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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-20  
Date: December 3, 2025

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**Subject:**

General Manager's Report – December 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 – December 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  
December 3, 2025  
TEC  
Attachment #1

|                                |                           |
|--------------------------------|---------------------------|
| Performance Measures Dashboard | <a href="#"><u>2</u></a>  |
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| Ridership                      | <a href="#"><u>4</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 | October        | 0.50    | 0.54                | ✓<br>-7.9                             | ✓<br>-11.0                         |

## Ridership

| Demand Responsive                                    |   |         |        |        |            |            |
|--|---|---------|--------|--------|------------|------------|
| Ridership (x1,000)                                   | Number passengers                               | October | 1,170  | 1,270  | ✗<br>-7.9  | ✗<br>-4.0  |
| PRESTO Ridership                                     | Customers paying using PRESTO (per cent)        | October | 93.1   | 94.6   | ✗<br>-1.6  | 🚩<br>-0.7  |
| Bus full occurrences                                 | Number operator reported occurrences            | October | 318    | 640    | ✓<br>-50.3 | ✓<br>-47.4 |
| Demand Responsive                                    |   |         |        |        |            |            |
| Ridership - On Demand Specialized                    | Number customer boardings                       | October | 18,581 | 16,186 | ✓<br>14.8  | ✓<br>17.3  |
| Unaccommodated Boarding Rate - On Demand Specialized | Boarding requests not scheduled (per cent)      | October | 12.3   | 19.1   | ✓<br>-35.7 | ✓<br>-27.1 |
| Ridership – On Demand                                | Number customer boardings                       | October | 11,453 | 9,046  | ✓<br>26.6  | ✓<br>3.9   |
| Unaccommodated Boarding Rate – On Demand             | Trip/Boarding requests not scheduled (per cent) | October | 30.2   | 38.9   | ✓<br>-22.2 | ✓<br>-19.2 |

## Service Delivery

| Scheduled                                   |  |                               |       |      |           |           |
|---|--|-------------------------------|-------|------|-----------|-----------|
| On time performance                         | On-time departures from all stops (per cent) | Service Period 3 <sup>4</sup> | 72.0  | 70.0 | ✓<br>2.9  | ✓<br>4.3  |
| Service availability                        | Scheduled service delivered (per cent)       | Service Period 3 <sup>4</sup> | 98.2  | 98.5 | 🚩<br>-0.3 | 🚩<br>-0.3 |
| Demand Responsive                           |  |                               |       |      |           |           |
| Service Availability – Demand Response      | Planned Service Delivered (per cent)         | October                       | 100.0 | 96.8 | ✓<br>3.3  | ✓<br>3.0  |
| On time performance – On Demand Specialized | On-time customer pickups (per cent)          | October                       | 74.6  | 77.4 | ✗<br>-3.7 | ✓<br>1.7  |

|  |  | Scheduled |      |      |            |            |
|--|--|-----------|------|------|------------|------------|
| On time performance – On Demand              | On-time customer pickups (per cent)                                      | October   | 90.1 | 85.5 | ✓<br>5.5   | ✓<br>5.8   |
| Service availability – On Demand Specialized | Average difference in requested trip time vs. booked trip time (minutes) | October   | 13.4 | 14.2 | ✓<br>-5.6  | ✓<br>-13.2 |
| Service availability – On Demand             | Average difference in requested trip time vs. booked trip time (minutes) | October   | 18.5 | 21.0 | ✓<br>-12.0 | ✓<br>-4.5  |

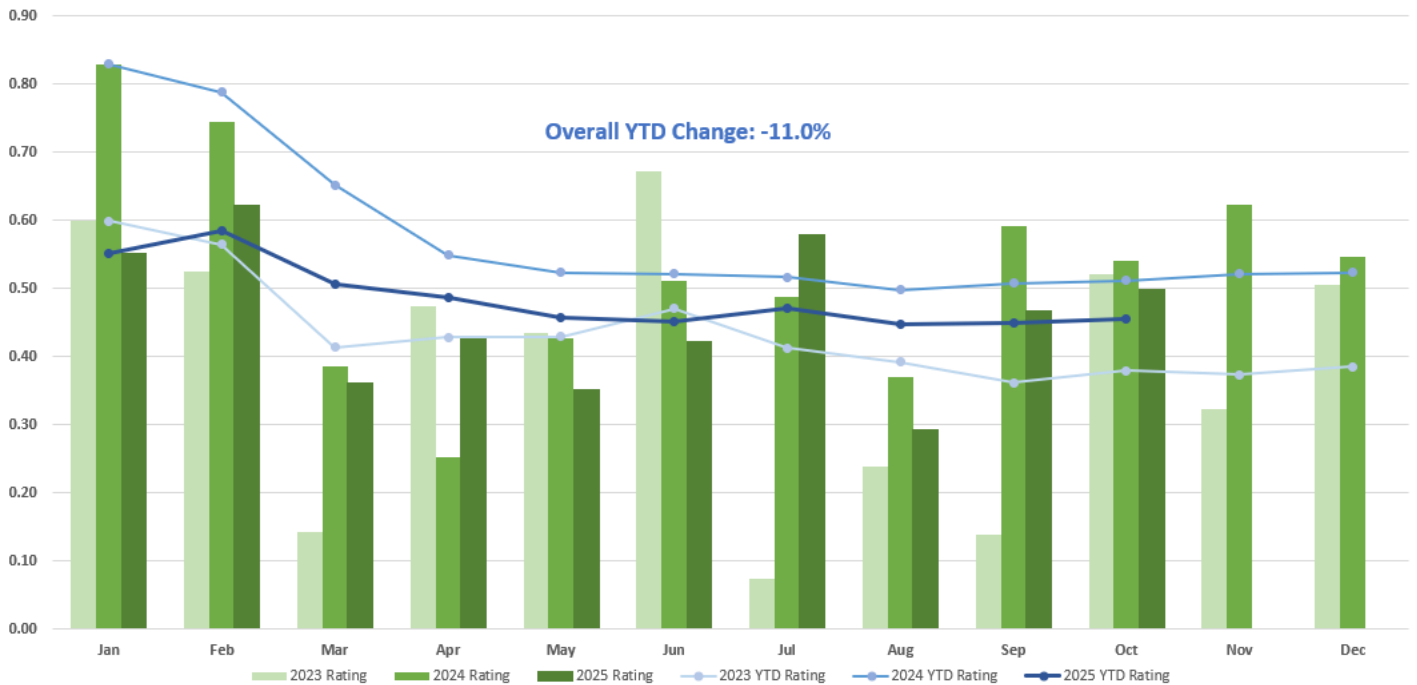
<sup>1</sup>Target is 2024 measure for the same period

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

<sup>3</sup>June 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 10 per cent relative to the previous year.

