



Transit Executive Committee Agenda

Council Chambers
Regional Headquarters Building
605 Rossland Road East, Whitby

Wednesday, November 4, 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 –
October 7, 2020

Pages 3-9

4. Delegations

5. Presentations

- 5.1 Margaret Parkhill, Associate Director, Practice Lead, Transportation Engineering, IBI Group; re: Simcoe Street Transit Lane Pilot Project

6. Correspondence

7. Reports

- A) General Manager's Report – November 2020 (2020-DRT-21)

Pages 10-19

8. Advisory Committee

8.1 Durham Region Transit Advisory Committee Minutes

A) Transit Advisory Committee meeting – September 29, 2020 Pages 20-27

9. Confidential Matters

There are no confidential matters to be considered

10. Other Business

11. Date of Next Meeting

Wednesday, December 2, 2020 at 1:30 PM

12. Adjournment

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The Regional Municipality of Durham

MINUTES

DURHAM REGION TRANSIT EXECUTIVE COMMITTEE

Wednesday, October 7, 2020

A regular meeting of the Durham Region Transit Executive Committee was held on Wednesday, October 7, 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 Carter
Commissioner Drew
Commissioner Mulcahy
Commissioner Pickles attended 1:33 PM
Regional Chair Henry attended at 1:47 PM due to municipal business
*** all members of Committee, except Regional Chair Henry, participated electronically**

Also

Present: Commissioner Kerr
Commissioner Smith

Absent: Commissioner Bath-Hadden was absent due to illness

Staff

Present: W. Holmes, General Manager, Durham Region Transit
J. Austin, Deputy General Manager, Business Services, Durham Region Transit
D. Beaton, Commissioner of Corporate Services
M. Binetti, Transportation Service Design, Durham Region Transit
B. Bridgeman, Commissioner of Planning & Economic Development
D. Dunn, Project Manager, Transportation Design, Durham Region Transit
S. Glover, Committee Clerk, Corporate Services – Legislative Services
L. Hatch, Marketing Assistant, Durham Region Transit
A. Haynes, Administrative Assistant, Durham Region Transit
R. Inacio, Systems Support Specialist, Corporate Services – IT
L. Kubilis, Planner, Service Design, Durham Region Transit
A. McKinley, Deputy General Manager, Maintenance, Durham Region Transit
A. Naeem, Solicitor, Corporate Services – Legal
C. Norris, Manager, Customer Experience, Durham Region Transit
S. Pollock, Communication Coordinator, Durham Region Transit

M. Simpson, Director, Financial Planning and Purchasing, Finance Department
N. Taylor, Treasurer, Durham Region Transit, and Commissioner of Finance
M. White, Systems Support Specialist, Corporate Services – IT
G. Williams, Director, Corporate Communication
A. Wismer, Economic Analyst 2, Planning, Finance Department
C. Tennisco, Committee Clerk, Corporate Services – Legislative Services

2. Declarations of Interest

There were no declarations of interest.

3. Adoption of Minutes

Moved by Commissioner Anderson, Seconded by Commissioner Barton,
(37) That the minutes of the regular Durham Region Transit Executive
Committee meeting held on Wednesday, September 9, 2020, be adopted.
CARRIED

4. Delegations

There were no delegations to be heard.

5. Presentations

5.1 Lauren Kubilis, Planner, Service Design, Durham Region Transit; re: DRT
Customer Survey, Ridership Recovery Framework

This matter was considered later in the meeting due to a technical matter.
[See pages 5 and 6 of these minutes.]

5.2 Bill Holmes, General Manager, Durham Region Transit, re: Phase A Service
Plan– Week 1

B. Holmes, Durham Region Transit, provided a PowerPoint presentation update on the performance of the Phase A Service Plan – Week 1. A copy of the Presentation was distributed electronically to the Committee Members.

B. Holmes highlighted a few of Durham Region Transit achievements; and, he noted that its achievements were attributed to the exceptional DRT workforce of dedicated professionals, with the support of its key partners in Durham Regional staff and Unifor Local 222.

Highlights of the presentation included:

- Recap of rationale for Phase A Plan
- On Demand performance, Week 1 Summary
- Scheduled service performance
- Customer service and feedback
- Service change communications to date

B. Holmes provided an overview of the On Demand performance during the first week of the service from September 28 to October 4, 2020, which included 990 On Demand trips. He noted the overall ridership increased by six percent from the previous week, being the highest one week ridership increase since the start of the pandemic.

