



Transit Executive Committee Agenda

Council Chambers
Regional Headquarters Building
605 Rossland Road East, Whitby

Wednesday, May 5, 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 –
April 7, 2021

Pages 3-12

4. Delegations

5. Presentations

6. Correspondence

7. Reports

A) General Manager's Report – May 5, 2021 (2021-DRT-10)

Pages 13-26

B) Zero Fare Transit – Experience and Implications (2021-DRT-11)

Pages 27-40

- C) Sole Source Purchase of Original Equipment
Manufacturer (OEM) bus parts and farebox collection
system parts, warranty and service (2021-DRT-12) Pages 41-43
- D) Sole Source Purchase for supplemental washroom
facilities to support daily operations (2021-DRT-13) Pages 44-46
- E) Sole Source Purchase for software to operate On
Demand transit (2021-DRT-14) Pages 47-51

8. Advisory Committee

8.1 Durham Region Transit Advisory Committee Minutes

- A) Transit Advisory Committee meeting – March 23, 2021 Pages 52-59

9. Confidential Matters

There are no confidential matters to be considered

10. Other Business

11. Date of Next Meeting

Wednesday, June 2, 2021 at 1:30 PM

12. Adjournment

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The Regional Municipality of Durham

MINUTES

DURHAM REGION TRANSIT EXECUTIVE COMMITTEE

Wednesday, April 7, 2021

A regular meeting of the Durham Region Transit Executive Committee was held on Wednesday, April 7, 2021 in the Council Chambers, Regional Headquarters Building, 605 Rossland Road East, Whitby, Ontario at 1:30 PM. Electronic participation was offered for this meeting.

1. Roll Call

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

Also

Present: Commissioner Crawford attended the meeting at 2:18 PM
Commissioner Roy

Staff

Present: E. Baxter-Trahair, Chief Administrative Officer
W. Holmes, General Manager, Durham Region Transit
J. Austin, Deputy General Manager, Business Services, Durham Region Transit
J. Demanuele, Director of Business Services, Works Department, attended the meeting at 1:53 PM
S. Glover, Committee Clerk, Corporate Services – Legislative Services
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 Services, attended the meeting at 1:42 PM
C. Norris, Deputy General Manager, Operations, Durham Region Transit

N. Taylor, Treasurer, Durham Region Transit, and Commissioner of Finance, attended the meeting at 1:35 PM
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 Smith, Seconded by Commissioner Carter,
(10) That the minutes of the regular Durham Region Transit Executive Committee meeting held on Wednesday, February 3, 2021, be adopted.
CARRIED

4. Delegations

There were no delegations to be heard.

5. Presentations

5.1 Jamie Austin, Deputy General Manager, Business Services, and Christopher Norris, Deputy General Manager, Operations, Durham Region Transit, re: Transit Assistance Program and Secondary Student Transportation Incentives (2021-DRT-06 and 2021-DRT-07) [Item 7. A) and Item 7. B)]

Jamie Austin and Christopher Norris provided a PowerPoint presentation on the Transit Assistance Program and Secondary Student Transportation Incentives. J. Austin advised that the presentation provides an update on the fare incentives for lower income residents and secondary schools students to help make public transit in Durham Region more affordable and increase ridership as part of DRT's recovery efforts from the COVID pandemic.

J. Austin provided an overview of the Transit Assistance Program (TAP) Pilot.

Highlights of his presentation included:

- Overview: TAP Pilot Evaluation
- TAP Background
- Evaluation Methodology
- Summary of Results
- TAP Customer Characteristics
- TAP Card Usage
- Overall Customer Experience with TAP
- What Customers Like About TAP
- What Customers Do Not Like About TAP
- Caseworkers Impressions of TAP

- Recommendations
- Comparing TAP and the Access Pass

J. Austin provided an overview of the recommendations to extend the TAP pilot through to March 2023; provide more choice for TAP customers such as Pay-as-you-go and Period Pass; to discontinue the paper Access Pass by the end of 2021; waive the PRESTO card fee for Ontario Disability Support Program (ODSP) clients shifting to TAP; develop a Communications strategy to build awareness and explain how the TAP functions; investigate direct payment options with Social Services and the Province; and, assess expansion potential to other groups living with low income.

C. Norris provided an overview of the Secondary Student Transportation Program and recommendations.

Highlights of his presentation included:

- Child and Youth Fares
 - Initiatives
- Market Opportunities
 - Secondary Students in Durham Region
- Recommendations
 - Fares

C. Norris provided an overview of the following recommendations that effective September 2021, the Y10 pass be discounted to \$63.50, from \$73.50; that a bulk pass purchase pilot be available to school boards in Durham Region and Durham Student Transportation Services with a minimum purchase of 570 monthly passes per month to qualify for a \$20 discount; and a report on the Y10 and Bulk Pass program be brought back to the Committee in June 2022 on the results of the pass programs.

The Committee requested clarification regarding the respondents surveyed, by municipality and no social service clients from the Township of Brock responded to the survey. J. Austin advised that DRT is looking at extending the program to provide an opportunity for staff to engage directly with the clients in the areas that had little or no responses.

Discussion ensued regarding whether the opportunity exists to assess the potential expansion of the TAP for residents who are economically challenged and not receiving the ODSP or OW support; and, with respect to opportunities within the existing transit systems on administering a low income support model.

Staff responded to questions regarding the operational and capital costs investments for the Secondary Student Transportation Programs; whether the secondary students currently within the 3.2 kilometres are taking transit or walking

to the school; and, whether further funding would be required to manage the additional Y10 monthly secondary students.

At the request of the Committee, C. Norris provided clarification on how the Y10 pass program saves students \$20.00 per month when they purchase a Youth pass every month between September to June; how it incentivizes youth to travel using public transit; and, the opportunities to generate \$2 million in additional annual fare revenue. Discussion ensued on the allocation of the Provincial Gas Tax funding.

Staff responded to additional questions regarding whether staff is looking at a Youth pass for the pre COVID-19 route in the Village of Brooklin to accommodate the high school students that have to walk up to 4 kilometres to get to the high school. C. Norris advised staff is looking at the design of the Route 302 service and will be part of the discussions in the upcoming PIC.

6. Correspondence

- A) Correspondence from Town of Ajax, re: Resolution passed at their Council meeting held on February 22, 2021, regarding the Durham-Scarborough BRT in Pickering Village

Chair Collier expressed concerns regarding the issues raised by the Town of Ajax outlined in their correspondence. He advised that similar issues have also been raised by the communities within the Region's municipalities.

Chair Collier noted that the Town of Ajax is requesting that Metrolinx work with staff to preserve the historical and heritage of the Pickering Village areas.

B. Holmes advised that Metrolinx and DRT staff are working closely with the local area municipalities to address their concerns.

Moved by Commissioner Carter, Seconded by Commissioner Mulcahy,
(11) That the correspondence from Alexander Harras, Manager of Legislative Services/Deputy Clerk, Town of Ajax, re: the Durham-Scarborough Bus Rapid Transit in Pickering Village be referred to staff for a report on the municipality's request at the June 9, 2021 Committee of the Whole meeting.

CARRIED

- B) Correspondence from City of Oshawa, re: Resolution passed at their Council meeting held on February 22, 2021, regarding Durham-Scarborough Bus Rapid Transit Project Public Information Centre 3

Commissioner Carter spoke to the requests raised by the City of Oshawa as outlined in their correspondence.

Moved by Commissioner Carter, Seconded by Commissioner Mulcahy,
(12) That the correspondence received from Mary Medeiros, City Clerk, City of Oshawa, re: the Durham-Scarborough Bus Rapid Transit Project Public Information Centre 3, be referred to staff for a report on the municipality's requests at the June 9, 2021 Committee of the Whole meeting.

CARRIED

7. Reports

A) General Manager's Report – April 7, 2021 (2021-DRT-05)

Report #2021-DRT-05 from B. Holmes, General Manager, Durham Region Transit, was received.

Staff responded to questions regarding whether an alternative provider for Island Taxi has been found. B. Holmes confirmed that a third-party service provider was successful to a recent tender and is providing supplementary On Demand services in Scugog, Uxbridge and Brock, and that DRT Specialized Services have reallocated resources to ensure residents will not experience a reduction in services.

Moved by Commissioner Drew, Seconded by Commissioner Pickles,
(13) That Report #2021-DRT-05 of the General Manager, Durham Region Transit, be received for information.

CARRIED

B) Transit Assistance Program pilot evaluation (2021-DRT-06)

Report #2021-DRT-06 from B. Holmes, General Manager, Durham Region Transit, was received.

Moved by Commissioner Mulcahy, Seconded by Commissioner Carter,
(14) A) That the General Manager, Durham Region Transit be directed to undertake the following with respect to continuing and expanding the Transit Assistance Program (TAP) providing low cost transit access to eligible Durham residents:

- i) The TAP pilot be extended an additional 24 months to allow time for further assessment of customer preference for the existing pay-as-you-go versus a proposed period pass PRESTO option as transit ridership recovers from the COVID-19 pandemic;
- ii) The Access Pass currently available to Ontario Disability Support Program clients as a monthly paper period pass, be transferred to the PRESTO electronic fare payment card (and electronic ticketing if feasible) by Fall 2021 as the TAP Period

Pass at an estimated cost of up to \$23,000 in 2021 dependent on ridership levels to be funded from within DRT's approved 2021 budget that eligibility for the TAP Period Pass be expanded to include Ontario Works clients, and that the paper Access Pass be discontinued;

- iii) The initial PRESTO card acquisition fee be waived for Ontario Disability Support Program clients during 2021 to assist with the transition from the paper Access Pass to TAP, at an estimated cost of \$15,000 to be funded from within DRT's approved 2021 budget for ridership incentive initiatives;
- iv) Durham Region Transit work with Durham Social Services, the Ministry of Children, Community and Social Services and Metrolinx on a communications strategy to build awareness about TAP among social assistance clients and staff and educate about program features and requirements;
- v) Durham Region Transit continue to work with Metrolinx and the Region's Social Services and Finance departments to introduce direct payment options from social service agencies for transit fare products on behalf of eligible clients; and
- vi) Durham Region Transit continue to work with the Region's Social Services and Finance departments to review and report back as part of the annual business planning and budget process on the results of the pilot and recommended actions, including potential extension to other vulnerable Durham residents.

CARRIED

C) Secondary student transportation (2021-DRT-07)

Report #2021-DRT-07 from B. Holmes, General Manager, Durham Region Transit, was received.

Chair Collier spoke to efficiency of the Y10 fare incentive; and, the opportunities to increase DRT's volume of the model share using existing DRT fixed resources and to attract youth to travel on transit.

Chair Collier referred to Table 2, on page 6 of the Report, outlining the number of monthly passes required to break even for the various additional discounts to the Y10 monthly pass. He suggested that the Y10 cost be lowered by \$20.00 for a reduced pass cost of \$53.50.

Discussion ensued regarding the whether DRT could accommodate the lost revenue and the additional volume of passes to break even. B. Holmes noted that a report will be forthcoming on the impact of zero cost transit in terms of service frequency and value.

B. Holmes also responded to a question regarding the service plans for students in the Municipality of Clarington.

Moved by Commissioner Barton, Seconded by Commissioner Drew,

- (15) A) That effective September 1, 2021, the Y10 pass be discounted by a further \$10.00 per month, from \$73.50 to \$63.50, providing youth with a monthly pass cost \$30.00 lower than the regular Youth pass (\$93.50 per month), with revenue impacts anticipated to be offset through increased sales volumes;
- B) That a pilot bulk Youth pass purchase program be established for the 2021/2022 school year, with the program to be available to school boards within the Region of Durham including Durham Student Transportation Services, and the bulk purchase rate for Youth passes to be discounted by \$20.00 per month, from \$93.50 to \$73.50, when collectively at least 570 monthly passes are purchased for a given month; and
- C) That staff report back to Transit Executive Committee in June 2022 summarizing the results of the Y10 pass program and the pilot bulk Youth pass purchase program.

