

Transit Executive Committee Agenda

Council Chambers
Regional Headquarters Building
605 Rossland Road East, Whitby

Wednesday, June 2, 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 –
May 5, 2021

Pages 3-9

4. Delegations

5. Presentations

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

Pages 10-21

B) Michael Binetti, Supervisor, Service Design and Christopher Norris, General Manager, Operations re: Upcoming Service Enhancements

Pages 22-40

6. Correspondence

7. Reports

- A) General Manager's Report – June 2, 2021 (2021-DRT-15) Pages 41-55
- B) Durham Region Transit customer policies update (2021-DRT-16) Pages 56-72
- C) 100,000 On Demand passenger promotion (2021-DRT-17) Pages 73-75
- D) Transit Advisory Committee member appointment from
Accessibility Advisory Committee (2021-DRT-18) Pages 76-77

8. Advisory Committee

9. Confidential Matters

There are no confidential matters to be considered

10. Other Business

11. Date of Next Meeting

Wednesday, September 8, 2021 at 1:30 PM

12. Adjournment

Notice regarding collection, use and disclosure of personal information:

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

If this information is required in an accessible format, please contact 1-800-372-1102 ext. 2097.

The Regional Municipality of Durham

MINUTES

DURHAM REGION TRANSIT EXECUTIVE COMMITTEE

Wednesday, May 5, 2021

A regular meeting of the Durham Region Transit Executive Committee was held on Wednesday, May 5, 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

Staff

Present: E. Baxter-Trahair, Chief Administrative Officer
W. Holmes, General Manager, Durham Region Transit
J. Austin, Deputy General Manager, Business Services, Durham Region Transit
D. Beaton, Commissioner of Corporate Services
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 1:37 PM
C. Norris, Deputy General Manager, Operations, Durham Region Transit
N. Taylor, Treasurer, Durham Region Transit, and Commissioner of Finance
C. Tennisco, Committee Clerk, Corporate Services – Legislative Services

2. Declarations of Interest

There were no declarations of interest.

3. Adoption of Minutes

Moved by Commissioner Barton, Seconded by Commissioner Drew,
(22) That the minutes of the regular Durham Region Transit Executive
Committee meeting held on Wednesday, April 7, 2021, be adopted.

CARRIED

4. Delegations

There were no delegations to be heard.

5. Presentations

There were no presentations to be heard.

6. Correspondence

6.1 Email correspondence received from A. Swalm dated May 3, 2021, re: concerns regarding social distancing on Specialized Transit Services

Moved by Commissioner Barton, Seconded by Commissioner Smith,
(23) That Correspondence received from A. Swalm, Durham resident dated
May 3, 2021, re: concerns of social distancing on Specialized Transit
Services be received for information.

CARRIED

7. Reports

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

Report #2021-DRT-10 from B. Holmes, General Manager, Durham Region Transit, was received.

Discussion ensued with respect to the release of an Request For Proposal (RFP) from Oshawa Power and Utilities Corporation (OPUC) for the procurement of electric bus charging equipment and the infrastructure to support the energy supply requirements of DRT's electric bus pilot in the City of Oshawa; the Letter of Intent with OPUC to assist with the development and submission of a business case to the Region for charging as a service; and, the partnership model with OPUC.

J. Austin advised that DRT entered into a partnership with OPUC for the initial pilot for the charging and grid infrastructure acquisition at the Raleigh Avenue Facility in the City of Oshawa to support the first eight battery electric buses.

J. Austin added that the plans for the DRT Facility in the Town of Ajax have yet to be confirmed; and, that staff will be conducting a feasibility study on the requirements for the transition of DRT's fleet to zero emission propulsion technology including looking at the arrangements with the local utilities and potential parties to support the fleet transition and requirements at DRT's facilities.

J. Austin responded to questions regarding the requirements outlined in the RFP policy to ensure the Region is getting the best price and options, and, the Letter of Intent with OPUC. B. Holmes advised that staff would be reporting back to TEC in the Fall.

Discussion also ensued on the Ontario Inclusive Community Grants program for the installation of nine transit service kiosks in the local retirement residences, long-term care homes, and community service locations. B. Holmes responded to a question on why only one kiosk will have a television monitor displaying the real-time bus arrival information.

Chair Collier, on behalf of the Transit Executive Committee, congratulated the DRT bus operators who have driven without a preventable collision, and the 31 bus operators who achieved the safe driver milestones in 2020. B. Holmes advised that these individuals will be formally recognized at the 2020 Safe Driver Awards presentation scheduled for the May 26, 2021 Regional Council meeting. He commended the commitment to safety demonstrated by all DRT employees, through their daily actions and accomplishments, particularly during the past year with the challenges presented by the COVID-19 pandemic.

Moved by Commissioner Carter, Seconded by Commissioner Anderson,
(24) That Report #2021-DRT-10 of the General Manager, Durham Region Transit, be received for information.

CARRIED

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

Report #2021-DRT-11 from B. Holmes, General Manager, Durham Region Transit, was received.

The Committee clarified that the annual operating cost pressures for a universal zero fare transit service, for all DRT riders, would be approximately \$30 million and would need to be financed by the Region, in addition to the regular annual budget pressures to maintain and grow the services.

B. Holmes responded to questions regarding the benefits and deterrents experienced by transit agencies who have implemented a universal zero fare transit service pilot; whether a universal zero fare transit service would always run a deficit; and, the impacts on the Provincial Gas Tax funding including the growth in ridership and the adoption of the PRESTO agreement.

J. Austin noted that currently there is no model of a universal zero fare transit system within Canada; and, that the City of Victoria in British Columbia and BC Transit will implement a pilot program to phase out fares for youth aged 18 and under.

Discussion ensued on future opportunities to revisit the various transit service fare programs to assist lower income residents and the residents in Durham Region; and, the monies generated from the farebox.

In response to a question regarding whether the opportunity exists for a three month free fare program, post-COVID, to grow the DRT ridership levels, B. Holmes advised that staff would look at the lost revenues pressures and, bring a report back to TEC in the fall of 2021.

