



Transit Executive Committee Agenda

Council Chambers
Regional Headquarters Building
605 Rossland Road East, Whitby

Wednesday, January 6, 2021

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 –
December 2, 2020

Pages 3-9

4. Delegations

- A) Emily Ames, Durham Region resident; re: Necessary
improvements to On Demand service

5. Presentations

- A) Bill Holmes, General Manager, Durham Region Transit;
re: Paper Transfers

Pages 10-18

- B) Lorraine Huinink, Director, Rapid Transit Implementation
and Transit Oriented Development; and David Dunn,
Project Manager, Rapid Transit Implementation; re: Bus
Rapid Transit Implementation Update

Pages 19-32

6. Correspondence

7. Reports

- A) General Manager's Report – January 2021 (2021-DRT-01) Pages 33-46
- B) Simcoe Street Transit Priority Pilot Study (2021-DRT-02) Pages 47-54

8. Advisory Committee

9. Confidential Matters

There are no confidential matters to be considered

10. Other Business

11. Date of Next Meeting

Wednesday, February 3, 2021 at 1:30 PM

12. Adjournment

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The Regional Municipality of Durham

MINUTES

DURHAM REGION TRANSIT EXECUTIVE COMMITTEE

Wednesday, December 2, 2020

A regular meeting of the Durham Region Transit Executive Committee was held on Wednesday, December 2, 2020 in the Council Chambers, Regional Headquarters Building, 605 Rossland Road East, Whitby, Ontario at 1:30 PM

1. Roll Call

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

Also

Present: Commissioner Crawford
Commissioner Kerr

Absent: Commissioner Drew was absent on municipal business

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
S. Glover, Committee Clerk, Corporate Services – Legislative Services
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
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,
(46) That the minutes of the regular Durham Region Transit Executive
Committee meeting held on Wednesday, November 4, 2020, be adopted.
CARRIED

4. Delegations

There were no delegations to be heard.

5. Presentations

There were no presentations to be heard.

6. Correspondence

There were no correspondence items to be considered.

7. Reports

A) General Manager's Report – December 2, 2020 (2020-DRT-22)

Report #2020-DRT-22 from B. Holmes, General Manager, Durham Region
Transit, was received.

B. Holmes responded to questions regarding the data in the report; and, whether
the data is revised regularly, such as the monthly ridership.

Moved by Commissioner Carter, Seconded by Commissioner Barton,
(47) That Report #2020-DRT-22 of the General Manager, Durham Region
Transit, be received for information.
CARRIED

B) Durham Region Transit U-Pass Agreement 2020-2021 Academic Year Update (2020-DRT-23)

Report #2020-DRT-23 from B. Holmes, General Manager, Durham Region Transit, was received.

B. Holmes responded to questions with respect to amending the existing U-Pass Agreement with Durham College, Ontario Tech University and Trent University; clarification of the U-Pass suspension for the 2021 winter and summer semesters; and the execution of a one-year extension to the existing Agreement for the period of September 1, 2021 to August 31, 2022.

J. Austin also responded to questions regarding the student U-Pass compulsory ancillary fees charged for the duration of the existing Agreement and any subsequent suspensions; whether the potential exists for a student referendum to withdraw from the U-Pass agreement; and, what would constitute a 'break' in the U-Pass Agreement and how would it impact the students utilizing the U-Pass.

Discussion ensued regarding the financial net impact from suspending the U-Pass participation on the 2020 budgeted U-Pass revenues; the level of transit services currently being provided to the campuses; and, the estimated boardings per hour and fare revenues for students currently travelling to the campuses.

Moved by Commissioner Carter, Seconded by Commissioner Barton,

(48) A) That the Treasurer and General Manager of Durham Region Transit (DRT) be authorized 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.

CARRIED

This matter will be considered by the Finance & Administration Committee on December 8, 2020 and presented to Regional Council on December 16, 2020.

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

Report #2020-DRT-24 from B. Holmes, General Manager, Durham Region Transit, was received.

The Committee inquired whether the installation of the new PRESTO devices will issue paper transfers. B. Holmes advised that the new device refresh does include transfer printing capabilities, if and when, DRT begins to re-issue paper transfers

Commissioner Anderson reiterated customers' concerns regarding the fare resumption and the elimination of paper passes resulting in additional costs to travel the buses from Bowmanville to Oshawa; and, the need to ensure that any new DRT services are also communicated to the customers who do not own a cell phone or have limited or no internet connectivity. B. Holmes advised that at this time, DRT is not issuing paper transfers as approved by TEC on June 3, 2020; and, that as an incentive for a contactless option, DRT has distributed over 5,000 free PRESTO cards to Durham residents, approximately 500 of which were free when they loaded a minimum of \$6.50 onto the PRESTO card at the time of purchase.

B. Holmes responded to questions regarding the various channels used to communicate DRT information to residents including the PRESTO Card incentive to the public; the DRT PRESTO Point of Sale locations, along with the options for broader availability; and, clarification that the PRESTO Card incentive remains in place until the end of this year.

Discussion ensued regarding the Metrolinx pilot to test the open payment function on its PRESTO fare card system to allow transit users to pay by tapping a credit card, debit card or smart phone on the reader; and whether the open payment function will be compatible with the DRT PRESTO system. J. Austin explained that the Metrolinx open payment function is compatible with the PRESTO systems within the 905 area and will provide a seamless travel option throughout the Greater Toronto Hamilton Area (GTHA). Open payment is expected to be available to DRT customers in mid 2021, which will benefit customers by reducing the PRESTO card load delays and continue to provide unlimited rides in a 2 hour period (transfer window).

Detailed discussion ensued regarding open source payments and the need for cash fares and paper transfers; how customers with no cell phone, PRESTO card, or debit card proceed to pay to ride the bus; and the approved DRT fare strategy to accelerate electronic payment and reduce the use of paper and cash as payment options. J. Austin advised that 10 to 12 percent of DRT customers pay fares using cash; and noted that in the summer, DRT restricted the use of paper tickets except for the community agencies.

Councillor Collier referred to Item 3.1 on page 27 of the agenda and asked staff to clarify whether Metrolinx is responsible for the procurement and installation and of new devices and if DRT is responsible for the device acquisition and installation costs. J. Austin advised that the capital costs for the new devices and the installation costs would be borne by the transit agencies.

Moved by Commissioner Carter, Seconded by Commissioner Barton,
(49) 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.

CARRIED

This matter will be considered by the Finance & Administration Committee on December 8, 2020 and presented to Regional Council on December 16, 2020.

8. **Advisory Committee**

8.1 Durham Region Transit Advisory Committee

A) Transit Advisory Committee Minutes

Moved by Commissioner Barton, Seconded by Commissioner Anderson,
(50) That the minutes of the regular Transit Advisory Committee held on November 17, 2020, be received for information.

CARRIED

8.2 Durham Region Transit Advisory Committee Resolutions

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

Chair Collier inquired why staff recommended that the Transit Advisory Committee's resolution be received for information as opposed to an action item or referred back to staff. The Committee Clerk advised that at the Transit Executive Committee meeting held on June 3, 2020 the Committee approved Report #2020-DRT-20: Resumption of Fare Collection which directed staff to investigate and implement additional alternative contactless fare payment technology strategies; and provided advice on the process for moving the TAC resolution forward for discussion.

Detailed discussion ensued with respect to TEC endorsing the resolution from the TAC; and the TAC members strong support for cash fares and paper transfers.

B. Holmes provided a PowerPoint presentation on the background for the decision to eliminate transfers for cash fare payment during the pandemic.

Highlights of the presentation included:

- Background
 - Report #2020-DRT-11: Resumption of Fare Collection, June 3, 2020
 - Report #2020-DRT-18: PRESTO Card Incentive, September 9, 2020
- Risks identified
- Status (October)

B. Holmes outlined the risks identified, for both the customers and operators, when handling cash fares and papers transfers; and, the Provincial recommendation to adopt contactless fare payment when possible in order to mitigate the spread of COVID-19.

B. Holmes responded to questions regarding whether the open payment counts for the required PRESTO adoption rate; and, if the endorsement of the TAC resolution was approved, would it change anything during or after the pandemic is over. He advised that it is critical that DRT ensures and promotes that DRT is safe to use.

Moved by Commissioner Pickles, Seconded Regional Chair Henry, (51) That the resolution of the Transit Advisory Committee regarding the Update on the Status of Issuing Transfers to Customers Paying by Cash be referred to staff to explore options for paper transfers and provide an update at the January 6, 2021 Transit Executive Committee meeting.

CARRIED

9. Confidential Matters

There were no confidential matters to be considered.

10. Other Business

10.1 Update on the Bus Rapid Transit (BRT) bus lanes along Kingston Road in the City of Pickering

Commissioner Pickles asked that staff provide an update on the Bus Rapid Transit bus lanes along Kingston Road in the City of Pickering. B. Holmes advised staff would provide an update on the BRT and ICIP funding.

10.2 Route 902 Service into Newcastle

Commissioner Anderson inquired when the Route 902 will provide service into Newcastle. C. Norris advised that service will be extended as ridership levels come back up and noted that staff is monitoring the ridership recovery framework and looking at the customer demand and level of services in Newcastle.

11. Date of Next Meeting

The next regularly scheduled Durham Region Transit Executive Committee meeting will be held on Wednesday, January 6, 2021 at 1:30 PM in the Council Chambers, Regional Headquarters Building, 605 Rossland Road East, Whitby.

