



Transit Executive Committee Agenda

Council Chambers
Regional Headquarters Building
605 Rossland Road East, Whitby

Wednesday, October 2, 2019

1:30 PM

1. Declarations of Interest

2. Adoption of Minutes

- A) Durham Region Transit Executive Committee meeting –
[June 5, 2019](#) Pages 3-9
- B) Emergency Durham Region Transit Executive
Committee meeting – [July 11, 2019](#) Pages 10-11
- C) Closed Durham Region Transit Executive Committee meeting –
July 11, 2019 Under Separate Cover

3. Delegations

There are no delegations to be heard

4. Presentations

5. Correspondence

6. Reports

- A) Acting General Manager's Report – October 2019
([2019-DRT-15](#)) Pages 12-29
- B) Update on DRT Kids Ride Free Incentive Pilot Program
([2019-DRT-16](#)) Pages 30-39
- C) Durham Region Transit Budget Status Report to August
31, 2019 and Full Year Forecast ([2019-DRT-17](#)) Pages 40-44
- D) Metrolinx Extension of Maintenance Support Agreement
for PRESTO Equipment ([2019-DRT-18](#)) Pages 45-47

7. Advisory Committee

7.1 Durham Region Transit Advisory Committee Minutes

A) Transit Advisory Committee meeting – [May 21, 2019](#) Pages 48-54

B) Transit Advisory Committee meeting – [September 17, 2019](#) Pages 55-59

7.2 Durham Region Transit Advisory Committee Resolutions

A) Appointment to TAC of Two Members at Large Page 60

Recommendation: Motion to Appoint

8. Confidential Matters

There are no confidential matters to be considered

9. Other Business

10. Date of Next Meeting

Wednesday, November 6, 2019 at 1:30 PM

11. Adjournment

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The Regional Municipality of Durham

MINUTES

DURHAM REGION TRANSIT EXECUTIVE COMMITTEE

Wednesday, June 5, 2019

A regular meeting of the Durham Region Transit Executive Committee was held on Wednesday, June 5, 2019 in the Council Chambers, Regional Headquarters Building, 605 Rossland Road East, Whitby, Ontario at 1:30 PM

Present: Commissioner Barton, Vice-Chair
Commissioner Anderson
Commissioner Bath-Hadden
Commissioner Carter
Commissioner Drew attended the meeting at 1:37 PM
Commissioner Mulcahy attended the meeting at 1:36 PM
Commissioner Pickles
Regional Chair Henry

Also

Present: Commissioner Wotten

Absent: Commissioner Collier, Chair

Staff

Present: E. Baxter-Trahair, Chief Administrative Officer
V. Patterson, General Manager, Durham Region Transit
J. Austin, Deputy General Manager, Business Services, Durham Region Transit
C. Boyd, Solicitor, Corporate Services – Legal Services
W. Holmes, Deputy General Manager, Operations, Durham Region Transit
R. Inacio, Systems Support Specialist, Corporate Services – IT
A. McKinley, Deputy General Manager, Maintenance, Durham Region Transit
C. Norris, Manager, Customer Experience, Durham Region Transit
K. O'Brien, Director, Income & Employment Support, Social Services Department
S. Pollock, Communication Coordinator, Durham Region Transit
C. Tennisco, Committee Clerk, Corporate Services – Legislative Services

Commissioner Barton, Vice-Chair, chaired the meeting in the absence of Commissioner Collier, Chair.

1. Declarations of Interest

There were no declarations of interest.

2. Adoption of Minutes

Moved by Regional Chair Henry, Seconded by Commissioner Bath-Hadden, (34) That the minutes of the regular Durham Region Transit Executive Committee meeting held on Wednesday, May 8, 2019, be adopted.

CARRIED

3. Delegations

There were no delegations to be heard.

4. Presentations

4.1 Vincent Patterson, General Manager, Durham Region Transit, Re: Update

Vincent Patterson, Durham Region Transit, provided a PowerPoint presentation update on Durham Region Transit (DRT). A copy of the presentation was provided in the Agenda.

Highlights of the presentation included:

- Conventional Ridership is up 1.2 percent above last year's, and 2.2 percent above Budget Target
- Changes in Ridership, by Type: every DRT market segment sees year-to-date ridership increases except Adults
- Bus Full Occurrences
- DRT's annual service planning cycle

V. Patterson provided an update on staff's participation at the Ajax Accessibility Awareness Fair events to focus on DRT's initiatives for accessible transit in Durham Region.

K. O'Brien responded to questions regarding a low income pass for Ontario Disability Support Program (ODSP) and Ontario Works (OW) recipients; the potential for activity-based, limited funding from the Ministry of Children, Community and Social Services to assist with these costs along with Income and Employment support programs; and the opportunities to move Specialized transit clients onto conventional bus services.

V. Patterson responded to questions regarding re-introducing the bulk school board rate for a Student pass program; DRT services for students inside / outside the 3.2 kilometre school zone; and the Durham District School Board's (DDSB) bus transportation timelines. He advised that staff is actively pursuing conversations with the DDSB regarding Youth transit fare incentives.

Commissioner Carter requested that DRT staff meet with the Oshawa Accessibility Advisory Committee to ensure full inclusion on upcoming DRT service changes; and

if DRT could build on the transit needs for residents living in the Durham Region “Priority Neighbourhoods” areas.

Discussion ensued regarding garbage collection at the Durham Region Transit (DRT) bus stops and the installation of garbage receptacles; and if the potential exists for the local area municipalities to oversee the provision of garbage receptacle installations, maintenance and collection of the garbage at the DRT bus stops within their community.

4.2 Christopher Norris, Manager, Customer Experience, Durham Region Transit. re: 2020 Service Priorities

Christopher Norris, Durham Region Transit, provided a PowerPoint presentation on Durham Region Transit’s 2020 Service Priorities. A copy of the presentation was provided in the Agenda.

Highlights of the presentation included:

- 2016 – 2020 Service Strategy
 - Annual change in boardings and revenue hours
- 2020 Service Priorities: Engagement – annual PICs
 - What we heard
 - Connecting to the GO Train
 - Growth and Employment
 - Frequent Network
 - Rural Service Review
- Planning for 2021 – 2025
 - Focus
 - Future public engagement

V. Patterson and C. Norris responded to questions regarding the timelines for a DRT transit services in the new Seaton development area located in the City of Pickering; the Rouge Hill DRT service frequency; DRT’s strategy in response to Metrolinx’s GO Bus reductions to their Route 81 service in the northern municipalities, and the Route 90 service between Oshawa and Newcastle; and the opportunity for DRT bus service between Oshawa and the Municipality of Clarington.

Discussion ensued regarding eliminating the Route 302 one-way loop service in Brooklin as it is problematic; and any opportunities for two-way loop service in and out of North Whitby. C. Norris advised that in September DRT will be expanding the Route 304 services to provide two-way service into Brooklin.

Discussion also ensued regarding the Region's preferred option for the Bowmanville GO Train extension being on the Canadian Pacific (CP) line, via the Oshawa, Courtice and Bowmanville stations located on the north side of Highway 401.

5. Correspondence

There were no correspondence items to be considered.

6. Reports

A) Radio Communications System: One Year Extension of Contract with Metrolinx (2019-DRT-10)

Report #2019-DRT-10 from V. Patterson, General Manager, Durham Region Transit, was received.

Moved by Commissioner Carter, Seconded by Commissioner Drew,
(35) That the negotiation of a one-year extension from January 1, 2020 to December 31, 2020 to the existing contract with Metrolinx for Durham Region Transit (DRT) to continue to use Metrolinx's radio communication systems, be approved, at an estimated annual operating cost of \$310,000 to be financed from DRT's 2020 annual Business Plans and Budgets.

CARRIED

A similar report will be considered by the Finance & Administration Committee on June 11, 2019 and presented to Regional Council on June 26, 2019.

B) Multi-Year Governance Agreement for Joint Procurements Facilitated by Metrolinx (2019-DRT-11)

Report #2019-DRT-11 from V. Patterson, General Manager, Durham Region Transit, was received.

Moved by Commissioner Carter, Seconded by Commissioner Drew,
(36) A) That Durham Region Transit (DRT), subject to Council authorizing the appropriate contract execution, participate in joint competitive Request for Proposals (RFP) for the procurement of transit related vehicles, equipment, technologies, facilities and related supplies and services in conjunction with Metrolinx and other participating transit agencies in the province for a five-year period beginning in 2019 and ending 2024, with an option to renew until 2029; and

B) That to meet Metrolinx's requirements, the Deputy General Manager, Maintenance, or a designate, be DRT's representative in the process.

CARRIED

A similar report will be considered by the Finance & Administration Committee on June 11, 2019 and presented to Regional Council on June 26, 2019.

C) Durham Region Transit Automated Shuttle Pilot (2019-DRT-12)

Report #2019-DRT-12 from V. Patterson, General Manager, Durham Region Transit, was received.

Moved by Commissioner Carter, Seconded by Commissioner Drew,
(37) That the General Manager of Durham Region Transit, be authorized to work with Regional staff partners to:

- i) Further discussions with Pacific Western Transportation on potential development of an automated shuttle demonstration pilot;
- ii) Identify and pursue funding sources to enable pilot deployment including other orders of government and in-kind and/or funding contributions from public and private sector partners; and
- iii) Report back to the Transit Executive Committee for approval of the terms of the pilot, including timelines, risk management, contract and funding arrangements with all contributing partners as necessary.

CARRIED

D) Policy regarding Surveillance System in DRT Vehicles (2019-DRT-13)

Report #2019-DRT-13 from V. Patterson, General Manager, Durham Region Transit, was received.

Moved by Commissioner Carter, Seconded by Commissioner Drew,
(38) That the revised policy as detailed in Attachment #1 to Report #2019-DRT-13 regarding the Surveillance System in DRT Vehicles, effective June 6, 2019, be approved.

CARRIED

E) Low Income Transit Assistance Program (LTAP) Pilot (2019-DRT-14)

Report #2019-DRT-14 from V. Patterson, General Manager, Durham Region Transit, was received.

At the request of the Committee, V. Patterson reviewed the key components of the Low Income Transit Assistance Program (LTAP) pilot. He advised that an electronic PRESTO Card, with a capped e-purse solution, will replace the Access Pass; eligibility will be open to ODSP as well as OW recipients; and the recipients will be eligible for unlimited travel after 14 single Adult fare paid trips. He explained that the PRESTO card must be registered for the low income concession; the \$6.00 PRESTO acquisition fee will be waived for the first card; that a customer would pay \$44.80 to reach the unlimited travel level, being \$1.20 less than the current \$46.00 monthly cost of an Access pass and, a 62 percent discount on the monthly Adult pass; and any unused portion can be carried forward to the next month.

K. O'Brien responded to questions regarding assisting the non-recipients of Ontario Disability Support Program (ODSP) and Ontario Works (OW) including the unsheltered residents, to access DRT services; and opportunities to reach out to the Primary Care Outreach Pilot (PCOP) team to assist with providing access to Low Income Transit Assistance Program (LTAP) for the homeless residents.

V. Patterson and K. O'Brien advised that at the onset of the pilot program, a DRT customer representative and PRESTO machine will be available at the Durham Region Social Services office at 200 John Street West, in the City of Oshawa.