In response to a further question regarding the requirement for DRT's participation in PRESTO for the Provincial Gas Tax funding, B. Holmes noted that staff will review the PRESTO agreement to evaluate the implications of a zero fare transit system in terms of the Provincial Gas Tax funding; and, to demonstrate the overall costs associated with DRT's fare system, including the electronic fare payment system. He advised that staff would be reporting back to TEC in the fall of 2021 on these matters.

Discussion also ensued with respect to the challenges outlined in the Report regarding the potential overcrowding and over capacity associated with the zero fare transit systems; and, if staff could project the financial capital cost requirements associated with a ridership increase of up to 50 percent. B. Holmes advised that staff would estimate the additional capital costs, above and beyond the \$30 million in fare and U-Pass revenues.

In reference to Table 3 on page 12 of the Report, B. Holmes was also asked to report back to TEC on a potential phased in approach to implement some of the DRT service enhancements above and beyond the regular annual service increases. B. Holmes advised that staff would report back, with an inclusive summary at an early fall TEC meeting. It was questioned if staff could also look at the potential savings in terms of road infrastructure costs resulting from less vehicular traffic in response to increased transit ridership from additional investment in public transit. B. Holmes advised that DRT would liaison with Regional staff to determine if it is possible to quantify future road infrastructure savings resulting from increasing the transit modal share, and report back to TEC in the fall.

Moved by Commissioner Carter, Seconded by Commissioner Anderson,
(25) That Report #2021-DRT-11 of the General Manager, Durham Region
Transit, be received for information.

CARRIED

C) Sole Source Purchase of Original Equipment Manufacturer (OEM) bus parts and farebox collection system parts, warranty, and service (2021-DRT-12)

Report #2021-DRT-12 from B. Holmes, General Manager, Durham Region Transit, was received.

Moved by Commissioner Barton, Seconded by Commissioner Mulcahy,

- (26) 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 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 be approved.

CARRIED

This matter will be considered by the Finance and Administration Committee on May 11, 2021 and presented to Regional Council on May 26, 2021.

D) Sole Source Purchase for supplemental washroom facilities to support daily operations (2021-DRT-13)

Report #2021-DRT-13 from B. Holmes, General Manager, Durham Region Transit, was received.

Moved by Commissioner Smith, Seconded by Commissioner Mulcahy,

- (27) 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.

CARRIED

This matter will be considered by the Finance and Administration Committee on May 11, 2021 and presented to Regional Council on May 26, 2021.

E) Sole Source Purchase for software to operate On Demand transit (2021-DRT-14)

Report #2021-DRT-14 from B. Holmes, General Manager, Durham Region Transit, was received.

Moved by Regional Chair Henry, Seconded by Commissioner Anderson,
(28) 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.

CARRIED

This matter will be considered by the Finance and Administration Committee on May 11, 2021 and presented to Regional Council on May 26, 2021.

8. Advisory Committee Resolutions

8.1 Durham Region Transit Advisory Committee

Moved by Commissioner Carter, Seconded by Commissioner Smith,
(29) That the minutes of the regular Transit Advisory Committee held on March 23, 2021, be received for information.

CARRIED

9. Confidential Matters

There were no confidential matters to be considered.

10. Other Business

10.1 Durham-Scarborough BRT Project

Commissioner Mulcahy asked that staff continue to work with Metrolinx on the BRT project through the downtown area in the Town of Whitby regarding the desire of some Whitby councillors and residents to keep the four lanes of traffic on the table. B. Holmes advised that consultation with Metrolinx is continuing; that the regional Project Team is working closely with Metrolinx in terms of advancing the recommended final design; and, that staff will share the input that the four lanes is still a solution of interest by some parties.

Chair Collier inquired when TEC will be advised of the final tangibles for the project. B. Holmes advised that the final consultations are ongoing at this time through the Town of Whitby and the City of Oshawa; Public Information Centres (PIC) are scheduled for May; and, that the timeline for this phase of the Project for the preferred solution is the end of June 2021.

Chair Collier asked what TEC could be to ensure that Metrolinx fully understands that TEC be notified in advance of the final decisions being made in order to provide their feedback, particularly on the pinch-point areas within the municipalities. B. Holmes advised that a final PIC would be held to share the recommended final solution and remains on schedule.

11. Date of Next Meeting

The next regularly scheduled Durham Region Transit Executive Committee meeting will be held on Wednesday, June 2, 2021 at 1:30 PM in the Council Chambers, Regional Headquarters Building, 605 Rossland Road East, Whitby.

12. Adjournment

Moved by Commissioner Mulcahy, Seconded by Commissioner Barton, (30) That the meeting be adjourned.