### Analysis

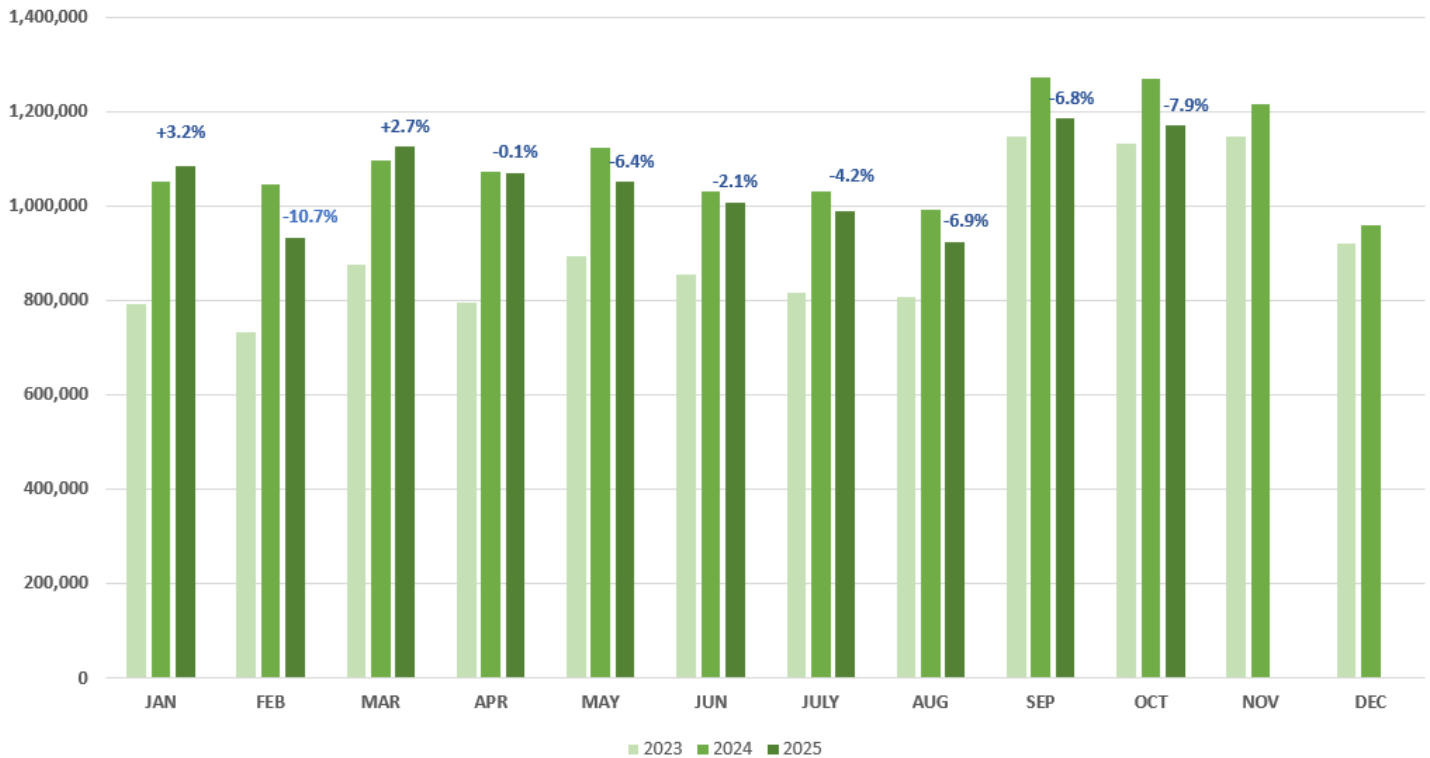
The preventable collision rate for October was 0.50 compared to 0.54 for the same month in 2024. Year to date, the collision rate has improved by 11 per cent.

### 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 October was approximately 1.78 million riders, approximately eight per cent lower than October 2024. Year to date ridership is four per cent lower than 2024.

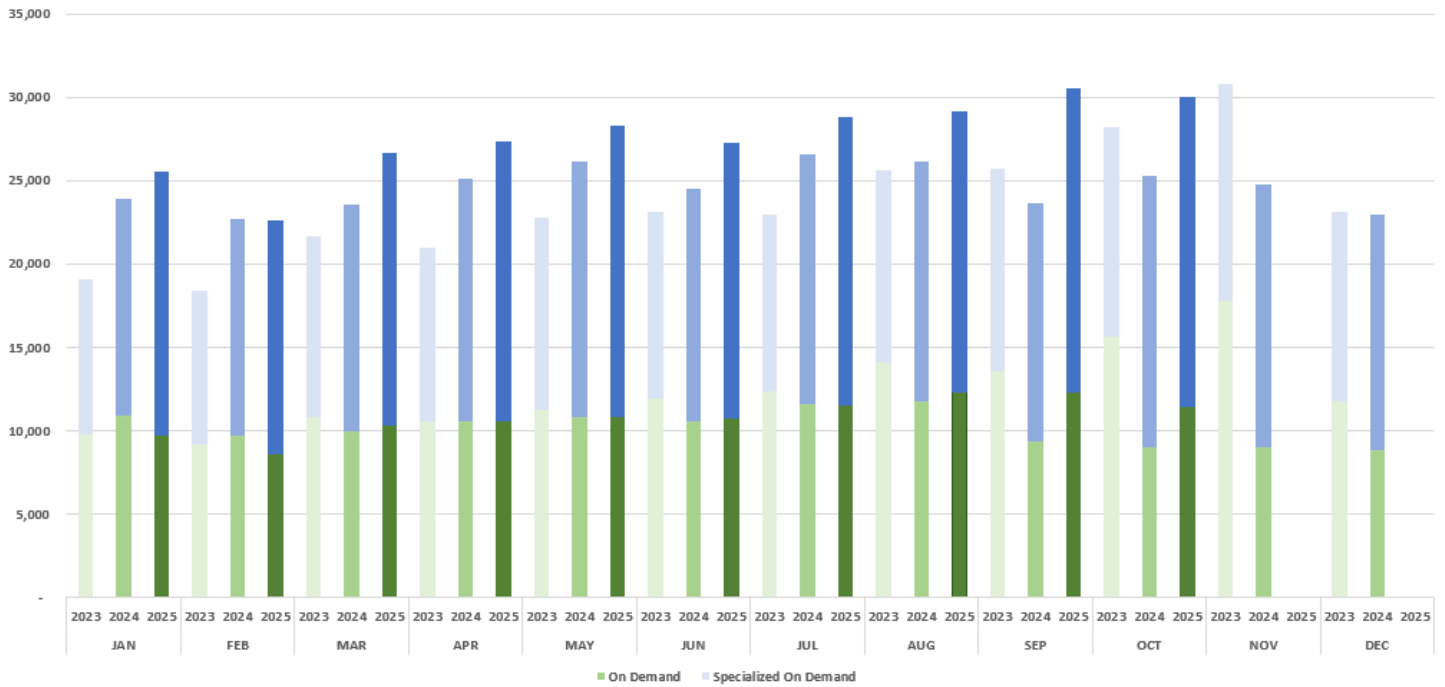
Excluding UPASS ridership, overall ridership for October 2025 increased by two per cent compared to last year, with Adult ridership increasing by five per cent over last year. However, UPASS ridership for October was 34 per cent lower than last year. While enrollment at Ontario Tech was higher this year, it was slightly lower at Durham College. Durham College students have historically been the highest users of the UPASS, and the current ridership trend suggests that international students at Durham College were the most frequent riders using the UPASS.