CARRIED AS AMENDED
(See Following Motion)

Moved by Commissioner Barton, Seconded by Commissioner Mulcahy,

- (16) That the main motion (15) of Commissioners Barton and Drew be amended in Part A) by deleting the amount of "\$10.00" and replacing it with the amount of "\$20.00"; by deleting the amount of "\$63.50" and replacing it with the amount of "\$53.50"; and, by deleting the amount of "\$30.00" and replacing it with the amount of "\$40.00" in order to further increase the Y10 pass discounts.

CARRIED

Part A) of the recommendation now reads as follows:

- A) That effective September 1, 2021, the Y10 pass be discounted by a further **\$20.00** per month, from \$73.50 to **\$53.50**, providing youth with a monthly pass cost **\$40.00** lower than the regular Youth pass (\$93.50 per month), with revenue impacts anticipated to be offset through increased sales volumes.

The main motion (15) of Commissioners Barton and Drew was then put to a vote and CARRIED AS AMENDED.

D) Paper Transfers (2021-DRT-08)

Report #2021-DRT-08 from B. Holmes, General Manager, Durham Region Transit, was received.

Moved by Commissioner Anderson, Seconded by Commissioner Pickles,

- (17) A) That staff review and report back to TEC in December 2021 summarizing Durham Region Transit's (DRT) current fare payment processes, including direct and indirect costs of electronic, cash and ticket fares, including barriers and recommended solutions for considering a fully electronic fare payment process;
- B) That paper transfers be reintroduced on a trial basis starting May 3, 2021, and that should there be a change in employee COVID-19 cases, DRT stop issuing paper transfers for cash and ticket fares; and
- C) That during the trial period and effective June 1, 2021, DRT no longer issue free PRESTO cards, unless approved otherwise, and should DRT cease issuing paper transfers, PRESTO cards be issued at no cost to a customer if \$6.50 is loaded when purchasing the card at a Durham Region Transit point of sale location.

CARRIED

E) On Demand outcomes and next steps (2021-DRT-09)

Report #2021-DRT-09 from B. Holmes, General Manager, Durham Region Transit, was received.

B. Holmes responded to questions regarding whether staff had received any complaints regarding the reliability of the On Demand services in the Township of Brock; the framework for the On Demand services in the rural and urban zones to ensure that transit services are available in the low demand areas; the potential for scheduled services to replace On Demand; keeping public transit as a viable mode of travelling; and opportunities for staff to utilize the DRT fleet and assets to accommodate the low demand areas.

Moved by Commissioner Smith, Seconded by Commissioner Anderson,

- (18) That Report #2021-DRT-09 of the General Manager, Durham Region Transit, be received for information.

CARRIED

8. Advisory Committee Resolutions

8.1 Durham Region Transit Advisory Committee

There were no Advisory Committee items to be considered.

9. Confidential Matters

There were no confidential matters to be considered.

10. Other Business

10.1 Ontario Power Generation Donation for Free Transit to the COVID-19 Vaccination Clinics

Chair Collier provided an update on the Ontario Power Generation (OPG) \$10,000 donation in support of the vaccine rollout. The Chair advised that seniors and residents of Durham Region will be able to ride Durham Region Transit's On Demand or Specialized Service free to and from a local vaccine clinic. The temporary free service is funded by a \$10,000 donation from Ontario Power Generation (OPG) in support of the COVID-19 vaccine rollout.

B. Holmes responded to a question on how the DRT will administer the free transit services.

Moved by Commissioner Anderson, Seconded by Commissioner Smith,
(19) That the Rules of Procedure be suspended in order to introduce a motion regarding the Ontario Power Generation donation to waive the fare for customers who use DRT services to travel to and from a vaccination clinic within Durham Region.

CARRIED ON THE FOLLOWING RECORDED
VOTE (A 2/3rds vote was attained)

<u>Yes</u>	<u>No</u>
Commissioner Anderson	
Commissioner Barton	
Commissioner Carter	
Commissioner Drew	
Commissioner Mulcahy	
Commissioner Pickles	
Commissioner Smith	
Commissioner Collier, Chair	
Regional Chair Henry	

Members Absent: None

Declarations of Interest: None

Moved by Regional Chair Henry, Seconded by Commissioner Barton,
(20) That, in recognition of the generosity of Ontario Power Generation to provide a \$10,000 donation to Durham Region Transit for the purpose of providing free transportation for seniors to travel to vaccination clinics, the General Manager and Treasurer of Durham Region Transit be authorized to implement the required operational processes to use the donation to waive the fare for customers who use DRT services to travel to and from a vaccination clinic in the Region of Durham, for the purpose of receiving their COVID-19 vaccination, up to a maximum of \$10,000.

CARRIED

11. Date of Next Meeting

The next regularly scheduled Durham Region Transit Executive Committee meeting will be held on Wednesday, May 5, 2021 at 1:30 PM in the Council Chambers, Regional Headquarters Building, 605 Rossland Road East, Whitby.

12. Adjournment

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

CARRIED

The meeting adjourned at 2:38 PM

Respectfully submitted,

S. Collier, Chair

C. Tennesco, Committee Clerk

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



The Regional Municipality of Durham Report

To: Durham Region Transit Executive Committee
From: General Manager, Durham Region Transit
Report: #2021-DRT-10
Date: May 5, 2021

Subject:

General Manager's Report – May 5, 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 – May 5, 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's Report

May 5, 2021

TEC

Attachment #1

Performance Measures Dashboard	<u>2</u>
Safety	<u>3</u>
Ridership	<u>4</u>
Service Delivery	<u>7</u>
Updates	<u>10</u>
General	<u>11</u>

Performance Measures Dashboard

Safety

Key performance indicator	Description	Latest Measure	Current	Target ¹	Current Variance to Target (per cent)	YTD Status ² (per cent)
Collisions	Number preventable collisions per 100,000 km	March	0.24	0.28	✓ -14.3	✗ 21.6

Ridership

Scheduled						
Ridership (x1,000)	Number passengers	March	341	571	✗ -40.3	✗ -67.5
PRESTO Ridership	Customers paying using PRESTO (per cent)	March	79.3	35.1	✓ 44.2	✓ 42.2
Bus full occurrences	Number operator reported occurrences	March	3 ³	174	NA	NA
Demand Responsive						
Ridership - Specialized	Number customer trips	March	4,689	8,930	✗ -47.5	✗ -67.9
Unaccommodated Rate - Specialized	Trip requests not scheduled (per cent)	March	0.3	0.7	✓ -46.6	✓ -67.6
Ridership – On Demand	Number customer trips	March	10,094	228	NA	NA

Service Delivery

Scheduled						
On time performance	On-time departures from all stops (per cent)	Service Period 1 ⁴	78.7	81.3	NA	✗ -2.6
Service availability	Scheduled service delivered (per cent)	Service Period 1 ⁴	99.6	98.8	NA	✓ 0.8
Mean Distance Between Failure (MDBF)	Average number of revenue service kilometres between occurrences of vehicle defects impacting service (revenue service kilometers)	March	8,365	N/A	N/A	N/A

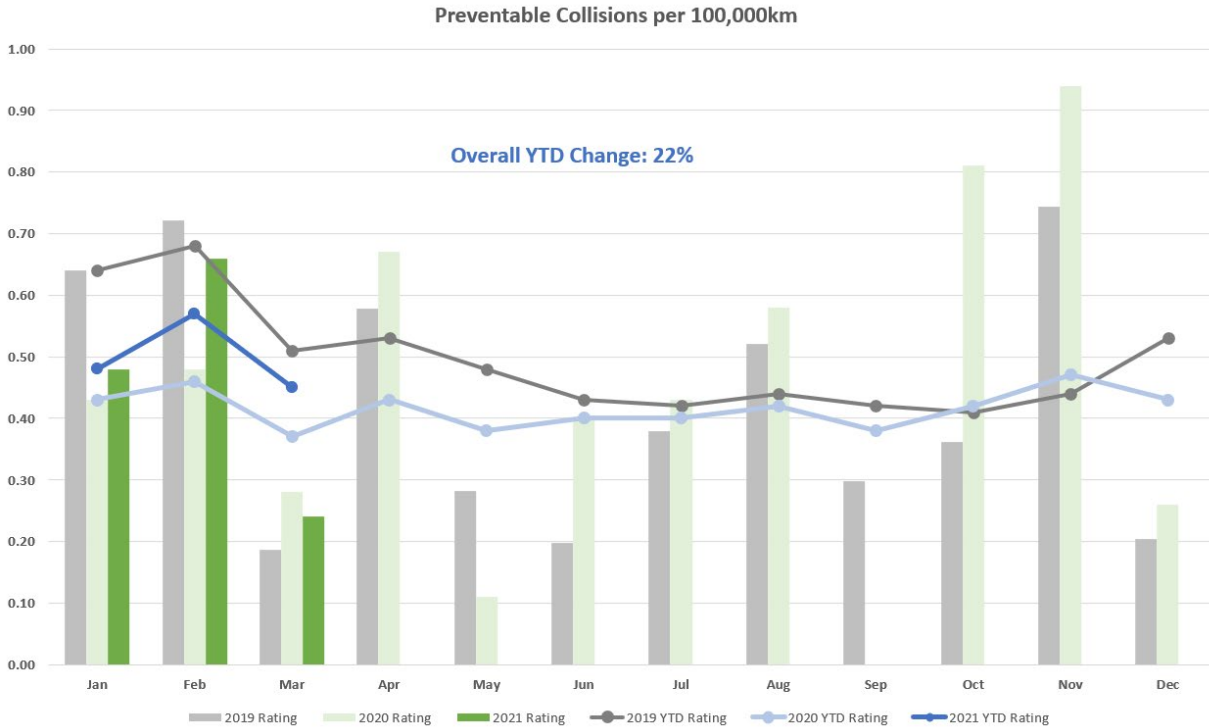
¹Target is 2020 measure for the same period

²Year to Date (YTD) compared to previous year

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

⁴January 3 through April 5, 2021

Preventable collisions rate per 100,000 km



Definition: A preventable collision is one in which the driver failed to do everything reasonable to avoid the collision. The preventable collision rate is the number of preventable collisions per 100,000 kilometres of travel for all Durham Region Transit (DRT) vehicles.

A collision may not be reportable to police based on the Highway Traffic Act, but for DRT purposes all collisions are documented and investigated.

Analysis

Preventable collisions in March were 17 per cent lower than 2020, with the year to date collision rate remaining higher than 2020 by 22 per cent.

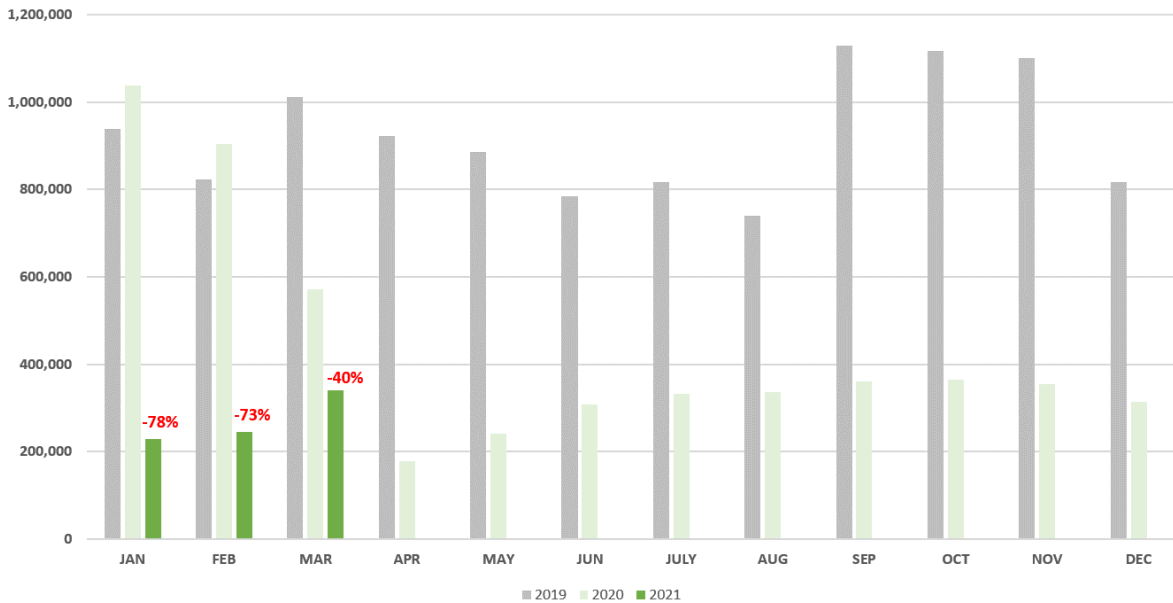
Action Plan

Safety and Training staff have implemented additional measures to curb the trend of increasing monthly collision rate.