Moved by Commissioner Carter, Seconded by Commissioner Drew,

(39) That the General Manager of Durham Region Transit (DRT) be authorized to implement the Low Income Transit Assistance Program (LTAP) pilot, subject to the following:

- A) That effective November 1, 2019 and for the duration of the pilot up to March 31, 2021, the current Access pass be replaced with a special concession on the PRESTO card providing unlimited free trips on DRT in any given month after 14 trips have been paid for at the PRESTO Adult fare in the same month;
- B) That the eligibility for this Low Income Transit Assistance Program (LTAP) pilot be open to all social assistance beneficiaries of the Ontario Disability Support Program and Ontario Works;
- C) That \$30,000 for the provision of free PRESTO cards to program participants be funded from within DRT's approved 2019 budget for ridership incentive initiatives; program revenue impacts be monitored and reported in subsequent budget status reports; and DRT to include all 2020 pilot costs in its 2020 budget submission; and
- D) That DRT and Durham Social Services, in collaboration with Finance, report back through the 2021 budget process on LTAP pilot uptake and proposed modifications as the case may be, including potential pilot expansion to cover additional low income residents of Durham Region.

CARRIED

7. Advisory Committee Resolutions

There were no Advisory Committee resolutions to be considered.

7.1 Durham Region Transit Advisory Committee

There were no Transit Advisory Committee resolutions to be considered.

8. Confidential Matters

There were no confidential matters to be considered.

9. Other Business

9.1 Metrolinx PRESTO Agreements and Administrative Costs

V. Patterson responded to questions regarding opportunities to revisit the Metrolinx PRESTO Agreements costs; and the \$6.00 PRESTO Card administration fee.

9.2 Request for Durham Region Transit Services in the Lake Road Industrial area in the Municipality of Clarington

Discussion ensued regarding the rapid growth in the Lake Road industrial area within the Municipality of Clarington.

The Regional Chair asked that staff look at building upon the existing DRT transit services to support these businesses, in the Lake Road growth areas, during the peak hours.

10. Date of Next Meeting

The next regularly scheduled Durham Region Transit Executive Committee meeting will be held on Wednesday, September 4, 2019 at 1:30 PM in the Lower Level Boardroom (LL-C), Regional Headquarters Building, 605 Rossland Road East, Whitby.

11. Adjournment

Moved by Regional Chair Henry, Seconded by Commissioner Pickles,
(40) That the meeting be adjourned.

CARRIED

The meeting adjourned at 2:32 PM

Respectfully submitted,

D. Barton, Vice-Chair

C. Tennisco, Committee Clerk

If this information is required in an accessible format, please contact 1-800-372-1102 ext. 2097.

The Regional Municipality of Durham

MINUTES

DURHAM REGION TRANSIT EXECUTIVE COMMITTEE

Thursday, July 11, 2019

An emergency meeting of the Durham Region Transit Executive Committee was held on Thursday, July 11, 2019 in Meeting Room 1-A, Regional Headquarters Building, 605 Rossland Road East, Whitby, Ontario at 8:01 AM

Present: Commissioner Collier, Chair
Commissioner Barton, Vice-Chair
Commissioner Anderson
Commissioner Bath-Hadden
Commissioner Carter
Commissioner Drew
Commissioner Mulcahy
Regional Chair Henry

Absent: Commissioner Pickles

Staff

Present: E. Baxter-Trahair, Chief Administrative Officer
D. Beaton, Commissioner of Corporate Services
J. Hunt, Director of Legal Services
R. Walton, Regional Clerk, Corporate Services – Legislative Services

1. Declarations of Interest

There were no declarations of interest.

2. Confidential Matters – Discussion Regarding Identifiable Individual(s)

Moved by Commissioner Barton, Seconded by Commissioner Carter,
(41) That the meeting be closed to the public in order to discuss personal matters about an identifiable individual.

CARRIED

(Refer to the Closed meeting minutes of July 11, 2019)

Commissioner Collier advised that during the closed meeting session there was an exchange of information between Committee members and staff pertaining to an identifiable individual. In the closed meeting, direction was given to staff.

Moved by Commissioner Mulcahy, Seconded by Commissioner Bath-Hadden,
(42) That the Transit Executive Committee ratify the direction given to staff during the closed meeting.

CARRIED

3. Adjournment

Moved by Commissioner Carter, Seconded by Commissioner Anderson,
(43) That the meeting be adjourned.

CARRIED

The meeting adjourned at 8:16 AM

Respectfully submitted,

S. Collier, Chair

R. Walton, Regional Clerk

If this information is required in an accessible format, please contact 1-800-372-1102 ext. 3702



Durham Region Transit Report

To: Durham Region Transit Executive Committee
From: General Manager, Durham Region Transit
Report: [#2019-DRT-15](#)
Date: October 2, 2019

Subject:

Acting General Manager's Report – October 2019

Recommendation:

That the Durham Region Transit Executive Committee recommends:

That this report be received for information.

Report:

1. Purpose

1.1 This report will be submitted at each Transit Executive Committee (TEC), for information.

2. Background

2.1 The General Manager Report will replace the verbal presentation provided at previous TEC meetings and is intended to provide regular updates on key performance measures and updates on current activities and transit issues in Attachment #1.

3. Financial

3.1 The General Manager's Report focuses mainly on performance and service standards. There are no financial impacts associated with TEC's receipt of this report.

4. Attachment

Attachment #1: General Manager's Report – October 2019

Respectfully submitted,

Original Signed by:

Bill Holmes
Acting General Manager, DRT

Recommended for Presentation to Committee

Original Signed by:

Elaine C. Baxter-Trahair
Chief Administrative Officer



Acting General Manager's Report

October 2, 2019

TEC

Attachment #1

Performance Measures Dashboard	2
Safety	4
Ridership	5
Service Delivery	7
Updates	9
General	16
	1

Performance Measures Dashboard

Safety

Key performance indicator	Description	Latest Measure	Current	Target ¹	YTD Status ²
Collisions	Preventable collisions per 100,000 km (Year to date) (YTD)	August	0.54	0.40	35 percent

Ridership

Key performance indicator	Description	Latest Measure	Current	Target ¹	YTD Status ²
Boardings	Monthly boardings, includes transfers	July	1,002,339	917,776	1.6 percent
Ridership (conventional)	Fare paying passengers	August	714,401	711,895	1.8 percent
PRESTO Ridership (conventional)	PRESTO customers	August	51.6 percent	42.2 percent	12.8 percent
Bus full occurrences	Number operator reported occurrences bus unable to pick-up customers – full (YTD)	first 2 weeks September	258	424	-65 percent
On Demand Ridership	Number fare paying passengers using On Demand	first 2 weeks September	59	18	228 percent
Specialized Services Trip Demand	Sum of trips delivered, no show/cancelled at door, and unaccommodated/passenger refused trips	August	118,973	120,901	-1.6 percent
Specialized Services Ridership (Trips)	Number individual customer trips delivered	August	117,416	119,192	-1.5 percent
Specialized service unaccommodated rate	Trip requests unable to be accommodated by DRT or trip refused by customer	August	1 percent	1.2 percent	-30 percent

¹Target is 2018 measure for the same period as latest measure

²Year to Date compared to previous year

Service Delivery

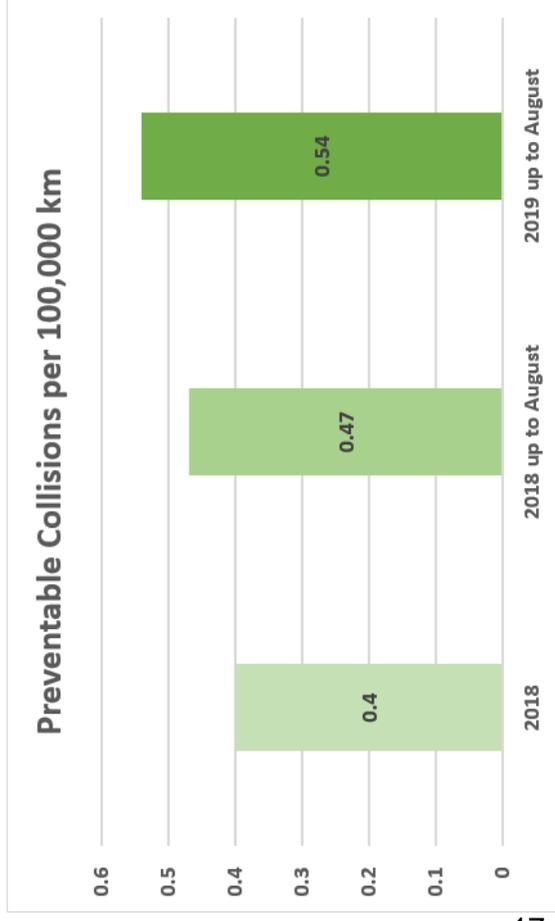
Key performance indicator	Description	Latest Measure	Current	Target ¹	YTD Status ²
On time performance (Conventional)	Percent on-time departures from all stops (zero to five minutes late)	July-August	77 percent	70 percent	77 percent ³
Service availability (Conventional)	Percent scheduled service delivered	July-August	97.7 percent	99.5 percent	99.7 percent ³

¹Target is 2018 measure for the same period as latest measure

²Year to Date compared to previous year

³Current YTD status, not previously monitored and reported monthly

Preventable Collisions per 100,000 km



In a situation where the other driver may have been charged for a collision, the actions of the DRT driver may be considered as a secondary preventable factor to the collision. For DRT purposes, these secondary preventable incidents are now included in establishing preventability, and they have influenced the increase observed in 2019.

Action Plan

DRT expect the 2019 data will be the new benchmark for 2020 and beyond.

Definition: A preventable collision is one in which the driver failed to do everything that they reasonably could have done to avoid it.

Analysis

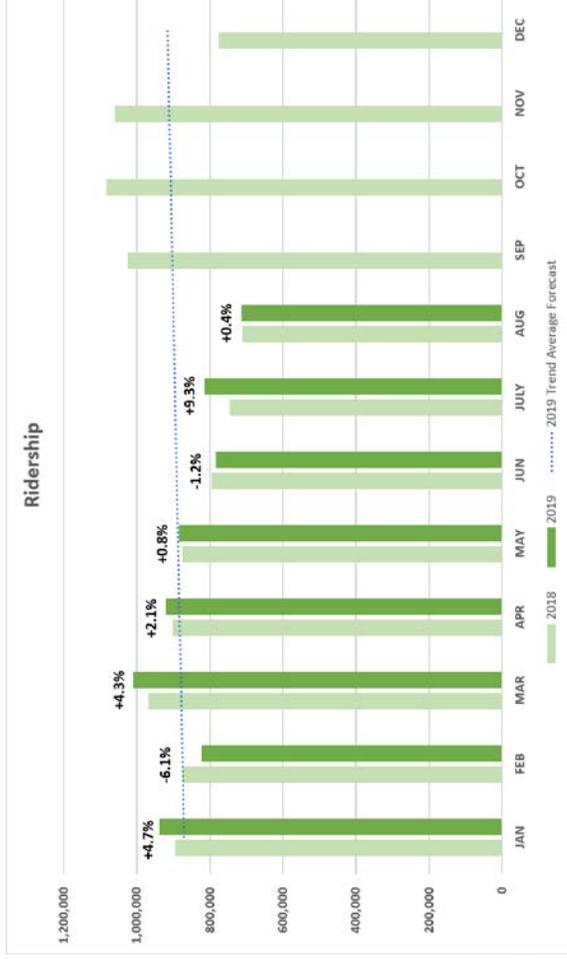
The increase in preventable collision data in 2019 is a result of an enhanced investigation

process and utilization of data from the expansion of the on-board surveillance system throughout the bus fleet.

DRT considers decision of the responding police officer, but also evaluate the actions of the bus operator when establishing collision preventability. As professional drivers, DRT maintains a high standard to do everything reasonable to prevent collisions.