B. Holmes also provided an overview of the customer feedback received during this week. He noted that at the beginning staff were handling complaints from riders as they were not familiar with how to use the service. He stated that as the week progressed the trend moved from responding to complaints to providing trip support. Staff continue to track feedback to inform service adjustments and enhancements.

B. Holmes outlined the various channels used to communicate the service changes to date, including newspaper and radio advertisements and social media.

B. Holmes responded to questions regarding issues with respect to using the On Demand service in the Courtice zone; the options available for customers with limited or no internet services to book an On Demand transit trip; the timeline for the launch of the Automated Shuttle Pilot project; and the employment status of part-time DRT operators currently on lay-off.

B. Holmes also responded to questions regarding the threshold to re-establish the scheduled transit services in the On Demand zones and if the On Demand services would still be offered if scheduled services were re-established; the objectives to instill the customer confidence in DRT when they are ready to return to travelling; the paradigm of customers' travel patterns; the performance level of trips in the City of Oshawa area during the Phase A plan; and the DRT fare for On Demand services.

Regional Chair Henry requested staff to provide a presentation in regards to the On Demand services at the next regular scheduled Regional Council meeting to be held on Wednesday, October 28, 2020. B. Holmes advised that staff would be pleased to present to the members of Regional Council.

Moved by Regional Chair Henry, Seconded by Commissioner Mulcahy,
(38) That the order of the Agenda be altered to consider Items 7. A) Report #2020-DRT-19 and 7. B) Report #2020-DRT-20 next.

CARRIED

7. Reports

A) General Manager's Report – October 2020 (2020-DRT-19)

Report #2020-DRT-19 from B. Holmes, General Manager, Durham Region Transit, was received.

Moved by Commissioner Barton, Seconded by Commissioner Carter,
 (39) That Report #2020-DRT-19 of the General Manager, Durham Region
 Transit, be received for information.

CARRIED

B) Investing in Canada Infrastructure Programs – Public Transit Stream Funding
 Update (2020-DRT-20)

Report #2020-DRT-20 from B. Holmes, General Manager, Durham Region
 Transit, was received.

Moved by Commissioner Carter, Seconded by Commissioner Barton,
 (40) A) That the following provincially and federally approved Investing in
 Canada Infrastructure Program – Transit Stream (ICIP) projects
 and 2021 project costs receive pre-budget approval conditional
 upon Finance and Administration Committee approval of project
 financing:

Table 1: Provincial and Federal Government Approved ICIP Projects

	Proposed 2021 Pre-budget Approval	
	#	(\$, '000)
HWY 2 Rapid Transit Lanes (Ajax, Whitby, Oshawa)		
Property		9,000
Climate Lens Assessment		100
Design/Utility Relocation/Construction		9,200
Subtotal HWY 2 Rapid Transit Lanes		18,300
Simcoe Street Rapid Transit Corridor		
EA & Climate Lens Study		5,100
Shelters	80	400
Traffic Signals	10	400
Que Jumps	4	900
Subtotal Simcoe Street Rapid Transit Corridor		6,800
Operator protective Shields		1,225
On-Board Destination Sign Upgrades		750
Replacement Buses (BRT, 40 ft Buses)	5	3,762
Specialized Mini Bus Replacements	4	793
Conventional Replacement Buses	11	9,900
Advanced Fuel and Fluid Management System		500
Bus Stop Infrastructure		1,169
Raleigh Administrative Building Re-Build (Design)		500
Total		43,699

- B) That property acquisition and Climate Lens Assessments necessary to advance the Highway 2 Pickering Median Bus Rapid Transit (BRT) project, at an estimated cost of \$800,000, receive 2021 pre-budget approval in advance of Federal approval of the related ICIP project application, conditional on Finance and Administration Committee approval of project financing:

Table 2: Property Acquisition and Climate Lens Assessments to Advance Highway 2 Bus Rapid Transit (BRT) Projects (Federal Approval Pending)

	Proposed 2021 Pre-budget Approval (\$, '000)
Pickering Median Transit Lanes (Altona to Notion)	
Property	700
Climate Lens Assessment	100
Total	800

- C) That the following Pickering Median Highway 2 Bus Rapid Transit (BRT) project components and project costs receive 2021 pre-budget approval, conditional upon Finance and Administrative Committee approval of project financing and Federal approval of the Region's related ICIP application:

Table 3: 2021 Highway 2 BRT ICIP Project Costs (Federal Approval Pending)

	Proposed 2021 Pre-budget Approval (\$, '000)
Pickering Median Transit Lanes (Altona to Notion)	
Property	11,000
Design/Utility Relocation/Construction	11,500
Total	22,500

CARRIED

This matter will be considered by the Finance & Administration Committee on October 13, 2020 and presented to Regional Council on October 28, 2020 as Item 2. of the 7th Report of the Finance & Administration Committee.