- Trainers and mobile supervisors deployed to depots and relief points to host “safety talks” with bus operators, focussing on work preparations and defensive driving habits.
- Collaborating with corporate partners to develop data analysis tools to support monitoring of trends and hot spots to identify contributing factors and root causes such as traffic conditions, weather, and time of day.

Ridership

Scheduled transit



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.

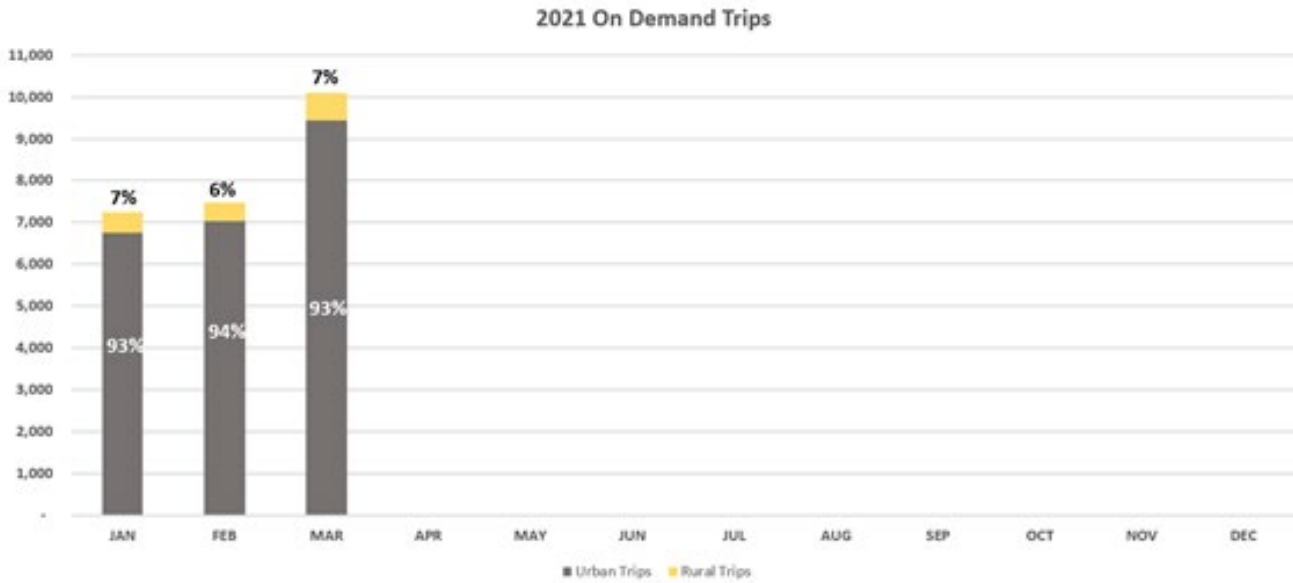
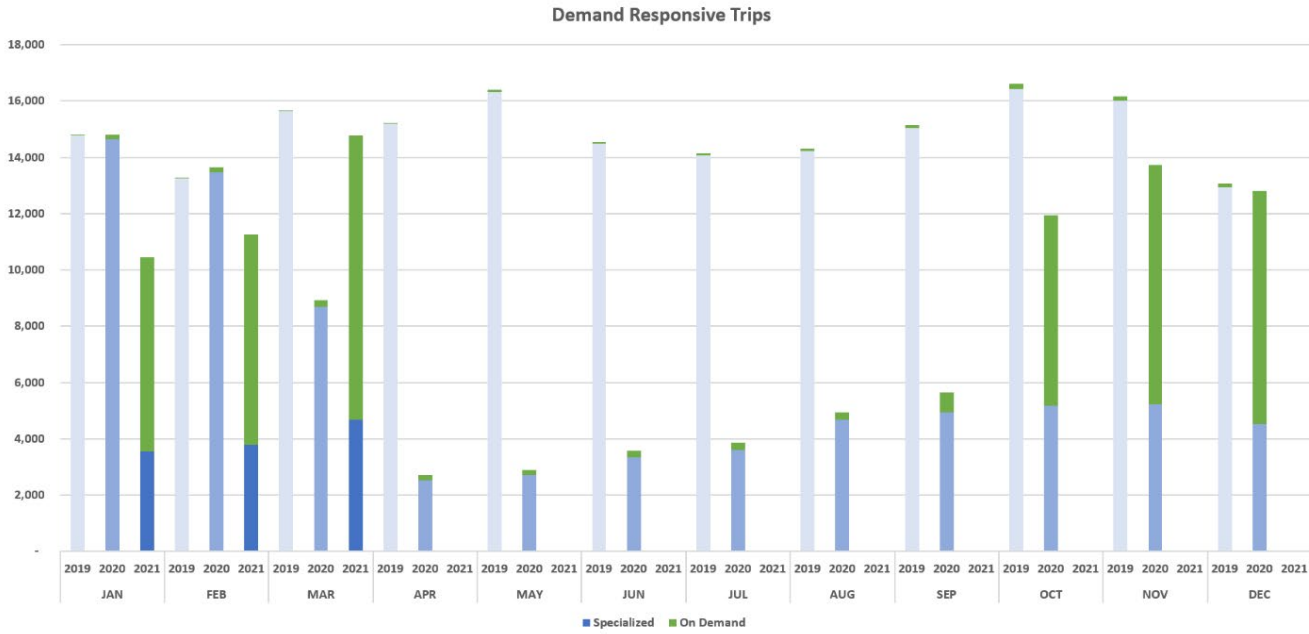
Results

March 2020 was the first month where ridership was significantly impacted by the COVID-19 pandemic. One year later, impacts from the pandemic remain significant; ridership was approximately 34 per cent of 2019 levels, and 60 per cent of 2020 levels.

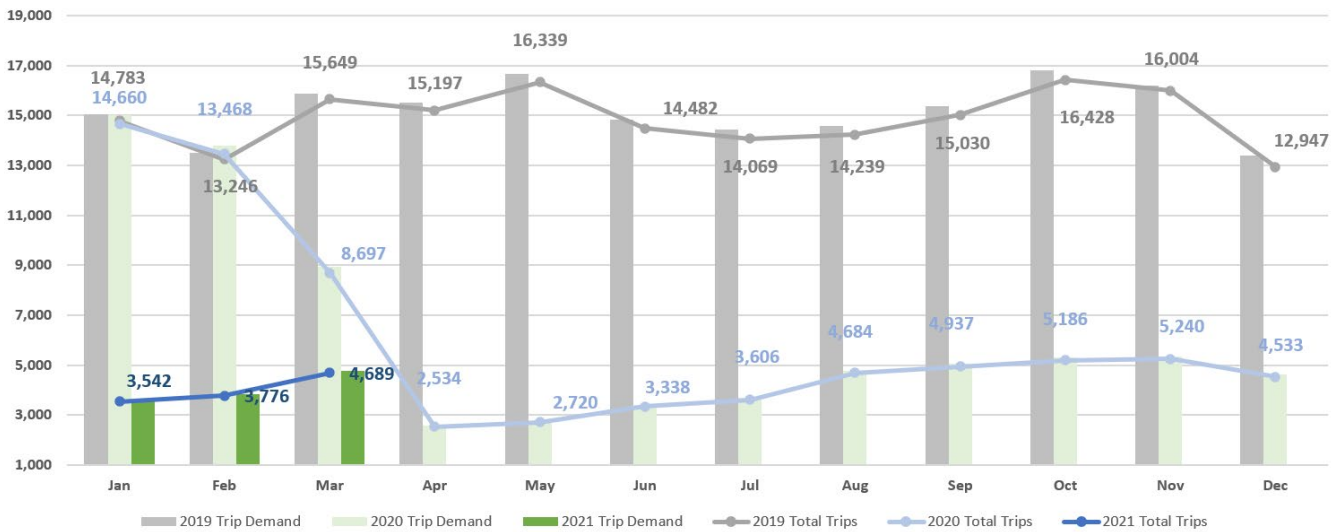
Action Plan

Through mid-March 2021, the ridership monitoring framework indicates that ridership within low demand areas have not reached the minimum thresholds to return scheduled routes within the next four-week period.

Demand Response Transit



Specialized Transit Trips



Definitions:

Ridership: A trip is considered a one-way passenger trip from origin to destination, regardless of the number of transfers that may be required.

Trip Demand (Specialized): Specialized transit trip demand is the sum of all trips delivered, no-shows and cancelled at the door, and unaccommodated trips.

Unaccommodated Rate (Specialized): An unaccommodated Specialized transit trip is one where DRT is unable to schedule a trip for the specific requirement requested by the customer, or the customer declined to accept the trip option provided by the booking agent.

Results

Specialized transit ridership is slowly increasing following the holiday pandemic-related lock down. Ridership in March 2021 was 70 per cent of 2019 levels, and 46 per cent of 2020 levels.

Specialized transit delivered 99.9 per cent of trip requests in March.

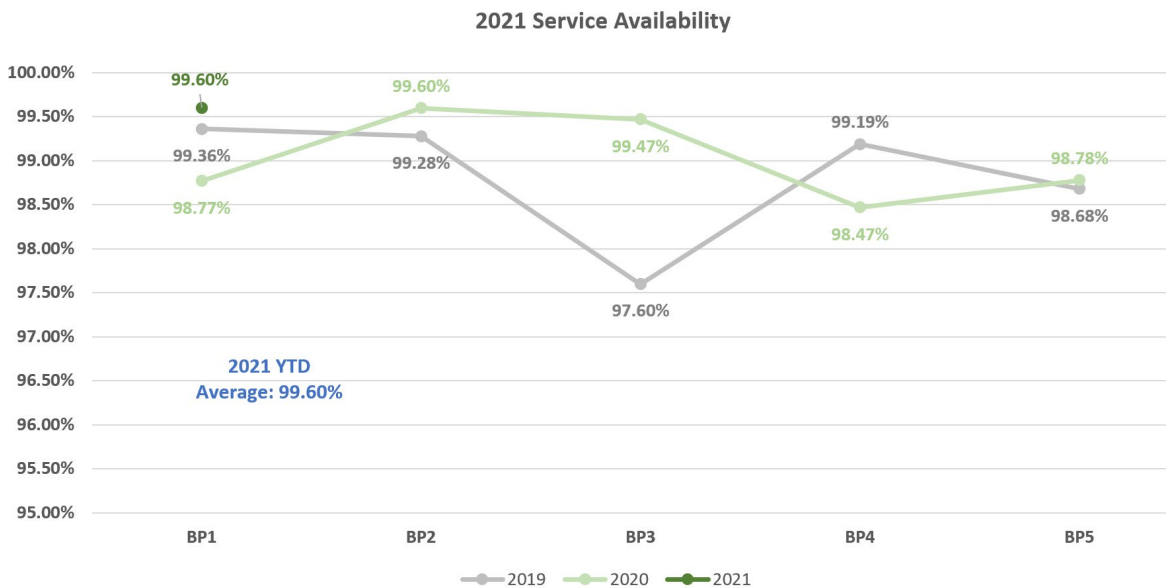
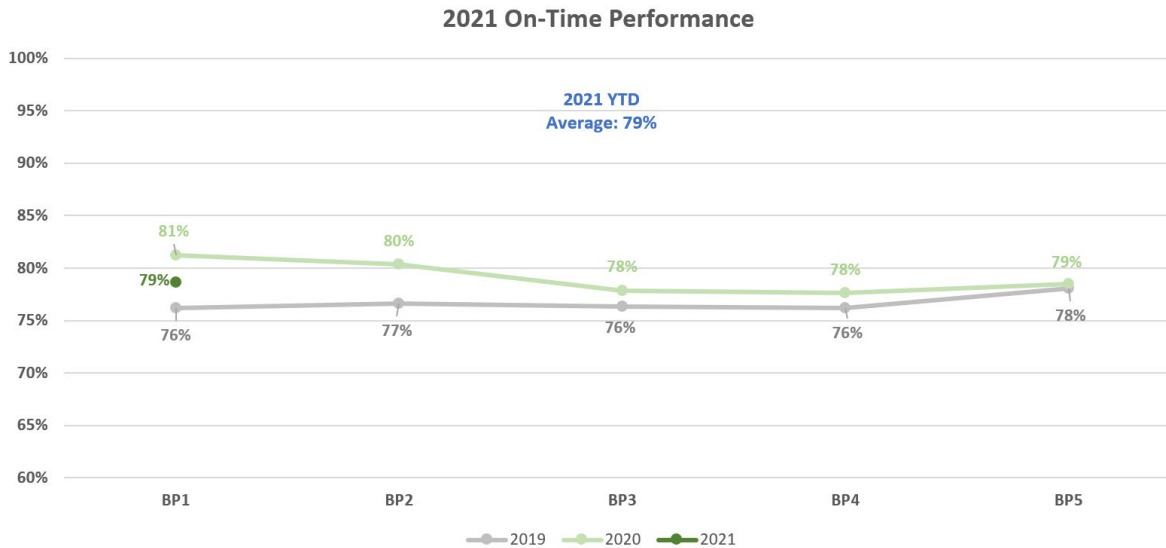
Ridership with On Demand transit bounced back faster in 2021 than scheduled service with 7,483 trips delivered in March, only 14 per cent lower than November 2020 compared to 31 per cent lower on scheduled service.