The Chair advised the Members that the upcoming scheduled Durham Region Transit Commission (DRTC) meeting will be held prior to Council at 9:00 AM on Wednesday, December 16, 2020, in the Council Chambers.

12. Adjournment

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

CARRIED

The meeting adjourned at 2:42 PM

Respectfully submitted,

S. Collier, Chair

C. Tennisco, Committee Clerk

Paper transfers

**Transit Executive Committee
January 6, 2021**

Background

- Implemented mitigation measures at onset of pandemic to ensure DRT could continue to operate and ensure safety of customers and employees
 - rear door boarding and suspension of fare collection
 - maximum bus loads
- Required to mitigate risks of COVID-19 transmission when fare paid using cash or paper fare media.
 - a. lack of hand washing facilities
 - b. operator handing transfer to each customer
 - c. additional time customer standing at the front of the bus
 - d. transfer disputes

Background continued

- e. Operator bio-barriers breached when assisting with the transfer
 - f. Employee cash handling to prepare for pick-up by vendor
 - g. Additional people in DRT's workplaces (representatives of cash pick-up Vendor)
 - h. Risk of supply chain employees handling and replacing transfers and maintaining the equipment
- Durham Region Health Department fact sheet data April 9, 2020, COVID-19 and Physical Distancing, highlighted use tap to pay rather than handling cash
 - The June 11, 2020 Ministry of Transportation document "Guidance for Public Transit Agencies and Passengers in Response to COVID-19", transit agencies and transit passengers should avoid exchanging paper products such as cash for fare collection and receipts, and favour contactless payment



Transfers and fare payment

- **Paper transfers**

- issued when paying cash (\$4 – exact payment – change not provided)
- printed by the bus operator using PRESTO driver control unit
- bus operator retrieves and hands transfer to customer (to prevent printer jam)
- transfers valid for a period of two hours
- Customer displays transfer to bus operator when boarding next bus

- **PRESTO Transfers**

- issued when tapping onto reader (\$3.25), or time-out with e-ticket
- no contact between the operator and customer
- transfer automatically applied to the card at time of first tap
- customer taps on next bus and transfer recognized by system



PRESTO contactless fare payment

- PRESTO electronic fare payment system introduced in 2008 for seamless travel between transit systems, on-line account management and electronic purse protection, and accurate ridership data
- Customers load value or passes onto cards on-line or at in-person at points of sale and can board participating transit services by tapping PRESTO card on transaction device at entrance points
- Thirty-nine per cent of DRT customers used PRESTO in 2019
- PRESTO saves customers money
 - \$3.25 vs \$4.00 per trip
 - customer saves \$10 for every 14 bus trips
- Customers can remain anonymous, registering card protects balance if card lost or stolen
- Several options available to customers to load value or purchase pass
 - a. prestocard.ca (credit card only currently)
 - b. DRT Point of sale (POS) (cash, debit, or credit card)
 - c. any of the 28 Shoppers Drug Mart locations in the Region (cash, debit or credit card)
 - d. GO Transit stations in Pickering, Ajax, Whitby, Oshawa (cash, debit or credit card)



TEC report and decisions

Report #2019-DRT-25 Durham Region Transit Fare Strategy, December 4, 2019

DRT fare strategy will achieve a fare structure that is simple, seamless and fair, provides incentives to loyal customers, and offers additional assistance to customers through social services. The strategy is informed by the fare integration work through the Regional Collaboration Forums that involve participation from all transit agencies in the GTHA.

Fare Strategy Principles

- a. Recognize fare pricing influences services use
- b. Apply fare increases to the standard (adult) single-ride fare and translate increases to other concessions and products
- c. Provide choice for customers through loyalty incentives offering value for frequent use
- d. Incentivize and prioritize electronic fare payment functionalities that provide value for customers and DRT
- e. Minimize interaction/oversight of fares by bus operators
- f. Ensure sustainability of discounted fare programs while minimizing impacts on DRT service delivery

Fare Strategy Stages

- a. Short term (2020): Incentivizing PRESTO by creating a significant price differential between single ride and cash fares
- b. Medium term (2021-2024): Fare harmonization and acceleration of PRESTO adoption
- c. Long term (2025 and beyond): Simplified, needs-based fare structure that promotes easier travel beyond Durham Region boundaries



TEC report and decisions continued

Report #2020-DRT-11 Resumption of Fare Collection, June 3, 2020

- TEC approved recommendations to
 - eliminate monthly passes (excluding Access Pass) and paper transfers and limit availability of paper tickets
 - 4,000 PRESTO cards at no cost to customers
 - Investigate additional contactless fare payment technology strategies such as mobile ticketing

Report #2020-DRT-18 PRESTO Card Incentive, September 9, 2020

- TEC approved additional incentive, waiving fee when minimum \$6.50 loaded
- Approximately 1,000 cards distributed through Dec 31, 2021



Status

- 78 per cent ridership using PRESTO (reflective of U-Pass pause)
 - 65 per cent e-purse (84 per cent in January 2020)
 - 34 per cent period pass (16 per cent in January 2020)
 - one per cent e-ticket
- Ten per cent ridership using cash (same as pre-COVID)
- Hand sanitization stations installed on all buses (front and rear doors), replenished nightly
- PRESTO device refresh complete, alignment based on pre-COVID design, operator still required to intervene in many cases
- PRESTO adoption rate of 70 per cent required by January 2022, which increases to 80 per cent 12 months after Open Payment (required by Operating Agreement)
- Maintaining 70 per cent and achieving 80 per cent adoption dependent on adoption of a PRESTO solution for the U-Pass.



Recommendation

- Continue to pause paper transfers and tickets as most original risks remain
- Consult with Metrolinx to realign new transfer printers for customer independence
 - duration and cost unknown
- Extend through March 2021 incentive to waive PRESTO card fee when minimum \$6.50 loaded, approximate cost \$4,500, to be included in 2021 budget
- DRT to report back to TEC in April 2021

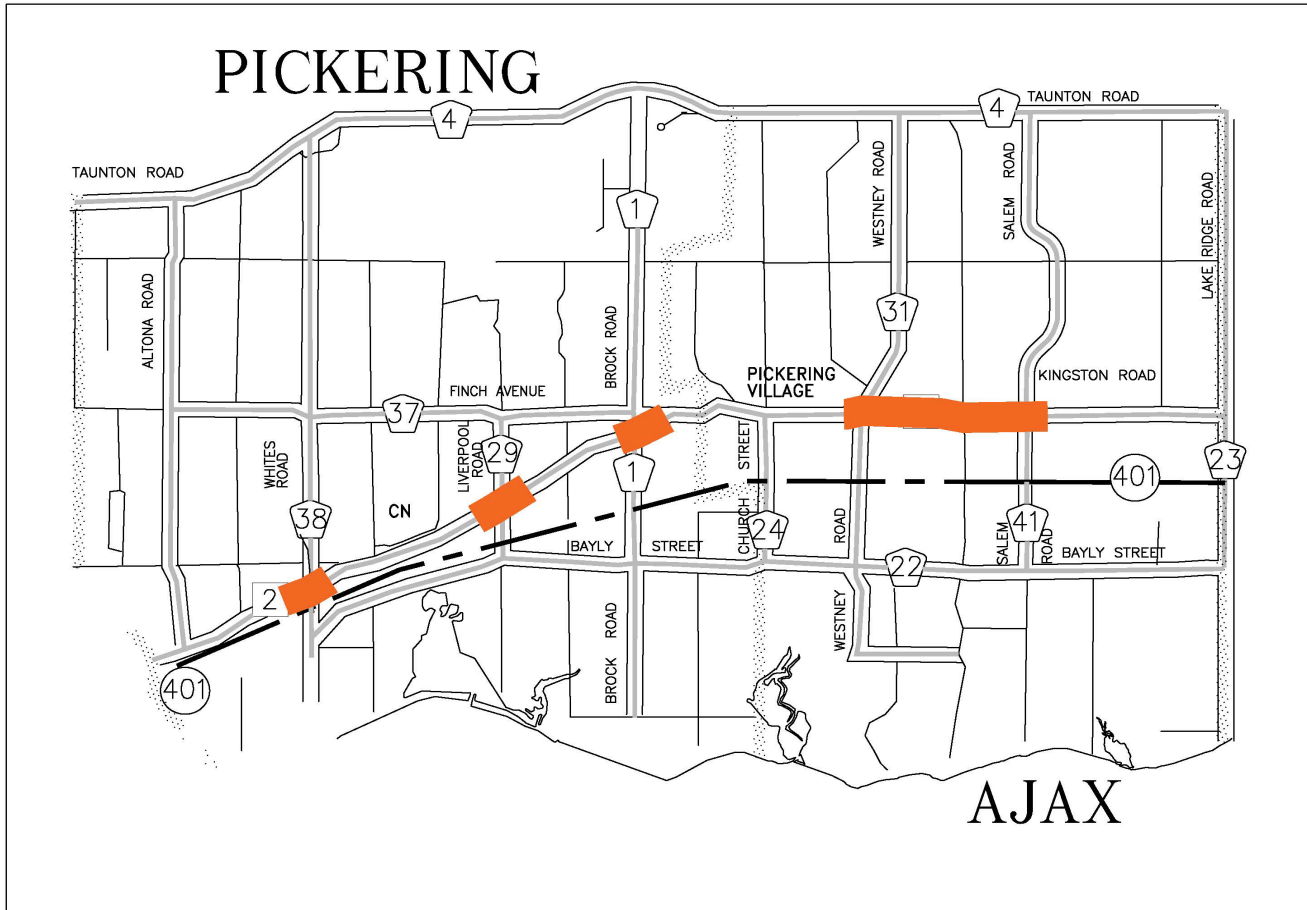
Bus Rapid Transit Implementation Update



Transit Executive Committee
January 6, 2021

BRT lanes already built

- Approximately 5km constructed through the Quick Win and Public Transit Infrastructure Fund (PTIF) funding programs.