5. Presentations

- 5.1 Lauren Kubilis, Planner, Service Design, Durham Region Transit; re: DRT Customer Survey, Ridership Recovery Framework

Lauren Kubilis, Durham Region Transit, provided a PowerPoint presentation on the Ridership Recovery Framework - Customer Survey. A copy of the Presentation was provided in the agenda.

Highlights of her presentation included:

- Background
- Data collection methodologies
- Key findings – ridership profile
- Impacts of the pandemic and returning to transit
- Concerns connecting to surrounding transit agencies
- Communication and fare payment
- Will non-riders begin using transit?
- Other data findings
- Action Plan

L. Kubilis advised that DRT partnered with Leger 360 to survey the general population and transit users within the Region. She noted that a total of 806 surveys were completed and a variety of survey techniques were used. She provided an overview of the findings of the survey.

L. Kubilis outlined the proposed action plan which includes enhanced communication to customers, including a focus on cleaning and disinfection processes; and, a ridership marketing strategy to highlight DRT and public transit as a safe, reliable and competitive transportation alternative.

B. Holmes responded to questions regarding how the COVID-19 second wave would impact the key finding outlined in the Customer Survey in terms of the riders returning to transit.

6. Correspondence

There were no items of correspondence to be considered.

7. Reports

Items 7. A) Report #2020-DRT-19 and 7. B) Report #2020-DRT-20 were considered earlier in the meeting. [See pages 3 to 5 of these minutes.]

8. Advisory Committee Resolutions

There were no advisory committee items to be considered.

9. Confidential Matters

There were no confidential matters to be considered.

10. Other Business

A) Transit Worker Appreciation Day

Regional Chair Henry, on behalf of the Chair and members of the Transit Executive Committee, recognized the dedication and hard work of the Durham Region Transit staff. He stated that the staff of DRT play a vital role in ensuring essential workers get to where they need to go; and, in keeping Canada and Durham Region moving. He added that in Durham he has seen these employees' in action providing excellent customer service to ensure that DRT has a positive impact on the lives of residents. Chair Henry thanked the staff of Durham Region Transit and noted that Durham Region is also promoting the Transit Worker Appreciation Day on Social Media and that any posts and videos can be shared using hashtag#thanks transit.

The Transit Executive Committee members also thanked the staff of Durham Region Transit for their excellent customer service, dedication and efforts, particularly during the COVID-19 pandemic.

11. Date of Next Meeting

The next regularly scheduled Durham Region Transit Executive Committee meeting will be held on Wednesday, November 4, 2020 at 1:30 PM in the Council Chambers, Regional Headquarters Building, 605 Rossland Road East, Whitby.

12. Adjournment

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

CARRIED

The meeting adjourned at 2:40 PM

Respectfully submitted,

S. Collier, Chair

C. Tennisco, Committee Clerk

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



The Regional Municipality of Durham Report

To: Durham Region Transit Executive Committee
From: General Manager, Durham Region Transit
Report: #2020-DRT-21
Date: November 4, 2020

Subject:

General Manager's Report – November 2020

Recommendation:

That the 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. Previous Reports and Decisions

3.1 Not applicable

4. Financial

4.1 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.

5. Relationship to Strategic Plan

5.1 This report aligns with/addresses the following strategic goals and priorities in the Durham Region Strategic Plan:

- a. Service Excellence

6. Conclusion

6.1 For additional information, contact: Bill Holmes, General Manager, at 905-668-7711, extension 3700.

7. Attachments

Attachment #1: General Manager's Report – November 4, 2020

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

November 4, 2020

TEC

Attachment #1

Performance Measures Dashboard	<u>2</u>
Safety	<u>3</u>
Ridership	<u>4</u>
Service Delivery	<u>6</u>
Updates	<u>7</u>
General	<u>8</u>

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	September	0	0.3	✓ -100	✓ -17

Ridership

Conventional and On Demand (OD)						
Ridership	Monthly passengers	September	360K	1.1K	✗ -68.1	✗ -47.1
PRESTO Ridership	Customers paying using PRESTO	September	77.9 per cent	35.2 per cent	✓ 42.7	🚩 -0.4
Bus full occurrences	Number operator reported occurrences	September	164	631	NA	NA
Ridership (OD)	Number customer trips	September	281	116	✓ 142	✓ 313
Specialized Services						
Ridership	Number customer trips	September	4,684	14,239	✗ -67.1	✗ -54.5
Trip Demand	Total of trips delivered, no show or cancelled at door, unaccommodated	September	4,937	15,030	✗ -67.2	✗ -55.9
Unaccommodated Rate	Trip requests not scheduled	September	0.8 ³ per cent	0.9 per cent	✓ -0.1	🚩 -0.1

