



Transit Executive Committee Agenda

Council Chambers
Regional Headquarters Building
605 Rossland Road East, Whitby

Wednesday, July 8, 2020

1:30 PM

Please note: In an effort to help mitigate the spread of COVID-19, and to generally comply with the direction from the Government of Ontario whereby all organized public events of more than five people are prohibited, it is requested in the strongest terms that Members participate in the meeting electronically. Regional Headquarters is closed to the public, all members of the public may [view the Committee meeting](#) via live streaming, instead of attending the meeting in person. If you wish to register as a delegate regarding an agenda item, you may register in advance of the meeting by noon on the day prior to the meeting by emailing delegations@durham.ca and will be provided with the details to delegate electronically.

1. Roll Call

2. Declarations of Interest

3. Adoption of Minutes

- A) Durham Region Transit Executive Committee meeting –
June 3, 2020

Pages 3-9

4. Delegations

- 4.1 Gordon Glibbery, Ajax resident, re: Appropriate content for bus shelter advertising [2020-DRT-14] [Item 7. B]

5. Presentations

- 5.1 Christopher Norris, Deputy General Manager (Temp), Operations, re: Ridership Recovery Initiative Updated Transit Network

Pages 10-21

6. Correspondence

7. Reports

- A) General Manager's Report – July 2020 (2020-DRT-13)

Pages 22-38

-
- | | | |
|----|---|-------------|
| B) | Durham Region Transit Advertising Policy (2020-DRT-14) | Pages 39-49 |
| C) | Durham Region Transit U-Pass Agreement Update (2020-DRT-15) | Pages 50-57 |

8. Advisory Committee

There are no advisory committee items to be considered

9. Confidential Matters

There are no confidential matters to be considered

10. Other Business

11. Date of Next Meeting

Wednesday, September 9, 2020 at 1:30 PM

12. Adjournment

Notice regarding collection, use and disclosure of personal information:

Written information (either paper or electronic) that you send to Durham Regional Council or Committees, including home address, phone numbers and email addresses, will become part of the public record. This also includes oral submissions at meetings. If you have any questions about the collection of information, please contact the Regional Clerk/Director of Legislative Services

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

Wednesday, June 3, 2020

A regular meeting of the Durham Region Transit Executive Committee was held on Wednesday, June 3, 2020 in the Council Chambers, Regional Headquarters Building, 605 Rossland Road East, Whitby, Ontario at 1:30 PM. Electronic participation was offered for this meeting.

1. Roll Call

Present: Commissioner Collier, Chair
Commissioner Barton, Vice-Chair
Commissioner Anderson
Commissioner Bath-Hadden
Commissioner Carter
Commissioner Drew
Commissioner Mulcahy
Commissioner Pickles attended the meeting at 1:34 PM
Regional Chair Henry

*** all members of Committee, except Regional Chair Henry, participated electronically**

Also

Present: Commissioner Crawford
Commissioner Kerr

Staff

Present: E. Baxter-Trahair, Chief Administrative Officer
W. Holmes, General Manager, Durham Region Transit
J. Austin, Deputy General Manager, Business Services, Durham Region Transit
D. Beaton, Commissioner of Corporate Services
B. Bridgeman, Commissioner of Planning & Economic Development
A. Haynes, Administrative Assistant, Durham Region Transit
R. Inacio, Systems Support Specialist, Corporate Services – IT
A. McKinley, Deputy General Manager, Maintenance, Durham Region Transit
K. McDermott, Senior Solicitor, Labour & Employment, Corporate Services - Legal
A. Naeem, Solicitor, Corporate Services – Legal
C. Norris, Manager, Customer Experience, Durham Region Transit
S. Pollock, Coordinator Communications, Durham Region Transit
N. Taylor, Treasurer, Durham Region Transit, and Commissioner of Finance
G. Williams, Director, Corporate Communications
N. Prasad, Committee Clerk, Corporate Services – Legislative Services
C. Tennesco, Committee Clerk, Corporate Services – Legislative Services

2. Declarations of Interest

There were no declarations of interest.

3. Adoption of Minutes

Moved by Commissioner Carter, Seconded by Commissioner Drew,
(19) That the minutes of the regular Durham Region Transit Executive
Committee meeting held on Wednesday, March 4, 2020, be adopted.

CARRIED

4. Delegations

There were no delegations to be heard.

5. Presentations

5.1 Bill Holmes, General Manager, Durham Region Transit, Re: Update

B. Holmes, Durham Region Transit, provided a PowerPoint presentation update on Durham Region Transit (DRT). A copy of the presentation was provided in the Agenda. A revised agenda page 14 was distributed electronically to the members.

Highlights of the presentation included:

- COVID-19 response through May
- Impacts of COVID-19 on ridership
- Resumption of fare collection
- 2019 DRT Safe Driver Awards

B. Holmes responded to questions regarding the timelines for the implementation of the On Demand services in the Fall in the Municipality of Clarington; and funding required from the Federal and Provincial levels of governments to offset the DRT revenue shortfall as a result of the COVID-19 impact on ridership. Chair Collier provided an update on the funding requests submitted by the Large Urban Mayor's Caucus of Ontario (LUMCO).

Commissioner Pickles inquired whether face masks will be mandatory for DRT transit customers and noted that as of July 2, 2020, it will be mandatory for customers of Brampton Transit to wear face masks. B. Holmes provided an overview on the modifications in place to support physical distancing including driver safety shields; and, that the wearing of face covering/masks will be highly recommended when using DRT and there will be an increasing education / information campaign promoting masks on transit.

B. Holmes also responded to questions regarding the initiative for the distribution of 4,000 free PRESTO cards for new PRESTO customers; the DRT PRESTO points of sale; how the costs for these cards will be mitigated; and whether registered PRESTO card holders could be tracked in the event of a COVID-19 incident.

Commissioner Kerr inquired about the level of the DRT Sunday services being offered; and, if DRT could look at more timely alternative services for front line workers, including Personal Support Workers (PSWs), who are dependent on transit to care for their clients. B. Holmes asked that these workers reach out to DRT directly to look at specific options.

J. Austin, Deputy General Manager, Business Services, advised of the 2019 Safe Driver Awards to the following recipients:

5-Years

Dave Canavan
Collin D'Antimo
John Fraser
Michael Gradwell
Laura Hu
William Jankovski
Kevin McEachern
Thomas McLinton
Mike Papanikolaou
Lisa Schneider
Susan Stoppard
Ralon Wilson

10-Years

Miriam Ceron
Rhonda Clarry
Holly Cook
Rossano Deluca
Peter Kailasapillai
Brendan McKeown
Mellissa McWilliams
Marilyn Osborn
Douglas Owen
Dusko Runevski
Monica Zasadny

15-Years

Sue Abbott
Abir Bayoumi
Julie Cathcart

20-Years

Glen Brady

25-Years

Sheila Brady
Debbie Christie

30-Years

Ray Kelly

Ray Kelly was invited to provide an overview of his 30 years of experience in the transit industry.

The Committee thanked the DRT General Manger and staff for the level of services and investments they have taken to ensure the safety of residents and employees throughout the COVID-19 pandemic.

5.2 Christopher Norris, Deputy General Manager (Temp), Operations, Durham Region Transit, Re: Rural Review

C. Norris, Durham Region Transit, provided a PowerPoint presentation on the Rural Review study. A copy of the presentation was provided in the Agenda.

Highlights of the presentation included:

- Rural Review Process
- Case Study Highlights
- Technology Platform Highlights
- Engaging the Public and Stakeholders
- Recommendation – Technology Platform
 - Platform
 - In-vehicle
- Recommendation – Customer Facing Technology
 - Provide multiple channels
 - Mobile application
- Recommendation – Scheduled Service
 - Routes 506, 601 and 960
 - Route 603
 - Route 950
 - Expand inter-community service guidelines
- Recommendation – On Demand Service
 - Booking window
 - Delivery
 - Vehicles
 - On Demand operation
 - Service Area
 - Service Availability
 - Service Metrics
 - Fare
- Recommendation – Service Beyond Durham
 - York Region
 - Peterborough
 - Simcoe County (Orillia)
 - City of Kawartha (Lindsay)
- Recommendation – On Demand Connecting to Scheduled Service
 - Terminal Connections
- Recommendation – Rural Service Map
- Recommendation – Park and Rides
 - Locations
 - Characteristics

- Recommendation – Communications
- Deployment Strategy

Commissioner Anderson inquired whether it could be arranged for the Metrolinx GO Transit Route 88 travelling to Peterborough to stop in Orono to pick-up passengers. C. Norris advised that staff will engage with Metrolinx on that opportunity.

Discussion ensued regarding extending the DRT Route 950 service from the northern municipalities to the GO Train Lakeshore east line at the Whitby GO Train Station; and, the status of the Route 603 Pickering - Port Perry service, pre COVID-19. Commissioner Mulcahy questioned the timelines for the proposed Park and Ride Lot at Baldwin and Highway 407 GO Transit Bus Terminal. C. Norris advised he would follow up with Commissioner Mulcahy directly.

6. Correspondence

There were no correspondence items to be considered.

7. Reports

A) General Manager's Update –June 2020 (2020-DRT-09)

Report #2020-DRT-09 from B. Holmes, General Manager, Durham Region Transit, was received.

Moved by Commissioner Anderson, Seconded by Commissioner Barton,
(20) That Report #2020-DRT-09 of the General Manager, Durham Region Transit, be received for information.

CARRIED

B) Radio Communications System: Contract with Metrolinx for Radio Services (2020-DRT-10)

Report #2020-DRT-10 from B. Holmes, General Manager, and N. Taylor, Treasurer, Durham Region Transit, was received.