### Action Plan

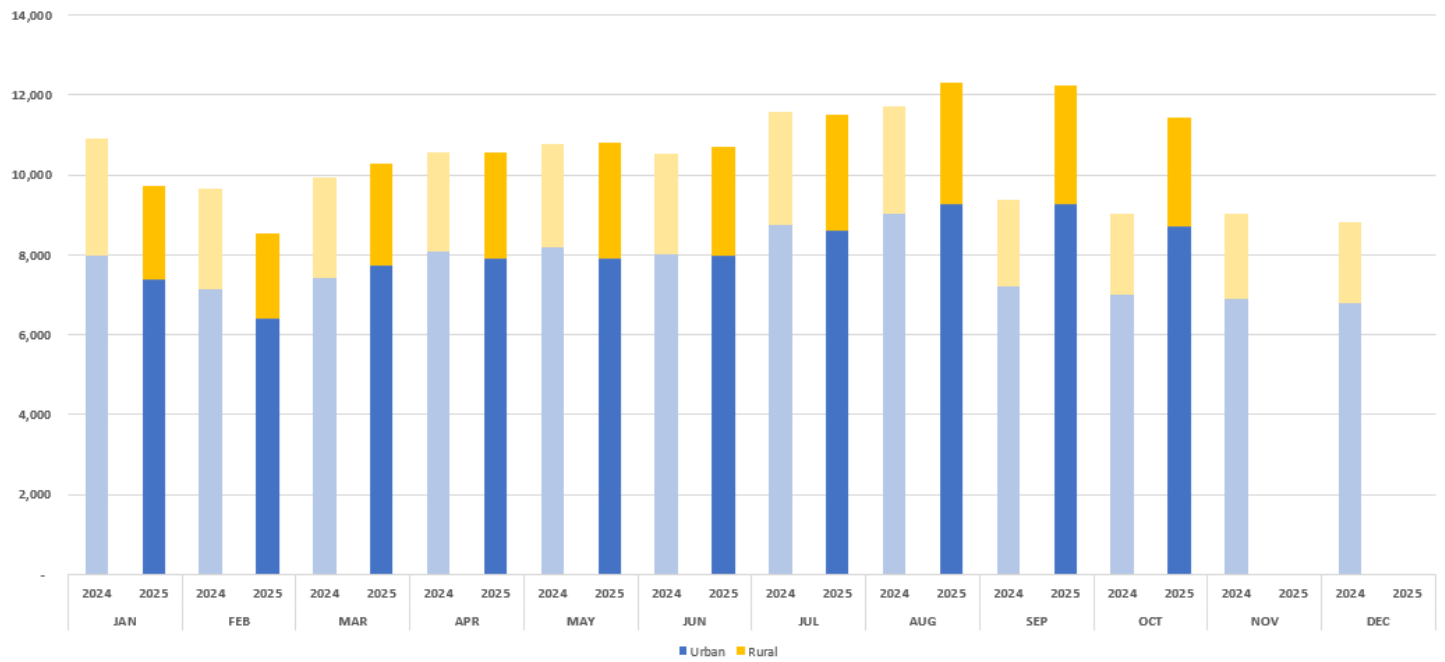
Many transit agencies across the GTHA and Ontario have experienced a decline in 2025 ridership, particularly agencies with a UPASS or similar fare program for post-secondary students.

# Demand Response Transit

Demand Responsive Boardings



On Demand Boardings



## On Demand Trip Service Areas Breakdown

|                       |            | OCT 2025 | YTD 2025 |
|-----------------------|------------|----------|----------|
| R<br>U<br>R<br>A<br>L | Uxbridge   | 342      | 2,778    |
|                       | Brock      | 283      | 3,694    |
|                       | Scugog     | 441      | 4,297    |
|                       | Pickering  | 353      | 3,476    |
|                       | Ajax       | 2        | 288      |
|                       | Whitby     | 77       | 662      |
|                       | Oshawa     | 111      | 912      |
|                       | Clarington | 990      | 9,003    |

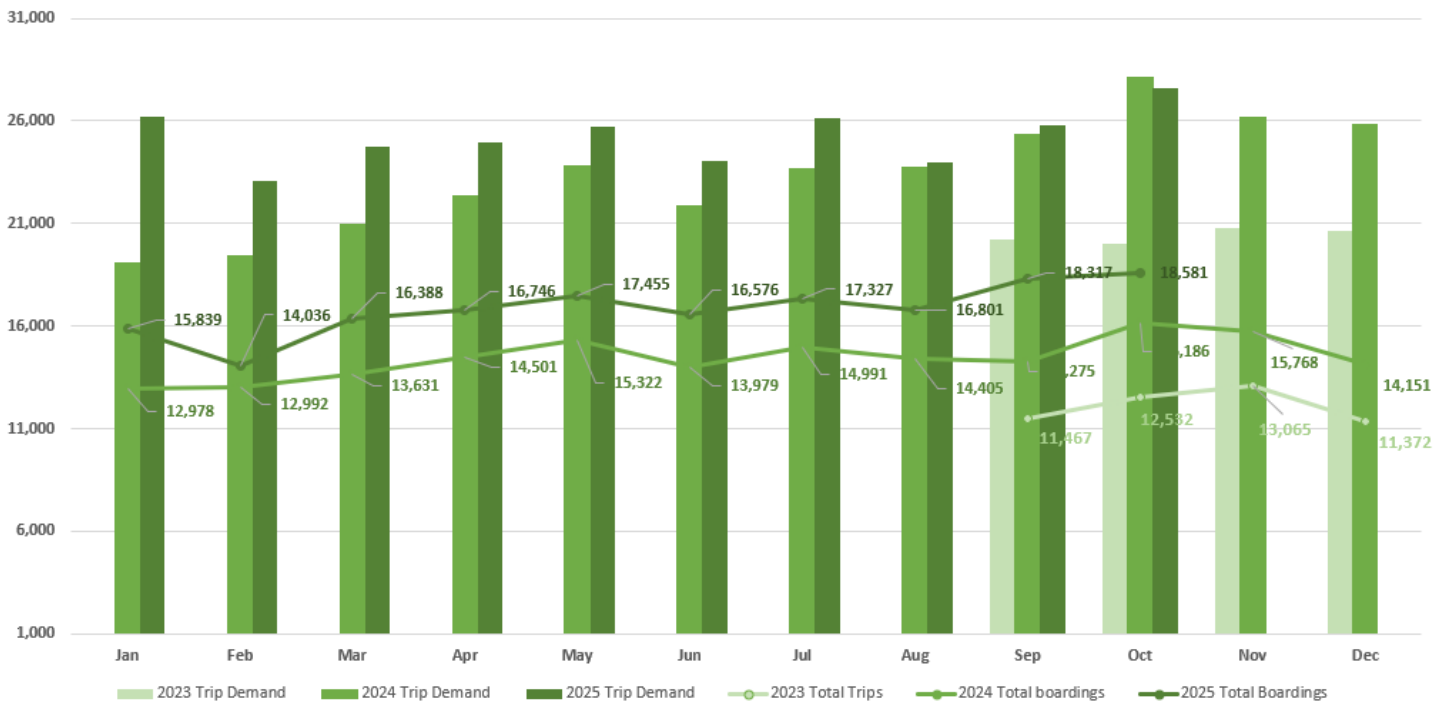
|                       |              | OCT 2025 | YTD 2025 |
|-----------------------|--------------|----------|----------|
| U<br>R<br>B<br>A<br>N | Uxbridge     | 609      | 5,842    |
|                       | Scugog       | 429      | 4,574    |
|                       | Pickering    | 752      | 7,244    |
|                       | Ajax         | 865      | 7,613    |
|                       | Whitby       | 1,694    | 16,967   |
|                       | Oshawa       | 2,311    | 17,797   |
|                       | Clarington   | 1,505    | 16,182   |
|                       | Toronto-York | -        | 41       |