Service Delivery

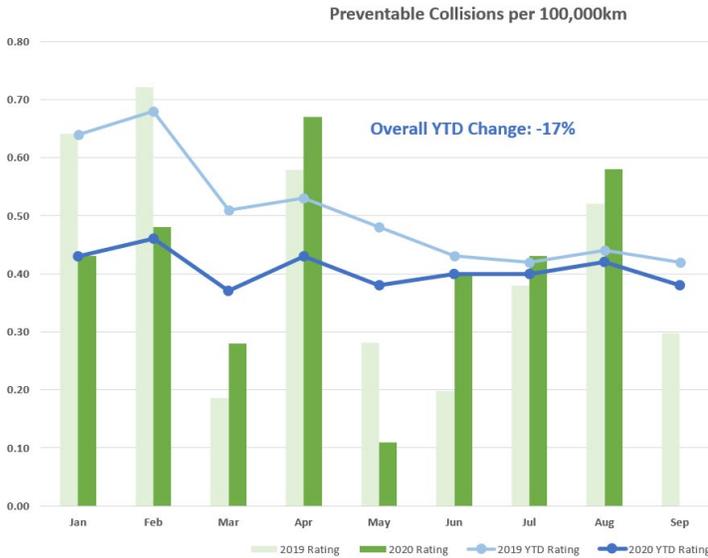
Conventional						
On time performance	Per cent on-time departures from all stops	September	76 per cent	76 per cent	✓ 0	✓ 3
Service availability	Per cent scheduled service delivered	September	99.1 per cent	98.9 per cent	✓ 0.2	🚩 -0.1

¹Target is 2019 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. Annual comparison not relevant during pandemic.

Preventable Collisions per 100,000 km



preventable collision before returning to revenue service or active duty.

Safety and Training continue to provide mandatory refresher training for operators returning to the workplace following an extended period of absence.

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.

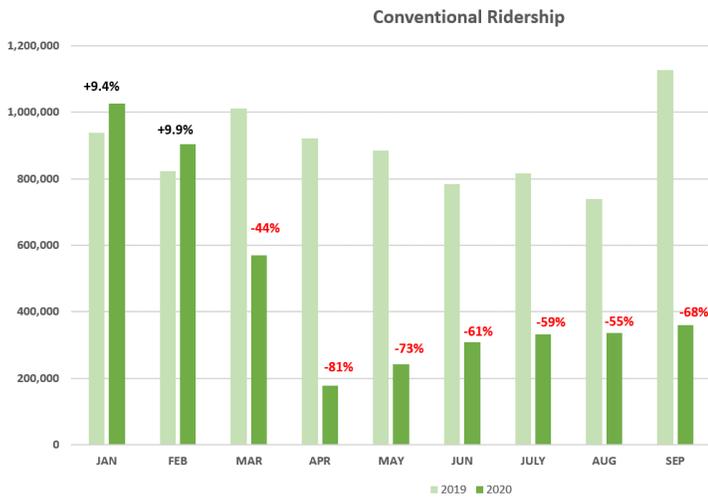
Analysis

The annual collision rate continues to trend downward, 17 per cent lower year to date than 2019. DRT did not record a preventable collision in September 2020.

Action Plan

Supervisors continue to meet with operators reporting to the depots to ensure they are ready for work, and to remind them of the importance of defensive driving and attentiveness always. Further, Operations revised the collision management system to ensure mandatory defensive driver training is provided to an employee involved in a

Conventional & On Demand



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

Customers continue to return to transit although monthly ridership continues to be significantly reduced compared to 2019.

- April: 19 per cent
- May: 27 per cent
- June: 39 per cent
- July: 41 per cent
- August: 45 per cent
- September: 32 per cent

Year to date ridership is approximately 53 per cent lower than 2019.

Looking forward, previous ridership assumptions remain relevant, with year end ridership projected to be approximately 50 per cent lower than 2019.

- Major employers in downtown Toronto plan to continue teleworking for the foreseeable future, impacting commuter ridership to the GO Train.
- Virtual learning at post secondary institutions and the pause of the U-Pass agreement, which accounts for approximately 30 per cent of ridership.