Moved by Commissioner Mulcahy, Seconded by Commissioner Barton,
(21) A) That staff be authorized to negotiate a sole source short-term contract no longer than five years from January 1, 2021 to December 31, 2025 for the existing Durham Region Transit (DRT) contract with Metrolinx to use Metrolinx's radio communication systems and receive regular maintenance service at an estimated annual operating cost of approximately \$200,000 per year, to be financed from DRT's annual Business Plans and Budgets; and

- B) That the General Manager of Durham Region Transit and the Commissioner of Finance/Treasurer of Durham Region Transit be authorized to execute the necessary agreements.

CARRIED

C) Resumption of Fare Collection (2020-DRT-11)

Report #2020-DRT-11 from B. Holmes, General Manager, Durham Region Transit, was received.

Moved by Commissioner Drew, Seconded by Commissioner Anderson,

- (22) A) That in response to the COVID-19 pandemic, staff take the necessary steps to eliminate paper monthly passes (excluding the Access Pass) and paper transfers and limit availability of paper tickets effective the date DRT resumes collecting fares;

- B) That Durham Region Transit make available up to 4,000 PRESTO cards at no cost to the customer; and

- C) That Durham Region Transit investigate and implement, as soon as possible, additional alternative contactless fare payment technology strategies, such as a mobile ticketing solution.

CARRIED

D) Review of Transit Services in Rural Durham (2020-DRT-12)

Report #2020-DRT-12 from B. Holmes, General Manager, Durham Region Transit, was received.

Moved by Commissioner Barton, Seconded by Commissioner Bath-Hadden,

- (23) That the recommendations and strategy outlined in Report #2020-DRT-12, including Attachment #1, be implemented and that funding requirements be considered during the applicable annual budget process.

CARRIED

8. Advisory Committee Resolutions

There were no advisory committee resolutions to be considered.

9. Confidential Matters

There were no confidential matters to be considered.

10. Other Business

There were no items of Other Business.

11. Date of Next Meeting

The next regularly scheduled Durham Region Transit Executive Committee meeting will be held on Wednesday, July 8, 2020 at 1:30 PM in the Council Chambers, Regional Headquarters Building, 605 Rossland Road East, Whitby.

12. Adjournment

Moved by Commissioner Pickles, Seconded by Commissioner Anderson,
(24) That the meeting be adjourned.

CARRIED

The meeting adjourned at 2:43 PM

Respectfully submitted,

S. Collier, Chair

Committee Clerk



Transforming the Transit Network

Ridership Recovery

July 8, 2020

Transit Executive Committee

Durham Region Transit



Overview

- Current situation
- Projecting ridership
- Update to that transit network

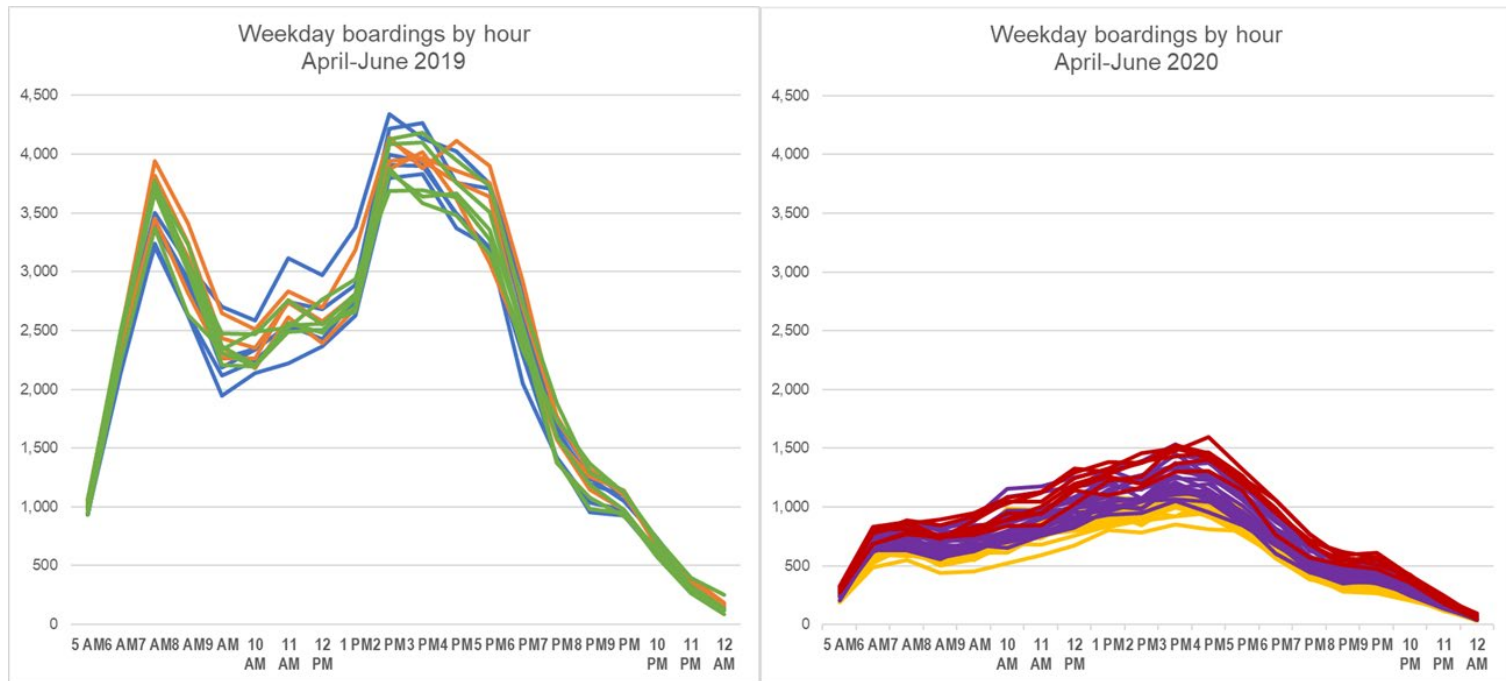


Service levels during pandemic

- **Level 1 Service reduction**
 - March 23, 2020
 - Saturday base schedule with enhancements on busier corridors
 - 20 per cent reduction in revenue hours
- **Level 2 service reduction**
 - June 8, 2020
 - Sunday base schedule with enhancements on busier corridors
 - 18 per cent reduction in revenue hours
- **2020 Service Plan**
 - Changes and enhancements paused

Current Situation - Ridership

- 70 per cent ridership reduction
- Trip demand profile has changed





Ridership projection - assumptions

- Trends

- Alternative work arrangements and virtual learning have significant impact on travel patterns. The current travel pattern trend is expected to continue, with trip concentrations in early afternoon to evening.

- Major markets

- Post-secondary: significant decrease in travel. Anticipating 80 per cent of courses delivered remotely. Ongoing discussions with Ontario Tech University, Durham College and Trent University.
- GO Transit: significant decrease in travel as a result of teleworking. Significant parking availability at GO stations may hinder competitiveness of local transit in the short to medium term.
- High School: significant decrease in travel and move away from traditional school-day patterns (such as staggered start times). Ongoing discussions with Durham Student Transportation Services.



Ridership projection - approach

	Current (Level 2)	Phase A	Phase B	Phase C
Total Weekday Boardings	17,000	23,500	33,000	44,500
Proportion of previous ridership	24 %	38%	53%	72%
Base	17,000	22,000	27,200	34,000
Post-secondary		500	2,500	5,000
GO Transit		500	2,500	5,000
High School		500	500	500
Transit Network Capacity				
One third bus capacity	17,500	24,500	27,700	30,800
Full seated capacity		43,760	49,520	55,040
Triggering next phase	60% ridership increase on a frequent transit route.	60% ridership increase on routes 403 or 917. Average boarding per hour for OnDemand reach 15.	60% ridership increase on routes 405 or 407. Average boarding per hour for OnDemand reach 20.	