Action Plan

Staff continue reviewing ridership trends and the pandemic status to project service level and routing requirements for September 2021. Staff plan to provide a service update in June 2021.

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 has increased to 80 per cent. OTP is reported for each service period.

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

Results

OTP for the 2021 service period 1 (BP1) improved by three per cent compared to 2019 and two per cent lower than 2020. Year to date OTP is one per cent below the target of 80 per cent.

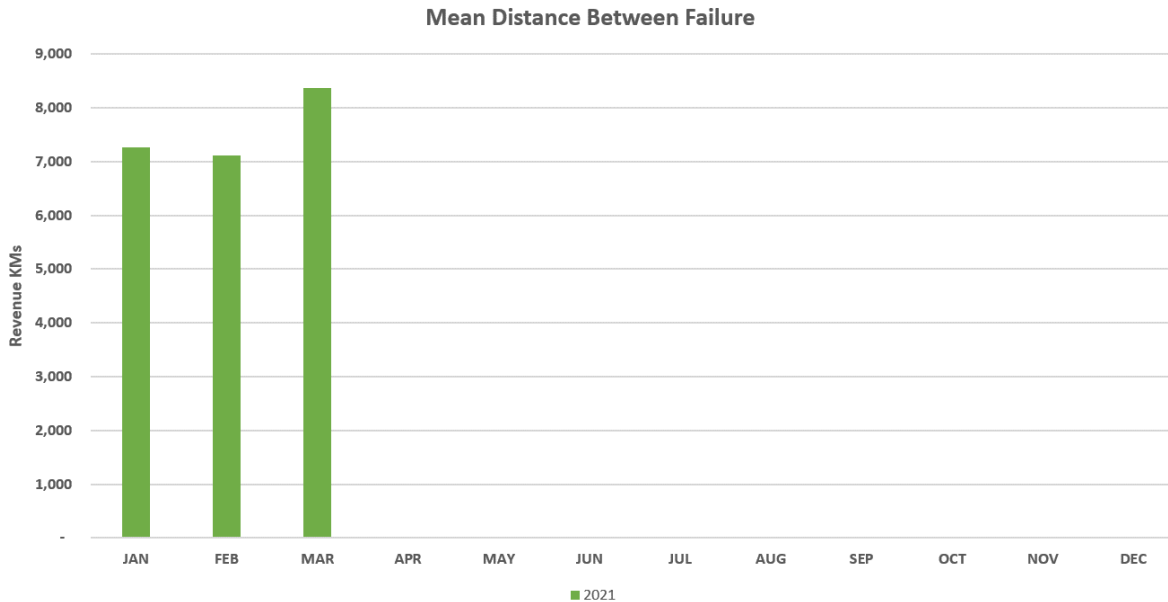
Service availability improved 0.2 per cent compared to 2019 and 0.8 per cent compared to 2020, exceeding the target of 99.5.

Action Plan

Service Planning staff have completed recent run time analyses to update schedules to reflect actual trip running times.

Service availability is impacted by unplanned events such as on-street conditions impacting service delivery (collisions, detours, etc) and mechanical defects. Maintenance staff continue to enhance vehicle maintenance activities to mitigate on-street defects, as demonstrated in the Mean Distance Between Defects metric, and operations management continue to use available on-street resources to cover service when unplanned events happen.

Mean Distance Between Failure (conventional)



Definition

Mean Distance Between Failure (MDBF) measures the reliability of the fleet by tracking the mean distance between bus breakdowns or mechanical failures that result in cancelled or missed service. A bus breakdown or mechanical failure is any incident that precludes a revenue vehicle from completing its trip or beginning its next scheduled trip, and is measured by the total number of revenue vehicle kilometers (conventional service fleet) divided by the total number of chargeable vehicle defects during the reporting period.

Chargeable vehicle defects (or chargeable mechanical failures) are consistent with guidelines from the Ontario Public Transit Association (OPTA) and does not consider failures resulting from passenger-related events (i.e. sickness on the bus), farebox or other technology defects such as PRESTO readers.

Service impacts resulting from bus breakdowns are mitigated by assigning an available bus or reassigning a bus from a lower priority trip, to cover all or a portion of the affected trip(s).

Results

The MDBF for March 2021 was 8,365 km, an improvement from 7,120 km in February.

Action Plan

DRT will establish an appropriate MDBF target at the end of 2021 with the objective to continuously enhance preventative maintenance practices and improve annual MDBF performance.

Updates

1. **Request For Proposal (RFP) for Charging Infrastructure – Oshawa Power**

Oshawa Power and Utilities Corporation (OPUC) is aiming to release an RFP for the procurement of electric bus charging equipment and infrastructure to support the energy supply requirements of DRT's electric bus pilot at 710 Raleigh Avenue facility in Oshawa. This work is being conducted as part of a Letter of Intent (LOI) in place with OPUC, which will assist in the development and submission of a business case to the Region for "charging as a service". DRT is exploring a partnership model in which OPUC would design, build, finance, maintain and operate the charging infrastructure and in return charge a fee for the service to DRT. One of benefits of this model for DRT includes limiting the capital expenditure for the equipment and transferring the operating savings from diesel fuel consumption to the service provider.

Of note, there is no obligation for OPUC to proceed with an RFP proponent and no agreements will be executed unless the necessary approvals are in place at the Region. Further information about this model and details of the business case are expected to be provided through a report to a forthcoming meeting of TEC.

1. Zero Emissions Fleet Strategy

As mentioned at a previous TEC meeting, DRT is developing an RFP to retain consulting services to conduct a feasibility study on the transition of DRT's fleet to zero emission propulsion technology. The work would include developing a deployment plan for the vehicles and fuelling supply infrastructure - aiming for significant GHG emissions reductions that aligns with Corporate, Provincial and Federal policies and goals. A key outcome of this project is to identify a phased approach contributing to DRT achieving its emissions reduction targets (between 2025-2045) considering commercial technology availability, technical feasibility, economic feasibility, service requirements (including future projected service), and funding opportunities.

2. 2020 Safe Driver Awards

DRT is proud to recognize the 31 bus operators who achieved safe driver milestones in 2020. A special presentation to acknowledge these exceptionally employees is scheduled for Regional Council on May 26, 2021.

Throughout 2020, DRT buses were driven approximately 11 million kilometres - equivalent to completing 274 rotations of the earth at the equator. Collectively, the professional operators being recognized today have driven 355 years without a preventable collision. DRT's commitment to safety is best demonstrated through the accomplishments and actions of staff, and never more so than throughout the past year as they dealt with the extraordinary challenges presented by the COVID-19 pandemic while continuing to ensure the safe operation of their vehicle each and every day. Thank you to the following operators for their dedication to their craft, and congratulations on an impressive achievement.

5-Years

Chris Hansen
Wayne Newman
Jason Ostler
Mike Pepeljugoski
Chris Rae
Susan Stoppard
Holly Trotman
Sheri-Lee Latta
Leah Daize
Laura Tillaart
Luci Oddi

10-Years

Ryan Anderson
Lana Pignatell
Alex Reyes
Harjit Singh
Ark Wodzynski

15-Years
Dexter Baksh
Paul Black
Karen Christiansen-Walker
Jason Ford
Tracy Henderson

Gwen Henry
Allan Just
Bal Kissoon
Al Wilson
Melissa Schneider
Ken Macpherson
Jamie Hendry

20-Years

Robert Gryz
Matt Kuchmak

30-Years

Nelson Scott

3. Inclusive Community Grant

DRT recently received funding from the Ontario Inclusive Community Grants program to improve access to safe, affordable public transit for seniors and those with disabilities, to reduce social isolation, and maintain the dignity of older adults and people with disabilities.

Nine transit service kiosks will be installed in local retirement residences, long-term care homes, and community service locations, one of which will offer a television monitor displaying real-time bus arrival information for an adjacent bus stop. These installations are anticipated to reduce outdoor wait times in harsh weather conditions, while also providing enough time for residents to arrive at the bus stop safely and securely.

More information will be available once the details of the program and locations are finalized.

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-11
Date: May 5, 2021

Subject:

Zero Fare Transit – Experience and Implications

Recommendation:

That the Transit Executive Committee recommends

That this report be received for information.

Report:

1. Purpose

1.1 This report provides an overview of experiences and lessons learned from other jurisdictions in the provision of zero fare public transit and the factors influencing transit ridership, as well as implications and considerations for zero fare transit in Durham.

2. Background

2.1 In response to questions regarding zero fare transit options at the January 8, 2020 meeting of the Transit Executive Committee (TEC), the General Manager of DRT advised TEC members that staff would conduct a review of the impacts of providing free fares for transit services in Durham Region and report back to the Committee later in the year on the results. At the January 29, 2020 meeting of Regional Council, it was further requested that the review include consideration of zero fare transit for seniors and low-income youth. Due to the impacts of the COVID-19 pandemic the review and report back was deferred to Spring 2021.

2.2 Since its inception in 2006 DRT has taken a number of actions to improve the affordability of transit in Durham for people living with low income. This includes:

- a. Introduction of Kids Ride Free in 2019 providing zero fare transit for children aged 12 and under.
- b. Provision of reduced cost transit fares and passes for youth and senior riders based on discounts shown in Table 1.

Table 1: Fare Table

Concession Type	Fare Type	Rate	Per cent of Adult Rate
Adult	Cash	\$4.00	100
	PRESTO	\$3.25	100
	Monthly Pass	\$117.00	100
Youth	Cash	\$4.00	100
	PRESTO	\$2.90	89
	Monthly Pass	\$93.50	80
Senior	Cash	\$2.75	69
	PRESTO	\$2.15	66
	Monthly Pass	\$46.00	39

- c. The introduction of additional fare incentives reducing the cost of transit for youth, including the Youth 2 for 1 summer pass and the Y10 ten month loyalty pass providing an additional \$20 per month decrease on the already reduced monthly youth pass rate of \$93.50. At its meeting on April 7, 2021 (#2021-DRT-07), TEC approved a further \$20 reduction on the cost of the Y10 pass to \$53.50 per month (46 per cent of the standard adult monthly pass) beginning September 2021 and providing \$400 in savings for the school year over the regular youth pass provided the pass is purchased each month from September to June.
- d. Establishment of the Access Pass in 2008 for Ontario Disability Support Program (ODSP) clients providing unlimited rides on DRT for only \$46.00 per month or 39 per cent of the standard adult monthly pass sold at \$117.00. Over the ten-year period from 2008 to 2018, Access pass ridership increased from 285,000 rides to nearly 958,000 – or 235 per cent. In 2019, the Access pass represented nine per cent of DRT's overall ridership and four per cent of annual revenue (\$1.1M). Prior to the COVID-19 pandemic DRT sold approximately 1,900 Access Passes each month, amounting to a total subsidy value of \$1.3M annually.