On Demand

Ridership continued to be stronger than last year despite the pandemic, reflective of the enhancements implemented September 2019. September ridership was up 142 per cent, with year to date ridership 313 per cent higher than 2019.

Action Plan

Staff will closely monitor ridership to identify emerging travel demands and patterns that will influence future service increases and implement appropriate elements of the Ridership Recovery Framework.

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

Monthly ridership continues to be significantly reduced compared to 2019.

- April: 15 per cent
- May: 18 per cent
- June: 25 per cent
- July: 28 per cent
- August: 35 per cent
- September: 35 per cent

Year to date ridership is 56 per cent lower than 2019.

The number of unaccommodated trips continues to be lower than 2019, reflective of the reduced demand during the pandemic.

Action Plan

Staff continue to liaise with customers to ensure DRT continues to meet their transportation needs during the pandemic.

Service Delivery

On Time Performance and Availability (conventional)



Service availability in August was 99.1 per cent, and 98.9 per cent year to date. Service availability year to date is influenced by challenges experienced earlier in the year at the Whitby location, and recent technical system issues with DRT equipment installed at the Whitby location.

Action Plan

Staff continue to encourage and promote actions to improve service reliability and availability. Transit Control are leveraging on-street resources to replace service impacted by unplanned service disruptions. Operations has re-engaged the internal Transit Control Work Group to review recent service performance and identify corrective actions for any deficiencies impacting OTP and service availability.

Definition

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

OTP in September was down slightly to 76 per cent, with the year to date OTP dropping to 79 per cent.

1. PRESTO Incentives

Further to report 2020-DRT-18, effective September 13, 2020, DRT implemented an additional incentive for customers to adopt the PRESTO contactless fare card. Through October 13, DRT issued 435 PRESTO cards with the fee waived when a minimum of \$6.50 was loaded. As highlighted in this month's report, incentivizing PRESTO fare payment is greatly improving contactless fare payment on DRT, with 78 per cent of boarding's in September using PRESTO.

The use of PRESTO eTickets continues to improve week over week, with approximately 191 weekly customer trips during the middle of October. While single eTickets continue to be the main product used by customers, the number of monthly passes is slowly increasing. An operator shared a recent incident where several youths boarded the bus without fare. The bus operator showed them the eTicket app and advised that if they downloaded the app and showed an activated ticket, they would be permitted to complete their ride. The youths came forward while on the bus to show the activated eTicket, and they completed their trip without delay.

DRT staff are collaborating with the Township of Scugog to establish a PRESTO point of sale (POS) at the Township office in Port Perry. This POS is expected to be operational by the end of November, and over the next few months staff will evaluate its effectiveness to support residents in the Municipalities of Uxbridge, Scugog and Brock.

2. Battery Electric Bus Pilot Update

On September 30, 2020, The Canadian Urban Transit Research and Innovation Consortium (CUTRIC) announced its investment of \$999,000 in a project led by eCAMION, an Ontario-based energy storage solution provider. This investment will enable eCAMION to develop a new bus charging technology and deliver a product with tremendous export potential that will create jobs in Ontario. Durham Region Transit (DRT) was identified as their first deployment partner in 2022.

eCAMION's integrated bus charging solution leverages current grid infrastructure using an energy storage system. The system acts as a buffer between the grid and the electric bus and enables charging of electric buses at high power without costly grid upgrades. The technology can help transit agencies reduce peak demand electricity costs for bus charging while providing backup power to the grid at times of power outages.

DRT will serve as a technical and strategic advisor to the project, offering up to \$25,000 in in-kind support over two years. As part of its contribution, DRT will work with eCAMION to identify opportunities for testing the bus charging solution as part of DRT's battery electric bus pilot. The eCAMION charging solution will be in addition to the depot-based chargers to be acquired for the pilot.

General

1. Ridership Recovery Framework - Update

The Ridership Recovery Framework is focussed on current and future initiatives to influence people's decisions to use public transit by providing a safe, competitive and reliable transit service.

	Initiative	Status
1	Investigate opportunities for short-term transit priority solution(s) to support a more reliable and competitive transit service	In Progress
2	Highlight existing and implement evolving COVID-19 related safety measures	In Progress
3	Implement Service Plan (Phased-approach) and modify successive phases based on emerging ridership patterns	Complete
4	Survey customers and non-customers to determine needs and expectations of DRT and their short and long-term plans for travel	Complete
5	Implement PRESTO eTicketing solution as an additional touchless payment solution	Complete
6	Continued incentives for customers to transition to PRESTO solutions (see 2020-DRT-18 PRESTO Card Incentive)	Complete
7	Communication and marketing campaign promoting DRT and public transit. Fulsome campaign to be implemented in the fourth quarter of 2020	In Development

2. Zoo Service update

The planned Zoo service was paused in 2020 because of the COVID-19 pandemic. The Toronto Zoo continue to express interest in this service (weekends and holidays, May through September), and work will be undertaken in early 2021 to launch the service.