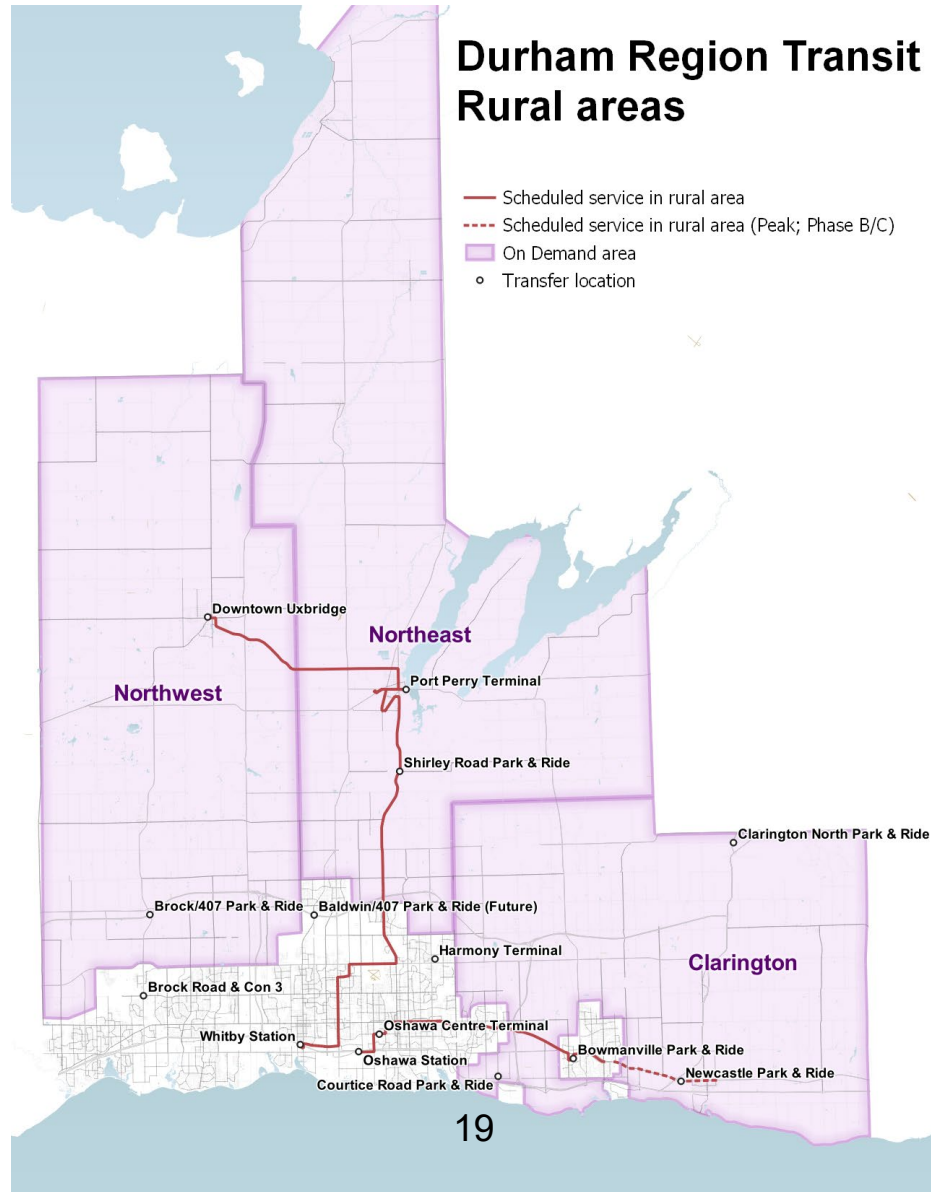
Updating the transit network - Principles

- Provide flexibility in trip making
 - Frequent
 - Operate every 30 minutes – minimum
 - Frequency increased as required to meet demand
 - Available
 - Service starts and ends consistently across the network
- Service delivery
 - Scheduled: major travel corridors
 - On Demand
 - Deployed to areas where minimum 30 minute service not financially feasible
 - Routes added when sufficient ridership
 - Reservation based scheduled service
 - Manage demand having customers book their trip in advance and optimize deployed capacity
 - Targeted to specific markets:
 - Post-secondary campus
 - GO Train – Lakeshore East

Transforming the transit network – service delivery

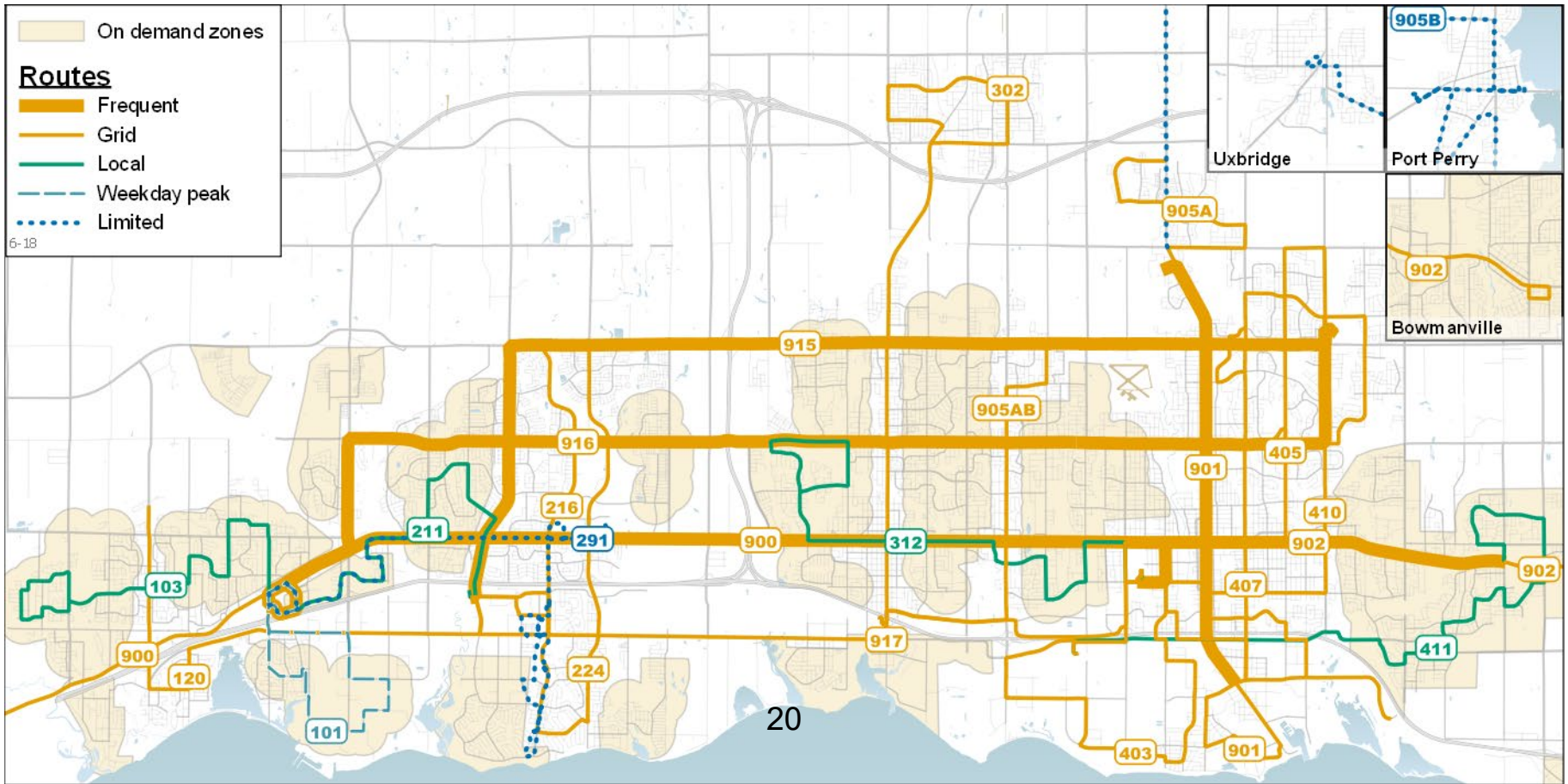
Frequent	Grid	On Demand Urban	On Demand Rural	Limited	Local
Major travel corridors with high demand	Secondary corridors	Areas beyond 800 metres of scheduled service. Stop-to-stop	Areas beyond 800 metres of scheduled service. Curb-to-stop Curb-to-curb	Provides connection to rural areas and specific markets.	Launched as demand grows
Frequent service (15 minutes or better) 7:00 to 19:00	7 day service	7 day service	7 day service	7 day service	Demand based
Minimum 30 minutes	Minimum 30 minute	Minimum 2 hour booking window	Minimum 2 hour booking window	Every 2 hours	Minimum 30 minute
Weekday: 5:00 to 24:00 Weekend: 5:30 to 24:00	Weekday: 5:00 to 22:00 Weekend: 5:30 to 22:00	Weekday: 5:00 to 24:00 Saturday: 7:00 to 24:00 Sunday: 7:00 to 22:00	Weekday: 6:00 to 24:00 Weekend: 7:00 to 21:00	Varied	Demand based
80+% within a 10 minute walk	80+% within a 10 minute walk	Up to 5 to 10 minute walk			Up to 5 to 10 minute walk