- e. Implementation of the Transit Assistance Program (TAP) pilot in November 2019 leveraging the loyalty cap features of the PRESTO card. Ontario Works and ODSP clients are able to load funds onto their PRESTO card and pay-as-they-go for the first 14 trips on DRT in any month (equivalent to \$45.50 or 39 per cent of the standard adult monthly pass) after which no fare is charged for any additional rides during the remainder of the month. Any unused funds on the card at the end of the month carry over to the next month reducing the amount of funds that need to be loaded onto the card. At its meeting on April 7, 2021 TEC received a report (#2021-DRT-06) on the evaluation of the TAP pilot between November 2019 and January 2021 and approved recommendations to extend the pilot, add an additional TAP period pass option, and assess opportunities to extend eligibility for TAP to other people living with low income.
- f. Implementation of the DRT U-Pass with Durham's three post secondary institutions providing DRT's best overall value fare pass product at \$141.75 per semester per student. The U-Pass, which is available to all full time post secondary students at Durham College, Ontario Tech University and Trent University (Durham Campus), is equivalent to a monthly pass rate of \$35.44 or 30 per cent of the standard adult pass rate (38 per cent of the standard youth monthly pass rate).

3. Previous Reports and Decisions

- 3.1 At its meeting on December 4, 2019, TEC approved DRT's long-term fare strategy. The strategy set out key principles and milestones for advancing transit fare policy. For the period of 2021 to 2024 the focus is on fare harmonization and acceleration of PRESTO adoption. This includes completing reviews of existing fare incentive programs such as TAP. It also considers potential expansion of reduced cost transit to people living with low income. Over the longer term (2025 and beyond) the strategy envisions a more simplified, needs-based fare structure based on the customer's ability to pay in place of the current age-based structure.

4. Factors Influencing Public Transit Ridership

- 4.1 One of the primary factors affecting public transit use is personal vehicle ownership. When residents do not own vehicles, they are most likely to use transit because the convenience of the private automobile is unavailable. Many factors contribute to automobile ownership: land use density and mixture, proximity to work and essential services, household income levels, and the availability and quality of transit service, are just a few.

- 4.2 The Transit Cooperative Research Program (TCRP) Report 27, Building Transit Ridership, concluded that transit ridership varies with four general types of factors:
- a. **The levels of travel-inducing activities.** Since travel is predominantly a derived demand, as the levels of those activities that require passenger transportation change, so can the demand for transit service be expected to change.
 - b. **The price and other characteristics of the service.** The price and various aspects of the level of service provided by the transit system have been shown by substantial previous research to affect the level of ridership.
 - c. **Other transportation options.** The price and service characteristics of substitute and complementary modes of travel may also be expected to influence transit passenger volumes (e.g. road pricing, tolls, taxi/ride sharing rates, parking availability and cost, active transportation infrastructure).
 - d. **The characteristics of the population served.** The market for transit services comprises individuals with heterogeneous tastes, and the level of demand can be expected to vary between different demographic and socioeconomic subgroups of the population.
- 4.3 While most factors are outside the control of transit, two key factors that DRT does control are the quality of transit service and fares supporting residents who are less likely to own vehicles and who are more likely to use transit. Various physical and perceived attributes of public transit service impact the attitudes and perceptions of both transit riders and non-riders and their choice to use transit. Physical attributes, such as reliability, frequency, speed, access, and price tend to entice ridership. Perceived positive attributes, such as comfort, safety, convenience, and aesthetics, tend to retain existing riders.
- 4.4 DRT has demonstrated locally that increasing access, frequency and reliability of service will boost ridership. For the period 2015-2019, ridership improved by 7.5 per cent, responding to a 7.6 per cent increase in revenue service hours enhancing the route network, span of service, and bus frequencies. Further, On-Time Performance has exceeded 80 per cent, and service availability has reached 99.6 per cent.
- 4.5 A 2016 City of Edmonton report highlighted a hierarchy of factors, in order of importance, affecting transit ridership.
- a. Level of access and easy of use
 - b. Frequent and reliable service with sufficient trip information
 - c. Level of comfort and cleanliness

- d. Safe and secure
- e. Cost and affordability
- f. Fast service
- g. Low environmental impact

5. Zero Fare Transit Experience and Implications

5.1 Over the past 40 years many jurisdictions have implemented and/or conducted trials of zero-fare transit in different forms. Current estimates indicate that over 100 cities around the world now offer some form of zero fare public transit, with most in Europe but increasing interest in North America. The key forms of zero-fare transit include:

- a. Universal – transit is offered free to all passengers at all times
- b. Geographic – free rides offered within specific zones (e.g. downtown areas)
- c. Time-based – transit is free within specified time periods (e.g. off-peak hours)
- d. Age-based – transit is provided free to specified age groups (e.g. children aged 12 and under, seniors aged 65 and over)

5.2 Overall, the experience in other jurisdictions with zero fare transit suggests that such policies are successful in growing transit ridership and promoting social equity. However, they also introduce new challenges in added funding pressure to maintain and grow revenue service and infrastructure investments, increases in disruptive behaviour and overcrowding, and a lower sense of security among passengers and staff. Notable examples of zero fare transit experiences include:

- a. Calgary, Alberta – Has waived fares on a geographic basis within the downtown light rail transit zone for several decades. Introduced as a gesture to downtown businesses whose employees often needed to travel only a few blocks between offices and meetings in the downtown and for tourists to promote shopping. Customer research has found that customers prefer benefits like higher frequency service on routes, better connections, more convenience and enhanced customer experience above lower fares.
- b. Austin, Texas – Zero fare policy implemented in 1990 for a 15-month trial to increase ridership and promote social equity. Funded through a one cent sales tax increase. A 70 per cent increase in ridership was experienced along with more frequent passenger disruptions, vandalism and low operator morale due to safety concerns. Interviews with customers following the trial found that they prioritized safety, service reliability and frequency, and system cleanliness over free fares.

- c. Denver, Colorado – Waived fares during off-peak hours offered in Denver Regional Transportation District in early 1990s. Ridership increased by 52 per cent in off-peak hours and 49 per cent system-wide, but experienced overcrowding, increased passenger disturbances, decreased schedule reliability and lower operator morale.
- d. Scotland – Since 2004, Scotland has provided zero fare local and long-distance transport to persons over 60 or who have a disability through the National Entitlement Card. A 2014 study found 99 per cent customer satisfaction with the program, 41 per cent indicated they used the car less, and 48 per cent reported making trips they otherwise would not have made. The Scottish Government is currently considering extending access to the program to all youth aged 19 and under beginning in the 2021-22 financial year.
- e. San Francisco, California – A consultant was retained in 2008 to assess the feasibility of implementing zero fare transit. It was predicted that ridership could increase 48 per cent, requiring a \$69 million increase in annual operating costs to accommodate increased demand and an additional \$530 million in capital costs for vehicles, facilities and infrastructure.
- f. Estonia – In July 2018, Estonia became the first country in the world to implement zero fare transit nearly nation wide with a goal of making it easier for people with low to average incomes to remain mobile. A review by the National Audit Office of Estonia released in 2021 found that while the program halted the decline in public transit users over the previous two years, it did not reduce the share of trips completed by car given transit service challenges. Furthermore, while state expenditures in funding public transport had increased rapidly, funding for public transit services was found to be unequal between Estonian counties.
- g. Olympia, Washington – Implemented a five-year zero fare demonstration project in January 2020 funded through the establishment of a dedicated sales tax for public transit purposes. Experienced a 20 per cent ridership increase in the first month alone. A full assessment of zero fare transit will be completed at the end of the five-year period to evaluate the program's impact and cost effectiveness.
- h. Victoria, British Columbia – In April 2019, Victoria City Council endorsed a proposal to phase out transit fares within the provincial capital region as an action against climate change. The resolution also calls for investment in enhanced service levels and fleet expansion to meet increased demand, in

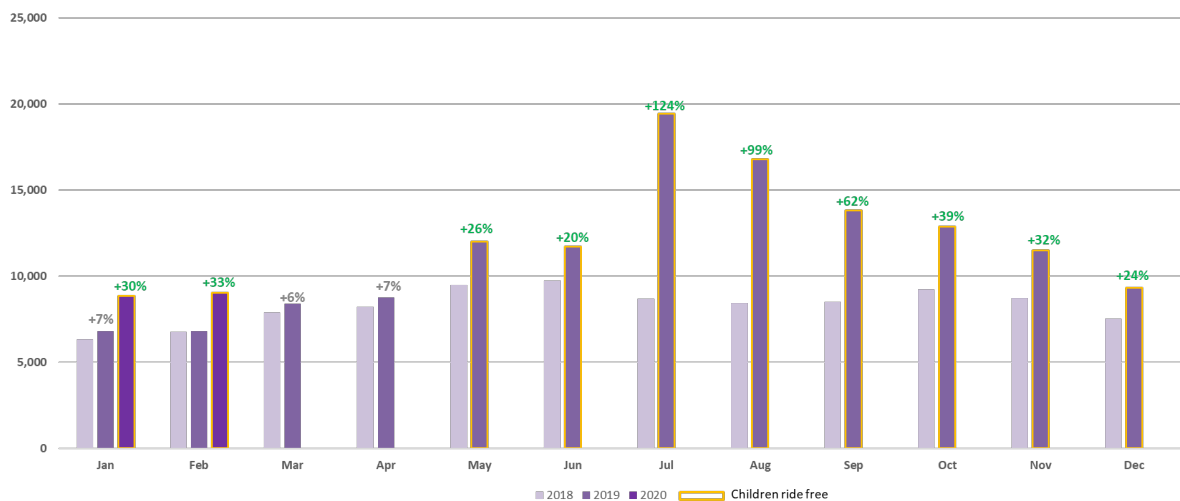
conjunction with fleet electrification. The first step is a pilot program to phase out fares for youth aged 18 and under through adjustments to provincial transfers and property taxes. The City of Victoria and BC Transit are offering free bus passes for youth aged 6 to 18 between February and December 2021. Applications for the pass can be made online through the city’s website.

- i. Kansas City, Missouri – In December 2019 Kansas City Council passed a resolution to implement zero fare transit subject to identifying funding to offset lost fare revenues of \$8.0 million annually.

6. Zero Fare Transit and DRT

6.1 DRT has had two recent experiences with zero fare transit. The first is age-based through the Kids Ride Free program for children aged 12 and under. Since its launch in May 2019, DRT has seen a notable increase in monthly child ridership compared to the same time period for the preceding year as shown in Figure 1. This peaked in July 2019 with a 124 per cent increase in child ridership over July 2018 before settling into increases between 24 per cent and 39 per cent for the Fall 2019 and Winter 2020 months prior to the COVID-19 pandemic. Over the same period, adult ridership experienced an 11 per cent increase in July 2019 and increases between five per cent and 13 per cent over the previous year for the Fall 2019 and Winter 2020 months. While this may be indicative of residual ridership growth from Kids Ride Free as a result of transit being a more affordable option for families, child ridership continues to account for approximately one per cent of total DRT ridership.