Ridership

Conventional



Analysis

Presto ridership is typically higher during the summer months when U-Pass users are not travelling to and from the various campuses in the Region. However, PRESTO adoption has seen strong growth during 2019, increasing to 51.6 percent of total ridership in August, an increase of more than nine percent from the previous year. This growth was supported by the introduction of the Youth 2-for-1 summer pass. The growth of PRESTO is expected to continue in 2019 and 2020 with the introduction of new PRESTO-based fare incentives including Y10.

Ridership gains have also been made on the Frequent Transit Network (FTN), attributed to extending span of service and increasing frequency, with some routes such as the Route 405 experiencing up to 20 percent increases in boardings. Further, 63 percent of boardings are made on the FTN, which accounts for only 47 percent of revenue service hours, a strong indicator that investing in the FTN is generating increasing ridership.

Through August ridership in all Fare categories, except Access pass, continued to exceed 2018 levels.

Action Plan

DRT will continue to monitor impacts to ridership as a result of the fare incentives implemented through 2019.

Definition: A passenger trip is considered a one-way trip from origin to destination, regardless of the number of transfers that may be required. Ridership data is calculated from fare box data and data from PRESTO, GO Bus One Fare Anywhere, and On Demand.

Results

Overall ridership through August has increased 1.8 percent compared to 2018 with July showing strong growth.

up 9.3 percent over last year. Year to date ridership is currently 2.4 percent above the budgeted target.

Specialized Services



Definition: A Specialized Services trip is considered a one-way passenger trip from origin to destination, regardless of the number of transfers that may be required. Ridership data is calculated from the scheduling system used by DRT Specialized Services.

Trip demand is the sum of all trips delivered, no-shows at the door, and unaccommodated trips. An unaccommodated trip is one where DRT is unable to provide a trip that met the specific requirements of the customers, or the customer declined to accept the trip option provided by the booking agent. Increasing customers are declining the tip option provided, specifically, for integrated trips.

Results

Year to date trip demand and trips delivered continue to decline in 2019, down 1.6 percent and 1.5 percent, respectively through August.

Analysis

Since the summer of 2014 when the DRT bus fleet achieved 100 percent compliance to AODA vehicle requirements, and introduction of the Accessibility for Ontarians with Disability Act (AODA) eligibility criteria in January 2015, demand for trips on Specialized Services has continued to decline annually.

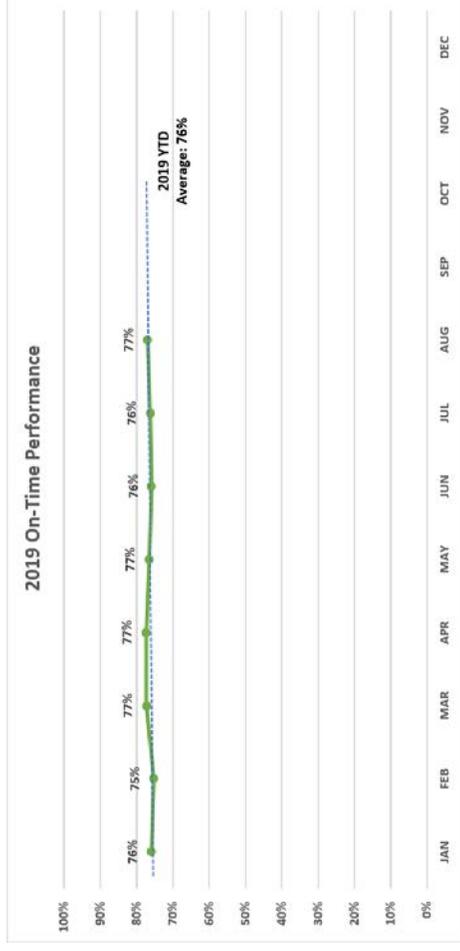
Access to conventional transit services has greatly improved the ability of persons with disabilities to travel independently using conventional transit services. Further, implementing consistent operational practices with peer agencies through the GTHA has contributed to removing barriers to travel within and between agencies, while taking steps to ensure a consistent customer experience.

Action Plan

Completion of the Eligibility Review process over the next two years will further reduce demand for Specialized Service in the short term. However, DRT is expecting to balance this reduction in trips as soon as this fall when technology enhancements are to be implemented to provide customers the ability to manage their integrated trips independently through the enhanced web portal.

Service Delivery

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.

Results

In 2018, DRT achieved an overall 76 percent on-time performance for all scheduled routes throughout weekday and weekend service days against a target to 70 percent. Through August in 2019, on-time performance has remained steady at 76 percent.

Analysis

OTP, otherwise known as schedule adherence, is the key expression of service reliability. Reliability influences ridership and is critically important in establishing confidence in

customers that DRT will pick them up as scheduled and get them to their destinations on time.

DRT has reached 80 percent on-time during the peak morning weekday service hours when passengers are most sensitive to timeliness to get to work, school, appointments and other important daily events and activities.

Action Plan

In addition to the review of data during the regular planning and scheduling cycles and the regular internal promotion of OTP and reliability, two additional initiatives have been implemented to further improve OTP throughout the DRT network.

OTP data for each operator is reviewed after each service period and staff work with the top 10 percent of operators to review strategies to achieve improved OTP.

Secondly, a joint work group including operations staff, planners, schedulers and data analytics staff, will review each route to identify factors negatively influencing OTP and develop mitigation strategies to implement during subsequent service periods.

Although DRT has already exceeded the OTP target, coordinated efforts are being made to do even better.

Service Availability



Definition: Service availability measures the actual service delivered by DRT compared to the scheduled conventional services.

Results

Service availability for August may be subject to the result of unreliable data. Further investigation is required.

At 98.1 percent in 2018, service availability was below the target of 99.5 percent. Through August 2019, service availability has improved to 99.2 percent but remains short of target.

Analysis

Scheduled service is cancelled from time to time due to various factors (such as traffic delays, congestion, unplanned detours, weather, on-board medical emergencies, and resource shortages). DRT utilize service management strategies and on-street resources to mitigate impacts that result when scheduled service is impacted.

Service availability improved relative to 2018 due to re-alignment of on-street resources and an increase in the availability of bus operators. Enhanced recruitment efforts in 2019 have mitigated the loss of several trainees who in previous years failed the Ministry of Transportation (MTO) licensing test during training.

Action Plan

DRT continues to advance the data analytics program to further isolate specific issues and on-street events impacting service availability. Enhancing data analytics will enable staff to zero in on specific contributors to cancelled service and to develop appropriate mitigation strategies.

Improving Access

Fare Incentives

By the end of 2019 DRT will have launched several fare incentive programs.

1. Youth Summer 2-4-1 Pass

The Youth Summer 2-4-1 Pass, launched in 2018, provides a free youth pass for August to customers who purchase a youth pass for July. The program contributed to a significant increase in youth pass sales this summer.

- 12 percent increase in total youth pass sales, from 1,104 in 2018 to 1,238 in 2019.
- 125 percent increase in 2-4-1 sales, from 307 in 2018 to 690 in 2019.
- 56 percent of all youth pass sales were a 2-4-1 pass.

2. Y10

The Y10 monthly pass is a youth loyalty fare incentive for the ten-month school year. From September through June customers save \$20 each month when purchasing the Y10 pass for a total savings of up to \$200. DRT Communications used the full-suite of tactics to communicate this fare campaign.

- News release
- Digital Marketing Kits sent to community partners so they could print the promotional materials. Several secondary schools pushed the information to their students in early September.

- Web and social messaging deployed week-over-week starting mid-August and into mid-September;
 - Print, radio, tv ads were in rotation beginning the week of August 12, with local radio stations and Global TV Durham, as well as with Metroland papers throughout the Region.
 - Passenger Alerts posted in buses.
- The initial response to the Y10 incentive has contributed to significant increase in youth pass sales through September 17, 2019.
- 486 Y10 passes sold
 - 185 percent increase in PRESTO Youth pass sales from 236 in 2018 to 673 in 2019.
 - 45 percent increase in overall September Youth pass sales, from 917 in 2018 to 1,331 in 2019 (Note: 2019 total includes estimates for paper pass sales for two outstanding points of sale).

3. Transit Assistance Program (TAP)

TAP is a DRT specific PRESTO-based electronic purse incentive program for social assistance recipients that provides unlimited rides on DRT after 14 trips at a maximum monthly cost of \$44.80. DRT continues to work closely with Durham Region Social Services to launch the TAP pilot on November 1, 2019.

To facilitate TAP roll-out, assist with the distribution of PRESTO cards, and to support direct payment to DRT, Durham Social Services has partnered with DRT to install a PRESTO sales terminal at the Ontario Works office at 200 John Street in Oshawa. Similar exploratory discussions have been held with the Ministry of Children, Community and Social Services regarding the Ontario Disability Support Program (ODSP) office location on King Street in Oshawa. However, based on the current limited availability of PRESTO sales terminals DRT may be unable to install a terminal at the ODSP office.

To ensure that ODSP clients continue to access reduced cost transit options and to ease the transition to TAP, the current paper Access Pass will continue to be made available into 2020. ODSP clients will have the option of continuing to purchase the Access Pass or switch to TAP by visiting a DRT PRESTO point of sale.

Summer Events

DRT staff invested more than 225 hours at various events throughout the Region to promote public transit services, fare incentives, and 2019 service enhancements. The events provided an opportunity for staff to interact with residents and potential customers who may not have considered DRT for their mobility needs.

- Touch-a-Truck in Oshawa
- Durham District School Board Welcome BBQ
- Port Perry Fair

- Ontario Tech University/Durham College Student Orientation
- Uxbridge Fair
- Sunderland Fair
- Beaverton Fair

On Demand expansion

On Demand service was expanded to Brock Township effective September 2, 2019.

The enhanced On Demand service improves access to public transit throughout the municipalities of Brock, Scugog and Uxbridge.

- Service available seven days a week
- Reduced booking window to four hours from 2 PM the day before
- Curb to curb trips throughout the municipalities when scheduled service is not available

The service expansion was promoted across various platforms including print and radio, as well as DRT and the Region of Durham’s social and web channels. Various organizations throughout the northern municipalities and beyond also received a Digital Media Kit, containing soft copies of promotional materials and a request to cross-promote where possible.

DRT experienced a 270 percent increase in trips delivered during the first two weeks of September, from 16 in 2018 to 60 in 2019. The DRT booking agents are also receiving inquiries from an increasing number of interested residents.

Infrastructure

Investing in Canada Infrastructure Program (ICIP)

On July 22, 2019 the application window for the Public Transit Stream of ICIP opened for Greater Toronto and Hamilton Area municipalities. Eligible ICIP projects will be cost shared at a rate of 40 percent federal, 33 percent provincial and 27 percent municipal.

Through ICIP Durham Region can leverage more than \$237M in transit investment over the next seven years, including up to \$174M in federal (\$95M) and provincial (\$79M) funding, and \$63M from the Region (in addition to any ineligible costs).

DRT is working closely with the Finance and Works departments to finalize project submissions by the October 24, 2019 deadline. DRT is currently completing the funding applications for three signature projects. These projects are consistent with Information Report #2018-DRT-12 Public Transit Infrastructure Fund Phase II which highlighted the projects being considered when ICIP was first announced, and the Region's Transportation Master Plan.

- Construction of median rapid transit lanes along Highway 2 in Pickering;
- Continued construction of curbside rapid transit lanes and transit priority measures on Highway 2 in Ajax, Whitby and Oshawa; and

- Introduction of a rapid transit corridor on Simcoe Street in Oshawa with the introduction of PULSE buses and shelters, traffic signal upgrades and initiating an Environmental Assessment for future higher order transit solutions.