3. Agreement with Metrolinx for On Demand Data – Pickering

DRT recently signed a data license agreement with Metrolinx. Metrolinx will pay DRT \$220,000 for anonymized data from DRT's On Demand services in Pickering. Metrolinx will study the effectiveness of On Demand, specifically travel opportunities supporting residents who use the GO Train. The study will also evaluate opportunities for DRT to attract more riders to On Demand, key customer expectations of an On Demand service to connect to a higher-order transit system, and identify regional customers best served via a connecting local On Demand transit service to GO Train services.

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 29, 2020

A meeting of the Transit Advisory Committee was held on Tuesday, September 29, 2020 in the Council Chambers, Regional Municipality of Durham Headquarters, 605 Rossland Road East, Whitby at 7:02 PM. Electronic participation was offered for this meeting.

1. Roll Call

Present: Commissioner Barton, Chair
C. Antram, Ajax
J. Beaton, Whitby
R. Claxton-Oldfield, Clarington
K. Ginter, Member at Large
J. Hollingsworth, Member at Large
J. Layne, Oshawa
I. Liang, Scugog
A. Macci, Pickering
M. Roche, AAC
G. Weddel, Uxbridge attended the meeting at 7:11 PM

***all members of Committee, except Chair Barton and B. Holmes, participated electronically**

Absent: A. Desai, Student Association representative, Ontario Tech, Durham College and Trent University
J. Martin, Brock

Staff

Present: B. Holmes, General Manager, Durham Region Transit*
J. Austin, Deputy General Manager, Business Services, Durham Region Transit
M. Binetti, Service Design, Durham Region Transit
R. Inacio, Systems Support Specialist, Corporate Services – IT
C. Norris, Deputy General Manager (Temp), Operations, Durham Region Transit
N. Prasad, Committee Clerk, Corporate Services – Legislative Services
C. Tennisco, Committee Clerk, Corporate Services – Legislative Services

2. Declarations of Interest

There were no declarations of interest.

3. Adoption of Minutes

Moved by J. Hollingsworth, Seconded by R. Claxton-Oldfield,
That the minutes of the regular Durham Region Transit Advisory
Committee meeting held on Tuesday, January 21, 2020 be adopted.
CARRIED

4. Introduction of new Committee Members who use Public Transit

Chair Barton welcomed Juliette Layne and Ivy Liang as the City of Oshawa and the Township of Scugog's representatives, respectively, and invited them to introduce themselves.

5. Presentations

A) Michael Binetti, Service Design, and Christopher Norris, Deputy General Manager (Temp), Operations, Durham Region Transit, re: Transforming the Transit Network – Ridership Recovery

M. Binetti and C. Norris, Durham Region Transit, provided a PowerPoint presentation on Transforming the Transit Network Ridership Recovery. A copy of the presentation was provided in the Agenda.

Highlights of the presentation included:

- Service levels during pandemic
 - Level 1 Service Reduction
 - Level 2 Service Reduction
 - Phase A Service Plan
- Current Situation - Ridership
 - Graph: April to June 2019 and 2020 weekday boardings by hour
 - Ridership Projection - assumptions
 - Ridership Projection - approach
- Updating the Transit Network - Principles
 - Provide flexibility in trip making
 - Service Delivery
- Transforming the Transit Network – service delivery
- Clarifying On Demand Service
 - Phase A Map: Frequent, Grid, Limited and On Demand Routes
 - Rural Area
 - Phase B Map: Frequent, Grid, Limited, Local and On Demand Routes
 - Phase C Map: Frequent, Grid, Limited, Local and On Demand Routes

M. Binetti responded to questions regarding the triggers for the next Phases of the ridership recovery network services; how will staff inform the public of the next Phase network services being implemented; the estimated service frequency for the local transit network routes once they are operational; and

how would DRT manage a potential decline in ridership due to the recent increase of COVID-19 cases.

Discussion ensued regarding the decline of the local transit network services east of Townline Road in the Municipality of Clarington, and, the Grandview and Adelaide routes in the City of Oshawa. An issue was raised regarding the On Demand model efficiencies potentially creating a hardship for customers getting to where they need to go, on time, particularly during the rush hour times, and turning to alternative transportation methods including carsharing services. It was questioned whether DRT intends to re-implement the fixed transit network services. M. Binetti advised that staff is monitoring the ridership and he explained that when increased ridership supports a scheduled route, particularly during peak hours, these fixed routes would be implemented.

