



## Transit Executive Committee Agenda

Council Chambers  
Regional Headquarters Building  
605 Rossland Road East, Whitby

**Wednesday, December 2, 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](mailto: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 –  
November 4, 2020

Pages 3-7

**4. Delegations**

**5. Presentations**

**6. Correspondence**

**7. Reports**

A) General Manager's Report – December 2020 (2020-DRT-22)

Pages 8-20

B) Durham Region Transit U-Pass agreement 2020-21 academic  
year update (2020-DRT-23)

Pages 21-25

C) PRESTO Device Replacement (2020-DRT-24)

Pages 26-29

**8. Advisory Committee**

8.1 Durham Region Transit Advisory Committee Minutes

A) Transit Advisory Committee meeting – November 17, 2020 Pages 30-36

8.2 Durham Region Transit Advisory Committee Resolutions

A) Update on the Status of Issuing Transfers to Customers Paying by Cash Page 37

Recommendation: Receive for information

**9. Confidential Matters**

There are no confidential matters to be considered

**10. Other Business**

**11. Date of Next Meeting**

Wednesday, January 6, 2021 at 1:30 PM

**12. Adjournment**

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## The Regional Municipality of Durham`

### MINUTES

#### DURHAM REGION TRANSIT EXECUTIVE COMMITTEE

Wednesday, November 4, 2020

A regular meeting of the Durham Region Transit Executive Committee was held on Wednesday, November 4, 2020 in the Council Chambers, Regional Headquarters Building, 605 Rossland Road East, Whitby, Ontario at 1:31 PM

#### 1. Roll Call

Present: Commissioner Collier, Chair  
Commissioner Barton, Vice-Chair  
Commissioner Anderson  
Commissioner Carter  
Commissioner Drew  
Commissioner Mulcahy  
Commissioner Pickles  
Regional Chair Henry  
**\* all members of Committee, except Regional Chair Henry, participated electronically**

Also

Present: Commissioner Crawford attended the meeting at 1:34 PM  
Commissioner Kerr  
Commissioner Smith

Absent: Commissioner Bath-Hadden

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  
D. Dunn, Project Manager, Transportation Design, Durham Region Transit  
L. Hatch, Marketing Assistant, Durham Region Transit  
L. Huinink, Director, Rapid Transportation & Transit Oriented Development, Office of the Chief Administration Officer  
R. Inacio, Systems Support Specialist, Corporate Services – IT  
A. McKinley, Deputy General Manager, Maintenance, Durham Region Transit  
A. Naeem, Solicitor, Corporate Services – Legal  
C. Norris, Deputy General Manager, Operations, 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  
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 Pickles, Seconded by Commissioner Anderson,  
(42) That the minutes of the regular Durham Region Transit Executive  
Committee meeting held on Wednesday, October 7, 2020, be adopted.

CARRIED

**4. Delegations**

There were no delegations to be heard.

**5. Presentations**

5.1 Margaret Parkhill, Associate Director, Practice Lead, Transportation Engineering,  
IBI Group; re: Simcoe Street Dedicated Transit Lanes Pilot Study

B. Holmes advised that, as part of the COVID-19 ridership recovery strategy, Durham Region Transit (DRT) and Works Department staff looked corridors across the Region where transit priority measures would most impact transit reliability and competitiveness. It was determined that the Simcoe Street corridor provided the best opportunities and engaged the IBI Group to undertake a study of this area.

Margaret Parkhill, Associate Director, Practice Lead, Transportation Engineering, IBI Group, provided a PowerPoint presentation on the Simcoe Street Dedicated Transit Lanes Pilot Study. A copy of the Presentation was distributed electronically to the Committee Members.

Highlights of her presentation included:

- Why a Transit Pilot on Simcoe Street
- What could the Transit Pilot look like?
- How to balance transit priority and traffic impacts?
- What are the next steps?

M. Parkhill advised that the Transit Pilot provides an opportunity to address the COVID-19 related impacts; and, improve transit travel times and reliability to ensure the competitiveness of transit to retain and regrow its ridership. She noted that the Simcoe Street corridor has been identified for future rapid transit; and, the Region will be conducting an Environmental Assessment (EA) for Rapid Transit.

The Study area follows the 901 PULSE Simcoe route extending from Ontario Tech University / Durham College to Highway 401 and will assess the traffic impacts on adjacent streets, including the Mary Street and Somerville Street area, and transit service for three of the Region's priority neighbourhoods.

M. Parkhill displayed a series of images for examples of existing signage and curbside / bus only lanes projects located within Ontario and Quebec; and, reviewed the preliminary options for the Simcoe Street corridor. She also advised the Study will look at how to balance the transit priorities with traffic impacts and build support for future transit infrastructure improvements and investments. Considerations will include transit operations and delays; customer trips and traffic operations. Potential transit priority elements include reserved lanes and curbside bus lanes; transit signal priority; queue jump lanes; and, bus stop optimization along the route.

M. Parkhill also displayed a map illustrating the Simcoe Street Transit Pilot preliminary findings. She noted that the traffic analysis will inform the final recommendations and, outlined the key performance indicators such as travel times; reliability and ridership; traffic operations; and, safety.

M. Parkhill provided an update on the next steps which includes the IBI Group meeting with the City of Oshawa's Development Services Committee on November 9, 2020; hosting virtual public information sessions starting November 16th to 30th; developing a Pilot monitoring plan and the cost estimates; and the proposed implementation solutions as early in the Spring of 2021, pending the funding approval and operational criteria.

The Committee suggested that the proposed markings for dedicated Bus Rapid Transit (BRT) lanes be coloured red and be considered for all of the lane markings within Durham Region, to ensure consistency.

Questions were raised regarding the proposed date of Spring 2021 to implement the Simcoe Street dedicated transit lanes Pilot; and, the budget costs and funding required to implement the Pilot. B. Holmes advised that the estimated costing and timelines for the Pilot will be part of the DRT 2021 budget considerations.

Commissioner Carter asked that Option 1: the Toronto Eglinton Avenue East Corridor or Option 3: the Halifax Robie/Young Street Transit Priority Corridor be taken under consideration as the recommended markings for the downtown core in the City of Oshawa.