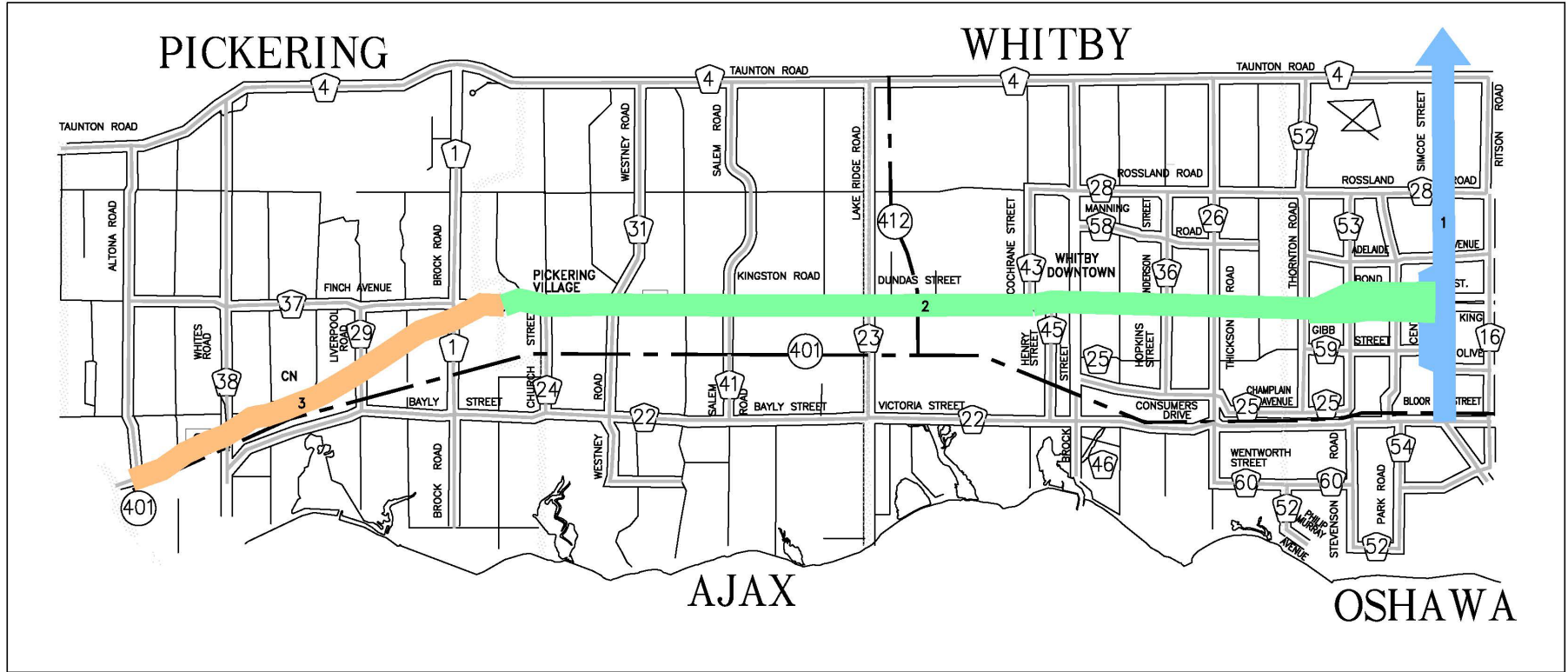


Durham-Scarborough BRT EA



- The Metrolinx led EA is in progress for the entire 36km BRT corridor.
- The goal of the project is to improve transit from end to end.
- EA anticipated to be completed by the end of 2021.

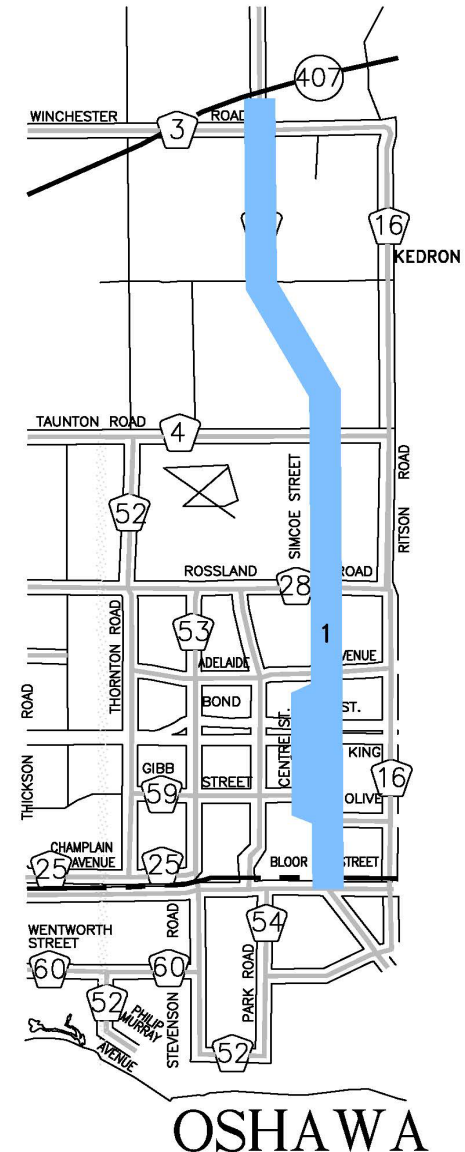
Investing in Canada Infrastructure Program (ICIP)



1. Simcoe Street Rapid Transit Environmental Assessment (ICIP funding approved).
2. Oshawa, Whitby & Ajax Rapid Transit, Road Works (ICIP funding approved).
3. Pickering Median Transit, Road Works (ICIP funding pending Federal approval).

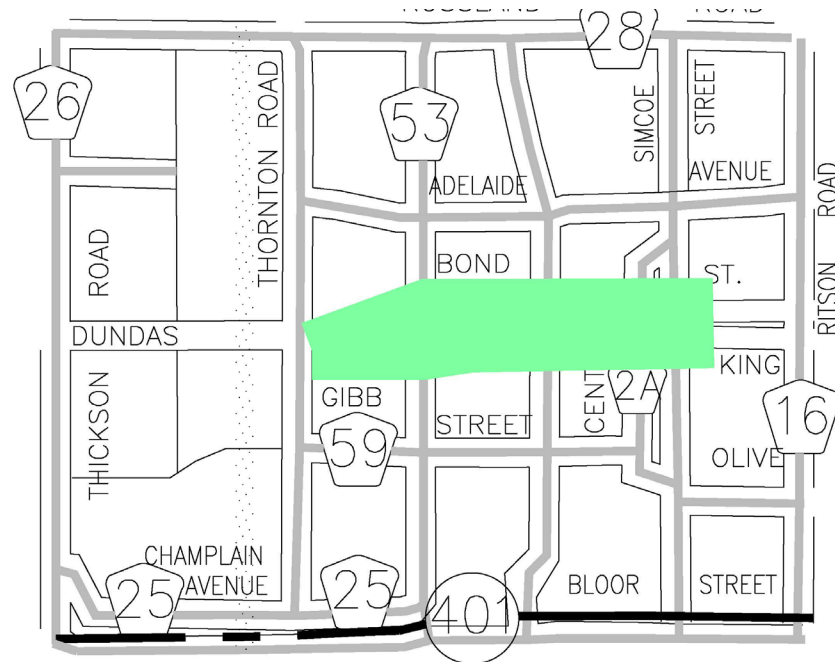
Simcoe Street rapid transit environmental assessment

- EA will evaluate options for rapid transit along the Simcoe corridor including BRT and LRT.
- \$5 million allocated for the EA which will commence early 2021 and is anticipated to conclude late 2023.
- ICIP funding includes \$0.9 million for the design and construction of queue jumps to provide transit priority.