CARRIED

The meeting adjourned at 2:15 PM

Respectfully submitted,

S. Collier, Chair

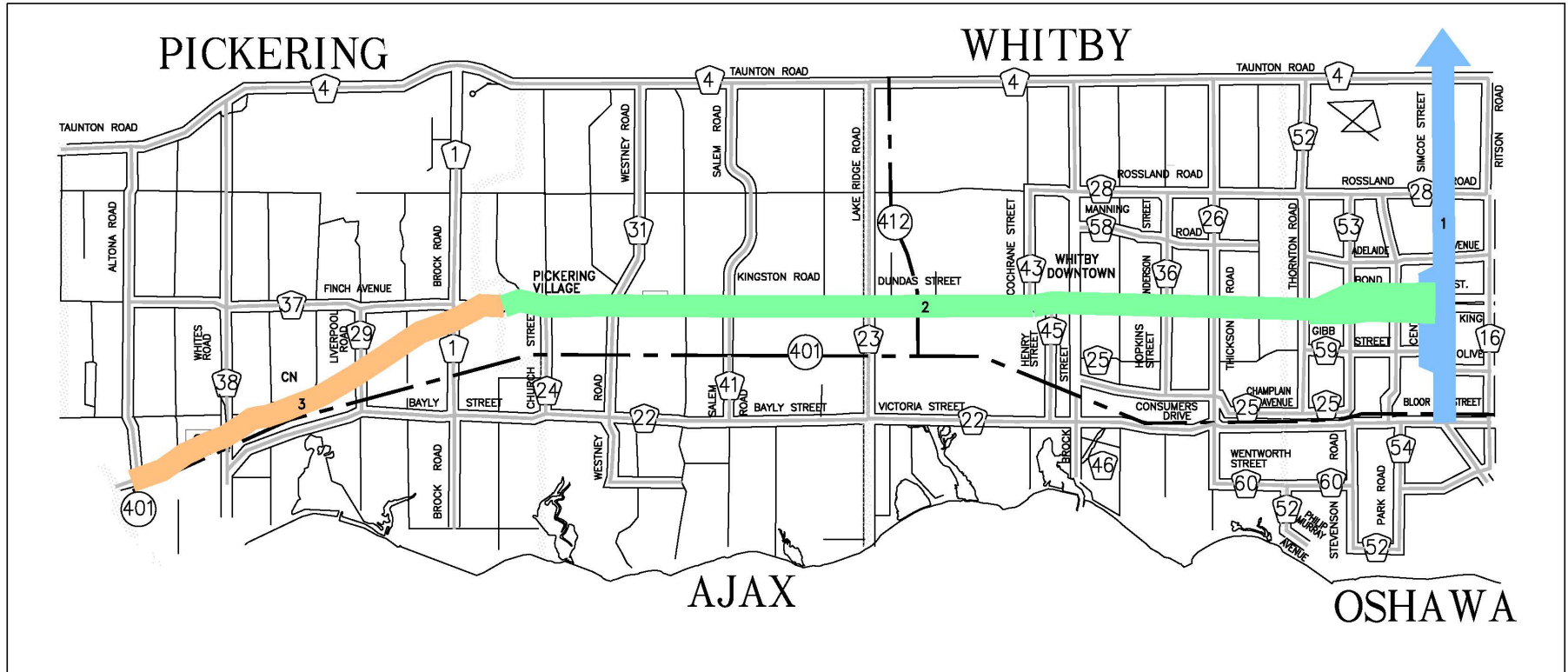
C. Tennisco, Committee Clerk

Bus Rapid Transit ICIP Project Schedule Update



Transit Executive Committee
June 2, 2021

Investing in Canada Infrastructure Program (ICIP)



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

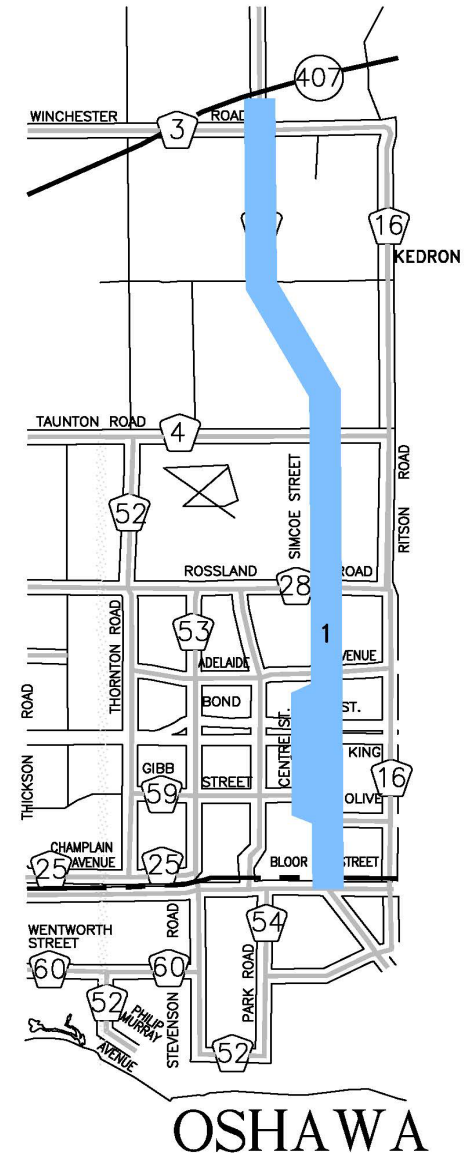
Durham-Scarborough BRT TPAP



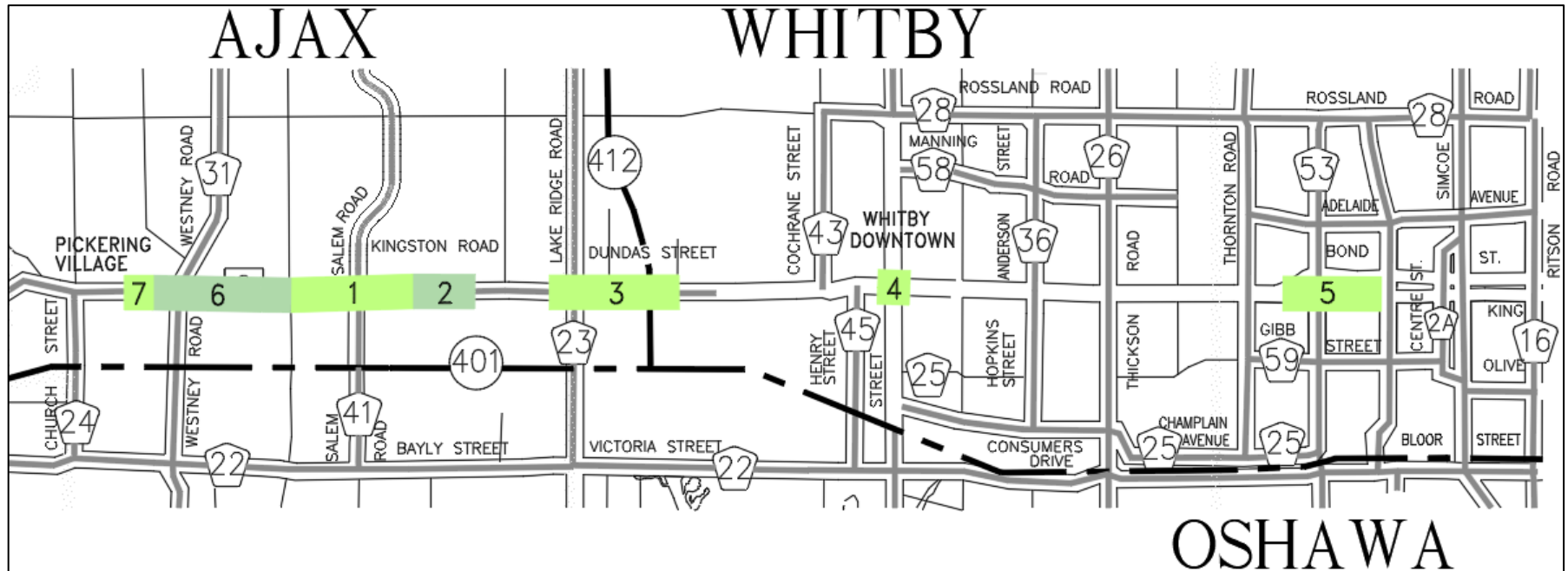
- The Metrolinx led TPAP is in progress for the 36km BRT corridor.
- TPAP Notice of Commencement to be issued in July 2021, with completion in January 2022.
- TPAP completion necessary to allow the Region to advance approved ICIP projects on Highway 2 and meet funding deadline.