These projects will total approximately \$135M of the \$174M in available federal and provincial funding. DRT is continuing to work with the Finance Department to finalize applications for the remaining funding consistent with DRT's long-term capital plan. This includes investment in:

- fleet enhancement (including new conventional, articulated and specialized buses)
- safety and accessibility improvements at bus stops, facilities and on-board vehicles
- modernization and innovation initiatives including PRESTO device replacement and data management platforms.

A report on the full list of project applications will be submitted to the next meeting of TEC (November 6, 2019).

Strategies to finance the Region's share of all ICIP eligible project costs (\$63 million), as well as an estimated \$23 million in ineligible property costs, are under development and will be presented as part of the annual Strategic Issues and Financial Forecast report and the Business Plans.

Continuous Improvement

Rural review

A joint project between Finance and DRT, the review of transit services in Durham's rural areas will investigate transit service delivery models in peer jurisdictions, recommend service delivery models and systems best suited to provide mobility in Durham's rural areas, and determine communication strategies to promote awareness of transit mobility options in Durham's rural areas.

Outreach for the online survey is being done through DRT's website and was supported with the distribution of postcards at the rural fairs and on buses operating the transit routes in Brock, Clarington, Scugog, and Uxbridge. Focus groups will be held in each of Brock, Clarington, Scugog, and Uxbridge during late²₅ October. A final report will be presented in late Fall 2019.

High School Student Transportation

At the request of TEC, DRT staff are corresponding with Durham Student Transportation Services (DSTS) to understand the feasibility of onboarding students currently transported by yellow buses. The exercise will review the available capacity on the DRT route network and identify new service requirements, and compare travel times, average walk distances and cost.

This work will also identify potential market growth for students who live within 3.2 kilometers and who are not eligible for yellow buses. The exercise will review the available capacity on the DRT route network, determine current and potential market share within current capacity, and potential pricing strategies.

A report will be presented in 2020 outlining opportunities to increase DRT ridership for the secondary school market

Cross Boundary Transfers Specialized Services

Based on challenges experienced by Specialized Services customers travelling between Toronto and Durham, DRT initiated a review of cross boundary trips including travel distances and wait times at the current location where customers transfer from DRT to Wheel Trans/TTC. The objective of the work was to identify opportunities to eliminate or reduce the number of transfers and evaluate factors contributing to extended wait times.

DRT has initiated exploratory discussions with Wheel Trans to review the issues and concerns expressed by customers and potential opportunities. Wheel Trans are submitting a report to the September meeting of the TTC Board that will include cross boundary recommendations. DRT will continue to engage Wheel Trans to pursue reasonable opportunities.

Innovations

Electric Buses

At the TEC meeting on January 9, 2019 DRT tabled an information report #2019-DRT-2 Preparing for Transit Innovations, which provided an outline of strategies for electric buses, automated vehicles, microtransit and data analytics.

Throughout 2019 DRT has engaged in several initiatives to advance transit electrification in Durham.

- Engaging with the Canadian Urban Transit Research and Innovation Consortium (CUTRIC) to conduct technical modelling on electrification options for selected routes to inform DRT's potential participation in the second phase of electric bus trials. CUTRIC is a pan-Canadian organization with a mandate to advance low carbon smart mobility technologies, to understand, assess and share electrification challenges, solutions and funding opportunities.
- Supporting an application to CUTRIC for funding for an electric bus integrated fast charging and energy storage solution. The application has been conditionally approved, subject to confirmation of provincial funding (still pending). If funding is confirmed, DRT would endeavor to coordinate with a partner organization to provide and test the electric bus charging solution in Durham.
- Initiating discussions with regional utility providers on electrification interests, infrastructure requirements and business models.
- Ongoing engagement with other transit agencies pursuing electrification (TTC, Edmonton, Winnipeg, York), to share

lessons learned including service planning, operations, maintenance and staffing considerations.

Building on a key lesson learned, DRT is currently working with CUTRIC to develop a business case to support funding opportunities for an electric bus trial program, including a small pilot at DRT's Oshawa depot. Key analysis and decision points include:

- exploring on-road fast charging versus slow charging at the depot, with implications for bus battery size and weight, carrying capacity of the vehicle, range of the vehicle and dwell times required for charging;
- assessing suitable runs (blocks) for deployment of electric buses based on range, topography and passenger volumes;
- Investigating purchase versus lease options of bus batteries to reduce battery life risks and end of life disposal requirements;
- evaluating technical and safety training requirements for staff to operate and maintain the vehicle, including connecting to charging infrastructure;
- determining electric grid upgrade requirements and timelines;
- examining scalability of solution to remainder of fleet and existing and new garage locations.

The business case will inform potential funding opportunities, including ICIP, Electric Vehicle Infrastructure Demonstration Program (Natural Resources Canada), and Federal Gas Tax funding.

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 - examining scalability of solution to remainder of fleet and existing and new garage locations.
- The business case will inform potential funding opportunities, including ICIP, Electric Vehicle Infrastructure Demonstration Program (Natural Resources Canada), and Federal Gas Tax funding.

TEC Direction Alternate Propulsion

At the TEC meeting February 6, 2019, DRT was directed to request Metrolinx to include Hybrid engine technology and Electric engine technology as options in the specifications for all future bus acquisitions. Metrolinx and members of the Transit Authority steering committee members, which includes DRT, are scheduled to meet during the fourth quarter of 2019 to draft the next bus procurement specifications, at which time DRT will

request to include hybrid technology and battery electric technology for all future specifications. The new procurement specifications and purchase agreement with Metrolinx are expected to be completed by September 2020, which coincides with the next DRT bus order expected to be placed in the fall 2020.

General

Metrolinx Joint Transit Procurement Initiative (TPI)

In June 2019 Metrolinx TPI group informed Transit Authorities that effective immediately, all new bus purchases will be subject to bus inspection fees in accordance with the Governance Agreement. At this time Transit Authorities have not received formal written communication regarding the decision to include fees, nor has there been any further communication to reflect the fee cost or structure. These inspection fees are expected to be considered during the development of purchase agreements for each new joint procurement. DRT are not required to participate as a purchaser for specific joint procurements, but DRT is the Region would then be required to complete the fulsome procurement process, which would include the hiring of a technical expert to support development of vehicle specifications and a professional to provide bus inspection services at the manufacturers facility. DRT will continue to monitor developments of the proposed fee.

Transit Advisory Committee (TAC)

TAC provides input and recommendations to TEC on public transit matters as they relate to the provision of conventional and specialized transit services in Durham. The committee is composed of 16 members: one from each local municipality (eight), two members at large, two members from community groups representing persons with disabilities in Durham Region, two members from the Regional Accessibility Advisory Committee (AAC), one member representing the student associations at Ontario Tech University, Durham College and

Trent University, one member of the Transit Executive Committee, and one DRT senior staff member (non-voting).

Following the resignation of the Oshawa member, five positions remain vacant: members from Scugog and Oshawa, one member from the AAC and the two members from community groups representing persons with disabilities. A call for candidates in Oshawa and Scugog will be completed in October 2019 and presented to municipal Councils for nomination. DRT staff will endeavor to reach out to the AAC and various accessibility groups in Durham Region for potential candidates. A report will follow to confirm nominations.

Eligibility Review for Existing Specialized Services Customers

Further to report 2019-DRT-04 2019 Durham Region Transit (DRT) Servicing and Financing Study, in the fall 2019 DRT will be initiating the eligibility review of all active customers registered before 2015. This review is required to improve fairness and equity for all DRT Specialized Services customers.

There are approximately 2,000 customer files to be reviewed, with an anticipated completion time of 18 to 24 months. Existing customers can expect one of three outcomes.

- No change to current service
- Change in service to integrated service delivery (Family of Services approach)
- Not eligible for specialized services where the customer is able to use conventional services

If this information is required in an accessible format, please contact 1-800-372-1102 ext. 3702



Durham Region Transit Report

To: Durham Region Transit Executive Committee
From: General Manager, Durham Region Transit
Report: #2019-DRT-16
Date: October 2, 2019

Subject:

Update on DRT Kids Ride Free Incentive Pilot Program

Recommendation:

That the Durham Region Transit Executive Committee authorize the Acting General Manager of Durham Region Transit (DRT) to:

- A) Seek pre-budget approval to extend DRT's Kids Ride Free fare incentive pilot program for children 12 years of age and younger through the end of March 2020, with an estimated fare revenue impact of \$42,000;
 - B) Remove the requirement for children riding free to be accompanied by a fare paying customer allowing all children 12 years of age and younger to ride transit free of charge effective January 1, 2020;
 - C) Suspend Child ticket and pass sales, PRESTO Child fares and the Ride-to-Read program for the duration of the Kids Ride Free fare incentive pilot program;
 - D) Report back through the 2020 budget process, in collaboration with the Finance Department, on Kids Ride Free uptake, including ridership and revenue impacts, and the potential for extending the pilot program to March 31, 2021; and,
 - E) Forward a similar report to the Finance and Administration Committee meeting on October 8, 2019.
-

Report:**1. Purpose**

- 1.1 This report provides an update on DRT's Kids Ride Free incentive pilot program providing free access for children 12 years of age and younger to transit in Durham when riding with a fare paying customer. The report provides an overview of initial ridership and revenue impacts for May through August 2019 and recommends continuing the pilot program for the remainder of 2019 and 2020.

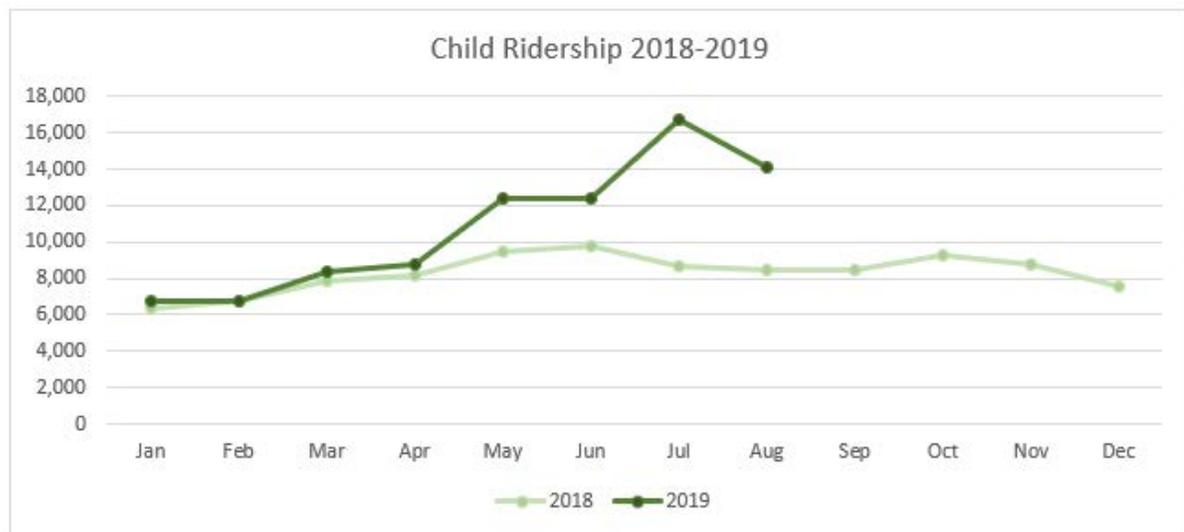
2. Background

- 2.1 In adopting the resolution approving the 2019 Regional Business Plans and Budgets at its meeting on March 27, 2019, Regional Council authorized DRT to implement a pilot program effective May 1, 2019 in which children 12 years of age and younger ride free of charge on DRT when accompanied by a fare paying customer. DRT was further directed to report back on the impacts of the pilot program to the first Transit Executive Committee in Fall 2019.