Oshawa ICIP projects

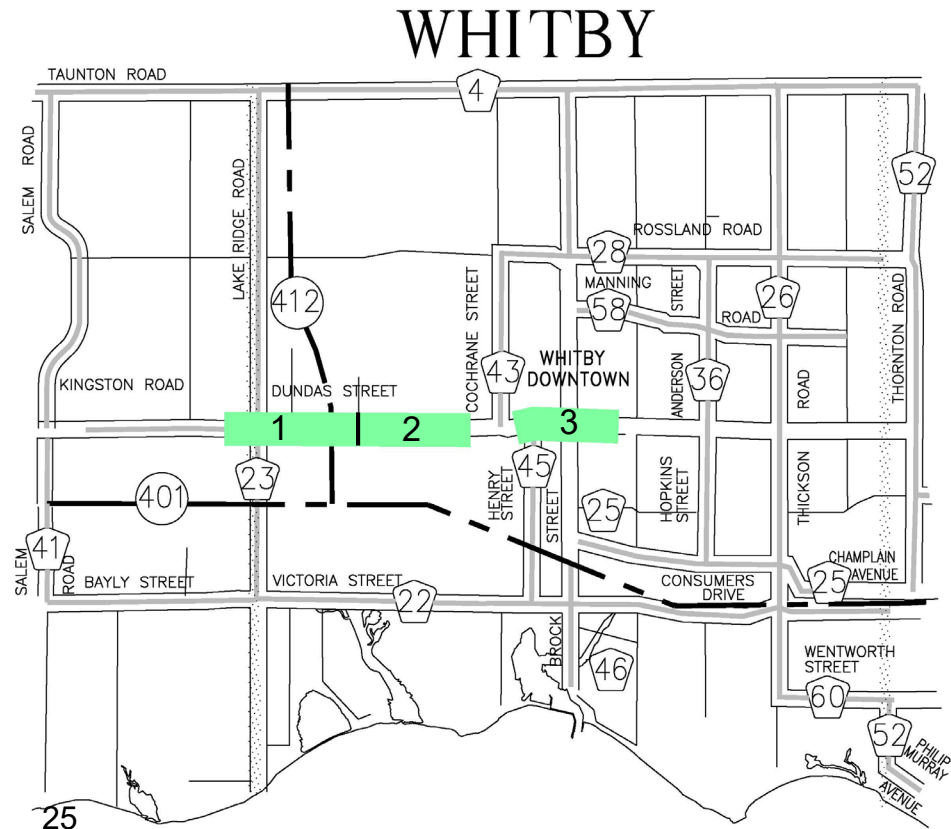
- ICIP funding includes an initial budget of \$3.5 million for potential advanced projects on King/Bond. Potential projects to be identified upon completion of the DSBRT EA. Works to be tentatively constructed starting in 2024.
- Construction of the EA recommended design on King/Bond is subject to additional external funding.



OSHAWA

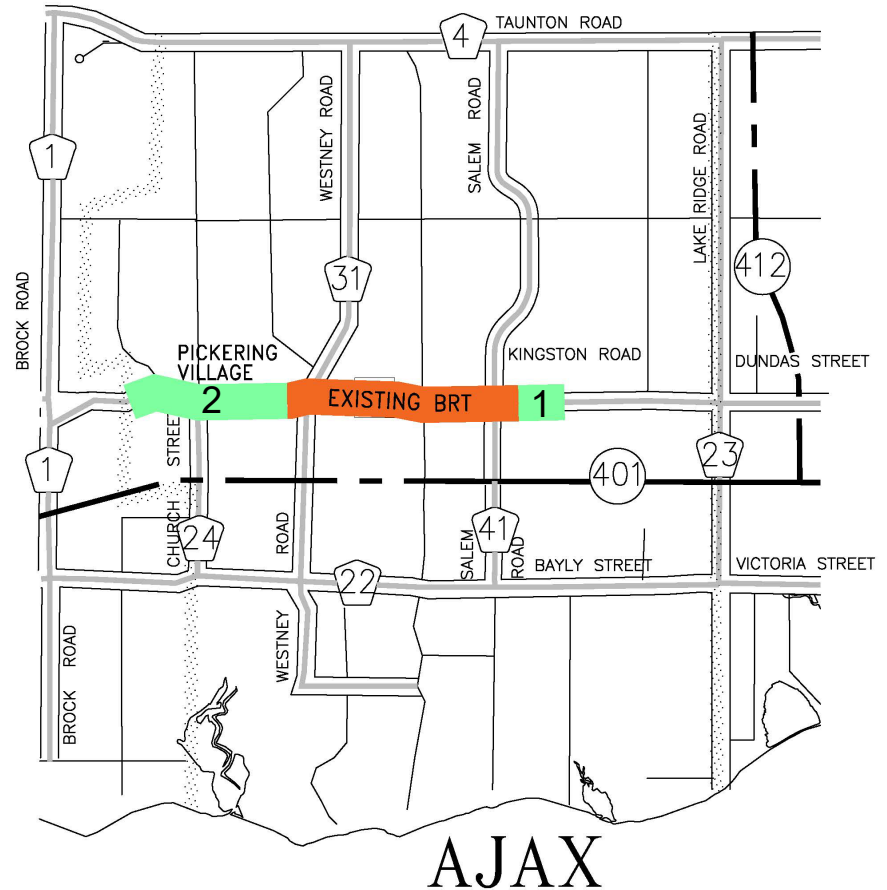
Whitby ICIP projects

- Three projects proposed at an estimate total cost of \$58 million. All project timing is tentative on the DSBRT EA being completed in 2021, along with detailed design, property acquisition and utility relocations being completed in a timely manner.
1. Lake Ridge to Des Newman is proposed to start construction in 2023.
 2. Des Newman to Raglan is scheduled to start in 2025.
 3. \$2 million allocated for potential advanced projects through downtown Whitby.
- Remaining DSBRT projects including Downtown Whitby is subject to additional external funding.



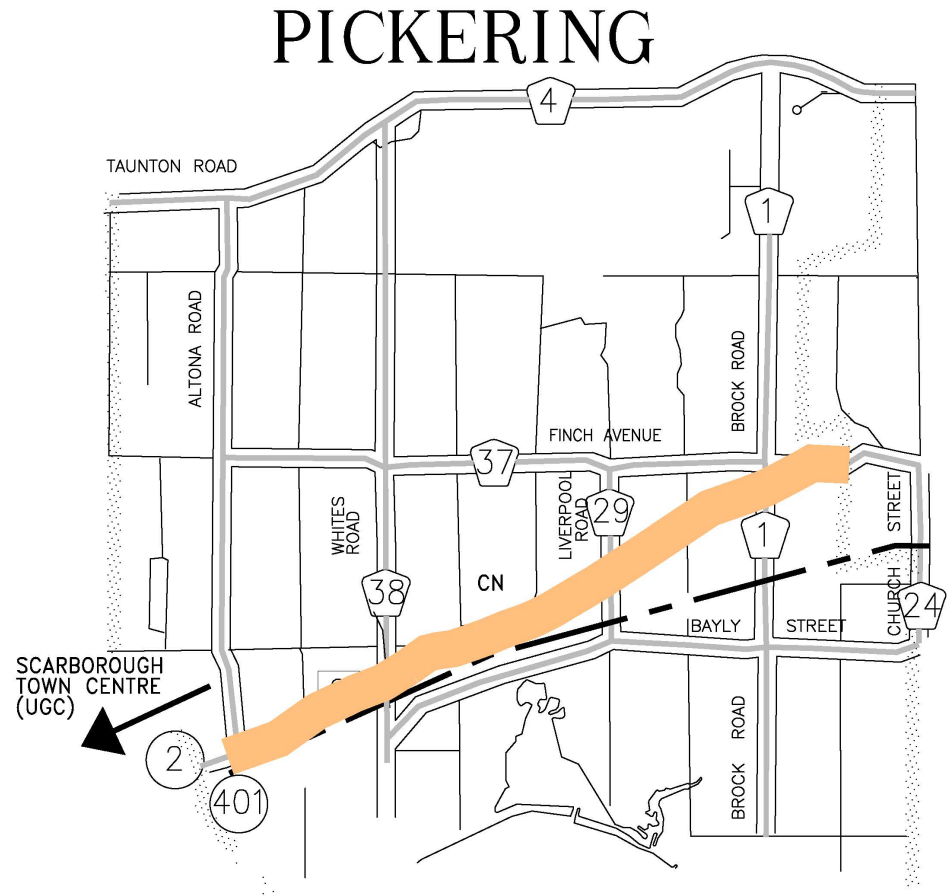
Ajax ICIP projects

- Currently two projects proposed at a total cost of \$10 million.
1. Salem to Galea curbside BRT is proposed to start construction in 2021.
 2. \$3 million allocated for potential advanced projects through Pickering Village.
- Remaining Pickering Village works along with median transit construction through Ajax is subject to additional external funding.



Pickering ICIP projects

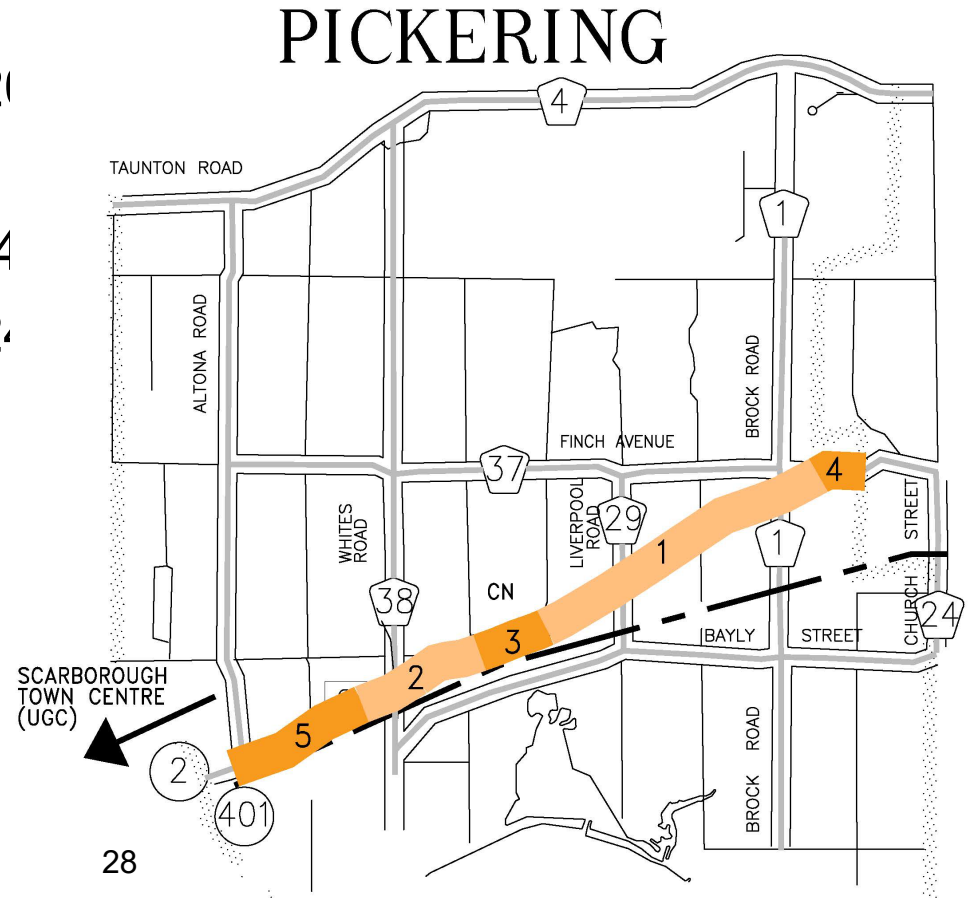
- Currently waiting on Federal Government ICIP approval.
- Total Project Costs of \$126 million.
- Total project length of 7.7km
- Planned dedicated median transit lanes, along with dedicated off-road cycle tracks.
- DSBRT EA needs to be completed prior to the start of construction.