Simcoe Street Rapid Transit Environmental Assessment

- EA will evaluate options for rapid transit along the Simcoe corridor.
- \$5 million allocated for the EA and corridor Visioning Study which will commence mid 2021 and is anticipated to conclude late 2024.
- ICIP funding includes \$0.9 million for the design and construction of queue jumps to provide transit priority.



ICIP project list Ajax, Whitby & Oshawa rapid transit



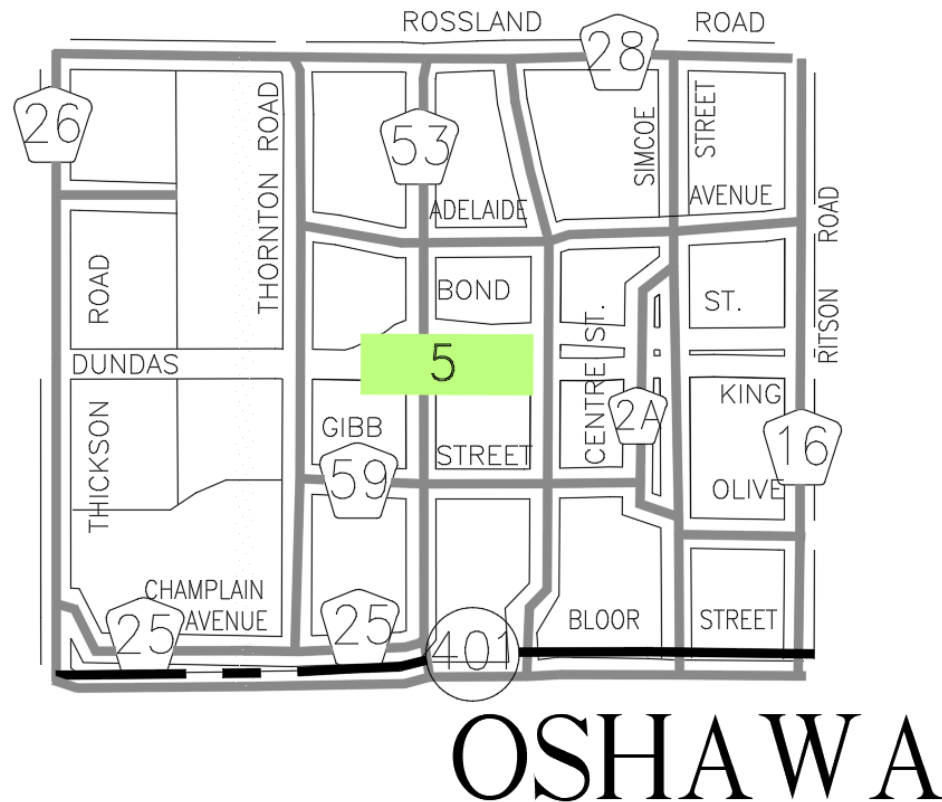
1. Harwood to Galea (Median Transit)
2. Galea to Alexander Crossing (Median Transit)
3. Lake Ridge to Des Newman (Median Transit)
4. Downtown Whitby (Transit Priority Measures)
5. Oshawa (Transit Priority Measures)
6. Westney to Harwood (Median Transit)
7. Pickering Village (Transit Priority Measures)

Segments listed in order of planned sequencing of construction, based on project readiness.

ICIP Scope of Work - Oshawa

ICIP funding includes a budget of \$1.5 million for potential advanced projects on King/Bond. Potential projects such as queue jumps or line painting, will be identified upon completion of the DSBRT TPAP. Works to be tentatively constructed starting in 2024.

