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The Regional Municipality of Durham

Durham Region Transit Executive Committee Minutes

Wednesday, November 5, 2025

A regular meeting of the Durham Region Transit Executive Committee was held on Wednesday, November 5, 2025 in the Council Chambers, Regional Headquarters Building, 605 Rossland Road East, Whitby, Ontario at 1:30 PM.

1. Roll Call

Electronic participation was offered for this meeting.

* indicates individuals who participated electronically.

Members

Present: Commissioner Crawford, Chair
Commissioner Garrod, Vice-Chair
Commissioner Anderson
Commissioner Brenner
Commissioner Carter*
Commissioner Mulcahy attended the meeting at 1:32 PM
Commissioner Pettingill
Commissioner Wotten*

Also

Present: None

Members

Absent: Regional Chair Henry

Staff Present: E. Baxter-Trahair, S. Ciani, S. Dessureault, W. Holmes, K. Hornburg, C. Norris, N. Lysaght, A. Mak, A. Naeem*, A. Pezzetti, N. Pincombe, K. Smith and S. Vamathevan

2. Declarations of Pecuniary Interest

There were no declarations of pecuniary interest.

3. Adoption of Minutes

Motion #39

Moved by Commissioner Brenner, Seconded by Commissioner Garrod,

That the minutes of the regular Transit Executive Committee meeting held on Wednesday, October 8, 2025, be adopted.

Carried

4. Presentations

4.1 Bill Holmes, General Manager, Durham Region Transit Re: General Manager's Verbal Update

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

Highlights from the presentation included:

- General Manager Information Highlights
 - Monthly Service Performance
 - Data-Driven Service Decisions
 - Durham Region and Comparator Municipalities
- Updates & Highlights
 - Ontario's One Fare Program
 - High School Ambassador Program
 - On Demand Service Disruption, Monday, October 20, 2025
 - Diversity, Equity and Inclusion Award from Canadian Urban Transit Association

B. Holmes responded to questions from the Committee regarding the amount of revenue generated by DRT through advertisement and the potential to increase this revenue; the possibility of direct service between Municipality of Clarington and north Oshawa post-secondary campus; potential expansion charter service to increase revenue; whether there are future plans to increase services to meet the anticipated increase in senior ridership on DRT; and the potential renewal of the One Fare agreement by the Province.

5. Delegations

5.1 Shirley Thompson, Durham Resident (In-Person Attendance) Re: Emergency Plan for Durham Region Transit System Failures

S. Thompson, Durham resident, appeared before the Committee with respect to an Emergency Plan for Durham Region Transit System Failures.

S. Thompson expressed concerns regarding the recent On Demand service disruption that occurred on Monday, October 20, 2025 and the effect it had on her daughters who rely on the service; the effects of the transit changes in the Town of Ajax on seniors who use the service; and what actions will be taken to prevent another On Demand service disruption in the future.

S. Thompson responded to questions from the Committee.

B. Holmes advised the Committee that staff would provide an update to DRT's response plans following the current review of the response to the Amazon Web Services (AWS) outage on October 20, 2025.

6. Correspondence

- 6.1 Correspondence received from Doug Glass (Resident) dated November 3, 2025, re: Report #2025-DRT-19: 2026 Transit Fares
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Motion #40

Moved by Commissioner Anderson, Seconded by Commissioner Brenner,
That correspondence received from Doug Glass (Resident), dated
November 3, 2025, re: Report #2025-DRT-19: 2026 Transit Fares, be
received for information.

Carried

7. Reports

- 7.1 General Manager's Report – November 2025
(2025-DRT-18)
-

Report #2025-DRT-18 from B. Holmes, General Manager, Durham Region
Transit, was received.

Motion #41

Moved by Commissioner Anderson, Seconded by Commissioner Pettingill
That Report #2025-DRT-18 of the General Manager, Durham Region
Transit, be received for information.

Carried

- 7.2 2026 Transit Fares
(2025-DRT-19)
-

Report #2025-DRT-19 from B. Holmes, General Manager, Durham Region
Transit, was received.