Commissioner Carter also discussed the impact of diverting the traffic flow from Simcoe Street onto Mary Street and Somerville Street and how problematic the diversion was for the surrounding community, in the past during construction activities on Simcoe Street. Commissioner Carter questioned how the IBI Group will evaluate these impacts; to what degree the IBI Group will consider the impacts; and, what elements will be included in the traffic analysis to make a

judgement call with respect diverting the traffic onto Mary Street and Somerville Street.

Commissioner Carter also recommended that a door knock be undertaken by the IBI Group, to talk with the residents that live in the area of Simcoe Street and Mary Street regarding issues experienced in the past from diverting traffic off of Simcoe Street to ensure a proper elevation of their issues.

Commissioner Carter further requested that a consistent, fulsome communication plan be put in place, by the IBI Group to ensure that people are well aware of the Pilot Program.

Commissioner Kerr asked that, going forward, the IBI Group refer to the Pilot's northern terminus site as Ontario Tech University and Durham College.

An issue was also raised with respect to constricting the vehicular traffic flow and the availability of on-street paid parking along Simcoe Street and Centre Street to accommodate bus-only lanes.

## **6. Correspondence**

There were no correspondence items to be considered.

## **7. Reports**

### **A) General Manager's Report – October 2020 (2020-DRT-21)**

Report #2020-DRT-21 from B. Holmes, General Manager, Durham Region Transit, was received.

Moved by Commissioner Barton, Seconded by Commissioner Anderson,  
(43) That Report #2020-DRT-21 of the General Manager, Durham Region Transit, be received for information.

CARRIED

## **8. Advisory Committee Resolutions**

### **8.1 Durham Region Transit Advisory Committee**

#### **A) Transit Advisory Committee Minutes**

Moved by Commissioner Carter, Seconded by Commissioner Mulcahy,  
(44) That the minutes of the regular Transit Advisory Committee held on September 29, 2020, be received for information.

CARRIED

**9. Confidential Matters**

There were no confidential matters to be considered.

**10. Other Business**

10.1 On Demand Services in Uxbridge

Councillor Barton informed the Committee that he had the opportunity to ride the On Demand services within the Township of Uxbridge and he thanked DRT staff for providing this service to ensure the residents have easy access throughout Uxbridge and the rural areas of Durham Region.

10.2 PRESTO Point of Sale – Customer Service Outlet in the Township of Scugog

Councillor Drew thanked staff for establishing a new PRESTO Point of Sale for the residents living in the northern municipalities.

10.3 Durham Region Transit Holiday Services

B. Holmes advised that, due to the cancellation of all 2020 New Years Eve's events, the Durham Region Transit regular service will finish at 10:00 PM. He also advised that DRT will continue to provide free services after 8:00 PM on New Year's Eve.

**11. Date of Next Meeting**

The next regularly scheduled Durham Region Transit Executive Committee meeting will be held on Wednesday, December 2, 2020 at 1:30 PM in the Council Chambers, Regional Headquarters Building, 605 Rossland Road East, Whitby.

**12. Adjournment**

Moved by Commissioner Carter, Seconded by Commissioner Mulcahy,  
(45) That the meeting be adjourned.

CARRIED

The meeting adjourned at 2:04 PM

Respectfully submitted,

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S. Collier, Chair

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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

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To: Durham Region Transit Executive Committee  
From: General Manager, Durham Region Transit  
Report: #2020-DRT-22  
Date: December 2, 2020

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**Subject:**

General Manager's Report – December 2, 2020

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**Recommendation:**

That the Transit Executive Committee recommends

That this report be received for information.

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**Report:**

**1. Purpose**

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

**2. Background**

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

**3. Previous Reports and Decisions**

3.1 Not applicable

**4. Financial**

4.1 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 – December 2, 2020

Respectfully submitted,

Original signed by

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Bill Holmes  
General Manager, DRT

Recommended for Presentation to Committee

Original signed by

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Elaine C. Baxter-Trahair  
Chief Administrative Officer



General Manager Report

December 2, 2020

TEC

Attachment #1

Performance Measures Dashboard	<a href="#"><u>2</u></a>
Safety	<a href="#"><u>3</u></a>
Ridership	<a href="#"><u>4</u></a>
Service Delivery	<a href="#"><u>6</u></a>
Updates	<a href="#"><u>7</u></a>
General	<a href="#"><u>8</u></a>

# Performance Measures Dashboard

## Safety

Key performance indicator	Description	Latest Measure	Current	Target <sup>1</sup>	Current Variance to Target (per cent)	YTD Status <sup>2</sup> (per cent)
Collisions	Preventable collisions per 100,000 km	October	0.81	0.36	✗ 75	✓ -14

## Ridership

Conventional and On Demand (OD)						
Ridership	Monthly passengers	October	364K	1.1K	✗ -67.4	✗ -49.4
PRESTO Ridership	Customers paying using PRESTO	October	77.8 per cent	37.4 per cent	✓ 40.4	✓ 3.9
Bus full occurrences	Number operator reported occurrences	October	23 <sup>3</sup>	365	NA	NA
Ridership (OD)	Number customer trips	October	6,749	185	NA	NA
Specialized Services						
Ridership	Number customer trips	October	5,186	16,428	✗ -68.4	✗ -58.5
Trip Demand	Total of trips delivered, no show or cancelled at door, unaccommodated	October	5,319	16,800	✗ -68.3	✗ -57.3
Unaccommodated Rate	Trip requests not scheduled	October	1.2 <sup>3</sup> per cent	0.9 per cent	🚩 -0.3	🚩 0

## Service Delivery

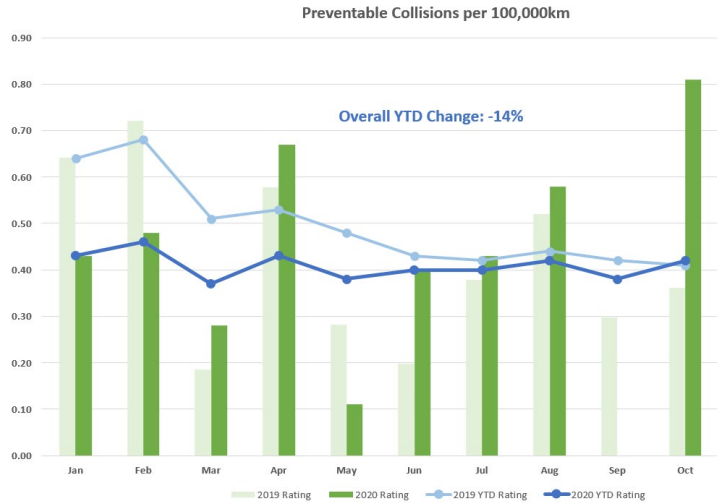
Conventional						
On time performance	Per cent on-time departures from all stops	October	77 per cent	77 per cent	✓ 0	✓ 3
Service availability	Per cent scheduled service delivered	October	98.5 per cent	99.7 per cent	✗ 1.2	🚩 -0.2