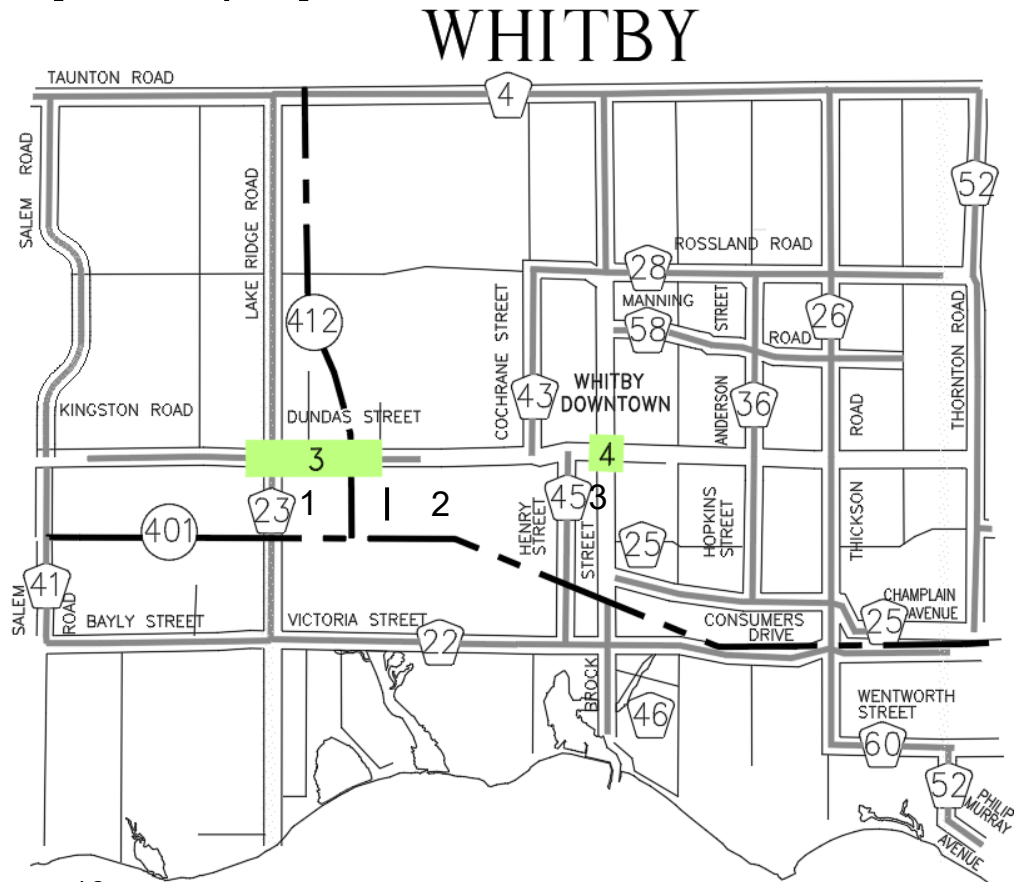
Construction of the TPAP recommended design on King/Bond is subject to additional external funding.



ICIP Scope of Work - Whitby

Two segments proposed with an estimated total cost of \$19 million. Tentative construction start date for median BRT lanes, sidewalks and active transportation facilities. Subject to property acquisition, utility relocations and coordination of adjacent projects.

- 3. Lake Ridge to Des Newman in 2024
- 4. \$150,000 allocated for potential queue jump in downtown Whitby in 2024
- Remaining DSBRT segments including Downtown Whitby are subject to additional external funding.



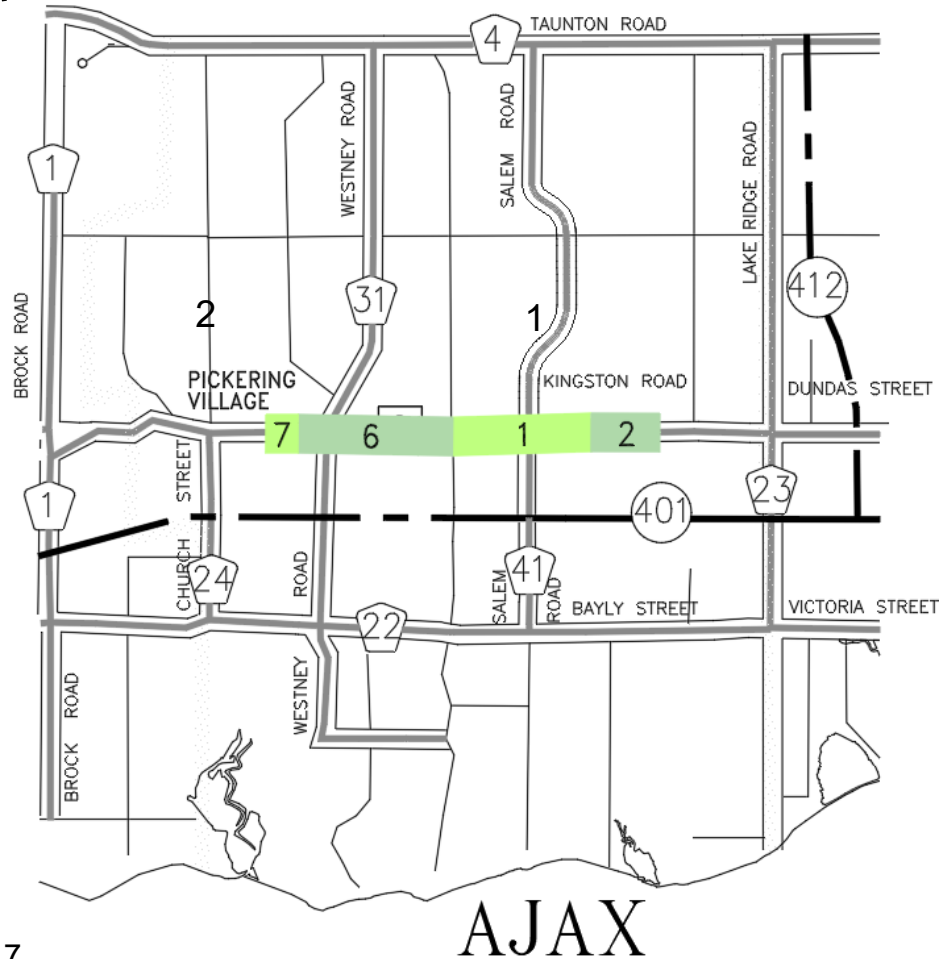
ICIP scope of work - Ajax

Four segments proposed at an estimated total cost of \$39 million. Tentative construction start dates for median BRT lanes, sidewalks and off-road cycle tracks. Subject to property acquisition, utility relocations and coordination of adjacent projects