Motion #42

Moved by Commissioner Anderson, Seconded by Commissioner Pettingill,
That we recommend to Council:

That the proposed transit fares in Attachment #1 to Report #2025-DRT-19 of the
General Manager, Durham Region Transit, be approved and implemented
effective July 1, 2026.

Carried

8. Advisory Committee Resolutions

There were no advisory committee resolutions to be considered.

9. Confidential Matters

There were no confidential matters to be considered.

10. Other Business

10.1 Motion to Reconsider Part B) of the May 7, 2025 resolution regarding Changes to On Demand Trip Booking Standards

Motion #43

Moved by Commissioner Garrod, Seconded by Commissioner Pettingill,

- A) That subject to a two thirds majority vote, that Part B), of the resolution regarding Changes to On Demand Trip Bookings Standards approved at the May 7, 2025 Transit Executive Committee meeting, be reconsidered; and
- B) That subject to Part A) of this motion being approved, that the following motion be adopted:

Whereas the Transit Executive Committee approved the staff recommendation that On Demand subscriptions be valid for a seasonal period;

Whereas a customer can currently hold one subscription, with the criteria for a subscription being a minimum of one trip per week between the same locations, for a minimum consecutive period of three months;

Whereas customers generally request subscriptions for the purpose of attending school, programs, work or other recurring activities requiring regular travel to and from the same location;

Whereas a subscription includes specified days of the week for travel, and pick-up and drop-off times at the designated locations;

Whereas a subscription is cancelled when a customer, without a reasonable cause for missing the trip(s), does not complete 25 per cent of subscription trips within a one-month period;

Whereas from time-to-time customers may need to request a change or revision to a subscription, such as different days of the week, different times of the day, or different locations, or they may need to temporarily pause a subscription for various reasons such as a break in the school year, vacation at work, or an illness or other unplanned life event;

Whereas currently DRT does not permit changes to an approved subscription;

Whereas the approved seasonal subscription process may result in uncertainty for customers as they will need to seek approval for a new subscription four times a year without certainty that their request will be approved;

Now Therefore Be It Resolved That:

Part B) of the resolution regarding Changes to On Demand Trip Booking Standards approved at the May 7, 2025, Transit Executive Committee meeting be deleted and replaced with the following:

- B) That an On Demand subscription be valid until:
- i) The subscription is not required for a period of four consecutive months or more;
 - ii) The customer, without a reasonable cause for missing a trip(s), does not complete 25 per cent of their monthly subscription trips;
 - iii) DRT cannot accommodate a requested revision to the subscription within the subscription thresholds (25 per cent of On Demand capacity for customers registered with Specialized transit and 15 per cent of On Demand capacity for other On Demand Customers); and
 - iv) For current subscription holders that were grandfathered, that reasonable revisions to existing subscriptions be accommodated by DRT, where applicable.

Part A) was Carried on a Recorded Vote (A 2/3rds Vote was Attained)
Part B) was Carried
(See Following Motions)

Part A) of the Main Motion #43 of Commissioner Garrod and Pettingill was put to a vote and Carried on the Following Recorded Vote (A 2/3rds Vote was Attained):

Yes: Commissioner Anderson
Commissioner Carter
Commissioner Crawford
Commissioner Garrod
Commissioner Mulcahy
Commissioner Pettingill
Commissioner Wotten

No: None

Members

Absent: Regional Chair Henry

Declaration

of Interest: None

Part B) of Main Motion #43 of Commissioner Garrod and Commissioner Pettingill was then put to a vote and Carried.

11. Date of Next Meeting

The next regularly scheduled Durham Region Transit Executive Committee meeting will be held on Wednesday, December 3, 2025 at 1:30 PM in Council Chambers, Regional Headquarters Building, 605 Rossland Road East, Whitby.

12. Adjournment

Motion #44

Moved by Commissioner Mulcahy, Seconded by Commissioner Anderson,
That the meeting be adjourned.

Carried

The meeting adjourned at 2:28 PM

Respectfully submitted,

M. Crawford
Chair

S. Dessureault
Committee Clerk