3. Kids Ride Free Ridership

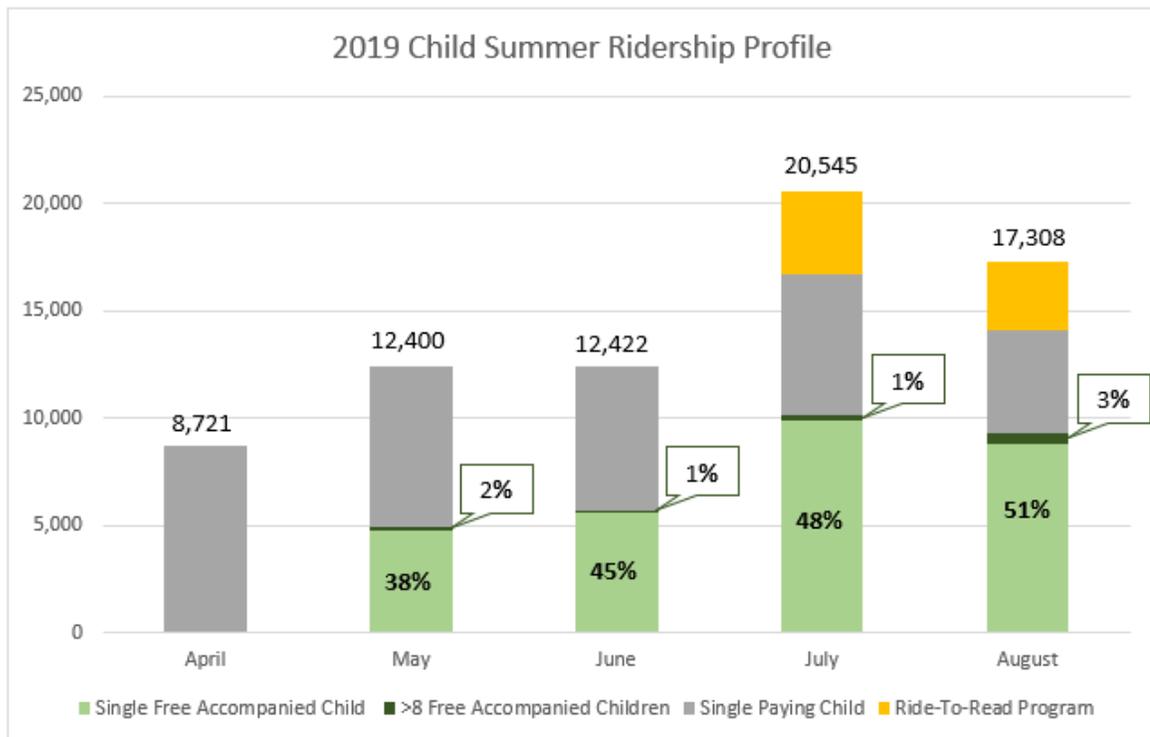
- 3.1 In advance of the May 1, 2019 implementation date for the pilot program DRT launched a robust marketing campaign to build awareness of the Kids Ride Free incentive pilot program throughout Durham. This included print, radio and television advertisements throughout the Region, in addition to social media and website content and digital marketing kits. Examples of DRT's promotional materials for Kids Ride Free are included in Attachment 1.
- 3.2 Beginning on May 1, 2019, children who are 12 years of age and younger could ride DRT for free with an accompanying fare-paying passenger aged 13 or older. This new incentive pilot program was well-received in the first four months with healthy month-over-month uptake. While initial results appear promising, the direct impacts of increased child ridership on other fare categories remains uncertain given the limited period of observation.
- 3.3 Overall child ridership increased compared to the previous year (see Chart 1). Between April and May child ridership increased by 3,679 riders, up 42 percent over the previous month. Child ridership remained stable in June before climbing another 35 percent to more than 16,000 riders in July, nearly double the child ridership for July 2018 (which had decreased 11 percent from June to July 2018). Child ridership experienced a decline from July to August this year, but overall child ridership for the summer was still notably higher than the same period last year.

Chart 1:



- 3.4 Child ridership increased 42 percent between April and May with children riding free accounting for approximately 40 percent of child customers (Chart 2). By July, children riding free represented almost half of the total child ridership this summer, growing further to 54 percent in August.
- 3.5 Of note, throughout all four months the percentage of fare paying child customers declined from 60 percent of total child ridership in May to 28 percent in August. This suggests that some customers were not yet aware of the Kids Ride Free pilot program when it started in May, but the number of single free child passengers increased month over month with the growing awareness of the program.
- 3.6 In the summer months a sizeable number of child customers continued to take advantage of the Ride-to-Read program which provided free travel on DRT for children from kindergarten to Grade 8 with a valid library card from partnering local libraries across Durham Region.
- 3.7 DRT also tracked the number of large child groups (i.e. eight or more accompanied by a single fare-paying passenger) who boarded during the four-month pilot period. Large groups comprised between 1 percent and 3 percent of total monthly child ridership.

Chart 2:



3.8 Looking at child ridership trends since 2015 (Table 1), there are notable jumps in summer child ridership this year, most significantly from April to May (42 percent) and June to July (35 percent). After peaking in July, child ridership decreased in August but remained notably higher than in 2018.

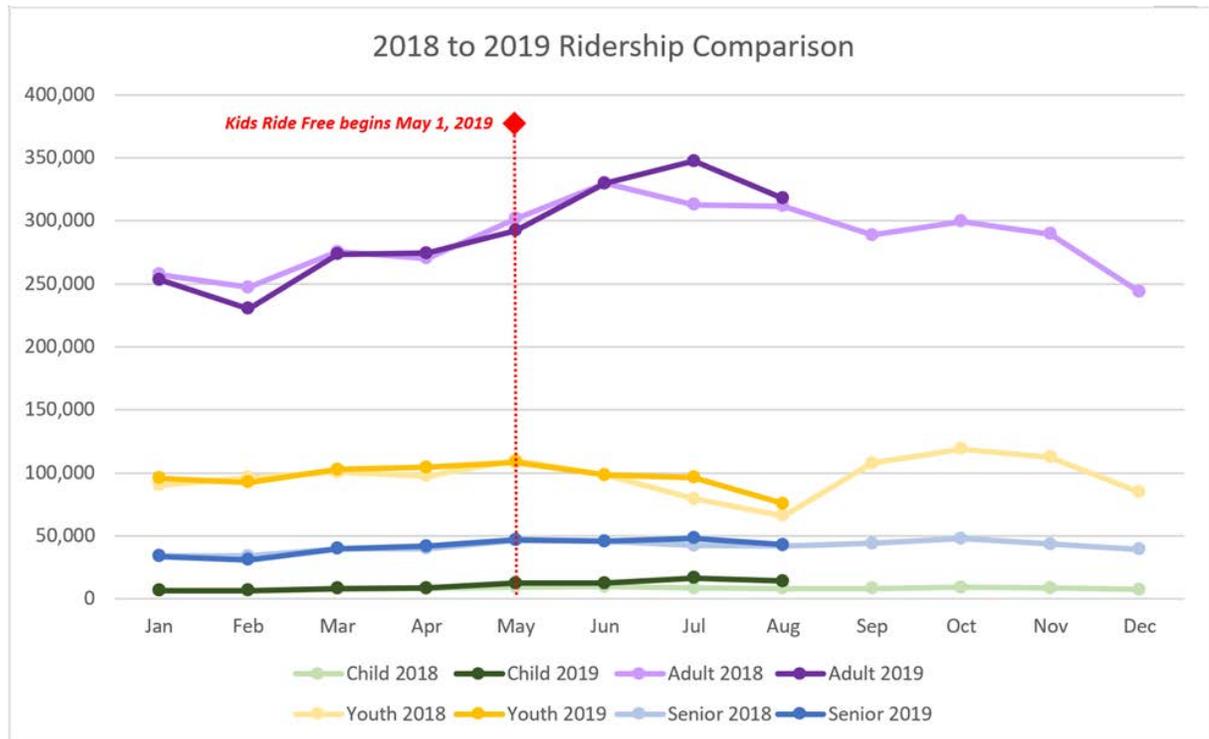
Table 1:

Period	Average Percent Change 2015-2018	2019 Percent Change
April to May	13	42
May to June	2	0
June to July	7	35
July to August	-7	-16

Impact on Overall Ridership

Chart 3 provides an overview of overall ridership trends to date compared to the past year:

Chart 3:



3.9 Except for adult ridership, ridership for other segments saw modest increases in line with trend averages prior to May 2019 except for the month of February.

3.10 Adult ridership to date showed some variations to 2018 trends, with notable dips in February and May. However, starting in June, adult ridership numbers showed strong growth with ridership performance notably exceeding 2018 levels in July (up 11 percent from 2018) and August (up 2 percent from 2018). While these initial numbers are promising, given the limited period of observation, it cannot definitively be stated that adult ridership changes are directly linked to impacts from the Kids Ride Free incentive program introduced this year. It is also currently too early to assess the longer-term effects of the fare incentive’s impact on other ridership segments with the data available to date.

3.11 Adult, Youth and Senior ridership increased from April to May at a rate higher than the average over the previous four years, whereas ridership changes from May to June were more aligned with the average (Table 2). Adult ridership experienced

notable increases over the summer, bucking expected seasonal reduction from June to July. Senior ridership saw higher than average increases from April to May and June to July. Youth ridership also experienced a healthy increase in July and August compared to 2018 and average trends (attributable in part to the Youth Summer 2-4-1 Pass promotion).

Table 2:

Fare Type	Period	Average Percent Change 2015-2018	2019 Percent Change
Adult	April to May	4	7
	May to June	12	13
	June to July	-5	5
	July to August	-1	-9
Youth	April to May	-3	4
	May to June	-9	-9
	June to July	-26	-22
	July to August	-17	5
Senior	April to May	3	11
	May to June	2	-2
	June to July	-2	6
	July to August	1	-11

Conclusions

- 3.12 Year to date ridership data clearly shows that the Kids Ride Free incentive program has had a significant positive impact on child ridership since May, and particularly during the summer months. However, it remains inconclusive whether Kids Ride Free is having a similar effect on ridership in other fare categories.
- 3.13 On this basis, it is recommended that the Kids Ride Free pilot program be extended to allow sufficient time to assess the impact of the program on ridership more

broadly over the long term as awareness of the pilot continues to expand and travel patterns adapt.

- 3.14 Given the sizeable share of child passengers who continue to pay when boarding due to either lack of awareness or as a result of travelling without a fare paying customer, it is further recommended that the requirement for a child to travel with a fare paying customer be removed to allow all children to benefit from the program. This will also ensure policy consistency between DRT and connecting transit systems (i.e., GO Transit and the TTC).
- 3.15 With the extension of the Kids Ride Free pilot program DRT is also recommending that child ticket and pass sales and PRESTO child fares be suspended for the duration of the pilot to avoid unnecessary or mistaken expenditures for customers. DRT is also proposing to suspend the Ride-to-Read program for the summer of 2020 pending a decision on the continuation of the Kids Ride Free pilot program. The Ride-To-Read program currently provides free access to transit during July and August for children presenting a valid library card.
- 3.16 As is the case with all passengers, DRT operators are trained professionals responsible for the safety of everyone on board the vehicle. In recommending the above policy changes, it is noted that DRT operators will continue to respond as necessary in circumstances where there is a concern for the safety of any passenger. When unable to independently and safely use DRT services, a passenger is responsible to travel with a Support Person, attendant or companion who is able to ensure the person is safe when using public transit.