Rural Area



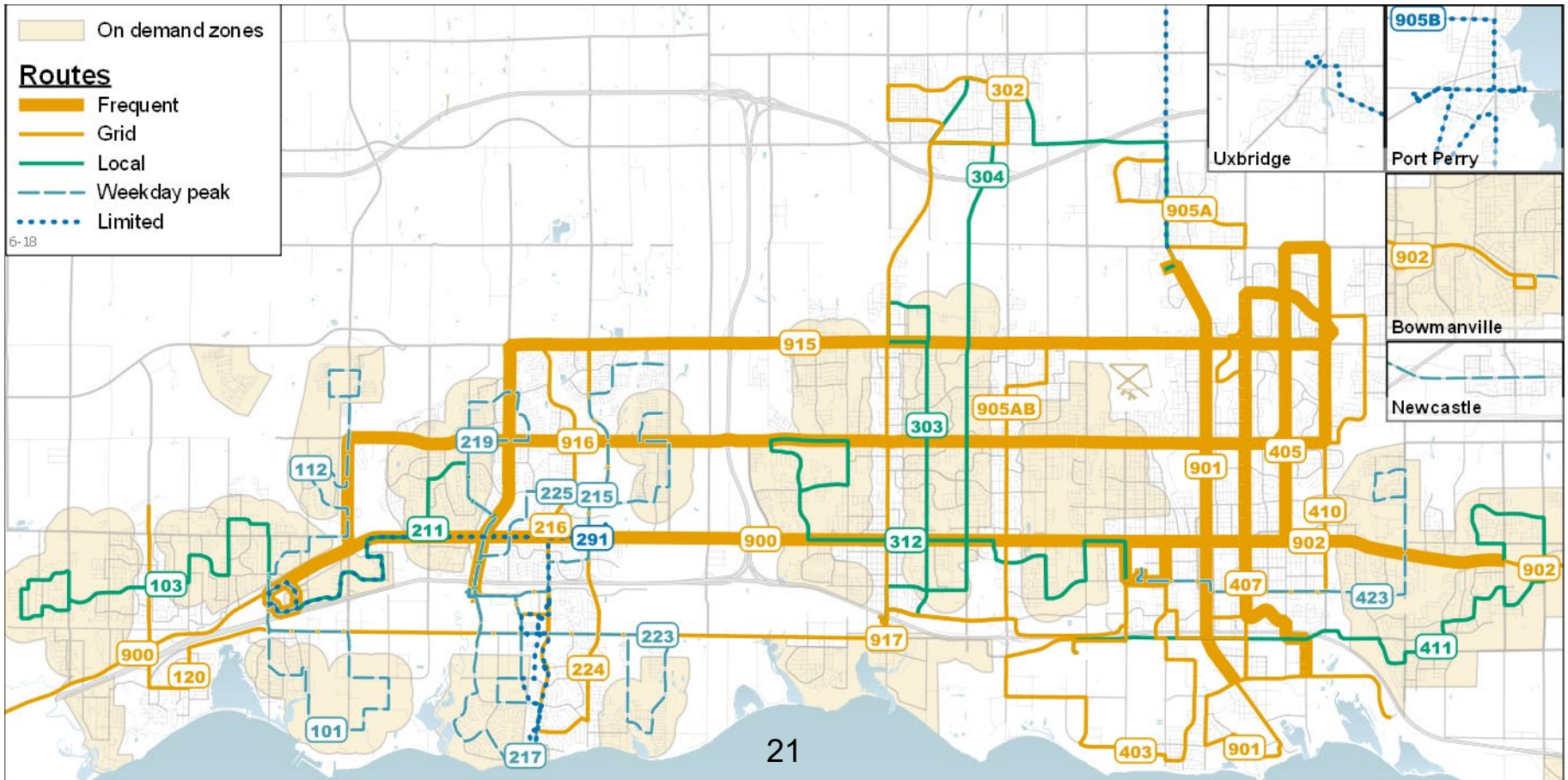
Phase B

- Frequent, Grid, Limited, Local and On Demand
 - Local routes introduced where demand warrants
 - Frequency increases to Frequent and Grid services



Phase C

- Frequent, Grid, Limited, Local and On Demand
 - Peak period local routes introduced where demand warrants



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: #2020-DRT-13
Date: July 8, 2020

Subject:

General Manager's Report – July 2020

Recommendation:

That the Durham Region Transit Executive Committee recommends:

That this report be received for information.

Report:

1. Purpose

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

2. Background

2.1 The General Manager Report provides regular updates on key performance measures and summaries of current activities and transit issues in Attachment #1.

3. 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 – July 2020

Attachment #2: Policy: Passengers expectations in response to COVID-19

Respectfully submitted,

Original signed by

Bill Holmes
General Manager, DRT

Recommended for Presentation to Committee

Original signed by

Elaine C. Baxter-Trahair
Chief Administrative Officer



General Manager Report

July 8, 2020

TEC

Attachment #1

Performance Measures Dashboard	2
Safety	3
Ridership	4
Service Delivery	6
Updates	7
General	9

Performance Measures Dashboard

Safety

Key performance indicator	Description	Latest Measure	Current	Target ¹	Current Variance to Target (per cent)	YTD Status ² (per cent)
Collisions	Preventable collisions per 100,000 km	May	0.11	0.28	✓ -66.7	✓ -24.0

Ridership

Conventional						
Ridership	Monthly passengers	May	241K	885K	✗ -77.3	✗ -36.0
PRESTO Ridership	Customers paying using PRESTO	May	0 per cent	39.3 per cent	✗ -100	✗ 44.4
Bus full occurrences	Number operator reported occurrences	May	908 ³	56	NA	NA
On Demand (OD) and Specialized Services (SS)						
Ridership (OD)	Number customer trips	May	165	58	✓ 185	✓ 454
Ridership (SS)	Number customer trips	May	2,720	16,339	✗ -83.4	✗ -44.1
Trip Demand (SS)	Total of trips delivered, no show or cancelled at door, unaccommodated	May	2,750	16,673	✗ -83.5	✗ -44
Unaccommodated Rate (SS)	Trip requests not scheduled	May	0.2 ³ per cent	0.9 per cent	✓ 0.7	⚠ 0.2

Service Delivery

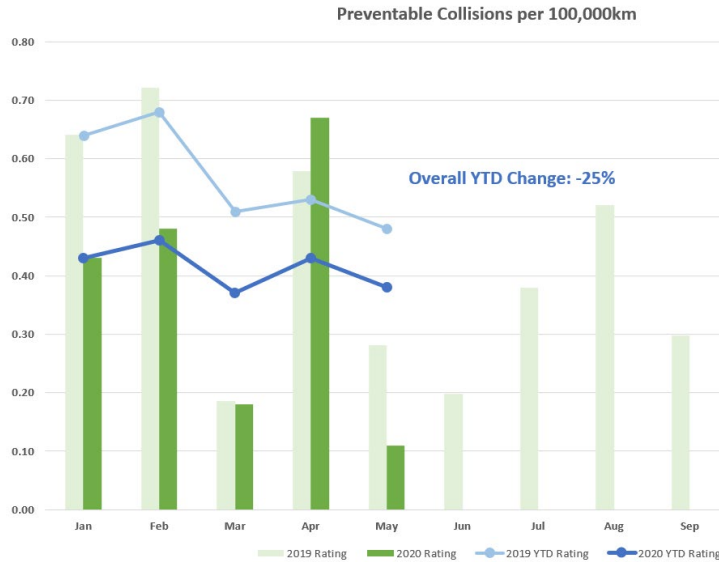
Conventional						
On time performance	Per cent on-time departures from all stops	May	81 per cent	77 per cent	✓ 4	✓ 5
Service availability	Per cent scheduled service delivered	May	99.8 per cent	99.3 per cent	✓ 0.5	⚠ -0.5

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

²Year to Date (YTD) compared to previous year

³Bus capacity limited to half seated load during COVID-19 pandemic, and two passengers on a Specialized vehicle

Preventable Collisions per 100,000 km



and root cause factors to identify appropriate mitigation strategies to mitigate preventable collisions.

Definition: A preventable collision is one in which the driver failed to do everything reasonable to avoid it. A collision may not be reportable to police based on the Highway Traffic Act, but for Durham Region Transit (DRT) purposes all collisions are documented and investigated.

Analysis

The overall collision rate continues to trend downward, 25 per cent lower year to date than 2019.

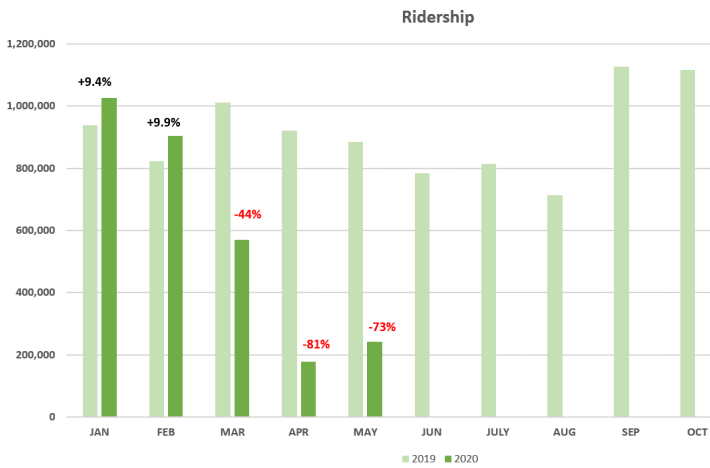
DRT is committed to reducing the annual rate of preventable collisions. An enhanced collision investigation process was implemented in 2019 (increased awareness for documenting on-site incidents, identifying secondary preventable incidents, use of on-board surveillance system), and operators involved in a preventable collision complete the appropriate driver safety refresher training.

Action Plan

DRT Safety and Training, Operations Supervisors, and the Joint Health & Safety Committees continue to monitor collision trends

Ridership

Conventional



Definition: Ridership is the sum of all passenger trips. 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

Ridership continues to be significantly reduced during COVID-19 pandemic.

- 73 per cent for the month of May compared to 2019
- 69 per cent since March 16 compared to 2019
- 34 per cent year to date compared to 2019

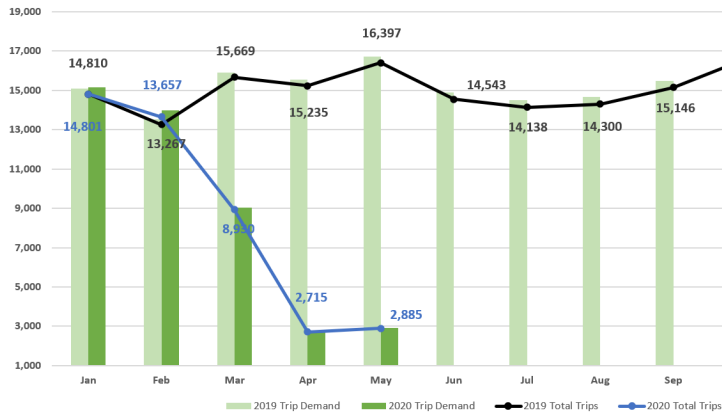
Through March 15, 2020, ridership was approximately 7.5 per cent above budgeted.

Action Plan

Staff are in the process of developing service restoration plans based on ridership projections that consider the phased lifting of provincial and local restrictions, student enrollment and course delivery models by post secondary and secondary school institutions.

Local high schools are considering various options including variable schedules and hybrid models. Post secondary institutions have indicated that approximately 80-85 per cent of courses will be offered virtually for the Fall 2020 semester.

On Demand / Specialized Services



Definitions:

Ridership: 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: Trip demand is the sum of all trips delivered, no-shows and cancelled at the door, and unaccommodated trips.

Unaccommodated Rate: An unaccommodated trip is one where DRT is unable to schedule a trip for the specific requirements of the customer, or the customer declined to accept the trip option provided by the booking agent.