1. Harwood to Galea in 2022
2. Galea to Alexander
Crossing in 2023
6. Westney to Harwood in 2025

7. Pickering Village potential queue jump in 2025

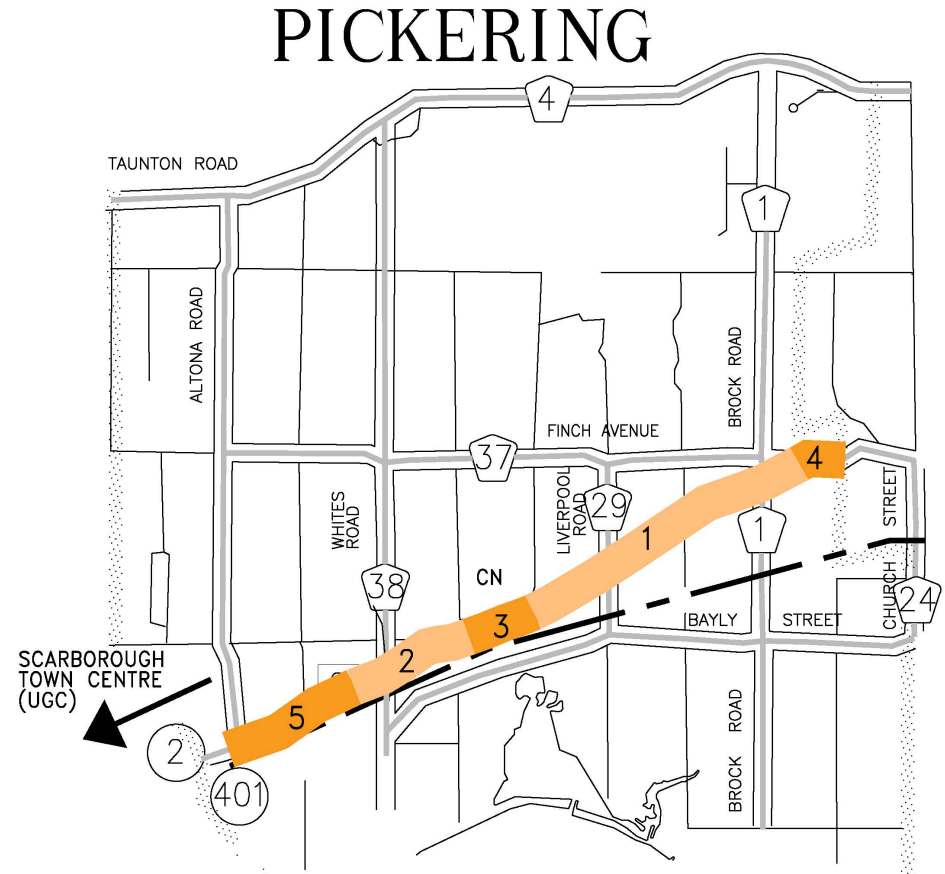
Remaining segments in Pickering Village and east of Alexander Crossing are subject to additional external funding.



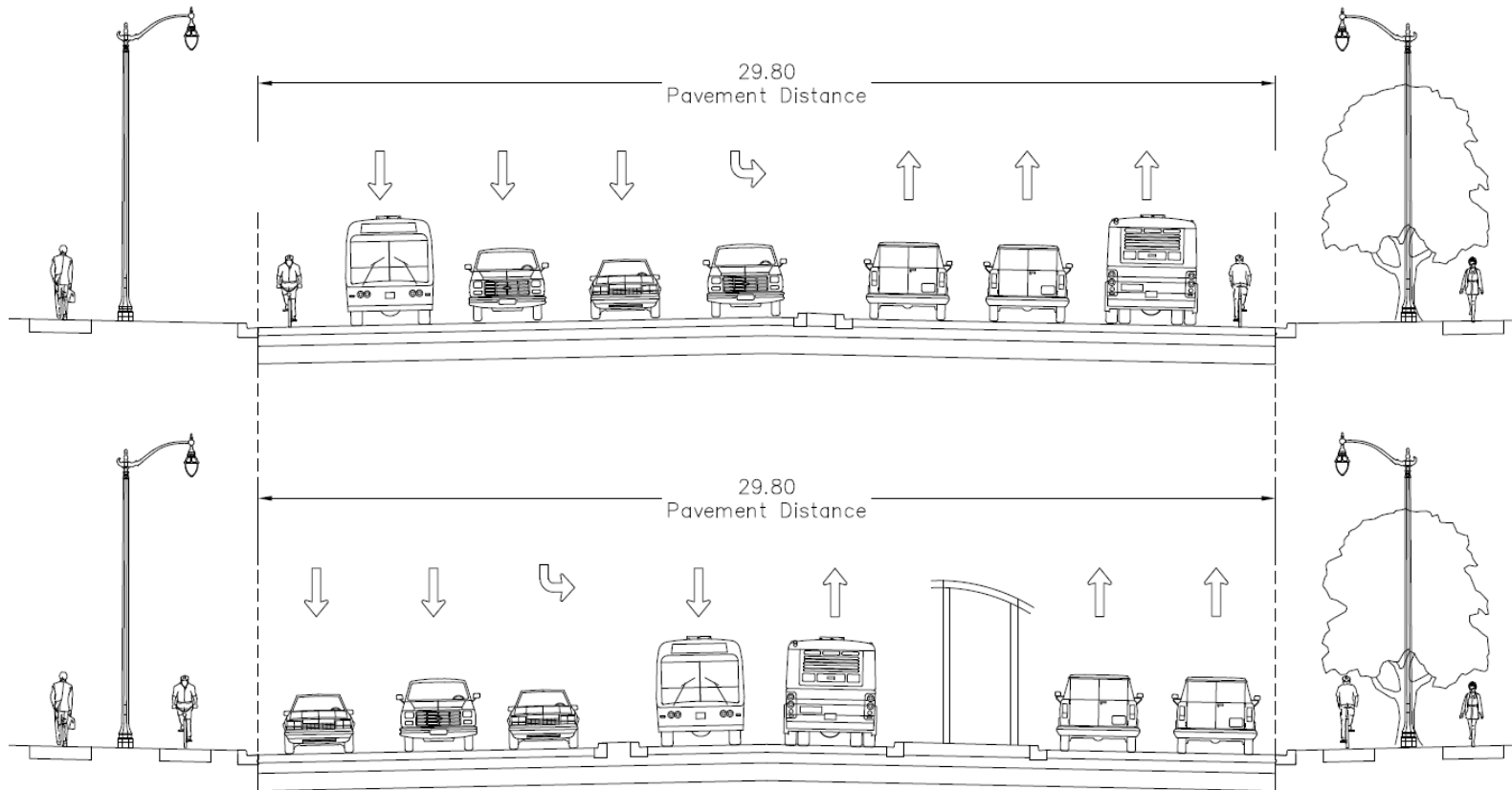
ICIP scope of work - Pickering

Five segments proposed at an estimated total cost of \$126 million. Tentative construction start dates for median transit lanes, sidewalks and off-road cycle tracks. Subject to property acquisition, utility relocations and coordination of adjacent projects.