4. Financial Implication

- 4.1 As part of the approvals for the Durham Region Transit 2019 Business Plan and Budget, an estimated revenue impact of approximately \$130,000 from May 1, 2019 through the end of December 2019 was identified and directed to be absorbed within DRT's 2019 operating budget.
- 4.2 The estimated actual revenue impact from Kids Ride Free for May to August is \$21,000. Forecasting through the end of 2019, the revenue impact of Kids Ride Free is estimated to be \$41,000 based on ridership trends.
- 4.3 It is recommended that pre-budget approval be sought to extend the Kids Ride Free incentive pilot program through to March 2020. Extending the program and removing the requirement for a child to be accompanied by a fare paying customer effective January 1, 2020 is estimated to have a fare revenue impact of

approximately \$42,000 through March 31, 2020. Extending the Kids Ride Free incentive pilot program throughout all of 2020 will be considered through the 2020 Business Plans and Budgets process.

5. Next Steps

- 5.1 Upon approval by Regional Council, DRT will implement a policy change to allow single child riders to ride transit free without a fare paying companion effective January 1, 2020.
- 5.2 DRT will report back through the 2020 budget process, in collaboration with the Finance Department, on Kids Ride Free uptake, including ridership and revenue impacts, and the potential for extending the pilot program to March 31, 2021.
- 5.3 A similar report will be forwarded to the Finance and Administration Committee for approval at its meeting on October 8, 2019
- 5.4 This report has been prepared with the assistance of the Finance Department.

6. Attachments

Attachment #1: Kids Ride Free Promotional Products

Respectfully submitted,

Original Signed by:

William Holmes
Acting General Manager, DRT

Recommended for Presentation to Committee

Original Signed by:

Elaine C. Baxter-Trahair
Chief Administrative Officer

Attachment #1: Kids Ride Free Promotional Products

Poster (aligned with summer 2-for-1 Youth pass):



The poster features the Durham Region Transit logo at the top left. The main headline reads "Durham Region Transit wants you to do more, drive less!" in a mix of black and green fonts. Below the text is an illustration of a city skyline with a bus and silhouettes of people walking. The bottom half of the poster is a solid green background with white text.

Durham Region Transit

Durham Region Transit wants you to do more, drive less!

Starting May 1, 2019, all kids ages 12 and under ride DRT for FREE with a fare paying passenger. No special passes or tickets are required.

Our summer 2-for-1 Youth pass is back!

\$93.50 is all it costs for unlimited travel on DRT for July and August. Purchase your monthly PRESTO Youth pass for July and August is on us!

Visit durhamregiontransit.com to plan your trip and get where you want to be easily and safely.

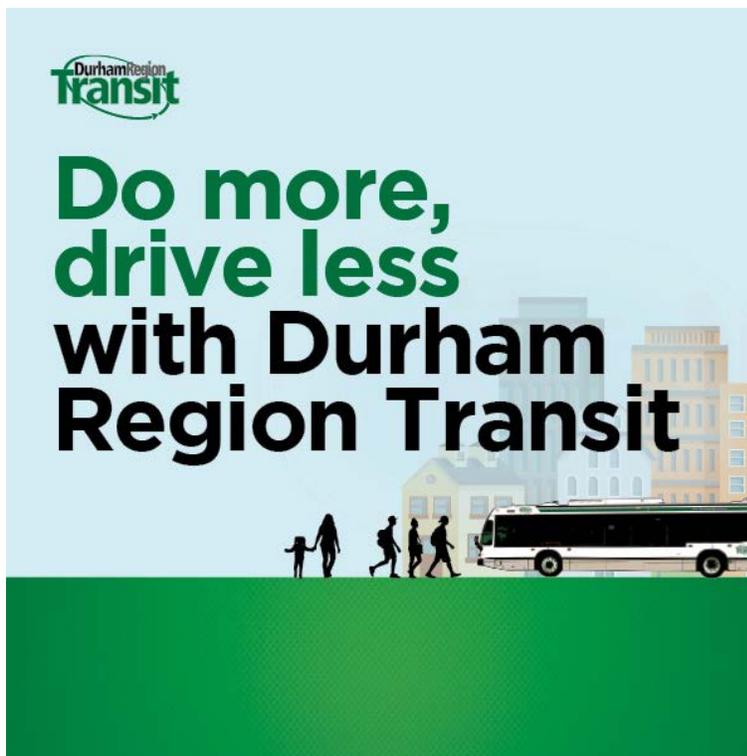
Do more, drive less, with DRT!

Postcard:



Web button linking to details on Kids Ride Free:



If this information is required in an accessible format, please contact 1-800-372-1102 ext. 3702



Durham Region Transit Report

To: Durham Region Transit Executive Committee
From: Treasurer, Durham Region Transit
Report: [#2019-DRT-17](#)
Date: October 2, 2019

Subject:

Durham Region Transit Budget Status Report to August 31, 2019 and Full Year Forecast

Recommendation:

That the Durham Region Transit Executive Committee recommends:

That this report be received for information.

Report:

1. Purpose

1.1 This report provides a projection of the 2019 Durham Region Transit (DRT) budget status position. The analysis is based on a review of the financial reports to August 31, 2019, and discussions between DRT and Finance Department staff related to the DRT overall financial position for 2019.

2. Background

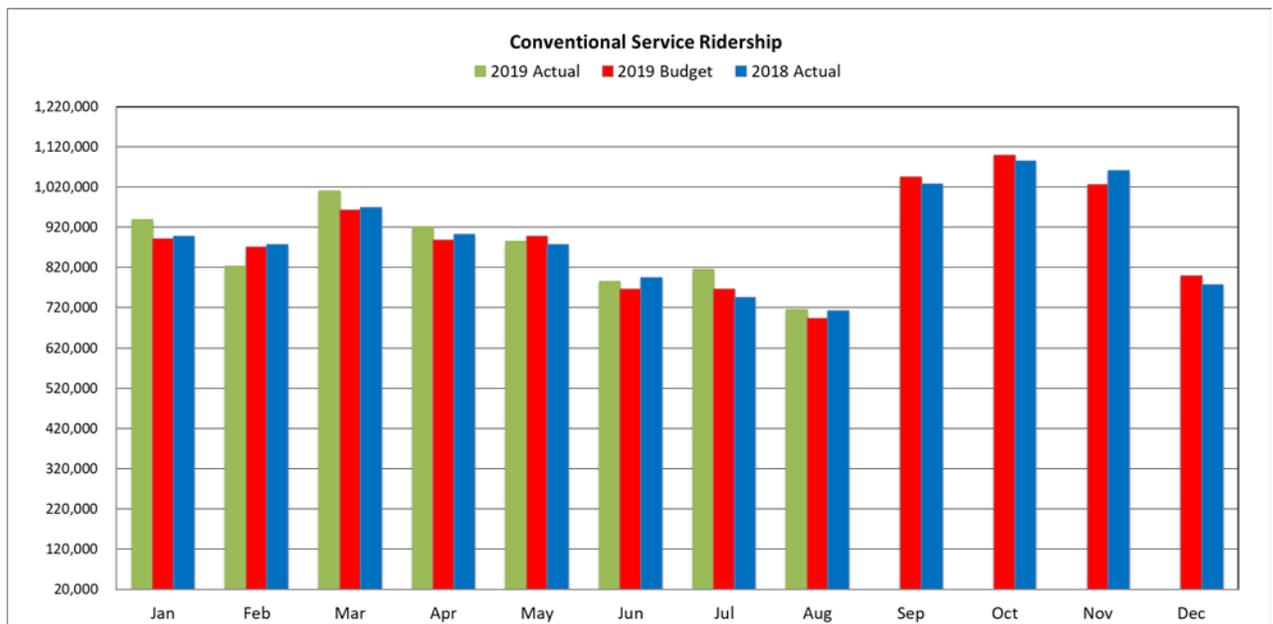
2.1 A break- even position is expected for 2019 based upon a review of actual expenditures and revenues to date and forecasts to the end of the year, with the major variances shown in the following table.

2.2 However, there are certain uncertainties that may impact the forecast, including risks relating to fluctuating fuel prices and the potential for harsh weather events at the end of the year.

	Detail	Surplus (Deficit) Variance to Budget
	\$	\$
Fare Revenue		
Presto	-	
Cash Fare	(200,000)	
Passes & Tickets	-	
U-Pass	300,000	100,000
REVENUE PROGRAM SUMMARY		100,000
Operations	(100,000)	
Maintenance	50,000	
Facilities	-	
Specialized Services	(50,000)	(100,000)
EXPENDITURE PROGRAM SUMMARY		(100,000)
PROJECTED OPERATING RESULTS		BREAK-EVEN

3. Year to Date Result and Full Year Forecast – Revenue Programs

3.1 Preliminary statistics available to the end of August indicate that overall conventional ridership is approximately 2.4 percent, or approximately 162,000 riders, higher than the budgeted ridership expectations and about 1.8 percent or 119,000 higher than the same period in 2018. The graph below depicts total conventional ridership by month compared to the 2019 budget and actual prior year.



- 3.2 Preliminary statistics available to August indicate that specialized services ridership, comparatively much smaller than conventional service ridership, is down approximately 0.5 percent when compared to the same period in 2018 and is about two percent lower than 2019 budget expectations.
- 3.3 Overall, a \$100,000 surplus position for conventional and specialized fare revenue is projected for 2019, based on ridership and revenues to the end of August.
- PRESTO ridership is tracking equal to budgeted expectations. Consequently, a break-even position is projected for PRESTO revenue.
 - However, cash fare revenue is trending lower than budgeted expectations, resulting in a \$200,000 deficit for this fare type. Pass and ticket sales revenue is trending equal to budgeted expectations.
 - U-Pass revenue for the winter and summer university and college school terms is approximately \$300,000 greater than budgeted levels as enrolment has surpassed what was anticipated in the approved budget.

4. Year to Date Results and Full Year Forecast – Expenditure Programs

- 4.1 The significant factors influencing the current 2019 forecast for each major expenditure program are highlighted below.
- a. Operations: The forecasted deficit for the Operations program is expected to be approximately \$100,000
- The GO One-Fare-Anywhere program allows DRT riders who present valid DRT fare media to ride on select GO Transit bus routes within Durham Region at no additional charge to the passenger. GO Transit then bills DRT a flat rate of \$5.63 per passenger. The demand for this service to August is even with budgeted expectations. As a result, a break-even position is projected at this time.
 - Route maintenance services, including snow and ice removal, are required in order to keep almost 2,800 bus stops and over 500 shelters safe for DRT riders. The budget assumes approximately 75 percent of expenditures are incurred in the early part of the year, with the remaining 25 percent in the November-December time frame. Currently, expenditures are close to 79 percent of budget as weather conditions were unusually harsh well into April. Assuming route maintenance costs in

the latter part of the year will be similar to that of 2018, a \$100,000 deficit position is expected.