Results

Specialized Services

Ridership continues to be significantly reduced during COVID-19 pandemic.

- 82 per cent for the month of May compared to 2019
- 81 per cent since March 16 compared to 2019
- 43 per cent year to date compared to 2019

Through March 15, 2020, ridership was approximately one per cent below budgeted.

The number of unaccommodated trips dropped to 0.2 per cent through May, reflective of the reduced demand during the pandemic.

On Demand

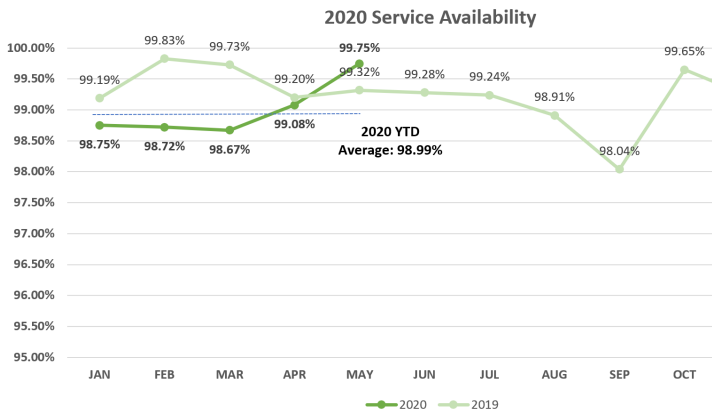
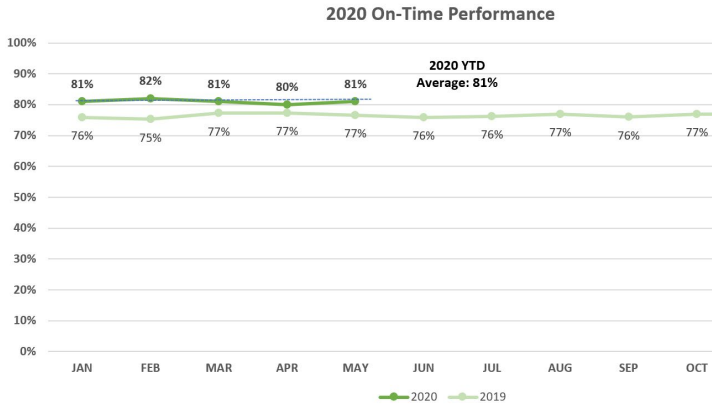
Ridership continues to be stronger than last year despite the pandemic, reflective of the enhancements implemented in September 2019. May ridership was up 185 per cent, with year to date ridership 454 per cent higher than 2019.

Action Plan

Further to adoption of the recommendations of report 2020-DRT-12 Rural Review, On Demand will be expanded into the rural areas of all Municipalities in September 2020, with opportunities to enhance ridership based on implementation of an appropriate technology platform to support ridership recovery initiatives.

Service Delivery

On Time Performance & Availability (conventional)



Definition

On-Time Performance (OTP) is a measure of the percentage of buses departing a bus stop no more than zero minutes early and five minutes late. The annual OTP target is 78 per cent.

Service availability measures the actual service delivered by DRT compared to the scheduled revenue service. The service availability target is 99.5 per cent.

Results

The transportation network is much different today than before the COVID-19 pandemic with lower traffic volumes on Regional roads. During this unprecedented period the professionalism and commitment of bus operators has been demonstrated by their actions and decisions to ensure service reliability for customers, maintaining 81 per cent on time performance in May.

In 2019 DRT leveraged the increasing data analytics capacity to support enhanced reporting of OTP data and engagement of operations staff, including front line operators. Staff efforts to improve service for customers has resulted in a dramatic improvement in service reliability and OTP.

The annual OTP through May is 81 per cent, up from 77 per cent in 2019.

Service availability in May was 99.75 per cent, and 98.89 per cent year to date. Service availability year to date is influenced by challenges experienced earlier in the year at the Whitby location.

Action Plan

Staff continue to encourage and promote actions to improve service reliability and availability.

Innovation

1. Electric buses

The Atmospheric Fund (TAF) Board of Directors recently approved \$195,000 in funding over two years for the “Scaling-up to Zero Emission Transit in Durham Region” to support advancing the electric bus pilot project. The TAF grant is a partnership with Oshawa Power and Utilities Corporation and will fund the program management expertise necessary to develop specifications for the buses and charging infrastructure, and key project components such as training, re-tooling, software and performance monitoring, all of which are essential steps to support the procurement of the vehicles in 2021 and to prepare for their arrival in 2022.

2. Autonomous Vehicle Pilot

The project team continue to pursue a fall implementation of the pilot project; however, the continued closure of the Canada-U.S. border is impacting necessary vehicle preparations. Closure of the border through July will likely delay the start of the pilot project until 2021.

Infrastructure

1. Shelter Vandalism

Between March 25 and June 2, DRT experienced a 220 per cent increase in shelter vandalism. Shelter repairs range from \$500 - \$1500 per incident, and during this two-month period the cost to repair the vandalized shelters will be approximately \$25,000. As a result of repeated and frequent vandalism to the same shelters, DRT will be temporarily suspending replacement of the glass panels to protect the safety of DRT customers and the community. Staff continue to investigate options for reasonable solutions to continue to provide shelter for customers and mitigate impacts from vandalism.

The picture below shows a recent vandalized shelter; the back panel had not yet been replaced before another panel was smashed.



General

1. Update on response to COVID-19 pandemic

On June 11, 2020, the Province released the document “Guidance for Public transit Agencies and Passengers in Response to COVID-19” (Ministry of Transportation, [guidance-public-transit-agencies-and-passengers-covid-19-2020-06-11](#)). The document outlines best practices and strong recommendations for transit agencies to better protect staff and passengers as they get back out into the community.

DRT has already implemented many of the recommendations directed at transit employers.

- Communicate of infection prevention and control and occupational health and safety policies and procedures to employees
- Communicate information about COVID-19 policies including sanitization of workplaces, proper hygiene and respiratory etiquette, task-specific control measures, physical distancing and illness reporting
- Procedure for responding when a worker tests positive for COVID-19
- Implement control measures
 - Self assessment tools and informing workers experiencing signs and symptoms to go home immediately and/or stay home
 - All employees required to complete screening questionnaire daily
 - Posted passive screening posters on entrance to all buses
 - Practice physical distancing when ever possible
 - Established maximum bus loads of approximately half a seated load
 - Implemented control measures at facilities
 - Procedures and controls to limit exposure between passengers and operators
 - Implemented rear door boarding, suspended fares
 - Protective equipment where required
 - Issued Personal Protective Equipment to specialized services operators required to secure mobility devices
 - When shifting from rear door boarding to front door boarding procedures, install physical barrier between transit operator and passengers
 - Installing bio-shield on all buses to support front door boarding and resumption of fare collection July 2
 - Frequent hand washing or using an alcohol-based hand sanitizer
 - Provided hand sanitizer for all staff in the workplace
 - Installing hand sanitizer stations on all buses (front and rear doors)
 - Whenever possible, avoid exchanging paper products including cash for fare collection
 - Eliminating paper transfers, promoting PRESTO adoption with 4,000 free PRESTO cards
 - COVID-19 hygiene, cleaning and disinfection protocol

- Enhanced building cleaning
- Implemented daily Level 1 cleaning of all high-touch surfaces on buses including the operator's compartment

In addition to measures to protect the health and safety of employees, the guidance document specifies passenger specific recommendations that DRT has or will adopt. Effective June 22, all passengers are expected to adhere to the requirements of the DRT policy "Passengers expectations in response to COVID-19" (attachment #2).

It is the policy of Durham Region Transit (DRT) that the specified passenger requirements from the Ministry of Transportation guidance document published June 11, as adopted by DRT, shall be followed by all passengers using DRT services. The purpose of the policy is to ensure DRT passengers follow the health and safety recommendations from the Ministry of Transportation when using public transit and DRT services, and to support continuity of DRT operations under the safest and healthiest possible conditions in the context of COVID-19.

The policy specifies ten passenger requirements.

DRT passengers shall:

- not board a DRT bus when presenting with symptoms associated with COVID-19, or has travelled outside the country within the last 14 days, or has had close contact with someone who has tested positive for COVID-19;
- before boarding, review and follow the passive screening protocol posted at the front of the bus;
- while front door boarding protocols are in effect and except for individuals who are physically unable to exit through the rear doors, board the bus through the front doors and exit the bus through the rear doors;
- except for boarding and exiting, remain behind the yellow line on the floor while the bus is in service;
- maintain physical distancing when possible;
- wear a face covering or non-medical mask at all times during their travels on a DRT bus, except for young children particularly under the age of two years old, and passengers who are unable to wear face coverings or non-medical masks for medical reasons.
- carry and use their own alcohol-based hand sanitizer;
- perform hand hygiene (either washing their hands with lukewarm water and soap for at least 20 seconds or using an alcohol-based hand sanitizer), whenever possible;
- respect respiratory etiquette all times during their journey by:
 - covering their mouth and nose when coughing or sneezing using the crook of their elbow or tissues that are safely secured/stored by the passenger while on

the bus and disposed in a waste receptacle as soon as practical after leaving the bus;

- performing hand hygiene immediate after coughing or sneezing;
- not touching their mouth, nose or eyes with their hands; and
- travel during non-peak hours and take shorter trips to avoid prolonged close contact with others, whenever possible.

DRT bus operators will not be expected to enforce the requirements of the policy, but DRT may contact Durham Regional Police Services to request assistance when a passenger demonstrates blatant disregard for the requirements resulting in a disturbance or conflict with the operator or other passengers on the bus.