Pickering ICIP project schedule

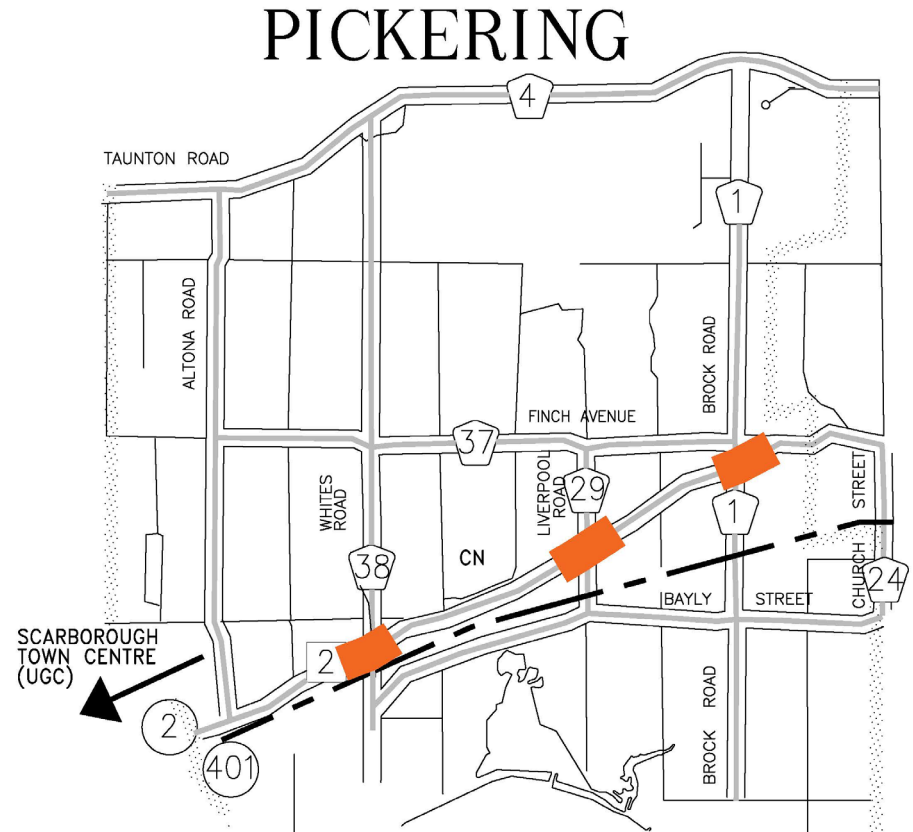
Tentative construction start dates for median transit BRT lanes. Subject to coordination with adjacent BRT projects, and other Regional and/or local projects.

1. Dixie to Bainbridge in 2022
2. Steeple Hill to Merritton in 2022
3. Merritton to Dixie in 2023
4. Bainbridge to Notion in 2024
5. Altona to Steeple Hill in 2024

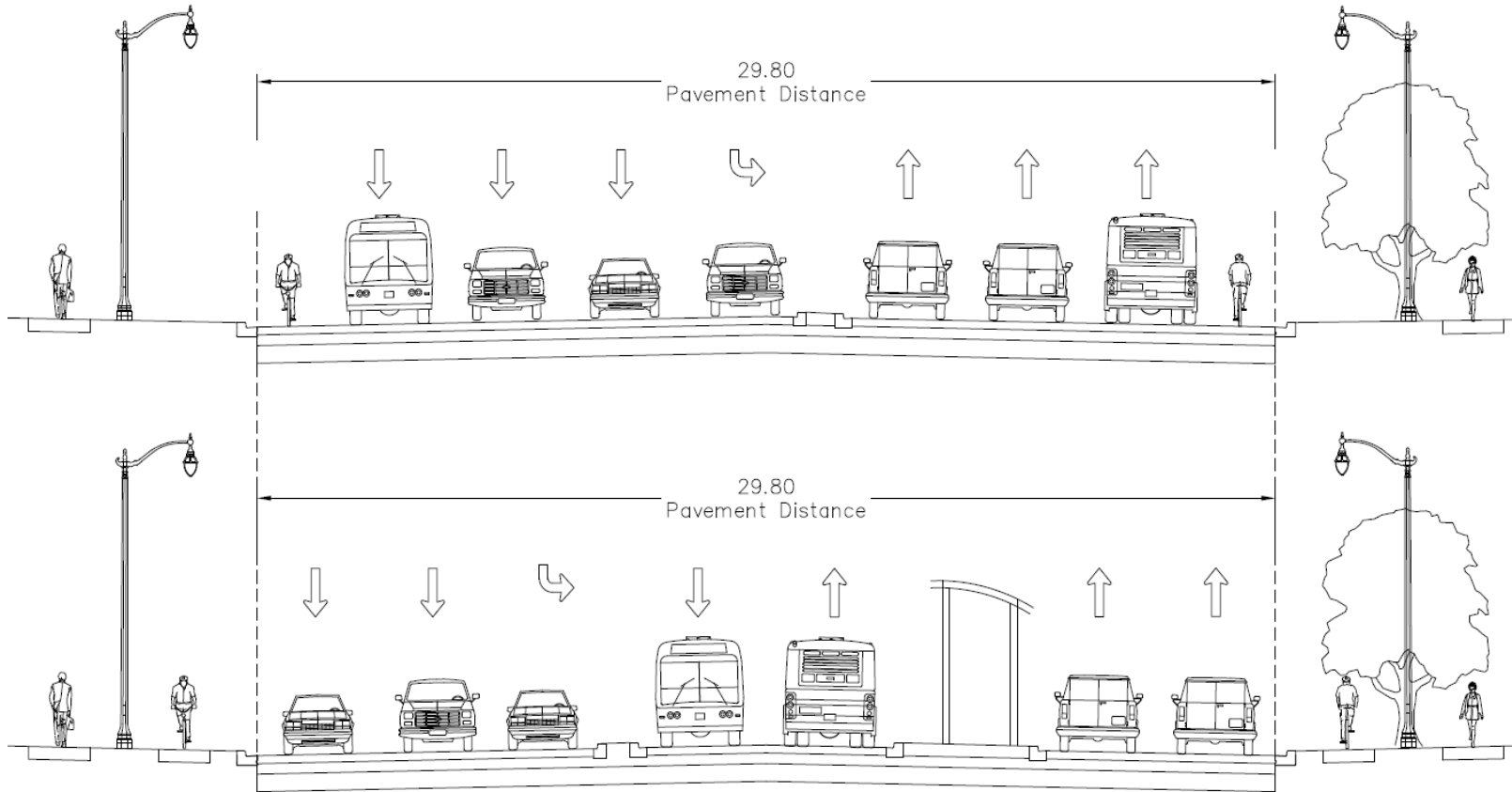


Previously constructed BRT segments - Pickering

- 2km of curbside transit has been completed to date in Pickering, though high priority intersections.
- Whites Road completed in 2018. Schedule for conversion to median transit in 2023.
- Liverpool Road completed in 2016. Schedule for conversion to median transit in 2022.
- Brock Road completed in 2017. Schedule for conversion to median transit in 2022.





Converting existing curbside to median





- Outside curbs and utilities have been constructed in their ultimate location through intersections to minimize throw away costs.
- New construction at existing curbside segments consists of; median shelters, signals, red asphalt for bus lanes and off-road bike lanes.

ICIP road works funding facts


 \$179 million in eligible costs.


 \$24.7 million in property costs.

 \$203.7 million total costs.

 11.2km of dedicated bus lanes to be constructed.

 11.2km of active transportation (bike lanes & MUP's)

 140 properties require acquisition of sliver widenings across frontage.

 7 construction season with an end date of October 31st 2027.

BRT projects lessons learned and mitigation strategy

- Prequalifying both consultants and contractors to help mitigate both quality and delay concerns.
- Ensuring experienced construction inspectors are deployed on BRT projects.
- Enhance communications through project ambassadors who will engage the businesses along the corridor during construction.
- Undertake more extensive subsurface utility investigations.
- Build/foster relationships with utilities to mitigate schedule delay.