## On Demand Specialized Trip Service Areas Breakdown

|                       |            | OCT 2025 | YTD 2025 |
|-----------------------|------------|----------|----------|
| R<br>U<br>R<br>A<br>L | Uxbridge   | 42       | 309      |
|                       | Brock      | 72       | 622      |
|                       | Scugog     | 73       | 837      |
|                       | Pickering  | 51       | 389      |
|                       | Ajax       | 1        | 2        |
|                       | Whitby     | 133      | 1,185    |
|                       | Oshawa     | 10       | 85       |
|                       | Clarington | 172      | 1,662    |

|                       |              | OCT 2025 | YTD 2025 |
|-----------------------|--------------|----------|----------|
| U<br>R<br>B<br>A<br>N | Uxbridge     | 179      | 1,427    |
|                       | Scugog       | 99       | 1,118    |
|                       | Pickering    | 1,817    | 17,983   |
|                       | Ajax         | 3,363    | 29,983   |
|                       | Whitby       | 3,586    | 31,029   |
|                       | Oshawa       | 5,111    | 46,699   |
|                       | Clarington   | 1,135    | 10,324   |
|                       | Toronto-York | 414      | 3,328    |

## On Demand Specialized Transit Boardings



### 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 30,034 in October, including 18,581 boardings for customers registered with Specialized transit. Year to date boardings for customers registered with Specialized transit are approximately 17 per cent higher than 2024, and boardings by other On Demand customers approximately four per cent higher than 2024.

Through October in 2025, there have been 247,952 boardings, including 217,951 in urban centres, and 30,001 boardings in rural areas. Within urban centres, 141,691 boardings (65 per cent) were customers registered with specialized transit, and 76,260 boardings by other On Demand customers. In rural areas, 5,091 trips (17 per cent) were customers registered with specialized transit, and 24,910 boardings by other On Demand customers.

Compared to 2024 and through October, total boardings has increased over 11 per cent, including 12 per cent in urban centres, and eight per cent in rural areas. Within urban centres, boardings for customers registered with specialized transit has increased by 16 per cent, and four per cent by other on Demand customers. In rural areas, boardings by customers registered with specialized transit increased by 20 per cent, and six per cent for other On Demand customers.

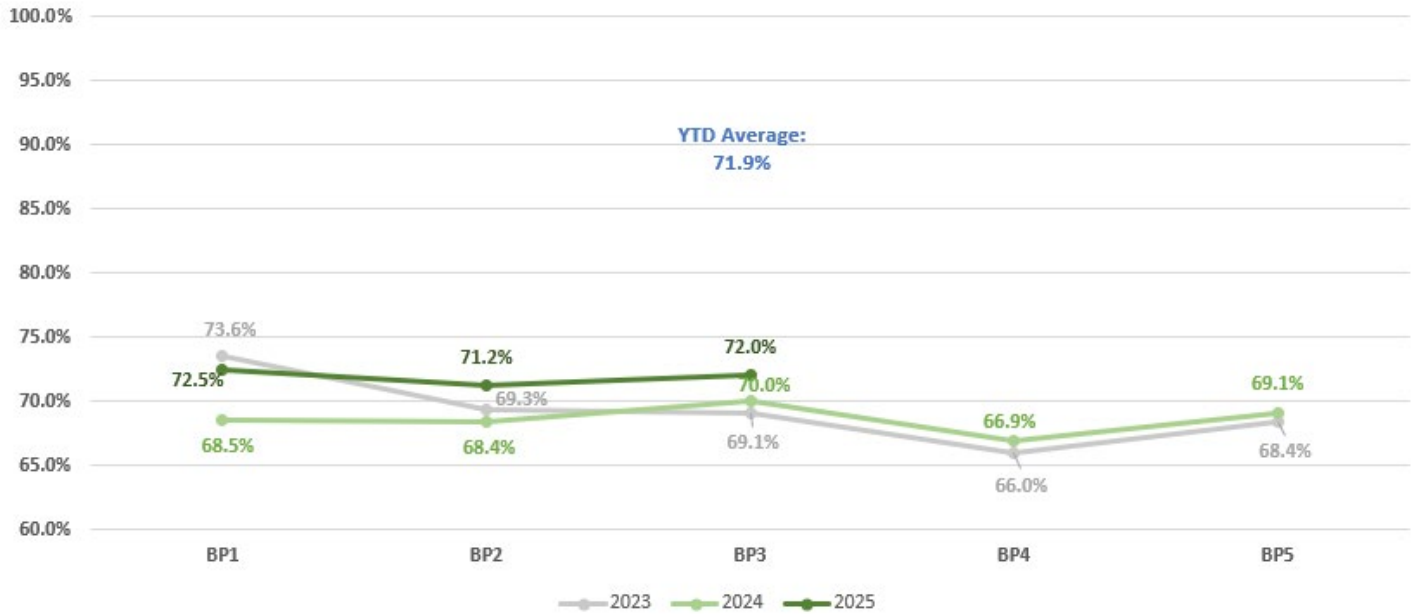
## **Action Plan**

Several revisions to the scheduled network are being implemented through 2025, beginning with the service change on May 5, 2025. These changes have enabled existing On Demand resources to be redeployed to areas of greatest demand and improve capacity to deliver more customer trips. The annual 11,000 growth service hours have been fully implemented into weekly service levels.