<sup>1</sup>Target is 2019 measure for the same period as latest measure

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

<sup>3</sup>Bus capacity limited to seated load, reduced ridership during pandemic

## Preventable Collisions per 100,000 km



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, 14 per cent lower year to date than 2019. DRT recorded the highest monthly collision rate to date in October (0.81).

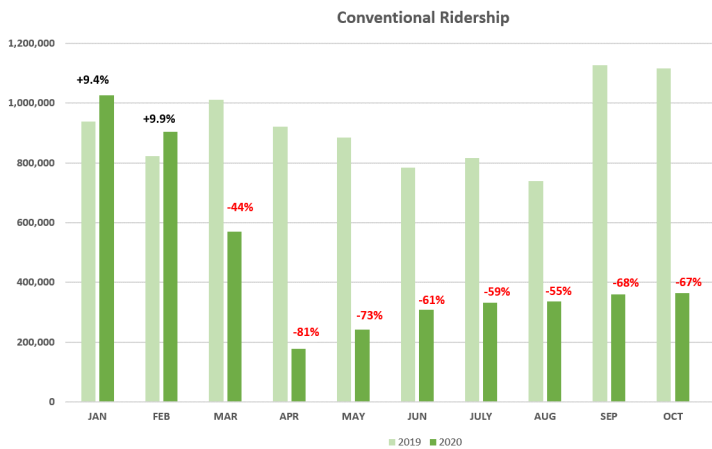
### Action Plan

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 preventable collision before returning to revenue service or active duty.

Safety and Training continue to provide mandatory refresher training for operators

# Ridership

## Conventional and 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.

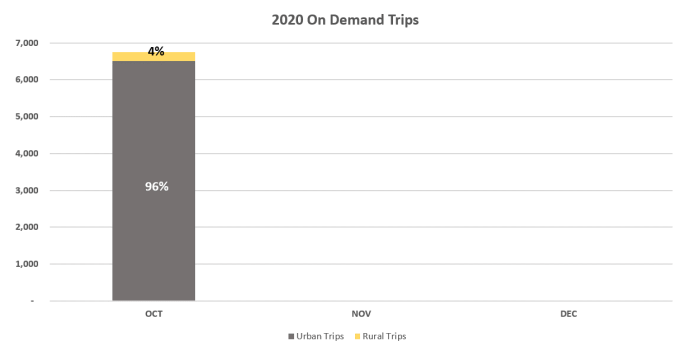
- April 19 per cent
- May 27 per cent
- June 39 per cent
- July 41 per cent
- August 45 per cent
- September 32 per cent
- October 33 per cent

Year to date ridership is approximately 48 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

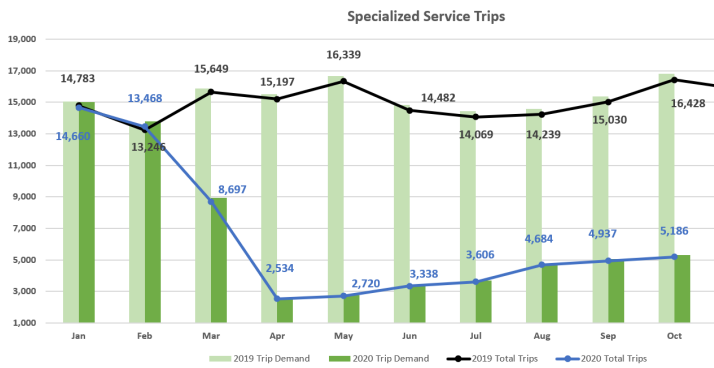


Following the September 28 implementation of the On Demand platform across the network, October ridership with On Demand was approximately two per cent (6,749 riders) of overall transit ridership. As of mid-November, weekly On Demand ridership is exceeding 2,000 per week, with trips bookings increasingly spread throughout the low demand zones.

### Action Plan

Staff continue to 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 33 per cent
- September 33 per cent
- October 32 per cent

Year to date ridership is 58 per cent lower than 2019. On-going closures of day programs across the Region continue to contribute to low ridership on Specialized Services.

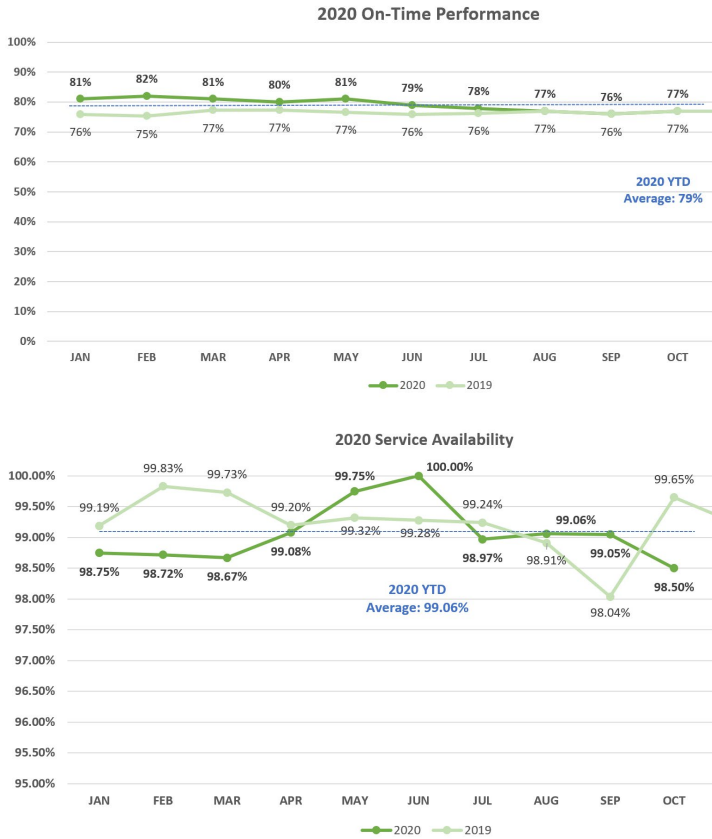
The number of unaccommodated trips continues to be lower than 2019, reflective of the reduced demand during the pandemic.