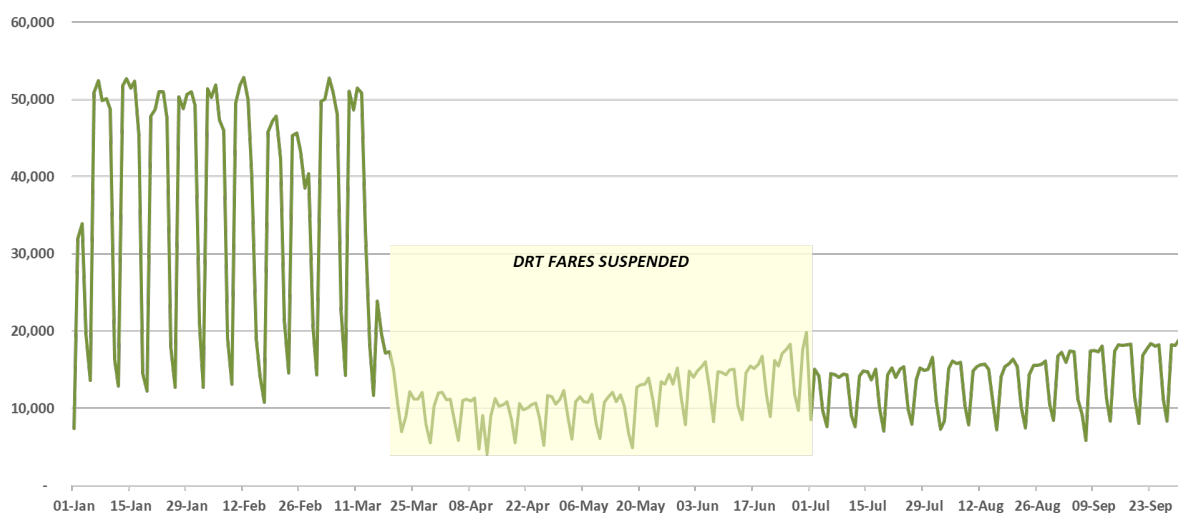
Figure 1: DRT Child Ridership (January 2018 – February 2020)



- 6.2 DRT’s second recent experience involved universal zero fare transit implemented in response to the COVID-19 pandemic. With the resulting lockdown that took effect in March 2020, DRT suspended fare collection for all customers from late March through the end of June in support of rear door boarding to reduce close interactions between customers and bus operators. During this time DRT experienced significant ridership reductions of more than 70 per cent in April with daily weekday ridership as low as 9,800 trips. Throughout the fare suspension period ridership did increase steadily peaking at nearly 20,000 daily trips on June 30.

- 6.3 With the reinstatement of fares on July 2, 2020 ridership experienced a 24 per cent decrease compared to June 30 and did not approach 20,000 daily trips again until late September (see Figure 2). This limited experience, while influenced by several factors related to COVID-19 lockdowns and travel guidelines in place, suggests that fare suspension did encourage more transit ridership than otherwise would have been experienced. However, during this period DRT experienced multiple incidents of individuals, and in some cases families, riding on DRT buses for extended periods without an obvious destination. Lost fare revenue during this period was eligible for funding under the Safe Restart program made available to transit agencies by the provincial and federal governments to help offset the financial impacts of the COVID-19 pandemic.

Figure 2: DRT Daily Ridership (January – September 2020)



- 6.4 To consider the implementation of universal zero fare transit on DRT at pre-pandemic ridership levels would require the immediate replacement of approximately \$30.0 million in fare and U-Pass revenues. This does not account for additional financing that may be required to increase fleet and service levels to keep

pace with any resulting growth in ridership demand. DRT's revenues have typically offset between 35 per cent and 40 per cent of its operating costs. Over the five years between 2015 and 2019, DRT's revenue cost ratio – the percentage of transit operating expenditures offset by fare, U-Pass and advertising revenues – has averaged 38 per cent. This places DRT below comparator transit systems in the Greater Toronto and Hamilton Area over the same five-year period (see Table 2). A primary factor is Durham Region's large service area – the largest of all GTHA transit systems – and relatively low population densities in many areas of the region. For 2020, as a result of the impacts of the COVID-19 pandemic, DRT's revenue cost ratio decreased to 19 per cent with the lost revenue offset by funding through the Safe Restart program and other cost containment efforts.

Table 2: Average Annual Revenue Cost Ratio for GTHA Transit Agencies (2015 – 2019)

Jurisdiction (east to west)	5 Year Average Revenue Cost Ratio
Durham	38 per cent
York	40 per cent
Brampton	49 per cent
Mississauga	47 per cent
Hamilton	46 per cent
Waterloo	39 per cent

- 6.5 An age-based zero fare transit for youth aged 13 to 19 (accounting for approximately 25 per cent of DRT ridership) would require additional funding of an estimated \$7.5 million annually including eligible U-Pass customers (\$10.3 million if expanded to include all youth and full time post secondary students currently eligible for U-Pass, accounting for approximately 40 per cent of DRT ridership). Zero fare transit for seniors aged 65 and up (accounting for five per cent of total DRT ridership) would require approximately \$1.1 million annually to offset revenues generated from the already discounted senior fare rates.
- 6.6 When considering an aged based zero fare approach, a key consideration is the added impacts to operations that would be introduced for bus operators in verifying which passengers are eligible for zero fare transit as opposed to fare paying adults. Under this approach the frequency of fare disputes contributing to service delays and requests for police intervention would be expected to increase. The introduction of electronic fare payment has reduced the risk of fare disputes since proof of age is completed at the time of purchasing a PRESTO card. However, depending on how age-based zero fare transit is implemented, bus operators may need to confirm that the customer is travelling with the correct concession on the PRESTO card (i.e. that

an adult is not boarding with a PRESTO card loaded with a youth or senior concession).

- 6.7 Overall, there may be several positive impacts from the introduction of universal zero fare transit in Durham. Most notably are the social inclusion and life stabilization benefits resulting from the removal of cost as a barrier to travel for Durham residents living with low income, allowing for more reliable transportation to employment, education, health care and essential social supports. At the same time operational efficiencies would be realized by DRT through the elimination of fare-related conflicts and administrative requirements to support fare collection and processing. To the extent that zero fare transit would attract new transit riders who otherwise would operate a personal vehicle, congestion and emission reductions may be realized. And Durham may see modest increases in annual Provincial Gas Tax revenues (approximately \$9.3 million for 2021) which are allocated to Ontario municipalities on a 70 per cent transit ridership and 30 per cent population formula. However, any increase in Durham's share of Provincial Gas Tax revenues would be dependent on the extent of ridership growth or decline in other jurisdictions.
- 6.8 The shift to universal zero fare transit could realize savings in reduced expenditures associated with fare products, collection, and processing. In 2019, these costs totalled approximately \$1.4 million, with the majority associated with the PRESTO electronic fare payment system as well as costs for the production of paper fare products, commission fees to third party points of sale, cash transportation and processing, and farebox maintenance. Ultimately the extent of these savings would depend on operational decisions with respect to how zero fare transit is implemented. In addition, the PRESTO commission rates paid to Metrolinx are established in the 905-PRESTO Operating Agreement, a ten-year agreement between 905 transit agencies and Metrolinx in effect through 2027. At present, participation in the PRESTO electronic fare payment system is a requirement for 905 transit agencies to be eligible to receive annual Provincial Gas Tax funding.
- 6.9 Notwithstanding the initial benefits and budget pressures, challenges in sustaining zero fare transit over the longer term would be anticipated. These include securing additional ongoing and dedicated revenue and/or funding sources that would enable service levels and fleet requirements to keep pace with the level of demand. If the quality of service is unable to increase with demand, ridership would eventually flatten and/or decline –that is, customers will not continue to use a service if it does not meet their needs or is an unpleasant experience regardless of how affordable.

- 6.10 Providing zero fare transit would also raise expectations from an equity standpoint in ensuring that all Durham residents have equal access to the service, putting added scrutiny on new service investments given the absence of revenue generation potential as a contributing factor.
- 6.11 Experience from other jurisdictions suggests when transit is perceived as free, passengers often attach less value to it leading to increased incidents of disruptive behaviour, lower respect for operators and more wear and tear on transit vehicles and infrastructure. This can manifest in higher staff turnover, stress and absence rates, and increased maintenance and repair costs for the transit fleet and other assets.

7. DRT Service Levels

- 7.1 Durham Region continues to increasingly invest in transit services through the Region's annual budget process. However, DRT continues to lag behind comparative agencies (e.g. Brampton, Hamilton, Mississauga, Waterloo, York) based on key transit measures in the 2019 Performance report from the Municipal Benchmarking Network of Canada. This includes:
- Ridership per capita: 51 per cent below the average
 - Ridership per Revenue Service Hour: 14 per cent below the average
 - Revenue Service Hours per capita: 41 per cent below the average
- 7.2 As an alternative to subsidizing universal zero fare transit, a \$30 million investment in DRT service could enable significant enhancements to the frequency and span of service in Durham. Table 3 summarizes the extent of transit service enhancements that could be possible with an investment comparable to pre-pandemic annual revenue levels. The cost of these enhancements does not account for potential revenue generated by the added service nor does it include additional vehicle and garage expansion that would also be required. Similarly, ridership increases resulting from universal zero fare transit could be expected to generate capital investment requirements in fleet and facilities to accommodate the added demand.

Table 3: Sample DRT Service Enhancements with \$30 Million Investment

Service Type	Route	Change
Existing PULSE Network	PULSE 900 Highway 2	Service every five minutes 6:00 to 19:00, weekdays, every ten minutes all other times, seven days a week. Extension to Scarborough Centre.
	PULSE 901 Simcoe	Service every five minutes 6:00 to 19:00, weekdays, every ten minutes all other times, seven days a week. Extension to Windfield Farms.
PULSE Network Expansion	PULSE 902 King to Bowmanville	ten minute service, seven days a week.
	PULSE 915 Taunton	ten minute service, seven days a week.
	PULSE 916 Rossland	ten minute service, seven days a week.
Frequent Network	917 Bayly-Consumers	15 minute service, seven days a week
	302 Baldwin-Brock	15 minute service, seven days a week.
	407 Ritson	15 minute service, seven days a week.
	224 Harwood-Salem	15 minute service, seven days a week.
	216 Harwood North	15 minute service, seven days a week.
North Service	905 Thickson-Reach	Hourly service to Uxbridge, 7 days a week.
Overnight Service	PULSE 900 Highway 2	Every 30 minutes overnight.
	PULSE 901 Simcoe	Every 30 minutes overnight.
	On Demand	Overnight service.

8. Relationship to Strategic Plan

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

- a. Environmental Sustainability: Expand sustainable and active transportation
- b. Service Excellence: Drive organizational success through innovation, a skilled workforce, and modernized services that respond to changing expectations and fiscal realities

8.2 These goals are supported by highlighting the many fare and policy initiatives in place or under development at DRT that promote equitable access to transit in Durham.

9. Conclusion

- 9.1 Residents who do not own a personal vehicle are most likely to use public transit, and studies have demonstrated that the primary factors, in order of importance, that impact ridership are access, reliability, frequency, safety, comfort and fare pricing.
- 9.2 The experience locally and abroad with zero fare transit suggests it may offer benefits of increased transit ridership, improved social equity and inclusion, and added operational efficiency. However, over the longer term, sustaining those benefits requires governments to not only fund lost fare revenues, but to grow sustainable and dedicated funding sources to ensure transit service levels and safety systems keep pace with demand and growth needs in an equitable manner, address added maintenance requirements for vehicles and infrastructure, and maintain the safety and security of transit vehicles and stops for passengers and staff.
- 9.3 A universal zero fare transit service for DRT would require approximately \$30 million in extra annual budget financing by the Region, in addition to regular annual budget pressures required to maintain and grow the service to meet customer demands and expectations for a reliable, safe and comfortable travel experience. An age-based zero fare approach would require an extra \$7.5 million annually for youth, or \$1.1 million annually for seniors.
- 9.4 It is the position of staff to continue to follow the approved DRT long-term fare strategy and the fare structure and incentive programs currently in place. Changes to the fare structure would require approval of Council during the annual budget process.
- 9.5 For additional information, contact: Jamie Austin, Deputy General Manager, Business Services, Durham Region Transit, at 905-668-7711, extension 2624.