M. Binetti also responded to questions regarding why the Route 905 bus does not enter the loop at the Durham College North Campus; and whether staff will post notifications on the DRT website detailing the upcoming route changes. It was also questioned whether staff could provide a video or a sponsored Facebook post demonstrating the Trip Planning and On Demand Applications. C. Norris advised that a video is underway and should be available publicly within the next few weeks.

B) Michael Binetti, Service Design; and Jamie Austin, Deputy General Manager, Business Services, Durham Region Transit, re: Customer Applications: Trip Planning and On Demand Applications

M. Binetti and J. Austin, Durham Region Transit, provided a PowerPoint presentation on the DRT Trip Planning and On Demand Applications. A copy of the presentation was provided in the Agenda.

M. Binetti provided an overview of the Trip Planning and On Demand applications. Key highlights included:

- Trip planning and On Demand applications
 - Transit application
 - Homepage – nearby routes
 - Real-time information
 - Trip Information
 - Trip planning – trip options/results/confirmation/vehicle arrival

J. Austin outlined the PRESTO E-Ticketing applications. He advised that mobile ticketing improves the customer experience, reinforces physical distancing and eliminates the COVID-19 transmission risks. Key highlights included:

- E-Ticket application

- Introducing PRESTO E-Tickets
- Purchasing an E-Ticket
- Riding with an E-Ticket
- Video: Visual Verification Features
- The PRESTO E-Ticket customer experience
- Two options for paying your fare: PRESTO Card and PRESTO E-Tickets
- Towards an integrated customer experience

Staff responded to questions regarding how DRT will communicate the new transit app to the public, particularly to seniors and customers who have no or limited internet services, On Demand services; the PRESTO Card and E-tickets; and, the One-Fare Agreement.

Discussion ensued regarding the elimination of the paper transfers and passes. J. Austin advised that the COVID-19 pandemic has emphasized the need to support customers to shift to contactless fare payment options to mitigate the risk of viral transmission for the safety of the public and DRT staff. He explained that DRT also made available 4,000 PRESTO cards at no cost to the customers, and that DRT has maintained the paper ticket for ODSP and community agency clients.

J. Austin responded to questions regarding what percentage of contracted taxis that do not have the PRESTO devices on board; and, the timeline for the PRESTO device installations on the contracted services.

6. Correspondence Items

There were no items of correspondence to be considered.

7. Information Items

7.1 General Manager's Report – February 2020 (2020-DRT-04)

Report #2020-DRT-04 from B. Holmes, General Manager, Durham Region Transit, was received.

7.2 General Manager's Report – March 2020 (2020-DRT-06)

Report #2020-DRT-06 from B. Holmes, General Manager, Durham Region Transit, was received.

Moved by J. Beaton, Seconded by C. Antram,
That Information Items 7.1 and 7.2 be received for information.
CARRIED

- 7.3 Durham Region Transit Automated Shuttle Pilot (2020-DRT-07)
- Report #2020-DRT-07 from B. Holmes, General Manager, Durham Region Transit, was received.
- At the request of the Committee, J. Austin provided an update on the launch of the Automated Shuttle Pilot. He advised that the Pilot project includes partnerships with the Town of Whitby, SmartCone Technologies Inc., Pacific Western Transportation and Metrolinx; and it incorporates a Smart infrastructure to align with the Region’s Vision Zero objectives. He explained that the COVID-19 pandemic border closures and travel restrictions have impacted vehicle preparations and the new targeted date for launching the Pilot is early 2121.
- Discussion ensued on reintroducing the fares and whether DRT will need to increase fares to make up for lost revenue. B. Holmes advised the fares remain as approved by Council during the 2020 budget deliberations.
- Moved by R. Claxton-Oldfield, Seconded by J. Hollingsworth,
That Information Item 7.3 be received for information.
CARRIED
- 7.4 DRT Stop Guidelines (2020-DRT-08)
- Report #2020-DRT-08 from B. Holmes, General Manager, Durham Region Transit, was received.
- 7.5 General Manager’s Update – June 2020 (2020-DRT-09)
- Report #2020-DRT-09 from B. Holmes, General Manager, Durham Region Transit, was received.
- 7.6 Resumption of Fare Collection (2020-DRT-11)
- Report #2020-DRT-11 from B. Holmes, General Manager, Durham Region Transit, was received.
- 7.7 Review of Transit Services in Rural Durham (2020-DRT-12)
- Report #2020-DRT-12 from B. Holmes, General Manager, Durham Region Transit, was received.
- 7.8 General Manager’s Report – July 2020 (2020-DRT-13)
- Report #2020-DRT-13 from B. Holmes, General Manager, Durham Region Transit, was received.