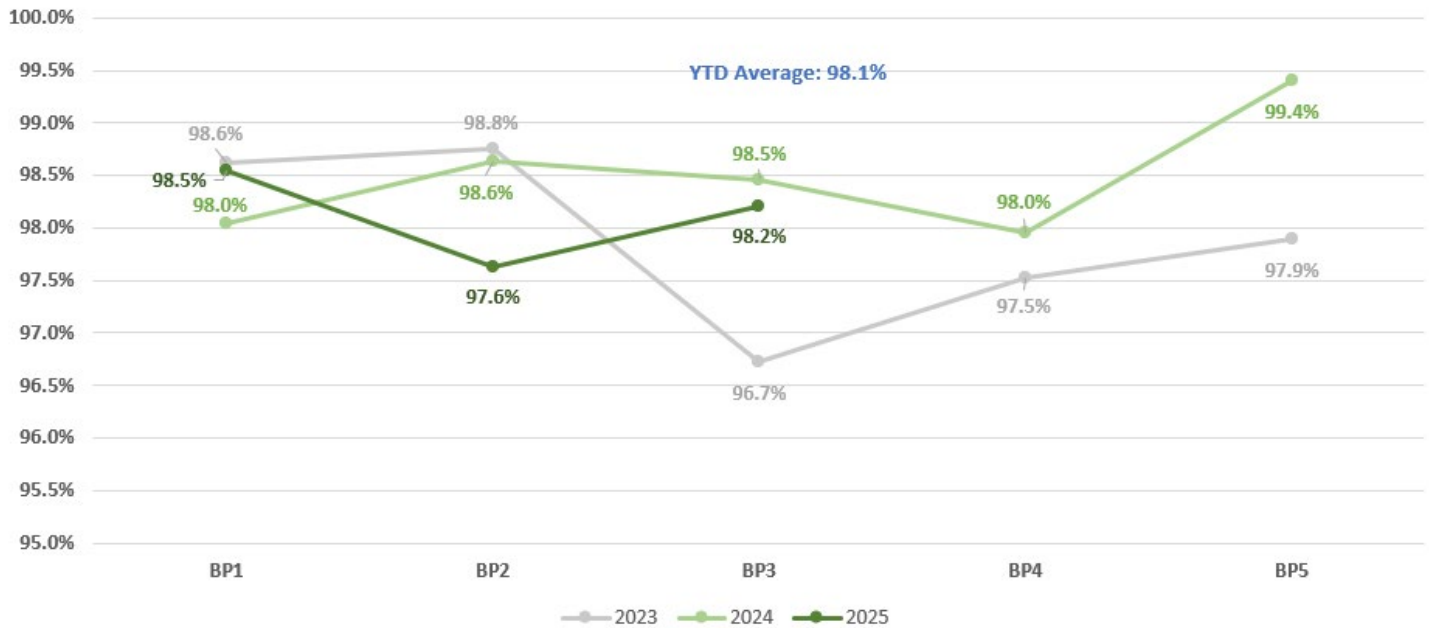
# Service Delivery

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

## **Results/Analysis**

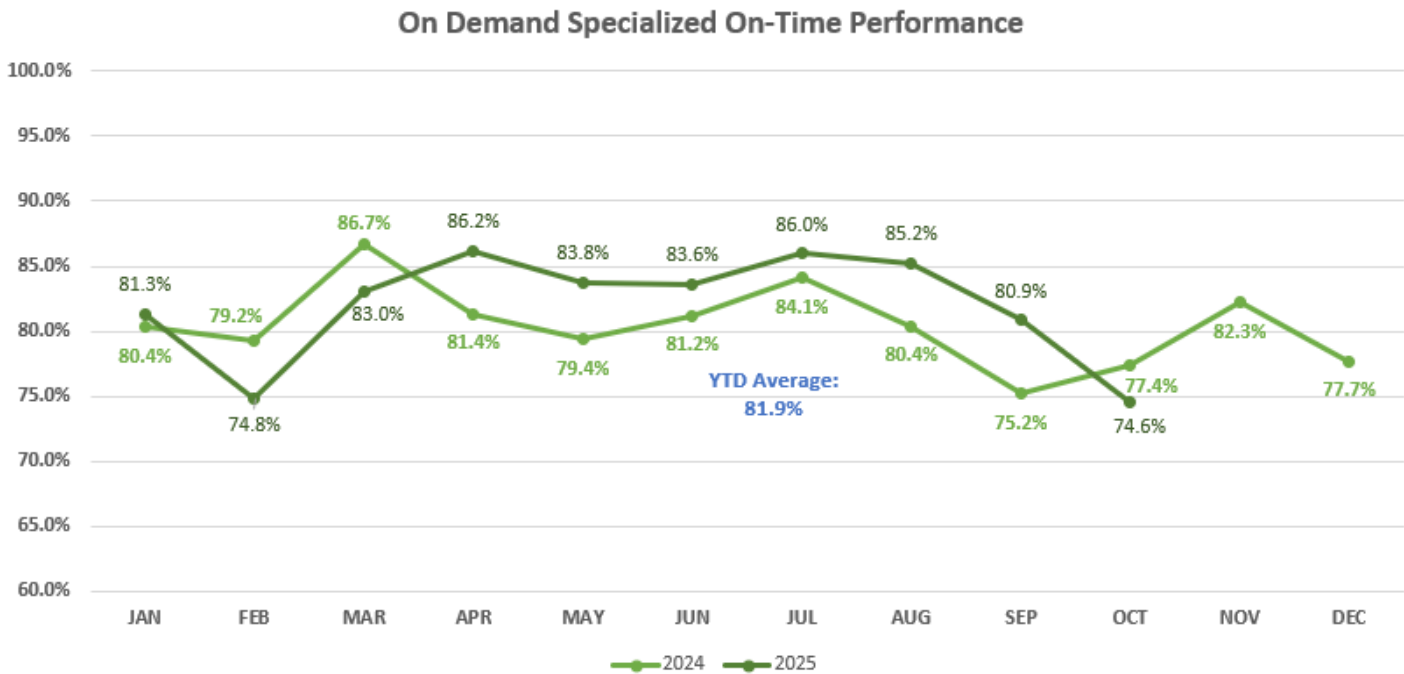
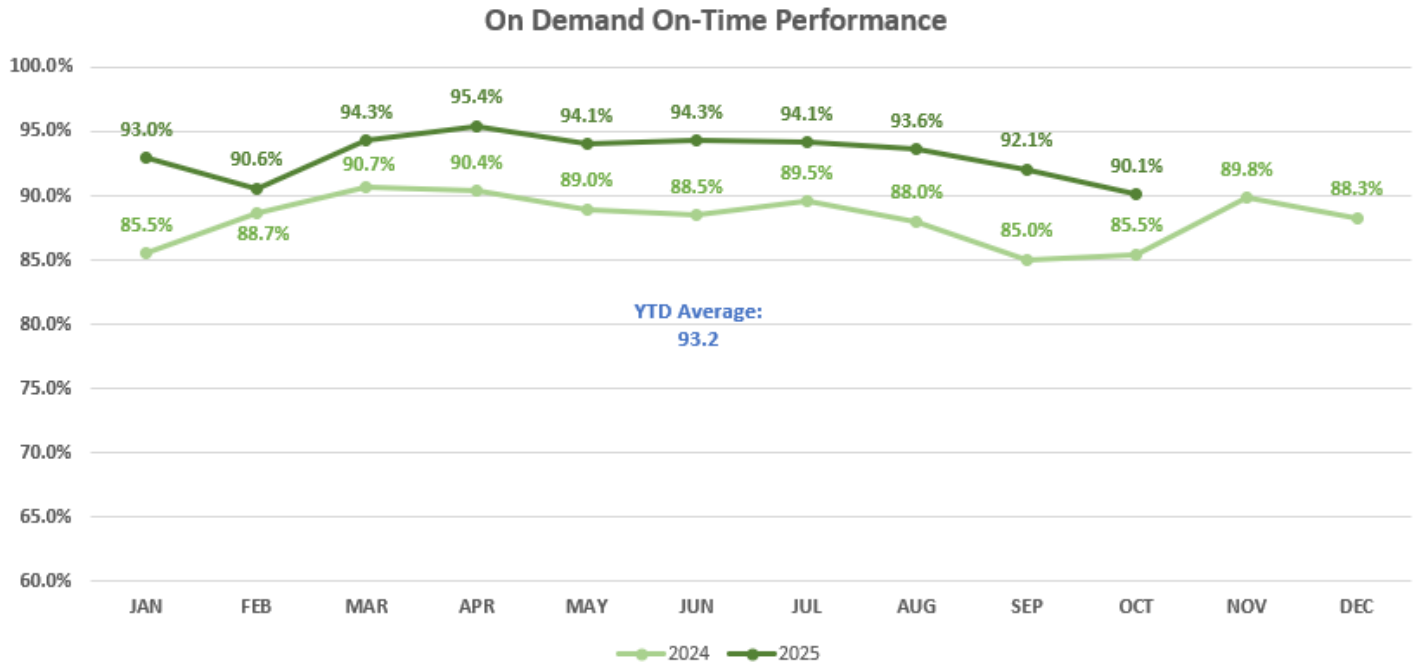
OTP for Service Period 3 (June 23, 2025 – August 31, 2025) was 72.0 per cent, up from 70 per cent in 2024, but consistent with 2025 Service Periods 1 and 2. Congestion on main traffic corridors continues to impact the transit network, with Service Availability for Service Period 3 at 98.2 per cent, a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