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

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-12
Date: May 5, 2021

Subject:

Sole Source Purchase of Original Equipment Manufacturer (OEM) bus parts and farebox collection system parts, warranty, and service

Recommendation:

That the Transit Executive Committee recommends:

- A) That a three-year extension from July 1, 2021 to June 30, 2024 to the existing standing agreement with New Flyer Industries and Prevost (Nova Bus) to continue the sole source purchases of proprietary bus parts at an estimated annual cost of \$700,000 for New Flyer Industries, and \$300,000 for Prevost, to be funded from the annual Durham Region Transit Business Plans and Budget be approved;
- B) That a three-year extension from July 1, 2021 to June 30, 2024 to the existing standing agreement with Garival to continue to sole source the purchase, repairs, required proprietary parts and equipment for fareboxes at an estimated annual cost of \$75,000, to be funded from the annual Durham Region Transit Business Plans and Budget to be approved; and
- C) That a three-year extension from July 1, 2021 to June 30, 2024 to the existing standing agreement with Garival Inc. to continue to sole source for system warranty and support for the GFI system at an estimated annual cost of \$45,000, to be funded from the annual Durham Region Transit Business Plans and Budget to be approved.

Report:**1. Purpose**

- 1.1 The purpose of this report is to seek the approval of the Transit Executive Committee for the extension of three sole source agreements that each exceed \$100,000. Sole source standing agreements are required with New Flyer Industries, Prevost (Nova Bus), and Garival Inc., for procurement of proprietary and safety related parts that are either not available in the competitive after-market bus parts industry or are considered safety related parts, and farebox parts, system warranty and support for the GFI fare collection system.

2. Background

- 2.1 Since DRT was formed in 2006, standing agreements have been created with various suppliers. New Flyer Industries and Nova Bus use exclusive authorized distributors for various proprietary parts respective to their bus models. Garival Inc. is the certified exclusive authorized distributor and parts/service provider for DRT's farebox system. Standing agreements with these three vendors will continue to support efficient operation and maintenance of DRT buses.

3. Previous Reports and Decisions

- 3.1 Similar reports requesting sole source approval to negotiate standing agreements with New Flyer Industry Parts, Prevost and Garival were approved by Committee of the Whole (#2018-COW-65) on April 4, 2018 and Regional Council on April 11, 2018.

4. Financial Implications

- 4.1 Section 7 of the Region's Purchasing By-Law 16-2020 allows for sole source purchases and requires Council approval where the sole source purchase exceeds \$100,000. Appendix C, article 1.1 of By-law 16-2020 supports the sole source agreements.
 - a. Appendix C, Article 1.1: Permitted if the goods or services can be supplied by a particular supplier and no reasonable alternative or substitute goods or services exist for any of the following reasons: To ensure compatibility with existing goods, or to maintain specialized goods that must be maintained by the manufacturer of those goods or its representative.

4.2 Continued funding for the annual expenditures under the standing agreements with New Flyer Industries (\$700,000), Prevost (\$300,000) and Garival (\$75,000) for parts and equipment and \$45,000 for warranty and support will be provided within DRT's annual Business Plan and Budget.

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 – Optimize resources and partnerships to deliver exceptional quality services and value.

6. Conclusion

6.1 This report seeks approval to negotiate and award a three-year extension to each of the current standing agreements to continue to sole source with New Flyer Industries, Prevost and Garival Inc. for the purchase of proprietary and/or bus safety related parts.

6.2 As required by the Regions Purchasing By-Law 16-2020, Council approval is required for sole source agreements that exceed \$100,000.

6.3 The Finance Department has reviewed this report and concurs with the financial implications.

6.4 A similar report will be presented to Finance & Administration Committee May 11, 2021.

6.5 For additional information, contact: Audra McKinley. Deputy General Manager, Maintenance, at 905-668-7711, extension 3758.

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

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-13
Date: May 5, 2021

Subject:

Sole Source Purchase for supplemental washroom facilities to support daily operations

Recommendation:

That the Transit Executive Committee recommends:

That a sole source agreement extension with Classy Potties To Go for portable washroom facilities, extending the term of the contract from July 1, 2021 to December 31, 2021, and increasing the total value of the contract from \$85,000 to approximately \$140,000, to be funded from the approved 2021 Durham Region Transit Operating Business Plans and Budget, be approved.

Report:

1. Purpose

1.1 The purpose of this report is to seek approval for a sole source agreement extension with Classy Potties To Go, for a six month period July 1, 2021 through December 31, 2021, totalling \$140,000 for the supply and servicing of portable washroom trailers. These portable washroom facilities continue to support daily bus operations during the COVID-19 pandemic.

2. Background

2.1 Since the onset of the COVID-19 pandemic, many of the regular restroom facilities used by DRT bus operators have been closed or were not available. DRT was required to quickly adapt at the start of the pandemic and acquired the services of

Classy Potties To Go to temporarily install and service four portable washroom units; currently located strategically across the transit network.

- a. Oshawa: YMCA parking lot on Williams Street
- b. Pickering: Pickering Parkway Terminal
- c. Oshawa: Harmony Terminal
- d. Bowmanville: 156 Church Street

2.2 DRT continue to explore appropriate locations and opportunities to provide permanent restroom facilities for bus operators.

3. Previous Reports and Decisions

3.1 Not applicable.

4. Financial Implications

4.1 The weekly cost for the four portable units is \$5,346, including the rental fees and weekly servicing. The supplemental contracted service recommended in this report is estimated at \$140,000 for the period of July 1, 2021 to December 31, 2021 and will be funded from the approved 2021 Durham Region Transit Operating Business Plan and Budget.

4.2 During the summer staff will evaluate the on-going requirement for portable washroom facilities required to support bus operators and operations. Should portable washroom facilities be required beyond December 31, 2021, staff will issue a request for tender to procure the applicable services.

4.3 Section 7 of the Region's Purchasing By-Law 16-2020 provides for sole source purchases, requiring Council approval for sole sources purchases that exceed \$100,000. Appendix C, article 1.2 of By-law 16-2020 supports the sole source agreement with Classy Potties To Go.

- a. Appendix C, Article 1.2: Permitted for additional deliverables by original supplier for goods/services not included in initial procurement if a change of supplier cannot be made due to interchangeability/interoperability with existing goods/services from initial procurement and would cause inconvenience or substantial duplication of costs.

4.4 The Finance Department has reviewed this report and concurs with the financial implications.

4.5 A similar report will be presented to the Finance and Administration Committee on May 11, 2021.

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 - to provide exceptional value to Durham taxpayers through responsive, effective, and fiscally sustainable service delivery.

6. Conclusion

6.1 A sole source agreement with Classy Potties To Go totalling \$140,000 is required to continue to support daily operations ensuring uninterrupted portable washroom facilities for bus operators during the COVID-19 pandemic.

6.2 For additional information, contact: Audra McKinley at 905-668-7711 extension 3758.

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

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-14
Date: May 5, 2021

Subject:

Sole Source Purchase for software to operate On Demand transit

Recommendation:

That the Transit Executive Committee recommends:

That a sole source agreement extension with Spare Labs for the supply and management of software to operate On Demand transit, extending the term of the contract from six months to 18 months (up to February 28, 2022) and increasing the total value of the contract from \$46,215 to approximately \$172,000, to be funded from the approved 2021 Durham Region Transit Operating Business Plans and Budget, be approved.

Report:

1. Purpose

1.1 The purpose of this report is to seek approval for the extension of a sole source agreement from \$46,215 to approximately \$172,000 for the On Demand software platform provided by Spare Labs. This agreement is required to support the operation of the On Demand pilot, part of the Durham Region Transit Ridership Recovery Framework, for up to an additional 12 months (up to February 28, 2022).

2. Background

2.1 As the long-term realities of the COVID-19 pandemic became apparent in late spring 2020, it was necessary to advance the planned implementation of On Demand services into low ridership areas of the urban areas to ensure residents had access to frequent and reliable transit services.

- 2.2 Based on the approved recommendation from the review of transit services in North Durham, staff investigated available technology platforms with the capability to schedule and dispatch On Demand trips in coordination with the scheduled service network.
- 2.3 On Demand transit is currently delivered through a software platform provided by Spare Labs. This software manages all trip planning and booking, and vehicle operator and customer interfaces.

3. Previous Reports and Decisions

3.1 #2020-DRT-12, Review of transit services in rural Durham

In June 2020 TEC approved the implementation of the recommendations and strategy outlined in Report #2020-DRT-12 including:

- a. Replacing scheduled services in low demand rural areas with On Demand service.
 - b. Adopting a scalable advanced technology platform that is complementary with and has the capability to schedule and dispatch both Specialized Services and On Demand trips in coordination with the scheduled service network to provide efficiencies through integration of services.
- #### **3.2 Ridership Recovery Framework Presentation, July 8, 2020, Transit Executive Committee**

During the COVID-19 pandemic ridership demand declined by more than 70 per cent, primarily a result of commuter markets such as downtown Toronto and post secondary institutions implementing remote work and learning. Many local routes recorded two or fewer customers per trip. As a cost containment measure service on many routes was reduced to an hourly daytime service, and some routes were temporarily cancelled.

DRT's Ridership Recovery Plan introduced On Demand in the urban area as part of the Phase A service plan for September 2020 to adapt the transit network to the realities of the COVID-19 pandemic and establish a sustainable and scalable network to support economic recovery and increasing ridership.

3.3 #2021-DRT-03 General Manager's Report – February 3, 2021

Specific to zones of low ridership, On Demand transit provides frequent and accessible service regardless of where residents live, work or travel in the Region, and is a cost-effective way to deliver transit service during the pandemic. Replacing On Demand with an equivalent level of scheduled service in low ridership zones would cost an additional \$14.5 million annually.

3.4 #2021-DRT-06, On Demand outcomes and next steps

The report concluded that the deployment of On Demand services within urban areas has enabled DRT to enhance the mobility of residents across the Region by increasing access, availability, and frequency of transit service during the COVID-19 pandemic.

4. Financial Implications

- 4.1 In July 2020, Spare Labs was the successful bidder to a request for quotation issued to three technology companies that provide On Demand Platforms. The cost for the initial deployment to February 28, 2021 was a one time \$30,000 initial launch fee, \$8,625 one-time deployment fee, and a \$1,265 monthly fee, for a total of \$46,215.
- 4.2 The 12-month extension, ending February 28, 2022, of the agreement recommended in this report is estimated at \$125,280, including an annual fee of \$10,500 and a monthly fee of \$9,565.
- 4.3 DRT is currently developing a Request for Proposal to procure a technology partner for the long-term deployment of an On Demand platform effective March 2022. The current On Demand pilot continues to provide DRT the opportunity to understand operational and customer requirements and expectations.
- 4.4 Section 7 of the Region's Purchasing By-Law 16-2020 provides for sole source purchases, requiring Council approval for sole sources purchases that exceed \$100,000. Appendix C, article 1.2 of By-law 16-2020 supports the sole source agreement with Spare Labs.
 - a. Appendix C, Article 1.2: Permitted for additional deliverables by original supplier for goods/services not included in initial procurement if a change of supplier cannot be made due to interchangeability/interoperability with existing

goods/services from initial procurement and would cause inconvenience or substantial duplication of costs.

4.5 The Finance Department has reviewed this report and concurs with the financial implications.

4.6 A similar report will be presented to the Finance and Administration Committee on May 11, 2021.

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: To provide exceptional value to Durham taxpayers through responsive, effective, and fiscally sustainable service delivery.

6. Conclusion

6.1 On Demand transit is part of the DRT Ridership Recovery framework and has been crucial to ensuring residents maintain access to reliable and frequent public transit services throughout Durham Region. While scheduled transit will replace On Demand in many current low ridership zones as residents resume travelling during the pandemic recovery period, On Demand will continue to be an important and long-term mobility service provided by DRT.

6.2 An extension of the sole source agreement from \$46,215 to approximately \$172,000 for the Spare Labs software is required to ensure the continued operation of the On Demand service until the request for proposal can be completed to procure a long-term platform provider.