### Action Plan

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

# Service Delivery

## On Time Performance and Availability (conventional)



Service availability in October was 98.5 per cent, and 99.1 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 October was up slightly to 77 per cent, with the year to date OTP remaining at 79 per cent.

## 1. Eligibility Review – Specialized Services

Since January 2015, eligibility for new Specialized Services applicants has been based on requirements specified in the *Accessibility for Ontarians with Disabilities Act (AODA)*. To ensure fairness and equity for all customers DRT recently launched a review of eligibility for all active customers registered before 2015. In Ontario people are expected to use regular conventional transit services, but when a person has a disability that prevents them from using conventional services for part or all of their public transit trip, they may be eligible for specialized transit services,

Approximately one month before a customer is expected to participate in the eligibility review a letter outlining the purpose, process and potential eligibility outcomes is mailed to the customers. To ensure information is current, customers are required to complete the Specialized Services application form. The application requires customers to provide updated medical information and their current abilities related to the use of public transit, as well as information about their barriers to travel using conventional transit. Due to the pandemic customers have been provided an additional three-month window to submit their updated application. To avoid potential interruption to their service, customers are informed to return their completed forms by the specified due date.

Through November 20, 2020, approximately 300 eligibility review applications have been sent to customers. The eligibility review team has already received 30 per cent of the required applications. Based on the number of applications received, we estimate that 50 per cent to 60 per cent of customers may not submit their application on time, which will result in a disruption to their service until the application is received. Some customers have expressed difficulty booking an appointment with their doctor, and they have been reminded that the application can be completed by a medical professional who has the appropriate knowledge, skill and judgment to evaluate their specific abilities, including a physician, nurse practitioner, registered nurse (RN/RPN), physiotherapist, occupational therapist or kinesiologist.

As expected, the reviews completed so far have resulted in adjustments to customer eligibility based on current AODA requirements, and as an outcome from the investments in accessible public transit made by Region (such as the bus fleet meeting AODA accessibility requirements, hard surface bus stops, enhanced pedestrian network).

- No eligibility change (unconditional eligibility) ..... five per cent
- Change in eligibility
  - to conditional eligibility ..... 85 per cent
  - to ineligible ..... 10 per cent

Approximately 20 per cent of these customers are now required to travel with a personal care attendant because they are unable to travel safely on their own.

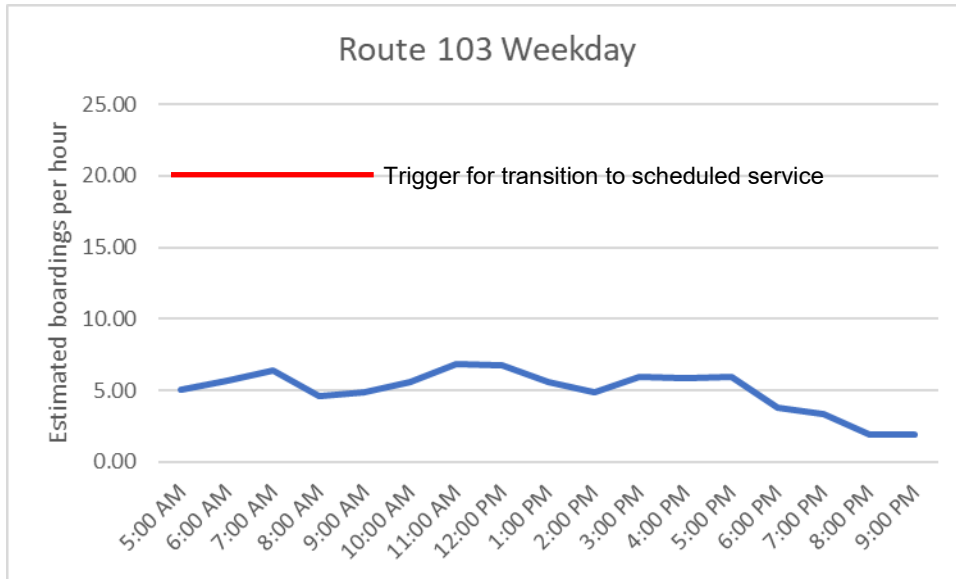


## 2. Phase A Service Monitoring Program

A ridership monitoring framework was implemented as part of the Phase A service plan to accommodate customer across the network. When ridership in low demand areas reaches the minimum threshold of 20 boardings per hour, scheduled routes are planned to replace On Demand service in specific zones. To date, ridership within low demand areas have not reached the minimum threshold of 20 boardings per hour.

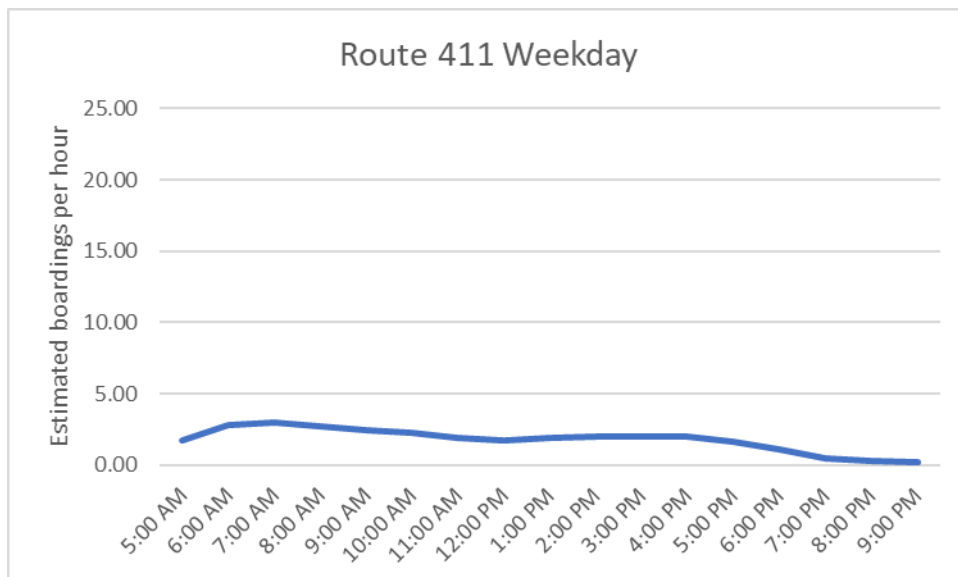
As an example, the future route 103 will serve the western part of the City of Pickering and is currently recording an average six to seven boardings per hour throughout the weekday.