2. June 8 service change

The introduction of reduced service levels on June 8 did not significantly affected DRT ridership levels. Weekly ridership dropped five per cent during the week of June 8, however it rebounded the next week (June 15) increasing eight per cent. Since implementing the June 8 service change, ridership increased three per cent.

Table 1: Change in weekly ridership over the four-week period ending June 21, 2020.

		TO			
		25-May	01-Jun	08-Jun	15-Jun
FROM	25-May		8%	2%	11%
	01-Jun			-5%	3%
	08-Jun				8%

Some trips on busier routes are recording increasing passenger volumes, such as the Pulse route 900 and route 401, but over 80 per cent of trips continue to report a maximum load of ten or less passengers, with 50 per cent of trips reporting a maximum passenger load of five or less.

As passenger volumes increase, it will be important that passengers adhere to the requirements of DRT’s safety policy, which includes the use of a mask or face covering when travelling on a DRT bus.

3. DRT representing front-line essential workers for Canada’s transit agencies

On Friday, June 19, DRT was proud to host a Tim Horton’s Experience event at our Oshawa location to highlight and recognize the dedicated, committed essential transit staff from across Canada who continue to serve their communities during the pandemic. Film crews were present to capture DRT staff arriving for and starting their workday, illustrating our valuable contributions to the community, and capturing vignettes of our day-to-day work life. Tim Horton’s staff were also on hand to provide free coffee and donuts; one of our buses even went through the onsite drive-thru!

The Tim Horton’s Experience honoring frontline health care workers ([Time Horton's Experience](#)) was the first in a series of national campaigns recognizing the contributions of essential workers and

services, and DRT is proud to be the only transit agency in Canada invited to host the Tim Horton's Experience event featuring public transit. The video is expected to be featured in early July as part of a national digital and social media campaign (to be featured on Facebook, Instagram, Twitter and YouTube).



Durham Region Transit
 Procedure Manual Policy Manual

Title: Passengers expectations in response to COVID-19	
Revised: Initial Release	Page #: 1 of 3
Issues: June 22, 2020	
Approved by: General Manager, Durham Region Transit	

1. Policy Statement

- 1.1 It is the policy of Durham Region Transit (DRT) that the specified passenger requirements from the Ministry of Transportation guidance document published June 11, as adopted by DRT, shall be followed by all passengers using DRT services.

2. Purpose

- 2.1 To ensure DRT passengers follow the health and safety recommendations from the Ministry of Transportation when using public transit and DRT services.
- 2.2 To support continuity of DRT operations under the safest and healthiest possible conditions in the context of COVID-19.

3. Definitions

Close contact	A person who provided care for a person with COVID-19, including health care workers, family members or other caregivers, a person who had other similar close physical contact, or a person who lived with or otherwise had close, prolonged contact with a person with probable or confirmed COVID-19 while the person was ill.
Guidance document	Guidance for Public transit Agencies and Passengers in Response to COVID-19, Ministry of Transportation
Physical distancing	Sometimes referred to as social distancing, maintaining at least two metres distance to another person

4. Background

- 4.1 DRT has implemented several safety measures to ensure the health and safety of customers and employees, including additional daily cleaning of high-touch surfaces throughout the bus, maximum bus loads and rear door boarding to support physical distancing of customers and bus operators, hand sanitizer and wipes provided to bus operators, and personal protective equipment for specialized services operators.

- 4.2 Additional operational measures are being taken to ensure the health and safety of bus operators and customers when front door boarding resumes, including a COVID-19 barrier between the operator and boarding customers, advancing contactless payment solutions, and eliminating paper transfers.
- 4.3 As the Province implements their Framework for Reopening our Province, DRT ridership will increase, and it will not be possible to maintain physical distancing on all buses.
- 4.4 On May 20, 2020, the Associate Chief Medical Officer of Health of Ontario issued to transit agencies a memorandum recommending COVID-19 precautions on public transportation. The recommendations contained measures for passengers to help prevent the transmission of COVID-19, including the recommended use of face coverings, particularly when physical distancing is not feasible.
- 4.5 On June 11, 2020, the Ministry of Transportation issued a guidance document that outlined various recommendations and best practices to help prevent the transmission of COVID-19 on public transit, including passenger requirements, that will remain in effect until further notice by provincial public health officials.

5. Passenger requirements

- 5.1 DRT passengers shall:
- not board a DRT bus when presenting with symptoms associated with COVID-19, or has travelled outside the country within the last 14 days, or has had close contact with someone who has tested positive for COVID-19;
 - before boarding, review and follow the passive screening protocol posted at the front of the bus;
 - while front door boarding protocols are in effect and except for individuals who are physically unable to exit through the rear doors, board the bus through the front doors and exit the bus through the rear doors;
 - except for boarding and exiting, remain behind the yellow line on the floor while the bus is in service;
 - maintain physical distancing when possible;
 - wear a face covering or non-medical mask at all times during their travels on a DRT bus, except for young children particularly under the age of two years old, and passengers who are unable to wear face coverings or non-medical masks for medical reasons.
 - carry and use their own alcohol-based hand sanitizer;
 - perform hand hygiene (either washing their hands with lukewarm water and soap for at least 20 seconds or using an alcohol-based hand sanitizer), whenever possible;

- respect respiratory etiquette all times during their journey by:
 - covering their mouth and nose when coughing or sneezing using the crook of their elbow or tissues that are safely secured/stored by the passenger while on the bus and disposed in a waste receptacle as soon as practical after leaving the bus;
 - performing hand hygiene immediate after coughing or sneezing;
 - not touching their mouth, nose or eyes with their hands; and
- travel during non-peak hours and take shorter trips to avoid prolonged close contact with others, whenever possible.

5.2 DRT bus operators are not expected to enforce the requirements of this policy; however DRT may contact Durham Regional Police Services to request assistance when a passenger demonstrates blatant disregard for the passenger requirements outlined herein resulting in a disturbance or conflict with passengers on the bus.

6. Application

6.1 This policy applies to all customers and passengers using DRT services, including scheduled service, Specialized Service, and On Demand.

7. References

- Guidance for Public transit Agencies and Passengers in Response to COVID-19, Ministry of Transportation, [MTO-guidance-public-transit-agencies-and-passengers-covid-19-2020-06-11](#)

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: #2020-DRT-14
Date: July 8, 2020

Subject:

Durham Region Transit advertising policy

Recommendation:

That the Transit Executive Committee approve:

That the revised Durham Region Transit Advertising Policy, attachment #1, be approved

Report:

1. Purpose

1.1 The purpose of this report is to seek approval of the recommended updates to Durham Region Transit's (DRT) advertising policy.

2. Background

2.1 The Transit Executive Committee (TEC) approved the existing advertising policy outlined in report 2009-DRT-26 (attachment #2). At the time, the revised policy reflected legislative changes governing restrictions for advertising on public transit contrary to the Canadian Charter of Rights and Freedoms. The Supreme Court of Canada upheld a ruling that public bus companies, either government operated or controlled, cannot refuse to sell advertising space to a person or group simply because their ad message is political or controversial.

2.2 The decision was based on events in 2004, where a chapter of the Canadian Federation of Students and the British Columbia Teachers' Federation attempted to purchase advertising space on public transit buses in the province.

2.3 The Court outlined that government does not have an obligation to provide a platform for individuals or groups to speak and noted that public bus companies were not being asked to provide the student group and teachers' union a platform for expression. The ad space on buses was already available to them and other members of the public. The issue in the case was whether having made this platform available, the public bus companies could prohibit the use of ad space for political commentary. The Court was unanimous in saying 'no'. The Court held that buses have historically been, and continued to be, public spaces where open freedom of expression activity occurs.

3. Summary of revisions

3.1 The revised policy has been updated to be consistent with DRT's policy format.

3.2 A policy and purpose statement are consistent with the original policy, with an additional prohibition for any person, company or organization to post anything on a DRT asset without an existing contract with DRT. This additional requirement addresses increasing experience of individuals and organizations posting notices and information in DRT shelters.

3.3 Sections of report 2009-DRT-26 applicable to advertising contracts have been removed from the policy because the requirements are incorporated in the applicable procurement documents.

3.4 Legal and Purchasing have reviewed the revised policy.

4. Financial Implications

4.1 There are no financial implications related to the revised policy.

5. Next Steps

5.1 Upon approval of the recommendation, DRT will make the policy available to interested parties.

6. Attachments

Attachment #1: Durham Region Transit Advertising Policy,

Attachment #2: DRT report 2009-DRT-26

Respectfully submitted,

Original signed by

Bill Holmes
General Manger, DRT

Recommended for Presentation to the Committee

Original signed by

Elaine C. Baxter-Trahair
Chief Administrative Officer



Policy Manual

Title: Advertising Policy	
Issued: December 2, 2009	Page #: 1 of 3
Revised: July 8, 2020	
Approved by: General Manager, Durham Region Transit	

1. Policy Statement

- 1.1 It is the policy of Durham Region Transit (DRT) that advertising associated with any DRT asset shall comply with the Ontario Human Rights Code and the Canadian Code of advertising standards and all related Federal, Provincial, or Municipal Laws and By-Laws, and that any person or company affixing to a DRT asset any advertising or sign, poster, or thing, holds a current advertising contract with DRT.

2. Purpose

- 2.1 To ensure anything affixed to a DRT asset complies with this Policy and the applicable contractual requirements.

3. Background

- 3.1 DRT maintain exclusive contracts for advertising on DRT assets including but not limited to vehicles and bus stop shelters.