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: #2021-DRT-01
Date: January 6, 2021

Subject:

General Manager's Report – January 6, 2021

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 – January 6, 2021

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
January 6, 2021
TEC
Attachment #1

Performance Measures Dashboard	<u>2</u>
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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	November	0.71	0.74	✓ -25	✓ -16

Ridership

Conventional and On Demand (OD)						
Ridership	Monthly passengers	November	355K	1.1K	✗ -67.7	✗ -51.4
PRESTO Ridership	Customers paying using PRESTO	November	78.5 per cent	37.6 per cent	✓ 40.9	✓ 6.6
Bus full occurrences	Number operator reported occurrences	November	27 ³	398	NA	NA
Ridership (OD)	Number customer trips	November	8,495	171	NA	NA
Specialized Services						
Ridership	Number customer trips	November	5,240	16,004	✗ -67.3	✗ -57.3
Trip Demand	Total of trips delivered, no show or cancelled at door, unaccommodated	November	5,330	16,215	✗ -67.1	✗ -58.2
Unaccommodated Rate	Trip requests not scheduled	November	0.4 ³ per cent	0.9 per cent	✓ -0.5	✓ -0.1

Service Delivery

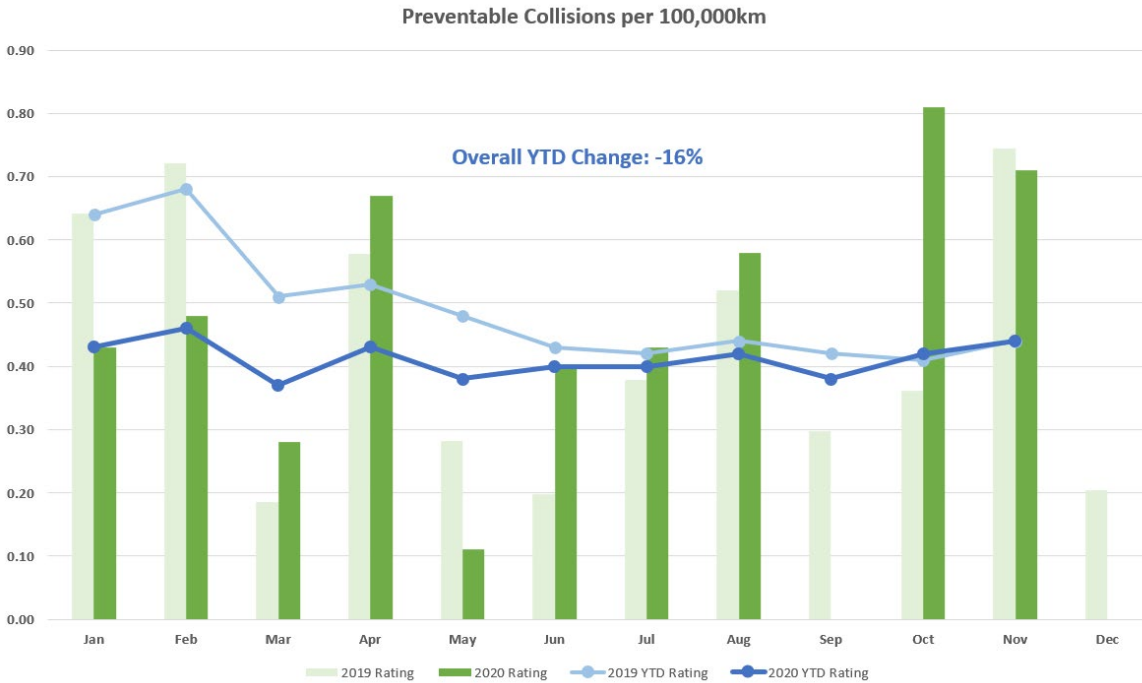
Conventional						
On time performance	Per cent on-time departures from all stops	November	78 per cent	77 per cent	✓ 1	✓ 3
Service availability	Per cent scheduled service delivered	November	98.8 per cent	99.2 per cent	🚩 0.4	🚩 -0.2

¹Target is 2019 measure for the same period as latest measure

²Year to Date (YTD) compared to previous year

³Bus capacity limited to seated load, reduced ridership during pandemic

Preventable Collisions per 100,000 km



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 number of preventable collisions in 2020 remains 16 per cent lower than 2019. However, through November the 2020 collision rate is the same as 2019 (0.44 collisions per 100,000 km).

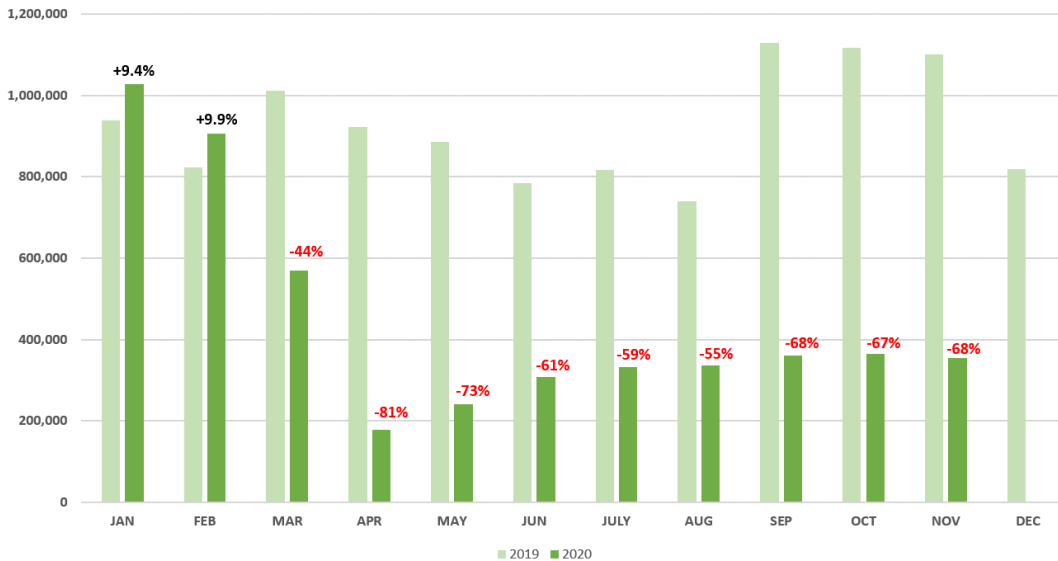
Action Plan

Supervisors continue to meet with operators reporting to work to ensure they are ready for work, and to remind them of the importance of defensive driving and attentiveness. 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 returning to the workplace following an extended period of absence.

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.

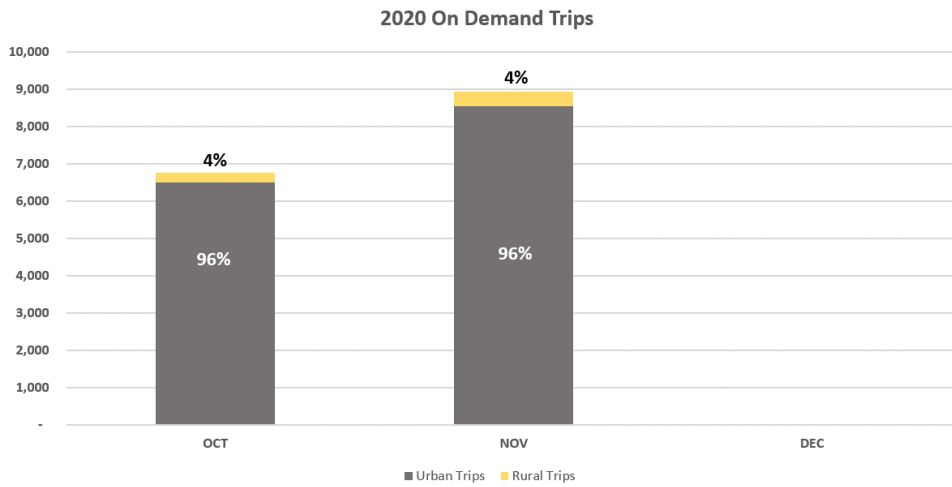
- April 19 per cent
- May 27 per cent
- June 39 per cent
- July 41 per cent
- August 45 per cent
- September 32 per cent
- November 33 per cent
- November 32 per cent

Year to date ridership is approximately 50 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

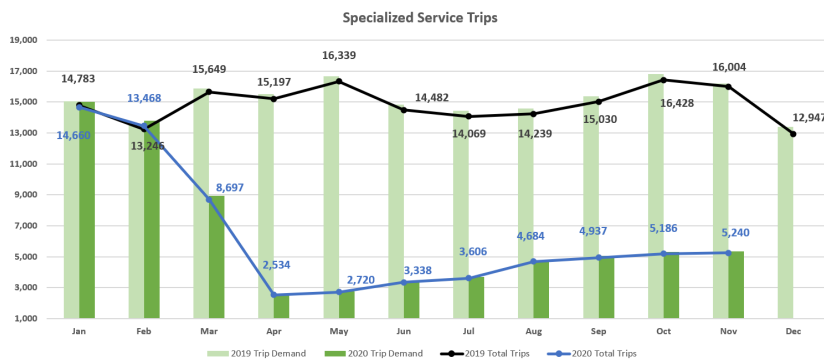


On Demand ridership continues to improve weekly, with 8,495 trips delivered in November. The week of November 30 through December 6 recorded the highest weekly ridership to date, with 2,232 passengers delivered on 2,122 trips.

Action Plan

Through November, the ridership monitoring framework indicates that ridership within low demand areas have not reached the minimum thresholds required to return scheduled routes within the next four-week period.

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
- November 32 per cent
- November 33 per cent

Year to date ridership is 59 per cent lower than 2019. Closures of day programs across the Region continue to contribute to low ridership on Specialized Services.