Figure 1: Current estimated ridership on future route 103



Similarly, the future route 411 will serve the Courtice and Bloor Street areas and is currently recording an average three to four boardings per hour throughout the weekday.

Figure 2: Current estimated ridership on future route 411



### 3. Ridership Recovery Framework - Update

The Ridership Recovery Framework is focused 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	<b>In Progress</b> Public Information Centres (PIC’s) scheduled for November
2	Highlight existing and implement evolving COVID-19 related safety measures	<b>In Progress</b>
3	Implement Service Plan (Phased-approach) and modify successive phases based on emerging ridership patterns	<b>Complete</b>
4	Survey customers and non-customers to determine needs and expectations of DRT and their short and long-term plans for travel	<b>Complete</b>
5	Implement PRESTO E-Ticketing solution as an additional touchless payment solution	<b>Complete</b>
6	Continued incentives for customers to transition to PRESTO solutions (see 2020-DRT-18 PRESTO Card Incentive)	<b>Complete</b>
7	Communication and marketing campaign promoting DRT and public transit. Fulsome campaign to be implemented in the fourth quarter of 2020	<b>In Progress</b>

### 4. Durham-Scarborough Bus Rapid Transit corridor

The third Public Information Centre, a virtual event, is being held Monday, November 16, 2020 through Friday, December 19, 2020, and can be accessed at <https://metrolinxengage.com/DSBRT>.

As part of Public Information Centre #3, the project team will present and seek feedback on the preliminary design and results of the technical studies, including potential impacts and proposed mitigation measures.

Due to COVID-19, consultation will be conducted virtually. Information boards and narrated videos will be posted on the project website. Participants will be able to provide feedback by completing an online survey. Information will be available on the project website for four weeks.

For hardcopies of the consultation materials, or accessibility accommodations, participants are to contact Metrolinx by e-mail at [DSBRT@metrolinx.com](mailto:DSBRT@metrolinx.com), or telephone at (416) 202-3723. All information produced as part of this project is available at [www.metrolinxengage.com](http://www.metrolinxengage.com).

# General

## 1. Upcoming Service Enhancements

Various service enhancements will soon be implemented based on feedback from customers and review of system performance.

Effective Monday, December 7, 2020:

- i. Route 405: A new branch of the route, route 405C, will service Delpark Community Centre hourly seven days a week.

Effective Monday, January 3, 2021:

- ii. Schedule Adjustments
  - a. Schedules adjusted to meet revised GO train schedules
  - b. Service frequency changes from every 15 minutes to every 30 minutes:
    - Routes 216 and 224 during weekday peak periods
    - Routes 902 and 915 on Saturday early mornings, and all-day Sundays
- iii. Routing Changes
  - c. 403C: New late evening trip, Monday to Saturday, serving the south Oshawa Industrial area connecting to downtown Oshawa
  - d. 980: New late evening trip, Monday to Saturday, serving the south Oshawa Industrial area connecting to Ajax, Pickering, and Whitby via Highway 2
  - e. 901B: will operate to and from Oshawa Centre Terminal and Ontario Tech/Durham College north campus via Gibb Street
  - f. 902B: will operate via George Reynolds Drive in Courtice, providing additional scheduled service coverage to the area of Courtice north of Highway 2, between Trulls and Courtice Road

## 3. Holiday Season Service

A reduced service schedule will operate during the period Friday December 25, 2020 and Sunday January 3, 2021. Due to the pandemic there will be no additional service scheduled for New Year's Eve, however, customers will still be able to ride DRT for free after 8 p.m. on December 31, 2020.

- |                          |                         |
|--------------------------|-------------------------|
| • Friday, December 25    | Christmas Day schedule  |
| • Saturday, December 26  | Saturday schedule       |
| • Sunday, December 27    | Sunday schedule         |
| • Monday, December 28    | Reduced Sunday schedule |
| • Tuesday, December 29   | Reduced Sunday schedule |
| • Wednesday, December 30 | Reduced Sunday schedule |
| • Thursday, December 31  | Reduced Sunday schedule |
| • Friday, January 1      | Reduced Sunday schedule |

- Saturday, January 2                      Reduced Sunday schedule
- Sunday January 3                         Reduced Sunday schedule

The reduced Sunday schedule operated between Monday December 28, 2020 and Sunday January 3, 2021 provides early morning service on the frequent and grid routes and On Demand service throughout the Region to ensure customers who must travel can continue to do so. The following reductions will be in effect for the reduced Sunday schedule.

- Route 410: northbound trips departing at 5:28 and 5:45 will not operate
- Route 902: B trips, between the Oshawa Centre Terminal and Highway 2 and Trulls, will not operate, and service will operate every 30 minutes
- Route 915: daytime service will operate every 30 minutes

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



## Durham Region Transit Report

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To: Durham Region Transit Executive Committee  
From: General Manager, Durham Region Transit  
Report: #2020-DRT-23  
Date: December 2, 2020

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**Subject:**

Durham Region Transit U-Pass agreement 2020-2021 academic year update

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**Recommendation:**

That the Transit Executive Committee (TEC) recommends:

- A) That Report #2020-DRT-23 authorizes the Treasurer and General Manager of Durham Region Transit (DRT) to execute, in response to the ongoing impacts of the COVID-19 pandemic, an amendment to the existing U-Pass Agreement with Durham College, Ontario Tech University and Trent University to:
- i) Suspend participation in the U-Pass agreement without prejudice for the Winter and Summer 2021 semesters; and
  - ii) Extend the existing U-Pass agreement with Durham College, Ontario Tech University and Trent University (Durham Campus), including a 1.9 per cent increase in the fee per eligible student from \$141.75 per semester to \$144.50 per semester for the period of September 1, 2021 to August 31, 2022 conditional upon Finance and Administration Committee approval.
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**Report:**

**1. Purpose**

- 1.1 This report updates TEC on the status of DRT's U-Pass agreement with Durham College, Ontario Tech University and Trent University for the remainder of the 2020-2021 academic year in response to the impacts of the COVID-19 pandemic and to authorize a one-year extension to the U-Pass agreement from September 2021 to August 2022.