- b. Maintenance: The Maintenance program is expected to be in a \$50,000 surplus position.
- Average fuel prices are about twelve cents lower than budget to date, and as a result, have impacted operating results by approximately \$700,000. If this trend continues, the surplus could reach \$950,000.
 - This surplus is partially offset by the volume of conventional fuel used trending about 135,000 litres higher through August than budgeted expectations, leading to a deficit of \$150,000 compared to budget. If fuel usage continues this pattern through the end of the year, this deficit could reach \$200,000. At the present time, the deficit for fuel volume is projected to be \$150,000. This contributes to an overall projected fuel surplus of \$550,000.
 - Overall, a \$350,000 deficit position for bus repairs and parts is forecasted at this time. DRT Maintenance staff will be actively reviewing opportunities to manage expenditures to control this over expenditure.
- c. Facility Management: DRT Facilities are expected to be in a break-even position. Ground maintenance, mainly clearing of snow and ice at the main bus depots, is tracking higher than anticipated. However, this is offset by lower than expected facility-related repairs and maintenance.
- d. Specialized Services: Overall, the Specialized Services program is expected to be in a \$50,000 deficit position in 2019 when compared to the approved budget.
- Contracted taxi services continue to be used to supplement the specialized bus services. Approximately 38 percent of all Specialized Service riders are supported by contracted taxis in 2019 to August. This level of support from taxi services is in line with 2018 levels for the same period.
 - However, the taxi usage levels are slightly higher than expected, and as a result, a \$50,000 deficit is expected for this service.

5. Tangible Capital Asset Program

5.1 Orders have been placed for replacement and expansion buses, as well as for bus stop infrastructure requirements. It is expected that all tangible capital assets budgeted for in 2019 will be spent by the end of the year.

6. Year End Forecast

6.1 As of August 31, it is projected that DRT will be in a break-even position in 2019.

6.2 DRT and Regional staff will be working cooperatively to closely monitor the financial status of operations over the coming months and report back to the Transit Executive Committee.

Respectfully submitted,

Original Signed by:

Nancy Taylor, BBA, CPA, CA
Treasurer, DRT

Recommended for Presentation to Committee

Original Signed by:

Elaine C. Baxter-Trahair
Chief Administrative Officer

If this information is required in an accessible format, please contact 1-800-372-1102 ext. 3702



Durham Region Transit Report

To: Durham Region Transit Executive Committee
From: General Manager, Durham Region Transit
Report: #2019-DRT-18
Date: October 2, 2019

Subject:

Metrolinx Extension of Maintenance Support Agreement for PRESTO Equipment

Recommendation:

That Report #2019-DRT-18 be received for information.

Report:

1. Purpose

1.1 The purpose of this report is to provide information on a one-year extension to the current PRESTO maintenance support agreement between Metrolinx and Thales required to ensure business continuity for critical hardware and software components until all existing 905 PRESTO devices have been replaced by July 31, 2020.

2. Background

2.1 PRESTO is Metrolinx' electronic fare payment system used at nine transit agencies in the GTHA, including DRT and GO Transit, as well as OC Transpo in Ottawa.

2.2 At its meeting of February 23, 2017, TEC authorized the execution of a new 10-year PRESTO operating agreement with Metrolinx for all 905 transit agencies. The agreement is in effect October 27, 2017 to October 27, 2027. Under the agreement 905 transit agencies continue to be responsible for the maintenance costs of devices. In order to ensure the maintenance of existing PRESTO devices, a three-year extension to Metrolinx's maintenance support agreement with its sub-contractor Thales was approved. The extension resulted in an increase in Durham

Region Transit's annual maintenance support fee from \$113,178 to \$201,470. This fee was included in Durham Region Transit's budgets from 2016 to 2019.

3. Business Rationale

- 3.1 The replacement of all PRESTO equipment for 905 transit agencies, including DRT, was originally scheduled to be completed by Metrolinx by 2019. As a result of project delays, the revised completion date is now July 31, 2020, by which time all legacy Thales PRESTO equipment at or near end of life will be replaced on DRT vehicles.
- 3.2 Until such time as the replacement of existing PRESTO devices is completed, ensuring the availability of timely maintenance support is essential to keeping existing PRESTO equipment functioning given the limited supply of spare devices and parts for many components that are now more than 10 years old.
- 3.3 As the current Thales maintenance contract for PRESTO device repairs and sub-system services is effective from October 6, 2016 to October 5, 2019, Metrolinx has negotiated a fixed price contract amendment to extend the Thales contract and keep the current support services in place for one additional year, effective from October 6, 2019 to October 5, 2020.
- 3.4 Under the terms of the extension, PRESTO will continue to cover the cost of Thales backend software maintenance. Although the one-year extension term is a fixed price for one year, transit agencies will continue to be billed for repair work in the same manner. With this contract extension there will be a 3.8% increase to the monthly maintenance charges per unit over current rates effective October 6, 2019.

4. Financial Implications

- 4.1 Based on DRT's current number of PRESTO units and sales terminals, the total cost impact from a 3.8 percent increase in monthly maintenance charges per unit is estimated to be \$8,500 over the course of the one-year extension, including \$2,100 in 2019. The revised estimated annual cost of PRESTO maintenance services is \$224,000. DRT will manage this cost impact within its 2019 and 2020 operating budgets for hardware and software maintenance.

5. Conclusion

5.1 This report provides information on a one-year extension to the PRESTO maintenance support agreement between Metrolinx and Thales required to ensure business continuity until all existing PRESTO equipment has been replaced by July 31, 2020.

5.2 This report has been reviewed by the Treasurer of Durham Region Transit.

Respectfully submitted,

Original Signed by:

Bill Holmes
Acting General Manager, DRT

Recommended for Presentation to Committee

Original Signed by:

Elaine C. Baxter-Trahair
Chief Administrative Officer

If this information is required in an accessible format, please contact 1-800-372-1102 ext. 2097.

The Regional Municipality of Durham

MINUTES

TRANSIT ADVISORY COMMITTEE

Tuesday, May 21, 2019

A meeting of the Transit Advisory Committee was held on Tuesday, May 21, 2019 in the Lower Level Boardroom (LL-C), Regional Municipality of Durham Headquarters, 605 Rossland Road East, Whitby at 7:02 PM

Present: Commissioner Barton, Chair
J. Beaton, Whitby
R. Claxton-Oldfield, Clarington, attended the meeting at 7:07 PM
G. Gormick, Oshawa
A. Macci, Pickering
J. Martin, Brock
J. Nguyen, Student Association, UOIT, Durham College and Trent University representative
G. Weddel, Uxbridge

Absent: C. Antram, Ajax

Staff

Present: C. Norris, Manager, Customer Service Experience, Durham Region Transit
W. Holmes, Deputy General Manager, Operations, Durham Region Transit
C. Tennisco, Committee Clerk, Corporate Services – Legislative Services

1. Declarations of Interest

Chair Barton provided a brief overview of the member's' responsibilities regarding stating a declaration of interest under the Municipal Conflict of Interest Act.

2. Nomination for two (2) Members of Large who use Public Transit

Discussion ensued regarding the applications received for the nomination of two Members at Large to the Transit Advisory Committee (TAC) for appointment at the June 5, 2019 Transit Executive Committee meeting.

Chair Barton suggested that a sub committee be formed with up to 5 members to review potential Members and perform telephone interviews to recommend applicants; and report back to the Transit Advisory Committee.

Moved by G. Weddel, Seconded by J. Beaton,
That G. Gormick, A. Macci, J. Nguyen, Chair Barton and the DRT
Staff liaison be appointed to the Member at Large nomination Sub-
committee.

CARRIED

3. Adoption of Minutes

Moved by J. Martin, Seconded by G. Weddel,
That the minutes of the following meetings be adopted:

- Regular Transit Advisory Committee meeting held on February 13, 2018;
- Regular Transit Advisory Committee meeting held on April 3, 2018;
- Regular Transit Advisory Committee meeting held on May 15, 2018.

CARRIED

4. Introduction of Committee Members

Chair Barton welcomed the Committee members and invited the members to introduce themselves; and provide a summary of their interests and goals for the next four years with respect to the TAC.

5. Presentations

5.1 Christopher Norris, Manager, Customer Experience, Durham Region Transit regarding Transit Advisory Committee Overview

Christopher Norris, Durham Region Transit, provided a PowerPoint presentation on the Durham Region Transit Advisory Committee. A copy of the presentation was provided in the Agenda.

Highlights of the presentation included:

- Terms of Reference
 - Goal
 - Mandate
- TAC Composition
 - 16 Member Committee
 - Vacancies
 - Officers
- Transit Knowledge Series
 - Each meeting will include a presentation on a unique group within the Durham Region Transit Commission
 - Objective to support advisory committee members in their roles, through education and awareness, with additional tools and knowledge about public transit
 - Potential Presentation
- 2019 Policy Initiatives

- 2019 Meeting Calendar
- Municipal Accessibility Committee

J. Beaton inquired whether he could be provided with an electronic copy of the presentation. C. Norris advised that the presentations will be emailed to the Committee.

Discussion ensued regarding the Grand River Transit network system in terms of innovational and accessible services including Light Rail Transit (LRT), and flexible transit services with conventional transit.

G. Gormick inquired whether an opportunity exists for the DRT to set up a site visit for the Committee of the Grand River Transit agency located in Kitchener, Ontario. C. Norris advised that Staff would look into this.

Discussion also ensued regarding the lack of quorum at the Transit Advisory Committee meetings held on February 13, 2018, April 3, 2018, and May 15, 2018; and the TAC composition, quorum, and absenteeism.

5.2

Bill Holmes, General Manager, Operations, Durham Region Transit, re: Eligibility Review for Specialized Services

Bill Holmes, General Manager of Operations, Durham Region Transit, provided a PowerPoint presentation regarding the OnDemand/Specialized Eligibility Review Overview. A copy of the presentation was provided in the Agenda.

Highlights of the presentation included:

- Accessible features of conventional vehicles and service
- What is specialized transit
 - Public transit service for persons with disability
 - Specialized Service is not:
 - > Direct ride
 - > Attendant care service
- Equality versus Equity
- Integrated Accessibility Standards
- Eligibility Categories
- Eligibility Criteria
- Eligibility Review
- What to expect
 - Review process applies to active customers
 - Process expected to start with customers attending day programs
 - Process Summary
- Review outcomes
- Support Persons & Attendants
- Final Comments

Discussion ensued regarding the eligibility review process of the active customer files registered prior to January 2015 and receiving unconditional eligibility service. B. Holmes responded to questions regarding whether the purpose of the review is to reduce the number of active specialized transit customers; and, the projected eligible customers based on the current Accessibility for Ontarians with Disabilities Act, 2005 criteria.

The Chair queried the Committee's role in terms of DRT's Specialized, Conventional and OnDemand Services. C. Norris explained that DRT looks to the members for knowledge, input, informed decisions and putting forth recommendations to the Transit Executive Committee on transit matters.

Discussion followed on the potential for TAC to meet the Transit Executive Committee members.

6. Correspondence Items

There were no items of correspondence to consider.

7. Information Items

7.1 Appointment of Members to the Durham Region Transit Advisory Committee (2019-DRT-5)

A copy of Report #2019-DRT-5 of the General Manager of Durham Region Transit was received.

7.2 2019 Durham Region Transit Business Plan and Budget (2019-DRT-6)

A copy of Report #2019-DRT-6 of the General Manager of Durham Region Transit was received.

7.3 Vincent Patterson, General Manager, and Nancy Taylor Treasurer, Durham Region Transit, re: Durham Region Transit 2019 Business Plan and Budget

A copy of the Durham Region Transit 2019 Business Plans and Budget presentation was provided as a handout.

7.4 Durham-Scarborough Bus Rapid Transit – Update (2019-DRT-7)

A copy of Report #2019-DRT-7 of the General Manager of Durham Region Transit was received.

C. Norris provided an overview of the approved \$10 million dollars in Provincial funds to advance the Durham-Scarborough BRT planning and design work; and the recommended hybrid alternative to provide the best value of investment.

C. Norris reviewed the Public Information Centres (PIC) planned for June to advance the Preliminary Design Business Case (PDBC) work.