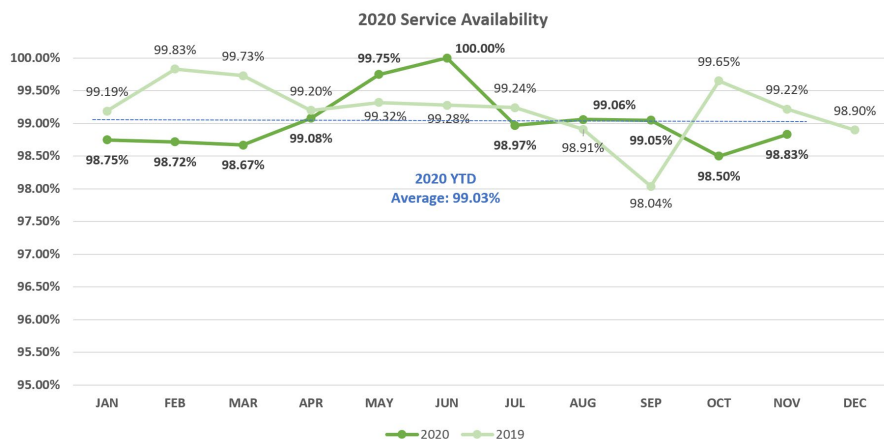
The number of unaccommodated trips continues to be lower than 2019, reflective of the reduced demand during the pandemic.

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)



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 November remained steady at 78 per cent, and year to date OTP remaining at 79 per cent.

Service availability improved slightly in November to 98.83 per cent, and 99.03 per cent year to date. Service availability has been mainly influenced by unplanned service disruptions.

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.

1. Durham-Scarborough Bus Rapid Transit Project

The Highway 2 Bus Rapid Transit corridor (BRT) is a crucial transportation corridor connecting people through the Region of Durham and Scarborough as an integral part of the 2041 Regional Transportation Plan for the Greater Toronto and Hamilton Area (GTHA). With rapid growth in the past decade and the expectation that Durham will continue to be the fastest growing region in the GTHA, demand for travel along the corridor will continue to increase and a higher capacity form of transit will be needed to mitigate traffic congestion and link communities and employment on both sides of the Toronto-Durham boundary. The Durham-Scarborough Bus Rapid Transit project proposes approximately 36 kilometres of dedicated transit infrastructure, connecting downtown Oshawa, Whitby, Ajax, Pickering and Scarborough. The project builds on the existing PULSE service and will provide more dedicated transit infrastructure along Highway 2 and Ellesmere Road to connect to future Scarborough Centre subway station and the Lake Shore East extension at the Oshawa Centre GO Train.

Leveraging Quick Win funding from the province, the Region has so far completed five kilometers of curb side BRT in Pickering and Ajax. The province is also funding the current Environmental Assessment process for the entire BRT corridor, which is currently underway.

Through the Investing in Canada Infrastructure Program (ICIP) – Transit Stream, funding has recently been approved for two rapid transit projects.

- \$58.7 million for BRT lanes in Ajax, Whitby and Oshawa, which includes temporary transit priority measures through Pickering Village, downtown Whitby, and downtown Oshawa.
- \$12.6 million to complete the environment assessment process for rapid transit along the Simcoe Street corridor in Oshawa, and PULSE infrastructure along the existing corridor.

The third ICIP BRT application, \$115 million for centre-lane BRT through Pickering, has been approved by the province and is awaiting Federal government approval.

Today's presentation provides the Transit Executive Committee with an overview of the planned phasing and expected timing of construction for the segments of the BRT corridor, subject to the provision and approval of funding from the other levels of government.

2. 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	In Progress (see report)
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 E-Ticketing 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 Progress

General

1. Audit of Metrolinx Operations and Governance

The office of the Auditor General of Ontario recently released their Value-for-Money Audit report on Metrolinx Operations and Governance. The report highlighted some important issues for Durham Region Transit.

PRESTO Adoption Rate

DRT has the lowest PRESTO adoption rate on the PRESTO network at 37.5 per cent (2019 data). OC Transpo in Ottawa has the second lowest adoption rate at 48.8 per cent. GO Transit maintains the highest PRESTO adoption rate at 92.6 per cent, followed by Brampton Transit at 91.8 per cent, Oakville Transit at 88.1 per cent, and Burlington Transit at 80.8 per cent. The median adoption rate is 75 per cent.

The report identified that one of the key objectives of the PRESTO fare card system is to seamlessly connect GO Transit and municipal transit agencies in the GTHA, making it more convenient for users to take transit across the region. However, the adoption rate of PRESTO in municipal transit systems varies, and that the cost and technology limitations of adding the unique needs of each municipality have been a barrier for some agencies. The audit also reported that some transit agencies improved their adoption rate by ending their previous fare options, such as ending tokens for the TTC.

The current U-Pass contributes to DRT's low adoption rate, with 30 per cent of ridership being post-secondary students. In 2019 the three post-secondary institutions approach DRT for a PRESTO solution equivalent to an existing third-party digital UPass solution. PRESTO was only able to incorporate the UPass on the PRESTO card, and DRT and the institutions would incur additional costs in managing, distributing and administering the cards, as well as incurring a \$6 fee per card. DRT agreed with the institutions to move forward with a third-party digital UPass solution as there was no cost to DRT and the solution was paid for and easily administered by the institutions. However, the post-secondary institutions continue to express their interest in an effective PRESTO UPass solution because many students travel across the GTHA to come to school. In response to the Auditor's recommendation, Metrolinx stated that to enhance PRESTO adoption they will be working with Durham region on a transit fare solution for post-secondary students.

Fare Integration

Fare integration has been a topic of discussion for many years. The Metrolinx vision for integrated fares across the GTHA would allow riders to cross regional and municipal boundaries using different transit systems by paying just one fare rather than having to pay an individual fare for every system travelled on. Early in 2019, Metrolinx coordinate the Fare Integration Forum, including representation from transit agencies across the GTHA, with a mandate to advance fare and service integration across the region to promote increased transit ridership across municipal boundaries. This work has advanced, particularly on fare integration, and recommendations are emerging such as fares by

zones or distance. In all models, fare integration will result in lost revenue for each transit agency which must be covered by at least one level of government.

The audit recommended, and Metrolinx accepted, to work jointly with municipal transit agencies to propose fare integration options to the Ministry of Transportation and that the Ministry address barriers to implementation.

Reducing Operating Costs

The audit recommended that to demonstrate legislative accountability, compliance with its mandate, and to reduce operating costs, that Metrolinx implement cost-saving strategies, such as reducing management overhead and reliance on external consultants. Metrolinx will undertake to develop and implement cost savings strategies and a review of divisional structures to understand the appropriate spans of control.

COVID-19

In September 2020, Metrolinx increased services in both its rail and bus lines as schools and some businesses reopened. Ridership saw a steady but slow recovery, and as of September 2020, ridership was still about 90 per cent below the original ridership forecast from before the pandemic.

2. Report from Toronto Region Board of Trade: Integrating the Toronto Region's Transit Networks

The Toronto Region Board of Trade recently released their report titled "Erasing the Invisible Line, Integrating the Toronto Region's Transit Networks (November 2020). The report proposes two solutions to eliminate boundaries between agencies resulting in the creation of a truly integrated regional transit system.

Transit federation

The report proposes the establishment of the Toronto Region Transit Federation, a cooperative, locally engaged approach to integrating the transit system while maintaining municipal control of local transit. Based on models from Germany, municipalities would build, fund, and administer their own transit systems while coordinating key aspects of their systems at a regional level, such as combining fare structures, and integrated public information, planning, and schedules.

Universal fare structure

The report proposes a zone approach to fares, with a base fare that would enable a customer to travel between two zones. Each municipality would form at least one zone, with the largest municipalities divided into two zones. This approach would mean that nobody traveling a short distance over a boundary would face a jump in fares, and travel at the Regional level would be at the base fare rate.

For example, the Region of Durham is proposed to include two zones; Western Durham (Pickering and Ajax), and Eastern Durham (the local area municipalities). Travel between the two zones in Durham would require the base fare. Similarly, travel between Pickering into Scarborough (Outer Toronto zone) would require the base fare. However, the fare to travel between Whitby and

Scarborough would include the base fare, and an additional zone fare. The fare structure would include all transit providers, including the 905, TTC, and GO Train, GO Bus, and UP Express.

The report outlines the proposed fare structure which will involve fare adjustments that would reduce transit agency revenues.

- \$11 million: Elimination of co-fare between GO Transit and 905 agencies
- \$34 million: Reductions of fares on short cross-boundary trips between TTC and 905 agencies
- \$45 million: Free transfers between GO and TTC
- \$75 million: Reduction in GO Transit fares

The report highlights that the division of costs between municipalities and the provincial government is a matter for negotiation, and if the province were to decide to cover the entire annual cost of the reform, it would be a way for the province to provide meaningful operating support to facility cross-municipal travel without needing to provide direct subsidy to cover municipal agency deficits.

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



Durham Region Transit Report

To: Durham Region Transit Executive Committee
From: General Manager, Durham Region Transit
Report: #2021-DRT-02
Date: January 6, 2021

Subject:

Simcoe Street transit priority pilot study

Recommendation:

That the Transit Executive Committee recommends:

That this report be received for information.

Report:

1. Purpose

1.1 The purpose of this report is to inform Transit Executive Committee (TEC) on the outcomes of the Simcoe Street Transit Priority Pilot Study (Study).