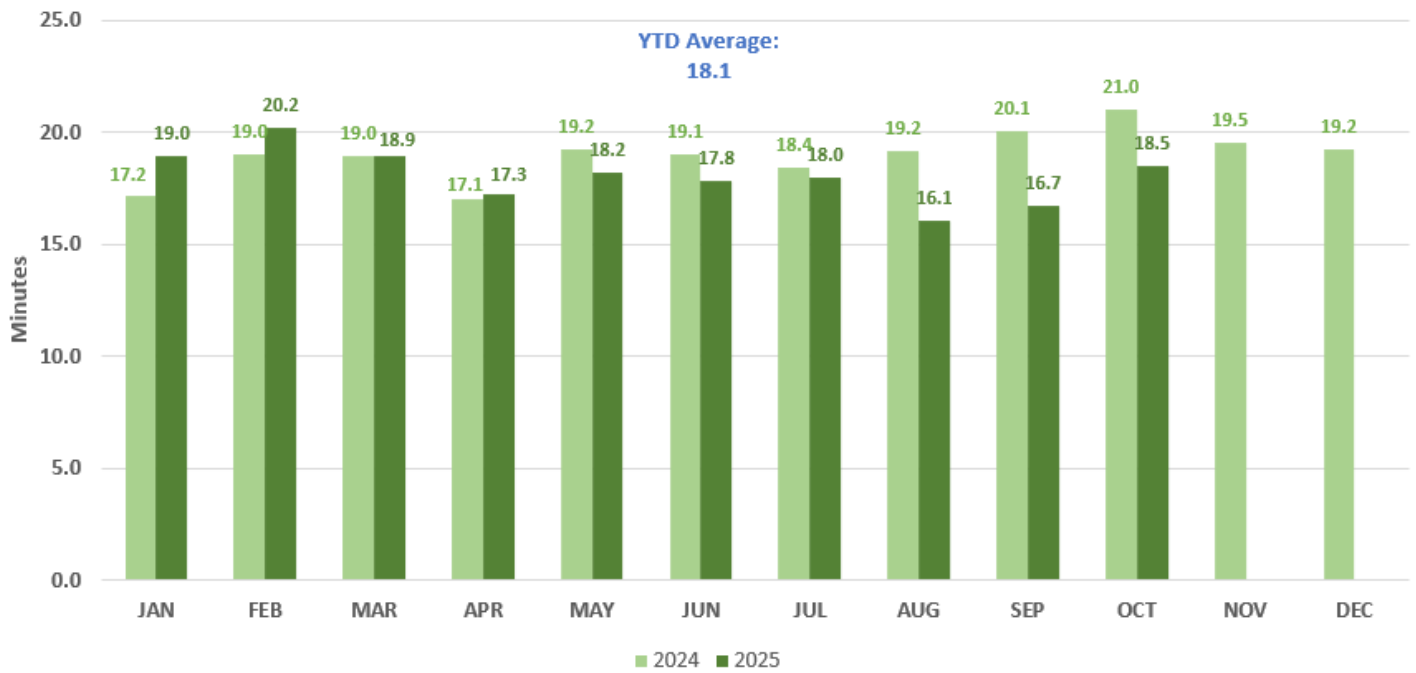
OTP – Demand Response for October was 74.6 per cent for specialized boardings, and 90.1 per cent for other On Demand boardings. DRT is reviewing and will report back on the emerging declining OTP trend.

**Action Plan**

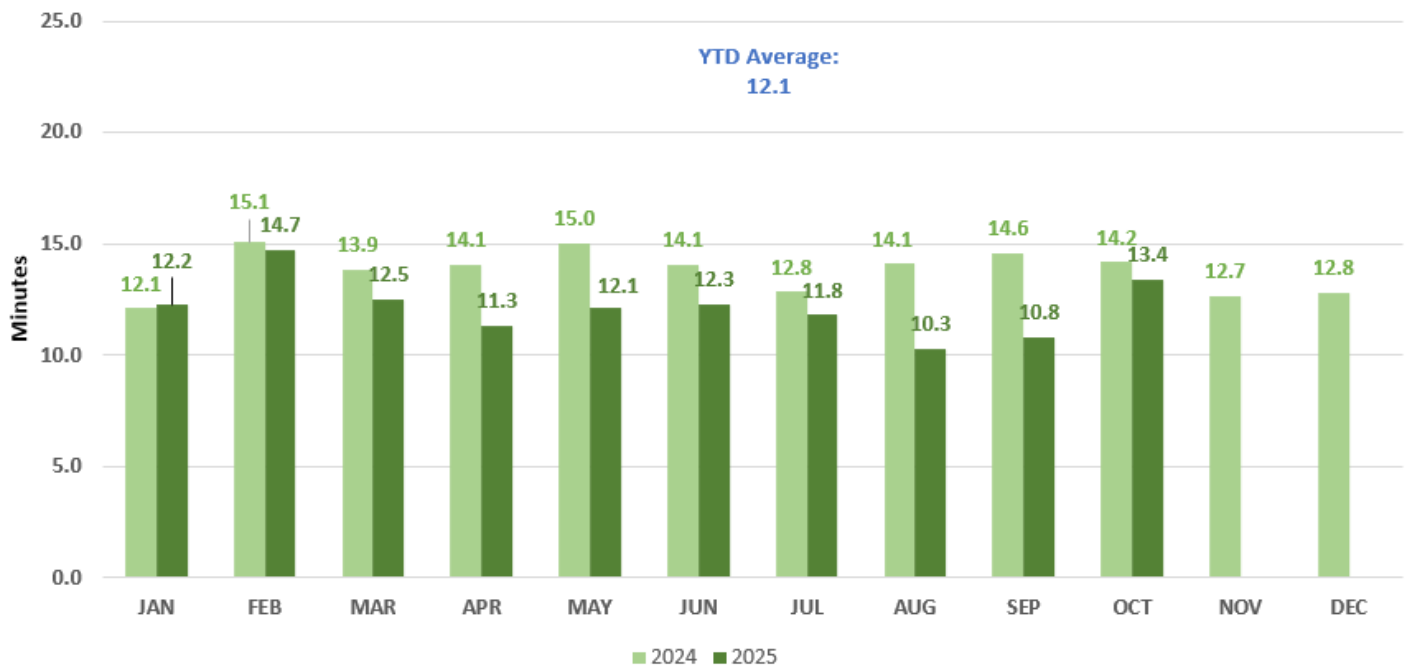
Staff continue to monitor service performance and system parameters to maximize performance of the On Demand network.