## **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 (i.e., 12 rides) 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. Previous Reports and Decisions**

- 3.1 At its meeting of January 8, 2020, TEC authorized a one-year extension to the existing U-Pass agreement with Durham College, Ontario Tech University and Trent University (Durham Campus), including a two per cent increase in the fee per eligible student from \$139.00 per semester to \$141.75 per semester for the period of September 1, 2020 to August 31, 2021 (Report #2020-DRT-02).
- 3.2 Subsequently, at its meeting of July 8, 2020, TEC authorized a temporary suspension of the one-year extension to the U-Pass agreement for the fall 2020

semester at the request of the three post secondary institutions due to the impacts of COVID-19 on the delivery of academic programming (Report #2020-DRT-15).

#### **4. Current status**

- 4.1 Requests from all three post secondary institutions to continue the suspension of the U-Pass through the 2021 winter and summer semesters have been received by DRT. The majority of programming at the institutions is planned to remain remotely delivered for the remainder of the academic year as a result of the ongoing COVID-19 pandemic.
- 4.2 Extending the temporary suspension of the U-Pass agreement does not preclude Durham College, Ontario Tech University or Trent University from execution of a further extension to the existing agreement with DRT. All three institutions are supportive of executing a new one-year extension to the U-Pass agreement to take effect September 2021 in time for the 2021-2022 academic year. As part of the extension a fee adjustment of 1.9 per cent will be applied increasing the fee per eligible student by \$2.75 per semester from \$141.75 to \$144.50.
- 4.3 During the U-Pass suspension period regular transit fares will continue to apply to post secondary students travelling on DRT.

#### **5. Financial Implications**

- 5.1 The overall net impact of suspending U-Pass participation for all three post secondary institutions during the winter 2021 semester is estimated at \$3.1 million and an additional \$0.6 million for the 2021 summer semester based on 2020 budgeted U-Pass revenues. These projected impacts will need to be provided in Durham Region Transit's 2021 Business Plan and Budget.
- 5.2 The suspensions as outlined will reduce DRT's 2021 forecasted revenue by \$3.7 million. Should the Region be successful in receiving federal and provincial funding under Phase 2 Safe Restart Transit Stream, it is estimated that this funding may be used to offset \$2.3 million in lost U-Pass revenue from January 1, 2021 through March 31, 2021. Unlike Phase 1 funding, federal and provincial funding under the Phase 2 Safe Restart Transit Stream will require the execution of a transfer payment agreement that may include additional requirements on the use of these funds.
- 5.3 Additional 2021 revenues of approximately \$60,000 are expected as a result of a 1.9 per cent increase in the U-Pass fee from \$141.75 per semester to \$144.50

effective September 1, 2021, based on comparable post-secondary enrollment to 2019. The annualized revenue impact through August 2022 is estimated at \$130,000.

- 5.4 The Commissioner of Finance has been consulted and concur with the recommendations of this report.

## **6. Next Steps**

- 6.1 A similar report to seek approval of the U-Pass fee increase will be presented to the Finance and Administration Committee.
- 6.2 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 through August 2021 and one-year extension beginning September 2021.

## **7. Relationship to Strategic Plan**

- 7.1 This report aligns with/addresses the following strategic goals and priorities in the Durham Region Strategic Plan:
- a. 1.5 Expand sustainable and active transportation – by improving access for post secondary students in Durham to public transit as an affordable and sustainable means of travel for educational and personal needs.
  - b. 5.1 Optimize resources and partnerships to deliver exceptional quality services and value – by leveraging partnerships with Durham’s post secondary institutions to provide DRT’s best overall value fare product offering unlimited access to DRT services for eligible students.

## **8. Conclusion**

- 8.1 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.



8.2 DRT is committed to working with its post secondary partners to assist their efforts in managing the impacts of the COVID-19 pandemic during the 2020-2021 academic year. DRT also remains supportive of executing an extension to the existing agreement so that all parties, including post secondary students, can continue to benefit from reduced cost access to public transit in Durham following the pandemic.

Respectfully submitted,

Original signed by

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Bill Holmes  
General Manager, DRT

Recommended for Presentation to Committee

Original signed by

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Elaine C. Baxter-Trahair  
Chief Administrative Officer

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



## Durham Region Transit Report

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To: Durham Region Transit Executive Committee  
From: General Manager, Durham Region Transit  
Report: #2020-DRT-24  
Date: December 2, 2020

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**Subject:**

PRESTO Device Replacement

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**Recommendation:**

That the Durham Region Transit Executive Committee recommends to Regional Council:

- 1) That the replacement of the Region's PRESTO infrastructure, including devices on all buses be approved, at an estimated cost of \$3.2 million conditional upon Finance and Administration Committee approval of project funding.
- 

**Report:**

**1. Purpose**

- 1.1 The purpose of this report is to gain approval of the Region's PRESTO infrastructure, including devices on all buses be approved, at an estimated cost of \$3.2 million condition upon Finance and Administration Committee approval of project funding.

**2. Background**

- 2.1 PRESTO device replacement on DRT vehicles is currently scheduled to be completed by the end of 2020 at an estimated cost of \$3.2 million.
- 2.2 Similar to other 905 transit agencies, DRT submitted an application to the federal and provincial governments for funding under the Investing in Canada Infrastructure Program (ICIP) – Public Transit Stream in October 2019. The application was subsequently deemed ineligible for funding under the program.