C. Norris responded to questions regarding how the BRT corridor will negotiate pinch points, specifically along the Highway 401; options for a dedicated service extension to the Scarborough City Centre; a fare integration model; the opportunities for a future rapid transit system such as Light Rail Transit (LRT) versus Bus Rapid Transit (BRT); and the deployment of Transit Signal Priority (TSP) for BRT.

J. Beaton suggested that a member of the Traffic Control Centre be invited to present on the Transit Signal Priority (TSP) system at the September 17, 2019 TAC meeting. C. Norris advised he would confirm the details for the presentation.

B. Holmes responded to questions regarding the processes DRT has in place with Durham Regional Police Service for enforcement at the bus-only lane zones, particularly along Highway 2 in the Town of Ajax and City of Pickering.

Discussion ensued regarding the upcoming Metrolinx Public Information Centres (PICs) with respect to the Durham-Scarborough BRT corridor to be held in June 2019. C. Norris advised that staff will email the PIC details to the Committee.

7.5 2018 Durham Region Transit Annual Performance Report (2019-DRT-8)

A copy of Report #2019-DRT-8 of the General Manager of Durham Region Transit was received.

7.6 Update on the Accessibility Advisory Committee (AAC) Meeting

C. Norris advised that the Accessibility Advisory Committee (AAC) members have yet to be nominated.

Moved by G. Gormick, Seconded by G. Weddel,
That Information Items 7.1 to 7.6, inclusive, be received for
information.

CARRIED

8. Discussion Items

There were no discussion items to be considered.

9. Other Business

A) Transit Deficits to the Trent University Thornton Campus, and the University of Ontario Institute of Technology and Ontario Tech University in Downtown Oshawa

J. Nguyen, on behalf of the students, expressed concerns regarding the proposed increase to the U-PASS; the transit deficit being experienced by the Trent University Thornton Campus students; and, the University of Ontario Institute of Technology and Ontario Tech University downtown Oshawa students who are required to walk a longer distance to the bus stop locations along Simcoe Street and King Street in downtown Oshawa, particularly after a late evening class. She stated the longer walking distance makes the students feel uncomfortable and poses a safety concern for themselves and visiting students choosing a university. Discussion followed regarding a possible solution.

C. Norris responded to questions regarding a potential transit loop to the Trent University Thornton Campus; the North Campus transit; and the opportunities to work with the local municipalities, the Durham District School Boards, and Universities on transit and land use planning matters.

The Committee suggested that J. Nguyen write a letter to the Transit Executive Committee expressing the concerns raised by the students attending the Trent University Thornton Campus; University of Ontario Institute of Technology and Ontario Tech University.

B) Durham Region Transit's "2-for-1 Youth Pass" is back!" Pamphlet

A copy of the Durham Region Transit's "2-for-1 Youth Pass" is back!" pamphlet was provided to the members in attendance.

10. Date of Next Meetings

- Tuesday, September 17, 2019 at 7:00 PM
- Tuesday, November 19, 2019 at 7:00 PM

11. Adjournment

Moved by G. Gormick, Seconded by G. Weddel,
That the meeting be adjourned.
CARRIED

The meeting adjourned at 8:38 PM.

D. Barton, Chair, Transit Advisory Committee

C. Tennisco, Committee Clerk

If this information is required in an accessible format, please contact 1-800-372-1102 ext. 2097.

The Regional Municipality of Durham

MINUTES

TRANSIT ADVISORY COMMITTEE

Tuesday, September 17, 2019

A meeting of the Transit Advisory Committee was held on Tuesday, September 17, 2019 in the Lower Level Boardroom (LL-C), Regional Municipality of Durham Headquarters, 605 Rossland Road East, Whitby at 7:06 PM

Present: Commissioner Barton, Chair
J. Beaton, Whitby
A. Macci, Pickering
J. Martin, Brock
J. Nguyen, Student Association representative, Ontario Tech, Durham College and Trent University
M. Roche, AAC

Absent: C. Antram, Ajax
R. Claxton-Oldfield, Clarington
G. Weddel, Uxbridge

Staff

Present: W. Holmes, Acting General Manager, Durham Region Transit
C. Norris, Manager, Customer Experience, Durham Region Transit
M. Binetti, Supervisor, Service Design, Durham Region Transit
C. Tennisco, Committee Clerk, Corporate Services – Legislative Services

1. **Declarations of Interest**

There were no declarations of interest.

2. **Adoption of Minutes**

Moved by A. Macci, Seconded by J. Beaton,
That the minutes of the regular Durham Region Transit Advisory Committee meeting held on Wednesday, May 21, 2019, be adopted.
CARRIED

Chair Barton introduced Mike Roche, the Accessibility Advisory Committee's representative appointed to the Transit Advisory Committee; and he invited M. Roche to provide a brief overview of himself.

Chair Barton advised that Greg Gormick provided his resignation as the City of Oshawa representative on the Transit Advisory Committee.

3. Recommendation for two (2) Members of Large who use Public Transit

3.1 2018 – 2022 Two Members at Large Selections

Chair Barton provided an update on the work of the sub-committee reviewing the remaining candidates. This included an interview process that led to the recommendation of the two Members at Large to the Transit Advisory Committee (TAC) for appointment at the October 4, 2019 Transit Executive Committee meeting.

Moved by J. Nguyen, Seconded by J. Martin,
That the Transit Advisory Committee (TAC) recommends to the
Transit Executive Committee:

That Kayla Ginter and Jordan Hollingsworth be appointed by the Transit Executive Committee as the two Member at Large positions on the Transit Advisory Committee for the term of Council.

CARRIED

4. Presentations

4.1 Michael Binetti, Supervisor, Service Design, Durham Region Transit, re: Stop Planning & Accessibility; September Service Changes

M. Binetti provided a PowerPoint presentation titled, “Stop Planning & Accessibility; September Service Changes”. A copy of the presentation was provided in the agenda.

Highlights of the presentation included:

- Bus Stop planning and accessibility
 - Bus stop spacing
 - Bus stop intersections
 - Open bus bays
 - Roundabouts

M. Binetti displayed pictorials depicting bus stop designs with a clearance area to deploy a ramp at the front door; a stop with a hard surface at the front door and fully accessible; the waiting area of a newly constructed 10 metre-long accessible bus stop with a shelter and access through both doors; an accessible alternative bus stop reconfiguration with a rear-door hard surface pad; and a rural cross-section waiting area.

M. Binetti provided an overview on the bus shelters and the hard surface retrofitting program. He advised that shelters are placed at bus stops with 25 or more average weekday boardings; and, are prioritized sequentially by most customer boarding activity.

M. Binetti explained that the objective of the hard surface retrofit program is for all DRT stops to be accessible by 2025; and, that the sequence of retrofits is based customer boardings at the stop.

M. Binetti provided an update on the September 2019 service changes for DRT routes in the City of Oshawa, Town of Whitby and Township of Scugog; the expansion of the On Demand service to Brock Township and the extended Lindsay and Orillia On Demand services; and the updates of schedules to align with the changes to GO Train schedules and improve service reliability. He advised that a study is underway to review the delivery and communications of transit services in the rural areas of the Region, with implementation for the year 2020.

M. Binetti reviewed the approved December 2019 service changes. Discussion followed on opportunities to extend bus routes into the property and parking lots of stores; the responsibilities of the private property owners' and DRT's operational safety and evaluation for bus service access onto private property; and the current Community Route and On Demand services being offered in Durham Region.

M. Binetti responded to questions regarding how a bus negotiates stops on a single lane roundabout; who determines the standards for the design of a bus stop waiting area; and the need for hard surface pads and shelters at rural cross-section bus stops.

Discussion ensued regarding the challenges resulting from snow windrows, particularly for passengers utilizing mobility aids and strollers; who is responsible for the clearing of snow and ice at the bus stops; the winter maintenance standards at bus stops; and, how DRT ensures the contractor is delivering these services.

Discussion also ensued regarding the safety of passengers waiting at bus shelters; the placement of advertising to not interfere with sightlines for passengers in and out of a bus shelter; and the use of frosted glass and lighting. M. Binetti advised that DRT will be installing solar lighting at 100 bus shelters this year.

M. Binetti responded to questions regarding how boardings per hour are collected. C. Norris invited the Members to view a live demonstration on the data collection system following the meeting.

5. Correspondence Items

There were no items of correspondence to consider.

6. Information Items

6.1 Durham Region Transit Automated Shuttle Pilot (2019-DRT-12)

A copy of Report #2019-DRT-12 of the General Manager of Durham Region Transit was provided as a handout. C. Norris provided an update on the discussions with Pacific Western Transportation to pilot an automated vehicle, that is accessible, connecting the Port of Whitby area to the Whitby Station. He noted that the shuttle would be staffed with an on-board attendant.

Moved by J. Beaton, Seconded by A. Macci,
That Information Item 6.1 be received for information.
CARRIED

6.2 Low Income Transit Assistance Program (LTAP) Pilot (2019-DRT-14)

A copy of Report #2019-DRT-14 of the General Manager of Durham Region Transit was provided as a handout. C. Norris provided an overview on the Transit Assistant Program (TAP) for a low-income person's pilot. He advised that the TAP will be effective November 1, 2019; is open to all beneficiaries of the Ontario Disability Support Program and Ontario Works to improve transit access and affordability; and beneficiaries will be provided with a free PRESTO card.

C. Norris responded to questions regarding how the TAP will be communicated to the beneficiaries; and the transit connections in which the PRESTO card can be used during the pilot.

Moved by J. Martin, Seconded by M. Roche,
That Information Item 6.2 be received for information.
CARRIED

6.3 Update on the Accessibility Advisory Committee (AAC) Meeting

M. Roche provided an update on the Accessibility Advisory Committee (AAC) meetings. He advised that Durham Region Transit will be providing a presentation at the September 24, 2019 Accessibility Advisory Committee (AAC) meeting; and the Joint Forum of the Accessibility Advisory Committees is scheduled for October 30, 2019 from 5:00 PM to 8:30 PM in the Lower Level Boardroom at Regional Headquarters.

The Chair inquired when a second AAC member will be appointed to sit on the Transit Advisory Committee. M. Roche explained that to-date, a second Accessibility Advisory representative has yet to volunteer.

Moved by J. Nguyen, Seconded by J. Beaton,
That Information Item 6.3 be received for information.
CARRIED

7. Discussion Items

There were no discussion items to be considered.

8. Other Business

A) The PULSE 900 Highway 2 Route Services

A. Macci questioned whether DRT is considering increasing the PULSE 900 Highway 2 route services to reduce the number of transit stops between Scarborough and the City of Oshawa. C. Norris noted this would be considered as part of the work underway for the Durham-Scarborough BRT, a Metrolinx led project. Metrolinx will be hosting a series of Public Information Centres (PICs) in the Fall of 2019 and suggested this would be the appropriate venue to raise this question.

Discussion ensued regarding the opportunity to install PRESTO self-serve machines at transit stops.

9. Date of Next Meetings

- Tuesday, November 19, 2019 at 7:00 PM

10. Adjournment

Moved by A. Macci, Seconded by J. Nguyen,
That the meeting be adjourned.
CARRIED

The meeting adjourned at 8:13 PM.

D. Barton, Chair, Transit Advisory Committee

C. Tennisco, Committee Clerk

Resolutions from Advisory Committees

Transit Advisory Committee

1. Appointment to TAC of Two Members at Large

That the Transit Advisory Committee (TAC) recommends to the Transit Executive Committee:

That Kayla Ginter and Jordan Hollingsworth be appointed by the Transit Executive Committee as the two Member at Large positions on the Transit Advisory Committee for the term of Council.