# Service Availability (Demand Responsive)

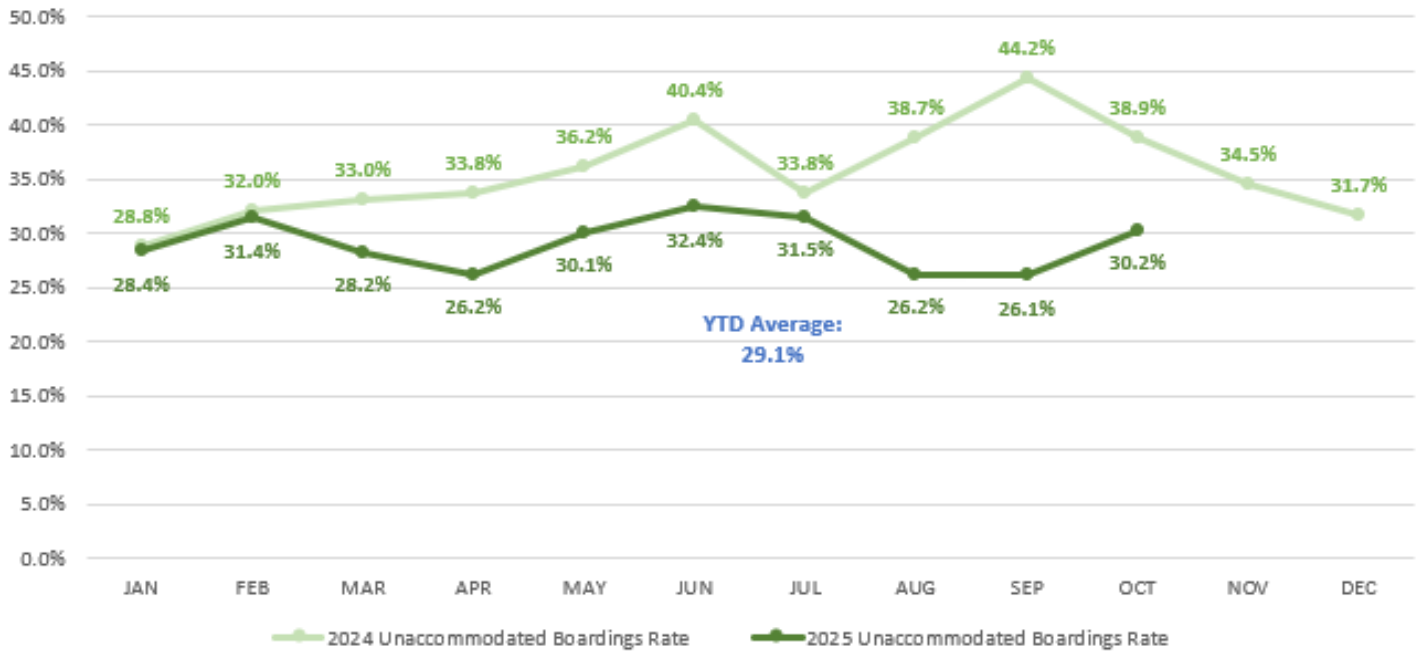
On Demand Average Difference in Requested Trip Time vs. Booked Trip Time



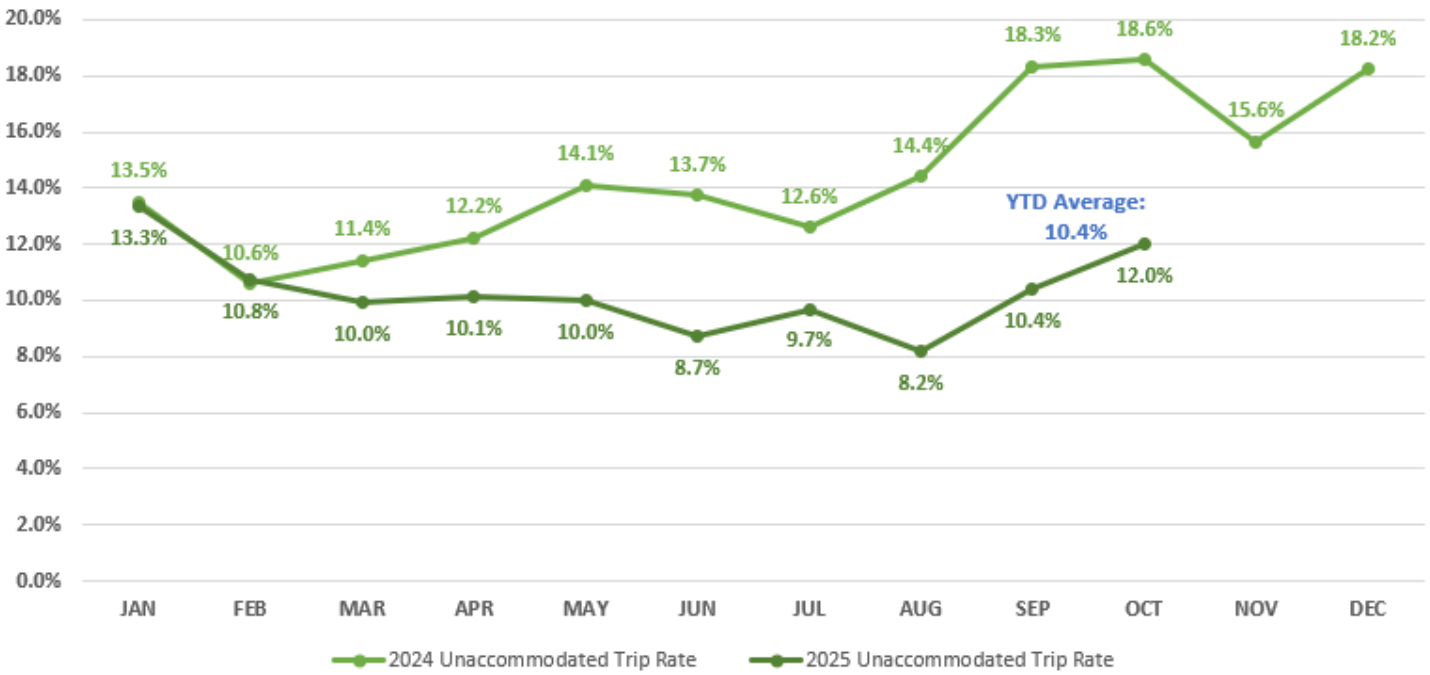
On Demand Specialized Average Difference in Requested Trip Time vs. Booked Trip Time