4. Definitions

Intentionally left blank

5. Advertising requirements

- 5.1 DRT prohibit advertisements that:
 - i) Are of questionable taste or which in its sole and ultimate discretion is irritating or offensive in style, language, content, tone or method of presentation
 - ii) Promote cigarettes, cigars, pipe, water pipe, hookah, cannabis, or any lighted or heated smoking product, including vaping
 - iii) Are contrary to the best interests of the public or DRT
 - iv) Have the effect of negatively impacting ridership

- v) Detract from, denigrate, or minimize the image of DRT and/or its employees
- vi) Condone or promote any form of personal discrimination, including that which is based upon race, national or ethnic origin, religion, age, sexual orientation, sex, marital or family status, record of offences or disability
- vii) Exploit, condone or incite violence or other unlawful behaviours
- viii) Demean, denigrate, disparage or otherwise hold up for public ridicule or contempt any identifiable person, group of persons, firm, organization, lawful industrial or commercial activity, profession, product or service
- ix) Undermine human dignity and/or promote views or ideas which are likely to promote discrimination or hatred
- x) Cause or invite hostility or division between people or different racial, cultural, religious, or national groups or might reasonably give rise to hostility or division.

5.2 DRT retains the right to approve or reject all artwork, content, colour, graphics, nature, size, quantity and placement of advertisements. Rejections of advertisements shall only be exercised if the advertising is in contravention of this Policy, or presents a risk to pedestrian, vehicular safety, or community standards or morals.

5.3 Election advertising

- i) For Municipal elections, election advertising will not be permitted until 25 days prior to voting day and must be removed within 72 hours after the completion of voting on voting day
- ii) For Federal or Provincial election advertising, the posting of election advertising will be allowed the day the election writ is issued but must be removed within 72 hours after the completion of voting on voting day
- iii) Applications for election advertising provided based on equal distribution will be received by DRT vendors no later than 90 days prior to voting day and will be contracted such that all interested candidates will have equal opportunity to access advertising space that is available
- iv) Applications for additional election advertising received by DRT vendors commencing 60 days prior to voting day will be treated on a first come first serve basis with no limit on contracting advertising space that continues to remain available
- v) DRT fleet utilization requirements are determined based on operational need. Therefore, no commitment can be made to deploy bus advertising on a specific route or within a specific municipality.

5.4 DRT shall investigate complaints related to advertising content and images, and shall require the removal of any advertising that in its sole discretion does not meet the requirements of this policy.

6. Inquires

For additional information regarding this policy, please contact DRT Customer Service.



To: Durham Region Transit Executive Committee
From: T.J. Galinis, GM, Durham Region Transit
Report No.: 2009-DRT-26
Date: December 2, 2009

SUBJECT:

Proposed Revised Durham Region Transit Advertising Policy

RECOMMENDATION:

THAT the Durham Region Transit Executive Committee approve;

1. That the revised Durham Region Transit Advertising Policy outlined in General Manager's Report 2009-DRT-26 be approved; and
 2. That notice of the revised Transit Advertising Policy be forwarded to vendors engaged in revenue agreements with Durham Region Transit for the sale of advertising on buses, benches and shelters.
-

REPORT:

1. **PURPOSE**

- 1.1 The purpose of this report is to establish a revised Transit Advertising Policy that reflects recent changes in law governing restrictions on advertising contrary to the Canadian Charter of Rights and Freedoms.

2. **BACKGROUND**

- 2.1 At the meeting of the Transit Executive Committee on November 5, 2009 staff was directed to present a proposed revised advertising policy for consideration at the next Transit Executive Committee meeting to be held on December 2, 2009.

- 2.2 The July 2009 Supreme Court decision concerning restrictions on transit advertising clearly defined the law with regards to constitutionally protected freedom of speech under section 2 (b) of the Charter of Rights and Freedoms. As a result, Durham Region transit has reviewed existing policy concerning advertising on transit buses, benches and shelters.
- 2.3 It is recognized that blanket bans on advertising including religious or political advertising, does infringe the freedom of expression protected by the Charter.
- 2.4 Notwithstanding the decision that blanket limitations are not permitted, the likelihood of children being present was a factor considered by the Court in assessing the reasonableness of limitations on freedom of speech. Advertising of cigarettes, cigars or any tobacco products can continue to be prohibited.
- 2.5 The Court reinforced the Canadian Code of Advertising standards as an appropriate guide to “establish reasonable limits, including limits on discriminatory content or on ads which incite or condone violence or other unlawful behaviour”.
- 2.6 An assessment can be undertaken to determine reasonable limits on the content and nature of advertising based on Federal, Provincial or Municipal Laws and Bylaws as well as advertising of questionable taste and advertising that is contrary to the best interests of the public.

3. REVISED DURHAM REGION TRANSIT ADVERTISING POLICY

3.1 Approval of Client Advertisements:

Transit retains the right to approve or reject all artwork, content, colour, graphics, nature, size, quantity and placement of advertisements. Rejections of advertisements shall only be exercised if the advertisement is in contravention of this Policy, or presents a risk to pedestrian, vehicular safety, or community standards or morals.

The vendor agrees that all advertising shall be in accordance with the Canadian Code of Advertising Standards and all Federal, Provincial, or Municipal Laws and Bylaws. In addition the vendor understands that advertisements must conform to Transit’s policy guidelines which are set out below.

3.2 Policy Guidelines:

A. Notwithstanding the generality of the foregoing, Transit will not accept advertisements that:

- are of questionable taste or which in its sole discretion is considered to be irritating or offensive in style, language, content, tone or method of presentation;
- promote Cigarettes, cigars or any tobacco product;
- that are determined by Transit, in its sole discretion, to be contrary to the best interests of the public or Transit. In considering these criteria, it is acknowledged that advertising which is, or may, have the effect of negatively impacting ridership will not be accepted;
- detract from, denigrate, or minimize the image of Transit and/or its employees;

B. Transit will not accept advertisements that:

- condone or promote any form of personal discrimination, including that which is based upon race, national or ethnic origin, religion, age, sexual orientation, sex, marital or family status, record of offences or disability;
- exploit, condone or incite violence or other unlawful behaviour;
- demean, denigrate, disparage or otherwise hold up for public ridicule or contempt any identifiable person, group of persons, firm, organization, lawful industrial or commercial activity, profession, product or service;
- undermine human dignity and/or promote views or ideas which are likely to promote discrimination or hatred;
- cause or invite hostility or division between people of different racial, cultural, religious or national groups or might reasonably give rise to hostility or division.

C. Election advertising guidelines

Municipal Elections:

- for municipal elections, election advertising will not be permitted until 25 days prior to voting day, and must be removed within 72 hours after the completion of voting on voting day;

Federal Elections:

- for Federal or Provincial election advertising, the posting of election advertising will be allowed the day the election writ is issued but must be removed within 72 hours after the completion of voting on voting day;

General Guidelines:

- all election advertising will be subject to Canadian Code of Advertising Standards;
- all applicants shall be solely responsible for ensuring compliance with all applicable Federal, Provincial or Municipal laws or By-laws pertaining to election advertising.
- applications for election advertising provided on the basis of equal distribution will be received by DRT vendors no later than 90 days prior to voting day and will be contracted such that all interested candidates will have equal opportunity to access advertising space that is available.
- applications for additional election advertising received by DRT vendors commencing 60 days prior to voting day will be treated on a first come first serve basis with no limit on contracting advertising space that continues to remain available.
- DRT fleet utilization requirements are determined on the basis of operational need. Therefore, no commitment can be made to deploy bus advertising on a specific route or within a specific municipality.

In the event that the vendor receives a request for advertising that could be questionable having regard to the above mentioned criteria, the Manager shall be contacted by the vendor and advised of the potential advertising material in order

to permit a review to take place prior to the vendor accepting the contract from their customer.

The vendor agrees to remove any advertising in contravention with this Policy within ten (10) days of notice of contravention. Transit's opinion on rejection of any advertisement is final and non-reviewable.

- 3.3 Public Service Announcements: Transit or the Regional Municipality of Durham may provide public service advertisements (PSA'S) to use as "filler copy" in unsold advertising space on the Facilities. Transit will be responsible and pay for all PSA production and the vendor agrees to provide the space and install PSA's at no cost to Transit.

4. **CONCLUSION**

- 4.1 Terms of the proposed revised Transit Advertising Policy will commence immediately pending notification to DRT bus, bench and shelter vendors. This Report has been prepared with the assistance of the Region of Durham Legal Department.

T.J. Galinis
General Manager, Transit

Recommended for Presentation to the Committee:

G.H. Cubitt, M.S.W.
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: #2020-DRT-15
Date: July 8, 2020

Subject:

Durham Region Transit U-Pass Agreement update

Recommendation:

That Report #2020-DRT-15 to the Transit Executive Committee (TEC) authorize the General Manager of Durham Region Transit (DRT) and Commissioner of Finance to:

- A) Execute, in response to the unanticipated impacts of the COVID-19 pandemic, an amendment to the existing U-Pass Agreement with Durham College, Ontario Tech University and Trent University to suspend participation in the U-Pass agreement without prejudice for the Summer 2020 semester;
 - B) Execute, in response to the unanticipated impacts of the COVID-19 pandemic, an amendment to suspend participation of Durham College and Ontario Tech University, and Trent University should a written request be received in a timely manner, from the existing U-Pass agreement without prejudice for the Fall 2020 semester; and
 - C) Report back to the TEC through the 2021 Budget and Business Planning process on next steps with respect to the U-Pass Agreement.
-

Report:

1. Purpose

- 1.1 This report updates the TEC on the status of DRT's existing U-Pass agreement with Durham College, Ontario Tech University and Trent University in response to the impacts of the COVID-19 pandemic.