7.9 Durham Region Transit U-Pass Agreement update (2020-DRT-15)

Report #2020-DRT-15 from B. Holmes, General Manager, Durham Region Transit, was received.

7.10 General Manager's Report – September 2020 (2020-DRT-16)

Report #2020-DRT-16 from B. Holmes, General Manager, Durham Region Transit, was received.

B. Holmes responded to questions regarding opportunities to expediate the 16 Mini-Bus replacements approved in the Investing in Canada Infrastructure Program (ICIP) projects; and the \$8.4 million in Provincial funding under the Safe Restart Agreement to implement a Service Restoration Plan.

7.11 Durham Region Transit Advertising Policy (2020-DRT-17)

Report #2020-DRT-17 from B. Holmes, General Manager, Durham Region Transit, was received.

7.12 PRESTO Card Incentive (2020-DRT-18)

Report #2020-DRT-18 from B. Holmes, General Manager, Durham Region Transit, was received.

Moved by J. Beaton, Seconded by C. Antram,
That Information Items 7.4 to 7.12, inclusive, be received for
information.

CARRIED

8. Discussion Items

8.1 Social Equity in Transit Planning

M. Binetti, Durham Region Transit, provided a PowerPoint presentation on the draft Social Equity Guidelines for Transit Planning. Key highlights included:

- Draft – Equity Priorities in Durham Region
 - Nine Population Groups
- Draft – Communities of Focus Urban Area
 - Seven Priority Neighbourhoods
 - Where are they?
 - Rural Areas
 - Equity Concerns
- Guidelines & Goals
 - Shelter Placement

- Accessibility
- Service Coverage
- Service Availability and Frequency
- Transit Serving Employment Uses

It was questioned whether Durham Region Transit (DRT) intends to increase the number of spots available for people with disabilities on the articulated buses. C. Norris advised that currently two spots have been designated for those with mobility devices along with courtesy seating, and that staff continue to ensure that DRT complies with the Accessibility for Ontarians with Disabilities Act requirements.

9. Other Business

A) PULSE Bus Allocation

C. Norris provided an update on the issues raised at the January 21, 2020 Transit Advisory Committee meeting regarding the street requirements impacting the deployment of buses on the DRT network. He advised that as of September 7, 2020 DRT deployed six new articulated transit buses; and that these buses will be used along the PULSE Highway 2 route corridor between Scarborough and downtown Oshawa.

C. Norris announced that on September 28, 2020 DRT launched the new PULSE Simcoe 901 corridor service and noted it replaces the Route 401 service. It was questioned whether the PULSE branded vehicles will be deployed on the various routes within the DRT network. C. Norris advised that the PULSE branded vehicles will only service the Route 900 and Route 901 corridors.

Chair Barton thanked the Durham Region Transit team for their efforts to keep the public and staff safe throughout the COVID-19 pandemic. B. Holmes advised that staff are working on a phased strategy to ensure stability and consistent services in the months ahead.

B) Booking On Demand Trips

An issue was raised regarding booking a trip through the On Demand Application (App). J. Hollingsworth noted the App fails to consider any crosswalks a customer may use to reach the pick-up destination. He explained that to go from the Town of Newcastle westbound into Bowmanville, the App asks the customer to cross Highway 2 in areas with four lanes of traffic and no traffic lights. C. Norris advised that staff will take the comments back to see how this experience can be improved.

J. Hollingsworth inquired whether the On Demand ratings and feedback provided by the customers is reviewed by DRT staff rather than the DRT operators. B. Holmes advised that staff would confirm the review of the On Demand ratings and feedback is an administrative matter.

C. Norris responded to questions regarding how DRT intends to utilize the existing bus stops that have a pad located along routes that have been discontinued or suspended, and if they will be used for On Demand services.

B. Holmes announced that on September 28, 2020 the DRT ridership increased by 2 per cent, while operating with 45 per cent less routes.

10. Date of Next Meetings

Tuesday, November 17, 2020 at 7:00 PM

11. Adjournment

Moved by J. Hollingsworth, Seconded by R. Claxton-Oldfield,
That the meeting be adjourned.

CARRIED

The meeting adjourned at 8:52 PM.

D. Barton, Chair, Transit Advisory Committee

C. Tennisco, Committee Clerk