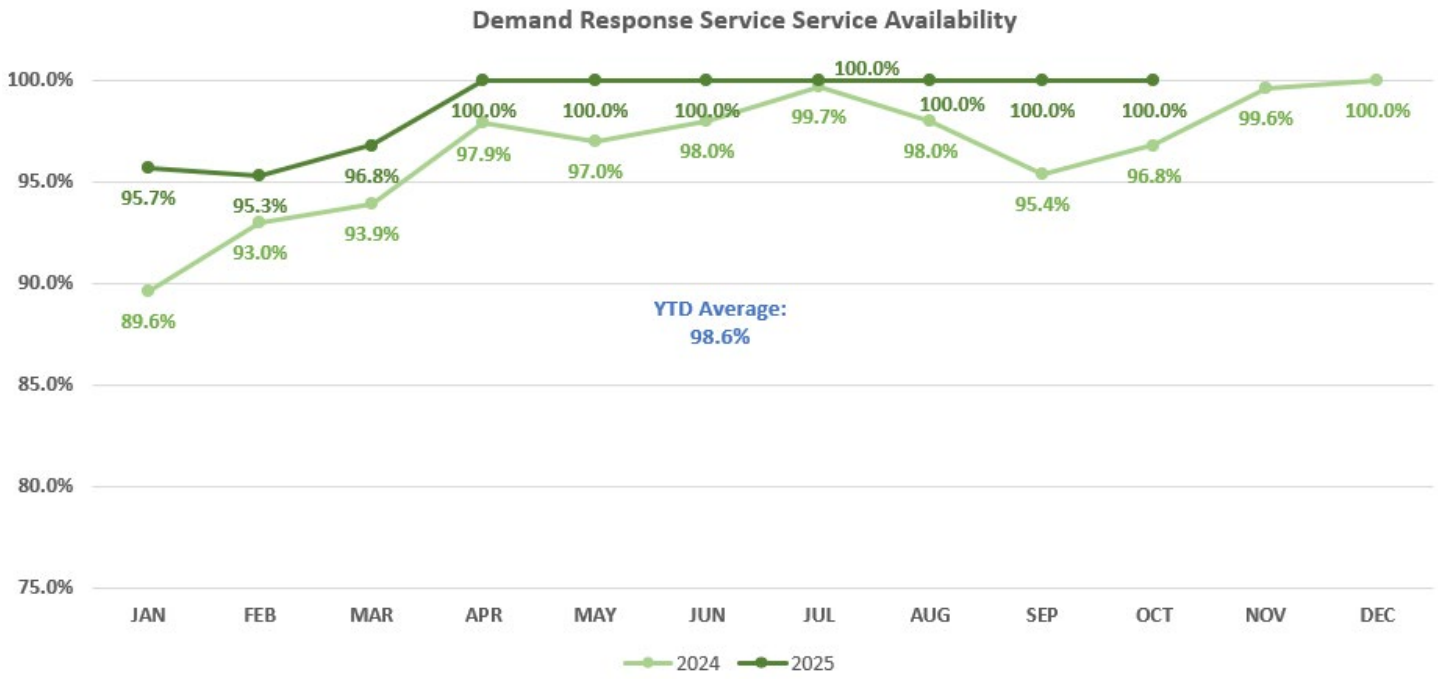


### On Demand Unaccommodated Boardings Rate



### On Demand Specialized Service Unaccommodated Trip 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 October of On Demand Specialized boardings transit was 13.4 minutes, and 18.5 minutes for other On Demand boardings.

Unaccommodated Rate

The unaccommodated rate in October for On Demand Specialized boardings was 12.3 per cent and 30.2 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 October 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.

# Updates

## 1. DRT night with Oshawa Generals

On Sunday, November 9, 2025, Durham Region Transit proudly sponsored the Oshawa Generals' Remembrance-themed home game, taking part in the ceremonial puck drop to honour veterans and currently serving members of the Canadian Armed Forces. TEC Chair Marilyn Crawford was joined by DRT Ambassadors Kamika, Chris, and Holly for the pre-game puck drop. During the game, DRT ambassadors met with fans on the concourse at Section 116, sharing travel information and promoting fare-free service for veterans and active CAF members, as well as the Hidden Disabilities Sunflower program. A unique commercial and cup-stuffer Remembrance Day items were also created for this event, highlighting DRT's ongoing commitment to honouring those who serve.



## 2. Whitby Mayor Community Safety Roundtable Event

On November 5, 2025, DRT participated in a Whitby Community Safety Roundtable hosted by Mayor Roy. The event focused on youth and initiatives to make roads safer for youth travel. Representatives from the Town of Whitby, school boards, police, and student groups were present. Presentations were made on improving the active transportation network, traffic calming plans, speed enforcement, and traffic coordination among the Region and the Town of Whitby. DRT presented on the design of the bus network is designed, considerations and decisions for safely locating bus stops, transit programs targeting youth, and DRT's travel training program.

Through this Roundtable, DRT networked with various stakeholders and connected DRT's Engagement Team with students and the Durham District School Board to plan future engagement sessions and further promote DRT services and public transit to youth in the region.

### 3. 2026 Service Plan

Based on the approved budget guidelines, DRT has planned to introduce several service enhancements in 2026. As summarized in the separate presentation, the major themes for the 2026 service plan are as follows.

**Service availability:** Service at more times of the day on major routes

**Employment areas:** Connecting more residents to jobs

**New growth areas:** Service to newly occupied developments

**Consistent service:** Operating the same routing during all days of the week

**Service adjustments:** Making adjustments based on customer feedback and evolving travel conditions

### 4. Federal Budget 2025 and Canadian Public Transit Fund

The Federal government presented Budget 2025 on Tuesday, November 4, 2025. Specific to public transit, the budget proposes to reallocate funds from the current Canada Public Transit fund (CPTF) to a new Building Communities Strong Fund (BCSF). The new BCSF is planned to provide \$51 billion in infrastructure funding over 10 years starting in 2026-27 from repurposed funding, and \$3 billion per year ongoing in new funding.

Some uncommitted funding from the Metro Regional Agreements (MRA) and Direct Delivery streams of the CPTF will be reallocated to the new BCSF. The exact amount of CPTF funding being reallocated to the BCSF is not yet known.

At this time it's understood that the Baseline Stream of the CPTF will remain intact. Through this stream, DRT was approved to receive approximately \$5.3 million annually over the 10 year program, starting in 2026. DRT and the Region are working through the process towards a funding agreement.

The details of the other two CPTF streams, the Metro Region Agreement (\$2 billion annually) and Direct Delivery (\$500 million annually) streams, is not yet known.

The BCSF is expected to continue to support transit projects, along with other types of local infrastructure. It is unclear if a dedicated stream for transit will exist, or if transit projects will need to compete with other infrastructure types.

### 5. Public transit service in Durham

From time to time, vendors come forward with new transit technologies and services, often connecting directly with representatives from local municipalities within Durham. DRT operates Regional transit exclusively within the jurisdiction of the Region of Durham. Transit was amalgamated in Durham by virtue of passage of By-law 85-2004, the implication of which was all local municipalities transferred their jurisdiction to Durham, and the Region of Durham became the municipality with the exclusive jurisdiction to operate public transit. The jurisdictional transfer was done pursuant to s. 189 of the Municipal Act. Subsequent transit by-laws have been passed that establishes the Transit Commission and the Transit Executive Committee (TEC).

The implication of this transfer is that public transit services can operate only under the jurisdiction of the Region of Durham. Vendors are encouraged to contact Durham Region Transit directly to discuss their transit technologies and services.

## **6. PRESTO (Payments) updates and status**

Progress continues on the work to transform the PRESTO system to bring new and enhanced capabilities to customers and transit agency clients. The Payments team has been moving steadily forward with the PRESTO Transition Program to shift from a primary contract to a multi-contract vendor model. Working on the foundation laid by the PRESTO Procurement Program completed in late 2024, the team has established a dedicated program office with a comprehensive governance structure to ensure timely decision-making and effective management of program phases and projects. The team is working closely with internal and external stakeholders, including transit agency representatives embedded in the program, to deliver successful program outcomes, ensuring service quality is optimized and customer experience is seamless throughout the transition.

Recent milestones include the completion of the first of four phases of the program, which focused on transitioning the Service Integration and Management system to a new vendor and the foundational work needed to support the new Automated Fare Collection System along with the System Integration Services.

A phased approach allows for a manageable transition and introduction to new services for customers, transit agencies, vendors, and Metrolinx. It further balances schedule and change management, while also accounting for product/technology and service dependencies, and legacy vendor integration that continues beyond 2025.

PRESTO continues to advance its transition from a single-vendor model to a multi-vendor environment to support more modern, flexible, and customer-focused services. Recent milestones include successful updates to the back-end system and PRESTO devices, deployed over two weekends in September, to prepare for card conversions to the new system. Work is also underway to transition PRESTO customer support to Metrolinx's Integrated Contact Centre, which currently serves GO Transit and UP Express customers. The team is also preparing enhancements to PRESTO's digital channels, including a refreshed PRESTO App and Website, scheduled to launch in 2026. These efforts represent meaningful progress toward building a more resilient and customer-oriented fare payment system for the region.