2. Background

2.1 The Simcoe Street corridor in Oshawa is Durham Region Transit's (DRT) second busiest after Highway 2. On weekdays during the fall 2019, an average of 7,200 DRT customers travelled on the Simcoe corridor, accounting for 13 per cent of all boardings. The corridor connects three priority neighbourhoods (Lakeview, Downtown Oshawa, Beatrice North), multiple post-secondary institutions, civic and health care facilities, downtown Oshawa and other commercial and employment centres, residential areas, and inter-regional DRT routes.

2.2 As part of DRT's Ridership Recovery Strategy, staff evaluated short-term opportunities across the Region to increase ridership by improving transit reliability and competitiveness. Improving competitiveness by reducing travel time and improving service reliability benefits existing customers and establishes a higher-

quality service for residents. Simcoe Street was identified as the corridor that afforded the best opportunity for short term measures during the period of the pilot.

3. Previous Reports and Decisions

- 3.1 Regional Council endorsed the Transportation Master Plan (TMP) (2017-COW-268) on December 13, 2017. The TMP identifies the Simcoe Street corridor as a rapid transit corridor.
- 3.2 The TMP also notes that transit priority measures can have the greatest benefit for rapid transit and high frequency networks, as is the case on Simcoe Street.
- 3.3 Regional Recovery Framework and Action Plan (2020-COW-22).

4. Discussion

- 4.1 The Study considered three approaches to improve transit travel times: stop optimization, reserved lanes, and transit priority enhancements at intersections.
- 4.2 The Study was limited to actions which could be implemented during the one-year pilot project beginning in early 2021. As a pilot, the implemented measures must be easily deployed and exclude interventions that would require significant infrastructure or construction.
- 4.3 Public Engagement
 - a. An online Public Information Centre (PIC) was conducted November 16 to 30, 2020, presenting potential transit priority measures and preliminary findings to solicit feedback from the public. The virtual PIC was attended by 73 unique visitors, who provided 44 survey responses.
 - b. Public feedback was positive on stop consolidation measures, and there was general support for efforts to improve transit service on the corridor.
 - c. Feedback on reserved bus lanes generally highlighted concerns for congestion and traffic infiltration on parallel streets. Several participants expressed a desire to improve transit conditions without reducing general traffic capacity.
 - d. Several comments related to concerns of current traffic safety and speeding, and a desire to improve cycling conditions on the corridor.

4.4 Reserved bus lanes

- a. The study identified two locations where dedicated bus lane transit priority at intersections may reduce transit travel time and reliability.
 - Intersections at Taunton Road and Rossland Road: The study concluded that the temporary reallocation of the lanes to transit would have significant impacts to the operation of the intersection unless the intersections were re-designed and re-constructed for transit priority. Implementing bus only lanes at these intersections would require infrastructure beyond the scope of the pilot.
- b. Reserved lanes from Parkwood Court (north of Adelaide Avenue) to Olive Avenue were examined. Due to the higher than anticipated costs of implementation, the proposed pilot of reserved bus lanes is being deferred at this time. .

4.5 Bus Bulb & Stop Relocation

- a. Bus bulbs allow buses operating in the second lane (adjacent to curb-side parking lane) to stop without merging in and out of the curb lane. Bus bulbs are constructed by extending the curb out from the sidewalk for the length of a bus (Attachment #2). Bus bulbs provide more space for amenities and streetscaping while maintaining a clear sidewalk. Where a bus merges into and out of a curb lane a “No Stopping” zone generally extends beyond the bus stop in order to allow buses to properly change lanes and align with the curb. Installing a bus bulb reduces the length of the curb reserved for transit, allowing space for streetscaping or additional on-street parking.

A bus bulb installed at Simcoe Street northbound at Athol would benefit DRT operations while providing an opportunity for the City of Oshawa to enhance streetscaping or recover on-street parking.

- b. A farside stop at Simcoe Street northbound at Adelaide Street will eliminate the need for buses to merge in and out of the northbound right turn lane south of the intersection. Instead, the bus would travel through the intersection, stopping in-lane beyond the intersection. Pending a confirmed design, the stop may also support space for a bus shelter and better integration with future east-west service on Adelaide Avenue.

4.6 Stop Optimization

- a. Travel time savings from stop optimization accounts for 40 per cent of the potential travel time savings along the corridor. The removal of the identified stops will improve travel time with minimal impacts to the residences and businesses currently within a five-minute walk of a bus stop.
- b. Stops are generally planned to maximize the number of customers within a reasonable walk of transit services. A 400 metre distance corresponds to an approximate five-minute walk. DRT's walking distance coverage area guidelines is 70 per cent of residence and businesses within a 400-metre walk of a transit stop, and 90 per cent within a 600-metre walk.
- c. Stop closures:
 - The study identified 15 bus stop locations for DRT to close that will ensure residents remain within a five-minute walk of other stops on the corridor. These locations are near other stops and/or the stop location does not have significant residential or commercial density.
 - The table below identifies the stops to be closed and the average weekday boardings during the fall 2019.
 - By implementing the changes to the stops the total daily time saved for all passengers is estimated at 51 hours per weekday, or 2.5 minutes each.

Stop	Weekday daily boardings	Boardings per trip
Cedar Northbound at Dwight	26	0.5
Centre Southbound at Bond	29	0.3
Lakeview Park Westbound at Kluane	2	<0.1
Simcoe Northbound at 1601 Simcoe	1	<0.1
Simcoe Northbound at Cayuga	3	<0.1
Simcoe Northbound at Darcy	15	0.1
Simcoe Northbound at Eastwood	37	0.5
Simcoe Northbound at King	354	4.0
Simcoe Northbound at Sunset	14	0.1
Simcoe Northbound at Taunton (South side stop)	44	0.5
Simcoe Southbound at 1598 Simcoe	2	<0.1
Simcoe Southbound at Darcy	10	<0.1
Simcoe Southbound at Harbour	1	<0.1
Simcoe Southbound at Hospital Court	12	0.1

Stop	Weekday daily boardings	Boardings per trip
Simcoe Southbound at Sunset	51	0.5

d. Stop relocations:

Three stop relocations were identified that will improve bus stop amenities and improve pedestrian connections:

- Ritson at Madawaska moved to Valley Drive west of Ritson Road
- Southbound at Cayuga moved to Glovers Road
- Southbound at Switzer moved to Robert Street

4.7 Reserved Transit Lane Standards

- a. The City of Toronto, City of Mississauga and Region of York share a common standard of red lane markings to identify dedicated transit lanes within their jurisdictions and, in some cases, red coloured asphalt. Red surfaces have emerged as the predominant identifier of transit lanes, like the colour green identifying cycling lanes.
- b. Studies conducted in New York and San Francisco suggest red surface treatments reduced obstructions in the transit lanes caused by vehicles stopped illegally.
- c. In December 2019 the U.S. Department of Transportation issued interim approval for optional use of red-coloured pavement for transit lanes, having reviewed the results of experimental applications in the United States over the preceding decade. They found reduced illegal lane occupancy and/or improved transit travel time at most locations studied.
- d. As additional reserved transit lanes are implemented across the GTHA and motorists grow accustomed to the presence of red road surfaces and markings for reserved transit lanes, inconsistencies between designs may contribute to non-compliance among road users.
- e. As an outcome from this study, DRT will coordinate with the Region to adopt the appropriate road treatments for reserved transit lanes across the Region.

5. Financial implications

- 5.1 The costs associated with the removal and relocation of the identified transit stops will be completed within DRT's annual stop infrastructure program.
- 5.2 Upgrading to red pavement treatments along the existing 3.0 kilometres of reserved bus lanes on Highway 2 within the Town of Ajax and 2.0 kilometres in Pickering, is estimated at \$6.8 million. DRT will coordinate with the Rapid Transit & Transit

Oriented Development office to review opportunities to upgrade existing pavement markings in consideration of the construction plan and schedule for the Durham-Scarborough BRT.

- 5.3 Construction of the bus bulb at Athol street is beyond the scope of this pilot, however, DRT will liaise with the City of Oshawa for consideration during an applicable revitalization or construction project.
- 5.4 Relocation of the north bound bus stop to the far side of the intersection is beyond the scope of this pilot, however, DRT will liaise with the Works department to coordinate and fund the work accordingly.

6. Relationship to Strategic Plan

- 6.1 This report aligns with/addresses the following strategic goals and priorities in the Durham Region Strategic Plan:
 - a. Service Excellence - to provide exceptional value to Durham taxpayers through responsive, effective, and fiscally sustainable service delivery.

7. Conclusion

- 7.1 The Study concluded that stop optimization is the preferred solution that best achieves the objectives of the Study. Additional transit priority measures were determined to be beyond the scope and timing of the pilot.
- 7.2 Additional work to enhance the Simcoe corridor is planned for the near future, including a visioning process with Stakeholders to establish a transit vision for the corridor, and the Transit Project Assessment Process to determine how the Simcoe corridor will develop as a rapid transit corridor. As a precursor and/or part of the visioning process, staff will also explore piloting reserved bus only lanes on sections of the Simcoe corridor.
- 7.3 For additional information, contact: Christopher Norris, at 905-668-7711, extension 3752.

8. Attachments

Attachment #1: Illustrations of reserved lanes and bus bulbs

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

Attachment #1: Illustration of bus bulb at intersection (Source: NACTO)



Legend:

- 1 – Consider nearside or farside and interactions with other road users
- 2 – Can provide space for shelters
- 3 – Can incorporate streetscaping features