2. Background

- 2.1 DRT entered into the current U-Pass agreement with Durham College, Ontario Tech University and Trent University effective for the period May 1, 2017 through August 31, 2019. The parties have executed two consecutive one year extensions to the agreement through August 31, 2021.
- 2.2 The 2020-2021 U-Pass rate is \$141.75 per student per semester providing unlimited trips on DRT throughout each four-month semester. This rate is charged to all full-time students of participating institutions as an ancillary fee to their tuition costs. On a monthly basis the U-Pass rate per student is \$10 less than DRT's Access Pass for Ontario Disability Support Program clients and less than the cost of six adult round trips per month. This is equivalent to 30 per cent of an adult monthly pass or 38 per cent of a youth monthly pass.
- 2.3 The U-Pass accounted for 27 per cent of DRT's annual ridership in 2019. For 2020, the U-Pass was forecast to generate approximately \$6.8 million in revenue for DRT, approximately 23 per cent of DRT's total fare-related revenue.
- 2.4 In 2019, the Ministry of Training, Colleges and Universities issued a new Tuition Fee Framework and Ancillary Fee Guidelines stating that where an institution has a compulsory ancillary fee for student transit passes established prior to January 17, 2019 those fees can continue to be charged for the duration of the agreement and any subsequent renewals. Renewals are considered to be subsequent contracts between the same parties creating uninterrupted service to students. No compulsory fees may be charged for a student transit pass for new agreements and can only be implemented on an opt-out basis. Subsequently student association groups successfully appealed the ancillary fee guidelines, however the decision has been challenged by the Province.

3. Current status

- 3.1 On June 8, 2020, Ontario Tech University submitted a written request to the CAO, Commissioner of Finance and General Manager of Transit seeking a pause on the U-Pass agreement for the fall 2020 semester due to the impacts of COVID-19 on the delivery of academic programming. The request further indicates a decision will be made in October with respect to extending the pause period through the 2021 winter semester.
- 3.2 Ontario Tech University's request further acknowledges the mutual benefits of the U-Pass program and confirms that it is not seeking termination of the agreement but

rather a temporary pause as it continues to adapt to academic programming in response to the COVID-19 pandemic.

- 3.3 On June 23, 2020, a similar written request was received from Durham College to pause U-Pass participation for the fall 2020 semester.
- 3.4 DRT and Finance Department staff continue to meet regularly with representatives of the three post secondary institutions in Durham to understand plans being put in place for the 2020-2021 academic year for the purpose of informing DRT service plans and ridership expectations. At this time it is understood that the majority of programming (up to 85 per cent) will be delivered remotely in the fall across Durham's post secondary campuses with limited on campus activities to minimize risks associated with COVID-19.
- 3.5 While Ontario Tech University (at 40 per cent of U-Pass revenue) and Durham College (55 per cent of U-Pass revenue) are requesting a pause to the U-Pass agreement, at the time of finalizing this report Trent University (five per cent of U-Pass revenue) continues to express support for the U-Pass through the 2020-2021 academic year subject to final confirmation from their leadership team.
- 3.6 DRT's U-Pass Agreement has been a beneficial arrangement for all parties. For DRT it has contributed to strong ridership growth amongst post secondary students. For Durham's post secondary institutions, it has provided students with an affordable option for school and personal travel, while assisting the institutions in managing parking and traffic pressures on campus and in the surrounding community.
- 3.7 DRT is mindful that a break in the U-Pass agreement under provincial ancillary fee guidelines for post secondary institutions could limit future student participation in the U-Pass. For this reason and in recognition of the significant and unanticipated impacts of the COVID-19 pandemic, DRT is recommending, execution of an amendment to the existing agreement implementing a temporary suspension of Durham College's and Ontario Tech University's participation in the U-Pass for the fall 2020 semester.
- 3.8 DRT is further recommending execution of an amendment to the existing agreement implementing a temporary suspension of the participation of Ontario Tech University and Durham College for the summer 2020 semester (Trent University does not offer a U-Pass during the summer semester).

3.9 The temporary suspension does not limit Durham College or Ontario Tech University from reinstating its participation for future semesters under the existing agreement nor does it preclude execution of a further extension to the existing agreement with all participating institutions. During the U-Pass suspension period regular transit fares will apply to Durham College and Ontario Tech University students travelling on DRT.

4. Financial Implications

4.1 At the May 27, 2020 meeting of Council, DRT's forecasted 2020 year end impact due to the COVID-19 pandemic which has resulted in a 70 per cent reduction in ridership since March was reported to be \$6.8 million.

4.2 For the Fall 2020 semester Durham College's share of Fall 2020 U-Pass revenues is approximately \$1.8 million while Ontario Tech University's share is estimated at \$1.3 million. DRT estimates a modest offset of this impact of approximately \$400,000 from fare payments by Durham College and Ontario Tech University students using transit during the fall semester.

4.3 Furthermore, Ontario Tech University and Durham College did not collect from students a fee for U-Pass during the summer semester. Trent University does not provide the U-Pass for the summer semester. The loss of budgeted U-Pass revenues for the Summer 2020 semester is approximately \$600,000.

4.4 The overall net impact of suspending U-Pass participation during the summer and fall semesters as outlined, is \$3.3 million in lost revenue in 2020. The suspensions as outlined increase DRT's forecasted year end 2020 deficit to \$9.8 million.

5. Next steps

5.1 Upon approval of the recommendations, DRT will work with Finance and Legal to execute an amendment to the U-Pass Agreement to implement the temporary suspension of the U-Pass.

6. Attachments

Attachment #1: June 8, 2020 U-Pass Correspondence from Ontario Tech University

Attachment #2: June 23, 2020 U-Pass Correspondence from Durham College

Respectfully submitted,

Original signed by

Bill Holmes
General Manger, DRT

Recommended for Presentation to Committee

Original signed by

Elaine C. Baxter-Trahair
Chief Administrative Officer



June 8, 2020

Ms. Elaine Baxter-Trahair
Chief Administrative Officer
Regional Municipality of Durham
605 Rossland Road E.
Whitby, ON L1N 6A3

RE: Ontario Tech University – Pandemic Amendment to UPASS

Ontario Tech, and its students, appreciate the strong partnership we have with the Region – especially as it relates to the mutually beneficial UPASS program. I understand that you and Susan McGovern spoke about the impact of the pandemic on this service June 2, 2020 and she asked that I write to you in this regard.

As no students were on campus in the summer we did not collect fees, nor did we disseminate DRT passes. Due to the pandemic the university will move to a mainly online course offering fall 2020. Based on the number of course sections being offered we are expecting at maximum 15% (1,500 students) to attend oncampus labs should public health guidelines permit.

At this time we are asking for a pause to the agreement for Fall 2020. We are writing to you as there is no clause in the agreement that captures a pause. We do not wish to terminate the agreement. It is our hope that the Region and DRT will find the Fall 2020 pause acceptable. We would like to hold off on a final decision for Winter 2021 until October 2020.

We are of course willing to work together to amend the current contract between DRT and Ontario Tech.

If you have any questions, please contact me at brad.macisaac@ontariotechu.ca.

Sincerely,

A handwritten signature in black ink, appearing to read 'B MacIsaac'.

Brad MacIsaac
AVP Planning
Ontario Tech University

Cc: Tito-Dante Marimpietri, Regional Councillor, Oshawa

Mark Sheriff, Executive Administrator the Regional Chair

Nancy Taylor, Commissioner of Finance

Bill Holmes, General Manager, DRT

Jamie Austin, Deputy General Manager

Susan McGovern, VP External Relations and Advancement, Ontario Tech

Tiffany Best, President Ontario Tech Student Union

Ms. Elaine Baxter-Trahair
Chief Administrative Officer
Regional Municipality of Durham
605 Rossland Road E.
Whitby, ON L1N 6A3

June 23, 2020

Dear Ms. Baxter-Trahair:

RE: Durham College – Pandemic Amendment to UPASS

Durham College, and its students, appreciate the strong partnership we have with the Region – especially as it relates to the mutually beneficial UPASS program. I understand that Don Lovisa and Bill Holmes have recently spoken about the UPASS program and how we see it continuing.

Durham College will be initiating a pilot program for a few students this summer who will be completing their Winter 2020 term that was put on hold due to the CoVid 19 pandemic and subsequent closure of the campus. As these students will be on campus for only a limited number of labs and no classes are to be held on-site we did not collect fees, nor did we disseminate DRT passes. Forecasting that the pandemic will continue, the college will move to a mainly online course offering for the fall 2020 term. Based on the number of course sections being offered we are expecting at maximum 15% to 20% to attend on-campus labs on a limited basis should public health guidelines permit.

At this time we are asking for a pause to the agreement for the Summer and Fall 2020 terms. We are writing to you as there is no clause in the agreement that captures a pause. We do not wish to terminate the agreement. It is our hope that the Region and DRT will find the Fall 2020 pause acceptable. We would like to hold off on a final decision for Winter 2021 until October 2020. We are of course willing to work together to amend the current contract between DRT and Durham College.

If you have any questions, please contact me either by phone or e-mail at 905-926-5149 or alan.dunn@dc-uoit.ca

Sincerely,



Alan Dunn, M.Eng., P.Eng., MBA
Associate Vice President
Facilities and Ancillary Services

cc: B. MacCheyne, CFO, DC
S. Blakey, CAO, DC
D. Lovisa, President, DC
A. De Freitas, Registrar, DC
P. Garrett, Government Relations, DC

J. Austin, Deputy General Manager, DRT
N. Taylor, Commissioner of Finance
B. Holmes, General Manager, DRT
M. Sheriff, Executive Administrator, Regional Chair
Tito-Dante Marimpietri, Regional Councillor, Oshawa