1. Dixie to Bainbridge in 2022
2. Steeple Hill to Merritton in 2023
3. Merritton to Dixie in 2024
4. Bainbridge to Notion in 2024
5. Altona to Steeple Hill in 2025



Converting existing curbside to median Pickering and Ajax segments



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

BRT implementation progress

- Prequalified both consultants and contractors to help mitigate quality and delay concerns.
- RFPs issued for detailed design, for four project segments covering 7.3km of proposed BRT lanes.
- Completed R-Plans for first phase of property acquisition, currently preparing appraisals.
- Acquisition letters to property owners, starting summer 2021.



Questions?



Upcoming Service Enhancements

Transit Executive Committee
June 2, 2021



Major travel market review

Market	Update
Post-secondary	<ul style="list-style-type: none"> • About half of students are expected to attend in class learning.
Downtown Toronto (GO Transit integration)	<ul style="list-style-type: none"> • Return to work framework unknown, however most likely modified from five-day work week in the office. • Coordinating with other GTHA partners. • Significant challenge in rebuilding integrated travel to GO Rail Stations due to large amounts of free parking. • On Demand to meet demand requirements
High schools	<ul style="list-style-type: none"> • Awaiting announcement from Minister of Education. • Ongoing discussions with DSTS .

Ridership Recovery –Principles

- **Provide flexibility in trip making**
 - Frequent
 - Operate every 30 minutes – minimum.
 - Frequency increased as required to meet demand.
 - Available
 - Service starts and ends consistently across the network.

- **Service delivery**
 - Scheduled: major travel corridors.
 - On Demand: deployed to areas of continued low ridership where demand does not warrant minimum 30-minute service.
 - Adapt service delivery to market:
 - Post-secondary campus.
 - GO Train – Lakeshore East.
 - New employment centres.

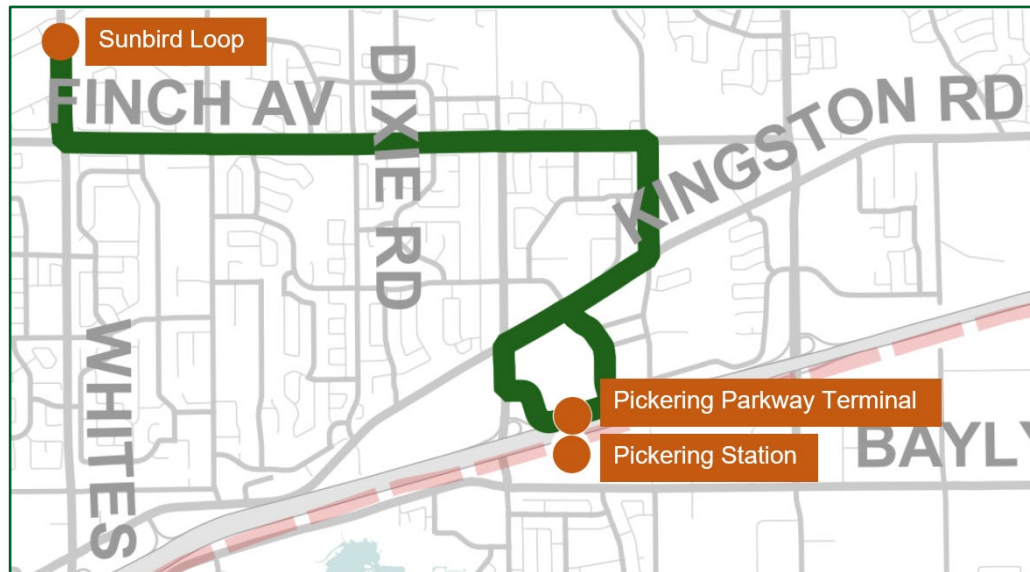
Summer Highlights

June 21, 2021



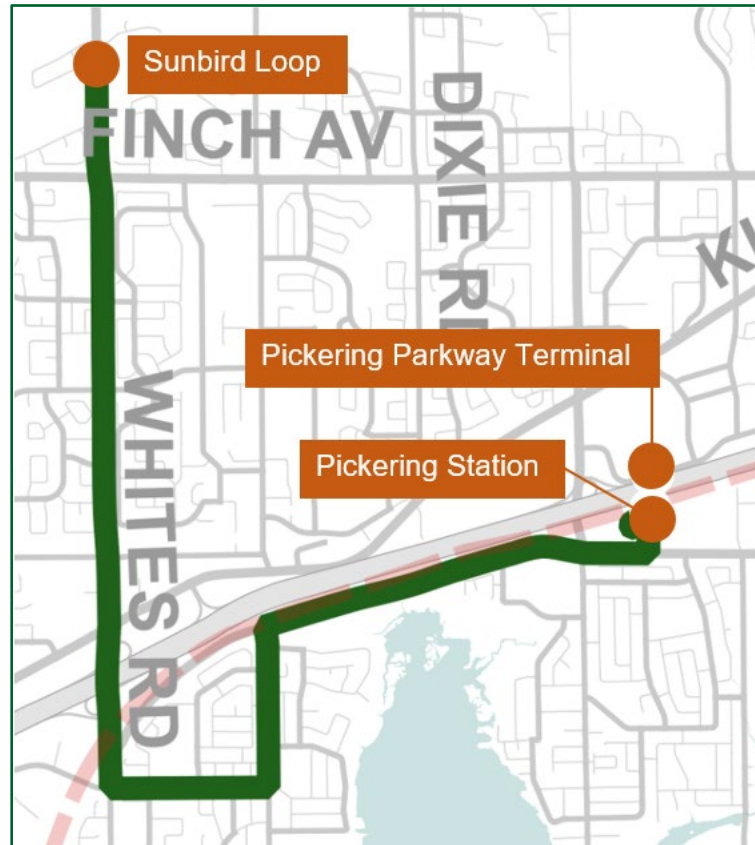
Route 110: Pickering Parkway – Sunbird Loop