### **3. Previous Reports and Decisions**

- 3.1 At its meeting on February 23, 2017, TEC adopted recommendations for the approval of a new ten-year PRESTO operating agreement between Metrolinx and the 905 transit agencies through November 2027. Under the agreement, PRESTO is responsible for the procurement and installation of new devices on behalf of the 905 transit agencies, while the transit agencies remain responsible for the device acquisition and installation costs (Report #2017-DRT-17).
- 3.2 At its meeting of November 6, 2019, TEC received a report outlining the 14 applications submitted by the Region for funding under the Investing in Canada Infrastructure Program – Public Transit Stream. This included an application for the replacement of all on board PRESTO devices (Report #2019-DRT-20).
- 3.3 On October 7, 2020, TEC received a report updating on the status of the Investing in Canada Infrastructure Program funding applications. The report noted that the Region’s application for funding for the replacement of PRESTO devices was deemed ineligible under the program as a vendor had been selected by Metrolinx in advance of Federal project approval. Other 905 transit agencies have similarly had their PRESTO device projects deemed ineligible (Report #2020-DRT-20).

### **4. Current Status**

- 4.1 Existing PRESTO devices on board DRT vehicles are more than ten years old and at end of life. In accordance with the Region’s operating agreement with Metrolinx, Metrolinx commenced the replacement of all PRESTO devices in October 2020 with targeted completion by mid-December.
- 4.2 The updated devices will enable new functionality to be introduced for electronic fare payment by DRT customers. This includes reduced card loading delays and electronic validation of PRESTO E-Tickets whereby smart phones with active electronic tickets can be tapped on the device reader when boarding. It will also enable the introduction of open payment allowing customers to pay their fare with their credit card by tapping the device reader.

## **5. Financial Implications**

- 5.1 As a result of PRESTO device replacement being deemed ineligible under the Investing in Canada Infrastructure Program, it is proposed that the full cost of PRESTO device replacement estimated at \$3.2 million be financed at the discretion of the Commissioner of Finance condition upon approval of Finance and Administration Committee.
- 5.2 The Commissioner of Finance has been consulted and concurs with the recommendations of this report.

## **6. Next Steps**

- 6.1 Replacement of all on board PRESTO devices to be completed by the end of 2020.
- 6.2 A similar report will be presented to the Finance and Administration Committee on December 8, 2020.

## **7. Relationship to Strategic Plan**

- 7.1 This report aligns with/addresses the following strategic goals and priorities in the Durham Region Strategic Plan:
- a. 5.2 Collaborate for a seamless service experience – by working with Metrolinx and 905 transit agencies to modernize the PRESTO electronic fare payment system enabling new functionality supporting seamless travel by transit customers in Durham Region and across the Greater Toronto and Hamilton Area.

## **8. Conclusion**

- 8.1 As a result of the Region's application for funding to cover costs for PRESTO device replacement under the Investing in Canada Infrastructure Program being deemed ineligible, project financing is required by the Region in accordance with the terms of the PRESTO Operating Agreement for device replacement.

Respectfully submitted,

Original signed by

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Bill Holmes

General Manager, DRT

Recommended for Presentation to Committee

Original signed by

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Elaine C. Baxter-Trahair

Chief Administrative Officer

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, November 17, 2020

A meeting of the Transit Advisory Committee was held on Tuesday, November 17, 2020 in the Council Chambers, Regional Municipality of Durham Headquarters, 605 Rossland Road East, Whitby at 7:04 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  
I. Liang, Scugog  
M. Roche, AAC

**\*all members of Committee, except Chair Barton, participated electronically**

Absent: A. Desai, Student Association representative, Ontario Tech University,  
Durham College and Trent University  
J. Layne, Oshawa  
A. Macci, Pickering  
J. Martin, Brock  
G. Weddel, Uxbridge

#### Staff

Present: B. Holmes, General Manager, Durham Region Transit\*  
A. McKinley, Deputy General Manager, Maintenance, Durham Region  
Transit  
\*M. Binetti, Service Design, Durham Region Transit  
\*S. Glover, Committee Clerk, Corporate Services – Legislative Services  
R. Inacio, Systems Support Specialist, Corporate Services – IT  
\*L. Kubilis, Planner, Service Design, Durham Region Transit  
C. Tennesco, Committee Clerk, Corporate Services – Legislative Services  
\* Denotes staff participating electronically

#### 2. Declarations of Interest

There were no declarations of interest.

For the benefit of the Committee members, Chair Barton provided a brief overview regarding stating a declaration of interest under the Municipal Conflict of Interest Act.

**3. Adoption of Minutes**

M. Roche asked that the September 29, 2020 minutes be amended on Page 5 under Item 7. 3) Report 2020-DRT-07: Durham Region Transit Automated Shuttle Pilot in the second paragraph by replacing the year “2121” with the year “2021” in the last sentence.

Moved by C. Antram, Seconded by K. Ginter,  
That the minutes of the regular Durham Region Transit Advisory Committee meeting held on Tuesday, September 29, 2020, as amended, be adopted.

CARRIED

**4. Introduction of new Committee Members**

B. Holmes introduced Audra McKinley, Deputy General Manager of Maintenance, as the new Durham Region Transit senior staff representative for TAC. A. McKinley provided a brief overview of her background.

B. Holmes thanked Christopher Norris for all his work, over the years, on the Transit Advisory Committee.

**5. Presentations**

A) 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 to collect facts and gain an understanding of how DRT's customers attitudes have changed in terms of transit; gather insight on future ridership patterns; and, determine ways to effectively communicate with DRT customers. She stated that a total of 806 surveys were completed and a variety of survey methods were used. She provided an overview of the key findings of the survey.

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

The Committee discussed the details of the survey methodology and the data collection presented. Concern were raised that the timing of the survey, with it being sent out in July, is not reflective of the Fall transit service changes or the On Demand service model; and, that there was no proactive means of communication to reach out to DRT's customers. It was noted that the majority of the population surveyed should have been ridership-focused to address concerns relating to the cancelled transit routes and future transit service levels, face coverings and DRT's disinfecting processes, and the reasons why riders discontinued the use of transit during the pandemic.

It was questioned whether Leger360 provided DRT the statistical comparators collected from the various transit agencies; and, if the demographics of the ridership profile has changed, specifically for seniors or the vulnerable ridership. L. Kubilis provided a summary of the survey techniques used and the focus of the statistical data collected.

The Committee suggested that future surveys be advertised, communicated and available to the transit riders on the buses and at the shelters, along with DRT's social media platforms, rather than conducting random telephone calls.