6.3 For additional information, contact: Christopher Norris at 905-668-7711, extension 3752.

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

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, March 23, 2021

A meeting of the Transit Advisory Committee was held on Tuesday, March 23, 2021 in the Council Chambers, Regional Municipality of Durham Headquarters, 605 Rossland Road East, Whitby at 7:00 PM. In accordance with Provincial legislation, electronic participation was permitted for this meeting.

1. Roll Call

Present: Commissioner Barton, Chair
C. Antram, Ajax
J. Beaton, Whitby
R. Claxton-Oldfield, Clarington
A. Desai, Student Association representative, Ontario Tech University,
Durham College and Trent University
K. Ginter, Member at Large
I. Liang, Scugog
A. Macci, Pickering
J. Hollingsworth, Member at Large
J. Martin, Brock
M. Roche, AAC
G. Weddel, Uxbridge

All members of Committee participated electronically

Absent: J. Layne, Oshawa

Staff

Present: *A. McKinley, Deputy General Manager, Maintenance, Durham Region Transit
*B. Holmes, General Manager, 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
*L. Kubilis, Planner, Service Design, Durham Region Transit
*C. Norris, Deputy General Manager, Operations, Durham Region Transit
*J. Phelen, Planner, Service Design, Durham Region Transit
*C. Tennisco, Committee Clerk, Corporate Services – Legislative Services
*** denotes staff participating electronically**

2. Declarations of Interest

There were no declarations of interest.

3. Adoption of Minutes

Moved by A. Macci, Seconded by R. Claxton-Oldfield,
That the minutes of the regular Durham Region Transit Advisory
Committee meeting held on Tuesday, January 19, 2021, be
adopted.

CARRIED

4. Presentations

4.1 David Hopper, Consultant Project Manager, Parsons Corporation; re:
Durham-Scarborough Bus Rapid Transit – Project Update

C. Norris, Deputy General Manager, Operations, Durham Region Transit, advised that the Durham-Scarborough Bus Rapid Transit (DSBRT) Project is in the preliminary design stage and entering into the Transit Project Assessment Process (TPAP) consultation and documentation period. He noted the DSBRT is a multi-jurisdictional cross-boundary project being led by Metrolinx and involving the City of Toronto, the Toronto Transit Commission, and the Region of Durham.

David Hopper, Consultant Project Manager, Parsons Corporation, provided a PowerPoint presentation update on the scope of the Durham-Scarborough Bus Rapid Transit (DSBRT) Project across the Region. A copy of the presentation was provided electronically to the members.

Highlights of the presentation included:

- Purpose
- Map: 2041 Regional Transportation Plan Frequent Rapid Transit Network
- Map: Study Area
- Why Bus Rapid Transit?
- Project Benefits
- Project Schedule: Overall Timeline
- What We've Heard So Far
- Preliminary Design
 - Proposed BRT Stop Locations
 - Preferred Preliminary Design – City of Pickering
 - Preferred Preliminary Design – Town of Ajax
 - Preferred Preliminary Design – Town of Whitby
 - Preferred Preliminary Design – City of Oshawa

- Images depicting what the future BRT could look like: Kingston Road at Liverpool Road in the City of Pickering; and Bond Street at Stevenson Road in the City of Oshawa
- BRT Stop Design: Design Standards
- BRT Stop Design: Shelter Concepts
- BRT Stop Design: Platforms
- BRT Stop Design: Platform Details
- BRT Stop Design: Platform Access
- Active Transportation
 - Walking and Cycling
 - Cycling Facilities in Pickering
 - Cycling Facilities in Ajax
 - Cycling Facilities in Whitby and Oshawa
- Next Steps

D. Hopper provided an update on the next steps and advised that in mid 2021 the Notice of Commencement will notify stakeholders that the 120-day Transit Project Assessment Process (TPAP) consultation and documentation period has begun. He also noted that additional stakeholder meetings and a Public Information Centre (PIC) will be held during the 120-day TPAP consultation and documentation period in mid-2021. This will be followed by a 30-day public review period and 35-day ministerial review period.

D. Hopper stated that segments of the corridor are planned to be constructed by the Region of Durham as part of the Investing in Canada Infrastructure Program, subject to Federal approval.

D. Hopper invited the Committee to email any questions or comments regarding the Durham-Scarborough Bus Rapid Transit Project to dsbrt@metrolinx.com or [Metrolinx Engage DSBRT](#).

Discussion ensued regarding the current Highway 2 PULSE Route 900 service into Centennial Circle at the University of Toronto Scarborough Campus (UTSC). D. Hopper responded to questions with respect to whether the Route 900 service will continue along Ellesmere Road into the Scarborough Town Centre; if the PULSE bus will enter the bus loop or stop at the Scarborough Centre station; whether the PULSE bus corridor at the Scarborough Centre station will be located in the GO Transit terminal or the Toronto Transit Commission (TTC) paid fare zone; and, the potential for operational cross-boundary transit and fare integration for only one fare.

D. Hopper also responded to questions regarding opportunities to facilitate the traffic movement along the PULSE routes including one-way streets or tunnelling under the downtown Whitby area; utilizing transit priority signaling; and, additional bus stops along Highway 2 for the DRT local buses.

Discussion followed on the locations of the proposed nine PULSE bus stops in Town of Ajax, and whether there will be more or less PULSE stops.

Concerns were expressed regarding the proposed DSBRT corridor impacts with respect to road widening requirements, the disruption and removal of the existing tree canopy; the development of the tower apartments on Valley Farm Road in the City of Pickering; and the protection of the heritage and historical characteristics in Pickering Village and the Town of Ajax. D. Hopper responded to questions regarding the tree compensation plan; whether public art will be implemented into the stations, particularly in Pickering Village; the virtual Public Information Centres and being able to engage the public; and, the timelines for implementing the segments of the DSBRT network.

Further discussion ensued regarding ‘all-doors boarding’ and ‘off-board fare payment’ systems at PRESTO machine platforms and enforcing proof of valid fare payment.

At the request of the Committee, D. Hopper provided an overview on how the PULSE buses will operate through the downtown area in the Town of Whitby. He noted that Metrolinx is also looking at expanding the Transit mall in the future.

The Committee suggested that attention also be given to the cyclists and pedestrians during the reconstruction of the bridges, particularly the standards for the size of the bike and walking lanes; the planning of the route in the City of Pickering to meet up with the mobility hub being developed at the Pickering Parkway terminal and the GO Station pedestrian bridge; and, the opportunity for proposing a pedestrian and transit mall with the City of Pickering, to divert transit priority to the mobility hub, similar to downtown Markham.

D. Hopper responded to additional questions regarding the feasibility for a future Light Rail Transit (LRT) system and subway in Durham Region; if the IBC is available online; and, the cost benefit ratios.

5. Correspondence Items

There were no items of correspondence to be considered.

6. Information Items

6.1 General Manager’s Report – February 3, 2021 (2021-DRT-03)

Report #2021-DRT-03 from B. Holmes, General Manager, Durham Region Transit, was received.

Discussion ensued regarding the opportunity to increase the goals outlined within the matrix of the Report, such as the On-Time Performance and Availability measures; the potential for taking on new goals; and the importance of existing matrix's for the purposes of comparison within the other transit agencies. A. McKinley advised that she would take the comment backs to staff.

A. McKinley responded to questions with respect to the feedback received from the community regarding the Paramedic Services' Mobile Paramedic Clinic initiative; and, whether the opportunity exists to assist other services within the community.

J. Phelen responded to questions regarding the projected boardings per hour required to restore a route back to fixed service; the fluctuation in the required boardings per hour, per route; and whether there is a different threshold for rural areas proposed in Phase 3.

Discussion ensued regarding the status of the ICIP Projects outlined on page 10 of the Report with respect to passenger comfort. It was noted that people are feeling uncomfortable on the new buses when they are seated, face to face, and, there is a preference for the cushion seats used previously. A. McKinley advised that going forward the seats will be a vinyl material for the safety of the riders and employees.

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

6.2 2021 Durham Region Transit Business Plans and Budgets (2021-DRT-04)

Report #2021-DRT-04 from B. Holmes, General Manager, Durham Region Transit, was received.

Discussion ensued regarding the discontinuation of the DRT paper transfers. A. McKinley advised that DRT is looking at re-implementing the paper transfers, and that a report will be coming forward at the April 7, 2021 TEC meeting.

Discussion also ensued regarding the availability of the On-Demand App video on the DRT website.

The Committee inquired whether DRT has a 5-Year Service Plan outlining the proposed 3,000 service hours in 2021. A. McKinley advised there is a plan and noted that staff will provide a presentation on the 5-Year Service Plan at the June TAC meeting. It was also questioned whether DRT has a 5 Year Strategic Plan that could be shared with TAC. A. McKinley advised

there is a strategic plan and that she would check whether this document can be shared with the members.

J. Phelen responded to questions regarding whether there is a detailed transit service plan for the proposed Amazon facility; how the DRT operators work schedule will be impacted and managed for the route to the Metro Zoo, should the Metro Zoo not re-open; and, if any On-Demand zones will transition to fixed service in 2021.

A concern was raised by Ontario Tech University and Trent University (Durham Campus) students regarding the discontinuation of the U-Pass and the 1.9 percent fee increase. It was suggested that the students be provided the option to opt out of the U-Pass; and, that DRT consider a digital pass. A. McKinley advised she will take back the suggestion for a digital pass.

Moved by A. Macci, Seconded by J. Hollingsworth,
That Information Item 6.2 be received for information.
CARRIED

6.3 Internal Bulletin; re: Public Information Centres: Customer Policies and Fares, and Social Equity

A. McKinley provided an update on the upcoming virtual Public Information Centres (PIC) being held to allow DRT to inform and obtain feedback to better understand customers' attitudes towards cash-free fare payments. J. Phelen responded to questions regarding the details for the upcoming PICs, including post-COVID proposals for the next phase of transit services.

Moved by J. Hollingsworth, Seconded by A. Desai,
That Information Item 6.3 be received for information.
CARRIED

7. Discussion Items

There were no discussion items to be considered.

8. Reports

9. Other Business

9.1 Process for Members to introduce New Business Items

R. Claxton-Oldfield inquired on the status of his previous request in February to introduce new business items on the TAC \agendas. He asked that in going forward, could the members be emailed the timelines to submit items for inclusion on the upcoming agendas; and, if the members could be kept

regularly informed on current transit events to allow for a more interactive experience.

9.2 Bus Stop Signage within Durham Region

Discussion ensued with respect to the bus stop signage, at the bus stops, within the Region. It was questioned what the bus stop sign depicting ‘Future Bus Stop’ means. A. McKinley clarified that the future bus stop notification signs indicates that a bus stop will be added in the future. Bus stop closure signs are notification of a bus stop closure.

9.3 PRESTO Card Pass

C. Antram advised that she no longer needs her PRESTO card and that the administrative cost to buy the card is non-refundable. She inquired whether there is an opportunity for the people who no longer require their PRESTO card to donate or transfer these cards to people within the community.

A. McKinley advised that she would refer this suggestion to the appropriate staff.

9.4 On Demand Contracted Services

Discussion ensued regarding the upcoming change in the contracted provider for the DRT On Demand services (Hutchins Transportation).

J. Hollingsworth questioned whether it is anticipated that the change will be seamless and that customers can be assured the services for On-Demand will be reliable. It was also questioned if there are any benefits to the DRT and its customers, such as DRT branding on the vehicles. A. McKinley advised that she would speak with staff and respond back to J. Hollingsworth, directly.

9.5 PRESTO Device Replacement

J. Hollingsworth inquired whether an update is available on the timelines for the PRESTO device installations on the contracted service vehicles. A. McKinley advised that the PRESTO devices should be in place by the third quarter of 2021.

10. **Date of Next Meetings**

Tuesday, May 18, 2021 at 7:00 PM

11. Adjournment

Moved by C Antram, Seconded by J. Beaton,
That the meeting be adjourned.
CARRIED

The meeting adjourned at 9:03 PM.

D. Barton, Chair, Transit Advisory Committee

C. Tennisco, Committee Clerk