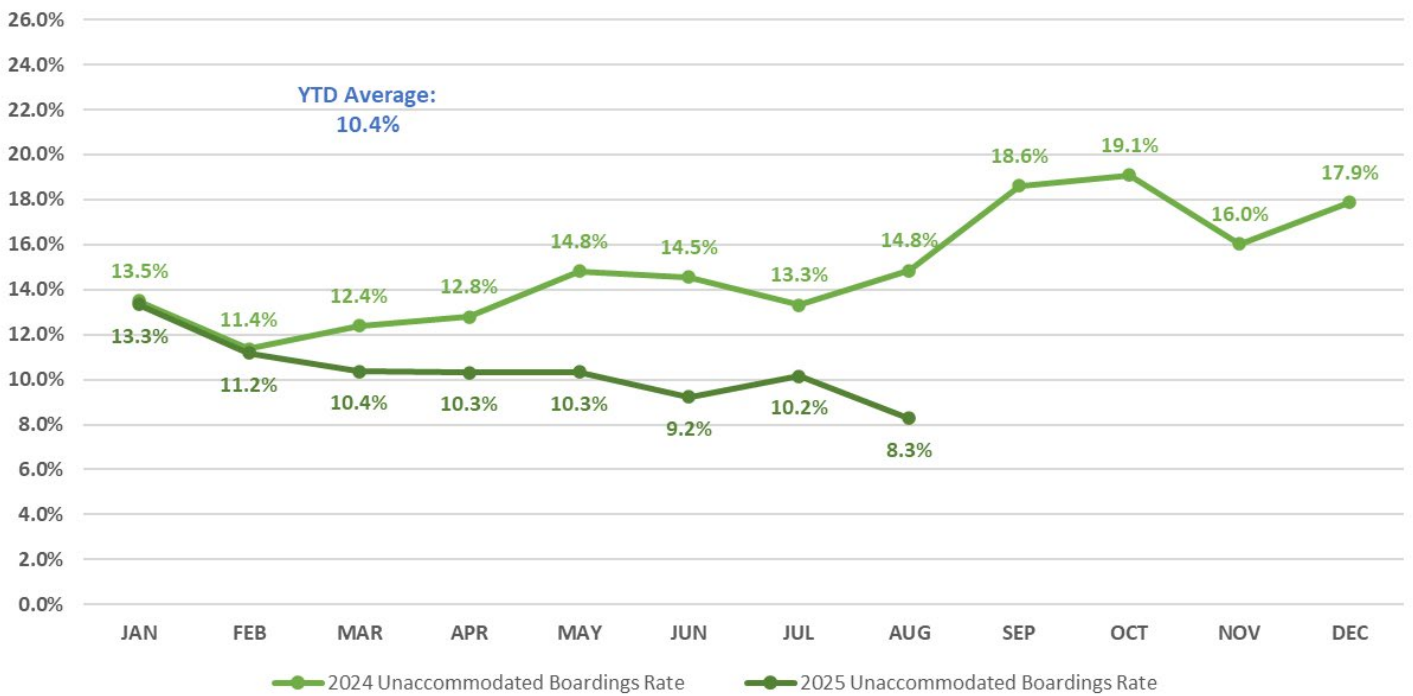
On Demand Specialized Average Difference in Requested Trip Time vs. Booked Trip Time

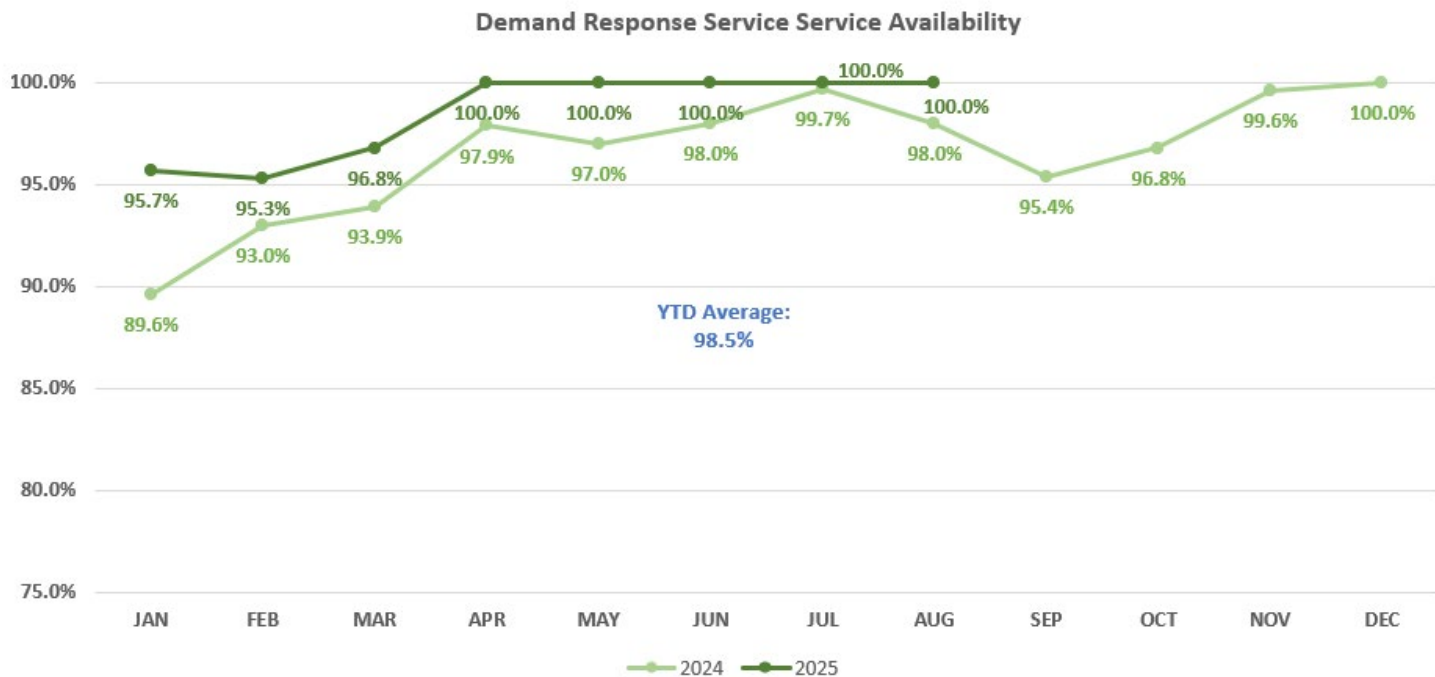


On Demand Unaccommodated Boardings Rate



On Demand 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 August of On Demand Specialized boardings transit was 18.1 minutes, and 20.1 minutes for other On Demand boardings.

Unaccommodated Rate

The unaccommodated rate in August for On Demand Specialized boardings was 10.2 per cent and 26.2 per cent for other On Demand requests. While unaccommodated rates are improving, they continue to be influenced by the demand for transit services exceeding service capacity.

Service Availability

Service availability for August was 100 per cent. On Demand Service Availability has been 100 per cent since April.

Action Plan

The increased variance between requested and actual booked pick-up time will be monitored for the remainder of the year.