It was brought to the attention of the Committee that, for safety reasons, certain companies have asked their staff to avoid taking public transit and suggested alternate modes of travel. B. Holmes advised that the perception of the transmission of COVID-19 on public transit has been a challenge for the transit agencies during the pandemic. He clarified that transmission is not happening on DRT transit buses and noted that DRT is a very safe mode of travel, and that staff continues to make it safer and are working to get that message out to the public.



**6. Correspondence Items**

There were no items of correspondence to be considered.

**7. Information Items**

**7.1 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 J. Hollingsworth, Seconded by C. Antram,  
That Information Item 7.1 be received for information.  
CARRIED

**7.2 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.

A. McKinley responded to questions regarding the funding and timelines for advancing the Highway 2 Pickering Median Bus Rapid Transit (BRT) project as part of the Durham-Scarborough Bus Rapid Transit (BRT) corridor.

Moved by J. Hollingsworth, Seconded by C. Antram,  
That Information Item 7.2 be received for information.  
CARRIED

**7.3 General Manager’s Report – November 2020 (2020-DRT-21)**

Report #2020-DRT-21 from B. Holmes, General Manager, Durham Region Transit, was received.

Moved by J. Hollingsworth, Seconded by I. Laing,  
That Information Item 7.3 be received for information.  
CARRIED

**8. Discussion Items**

**9. Other Business**

**9.1 Status of bus stops on Nash Road and Courtice Road for the 902B King Route**

A concern was raised regarding the Route 902B bus ‘deadheading’ mid way through the route on Nash Road, between Trulls Road and Courtice Road, and the passengers being required to deboard the bus and walk.

A. McKinley advised that effective January 2021, the Route 902B service will not be running deadhead in this area as the service is not planned to return to that stretch of Nash Road. She explained that the Planning Design team is reviewing an option to operate the Route 902B trips via George Reynolds Drive, north of Nash Road, effective January 2021.

It was questioned whether these passengers are able to board the 902 B westbound bus, at the intersection of King Street and Courtice Road, or if they have to wait for the Route 902A bus. A. McKinley advised that staff will take the matter back to the Transit Planning team in regard to a potential interim solution.

B. Holmes explained that when a bus is running deadhead, no passengers are allowed to ride on the bus.

9.2 Update on the status of issuing transfers to customers paying by cash

A. McKinley advised that policy states that paper transfers are not available for customers who pay by cash and explained that, in July, Durham Region Transit (DRT) made available PRESTO cards at no cost to the customer to avoid any issues arising from not having a paper transfer available.

The Committee expressed concerns regarding the shift to the contactless fare payment and the elimination of paper transfers for customers paying with cash. It was noted that cash paying riders are inconvenienced by being denied a paper transfer and being required to pay an extra \$4.00 fare to board the next bus. It was also noted that the policy has become a source of conflict for DRT's operators; that DRT is the only transit system in the Province not offering a cash fare transfer; and, that the Region of York, Oakville Transit and Niagara Transit are offering riders a no contact PRESTO issued transfer.

Chair Barton inquired whether DRT has the technical ability to print a transfer. A. McKinley advised yes and explained that DRT is currently upgrading all of the PRESTO devices on the buses. B. Holmes also advised that at the on-set of the COVID-19 pandemic, and in consultation with the Public Health Department, after the installation of "bio shields" on the buses, DRT went to a contactless payment and decided that cash fares would be accepted, however a paper transfer would not be issued to help prevent further transmission of the virus and enhance confidence in the safety of transit travel.

Moved by C. Antram, Seconded by R. Claxton-Oldfield,  
That the Transit Advisory Committee recommends to the Transit  
Executive Committee:

- A) That the Transit Advisory Committee strongly supports that Durham Region Transit accept exact cash fares and that Durham Region Transit should also be providing paper transfers; and
- B) That the Transit Executive Committee be so advised.  
CARRIED UNANIMOUSLY

9.3 On Demand performance and the return to fixed route service

[Items 9.4 and 9.5 were also considered at this time.]

A. McKinley provided an update on the On Demand service performance. She advised that the ridership and support for the On Demand service continues to grow, particularly in the low-ridership zones within the Region's urban and rural areas; and is delivering 2,000 trips per week. She noted that customers are becoming more familiar with how to book a trip through the On Demand app and enjoy the option of a more direct ride.

A. McKinley responded to questions regarding the On Demand service efficiencies during the peak periods; the average pick-up arrival time; and whether Specialized Services clients can utilize the On Demand service. The Committee inquired when the Trip Planning and On Demand video would be available to the public. B. Holmes advised he would check with staff and advise the Committee Clerk when the video is finalized.

Discussion ensued regarding the On Demand performance; how it will impact the threshold to re-establish the fixed route services; and when staff anticipates the return of fixed route services.

In response to a question regarding what the statistical data is for On Demand trip requests within designated zones such as Uxbridge to Pickering, A. McKinley advised she will take this question back to staff and get back to Chair Barton directly.

A. McKinley also responded to questions regarding what percentage of trip requests for On Demand services are being picked up by DRT as opposed to contracted taxis; the difference in operating costs between contracted taxis versus DRT providing the services; and, the timeline for PRESTO device installation on contracted services.

Discussion also ensued regarding what DRT staff and the Regional transit planning groups are doing to increase the residential density within a community to ensure viable transit routes going forward.

9.4 On Demand and conventional fixed route service ridership data compared to the previous network

This item was considered earlier in the meeting. See Item 9.3 on pages 6 and 7 of these minutes.

9.5 Update on On Demand service delivery

This item was considered earlier in the meeting. See Item 9.3 on pages 6 and 7 of these minutes.

**10. Date of Next Meetings**

Tuesday, January 19, 2021 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 8:34 PM.

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D. Barton, Chair, Transit Advisory Committee

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C. Tennisco, Committee Clerk

## **Resolutions from Advisory Committees**

### **Durham Region Transit Advisory Committee**

1. Update on the Status of Issuing Transfers to Customers Paying by Cash

That we recommend to the Transit Executive Committee:

That the Transit Advisory Committee strongly supports that Durham Region Transit accept exact cash fares and that Durham Region Transit should also be providing paper transfers; and

That the Transit Executive Committee be so advised.