- Pilot On Demand replacement
- Supporting Essential Workers
 - Access to long term care homes.
 - Access to employment.
- Service Integration
 - Pickering GO Lakeshore East rail.



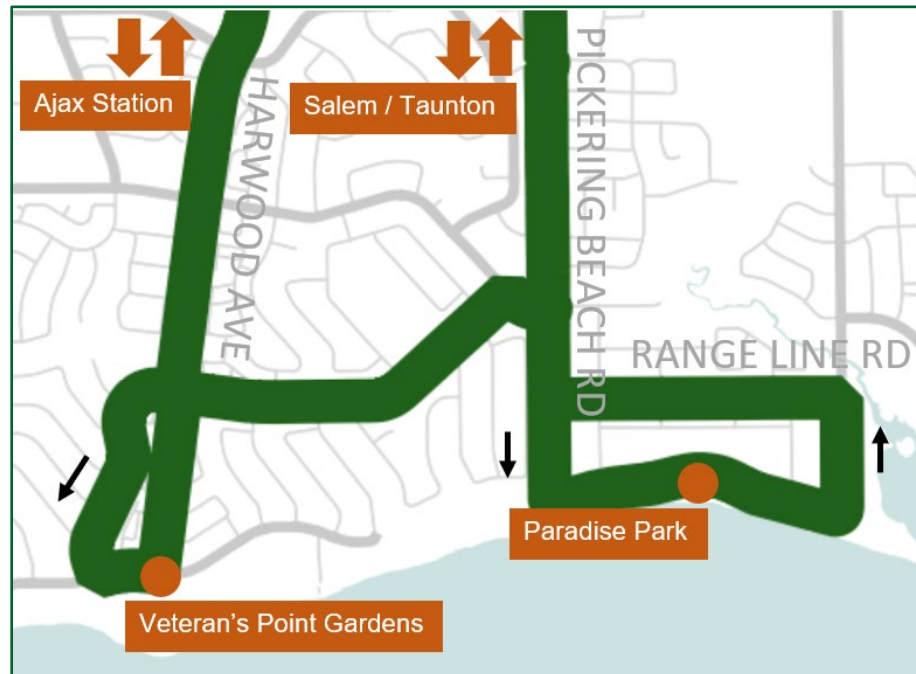
Route 120: Pickering Station – Sunbird Loop

- Service Integration
 - Integration with GO Lakeshore East rail.



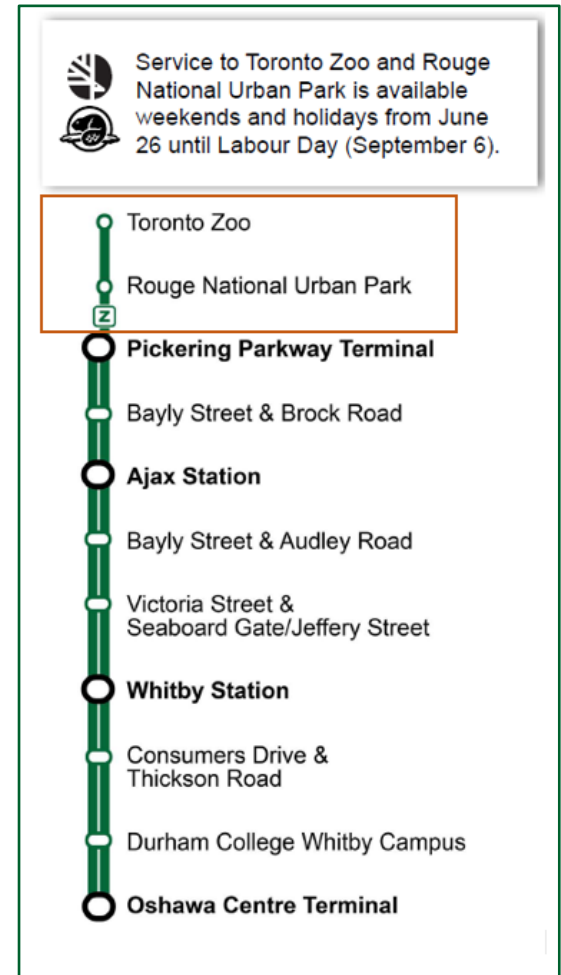
Route 224: Ajax Station - Taunton

- Greater Mobility
 - Provides access to parks along the Lake Ontario waterfront.
- Develop markets
 - Recreational



Route 917: Toronto - Oshawa

- Greater Mobility
 - Provides access to Rouge National Urban Park and Toronto Zoo.
- Service Integration
 - Additional integration with TTC.
- Develop markets
 - Recreational



On Demand

- Greater Mobility
 - Easier access to conservation areas and parks.
- Develop markets
 - Recreational
- Locations include:
 - Trans-Canada Trail.
 - South Balsam Trail.
 - Countryside Preserve.
 - Durham Forest.
 - Walker Woods.
 - Brock Trail.
 - Glen Major Forest.
 - Purple Woods.
 - Enniskillen Conservation Area.
 - Durham East Cross Forest.
 - Long Sault Conservation Area.
 - Stephens Gulch Conservation Area.
 - Orono Crown Lands.
 - Bowmanville West Side Conservation Area.
 - Darlington Provincial Park.

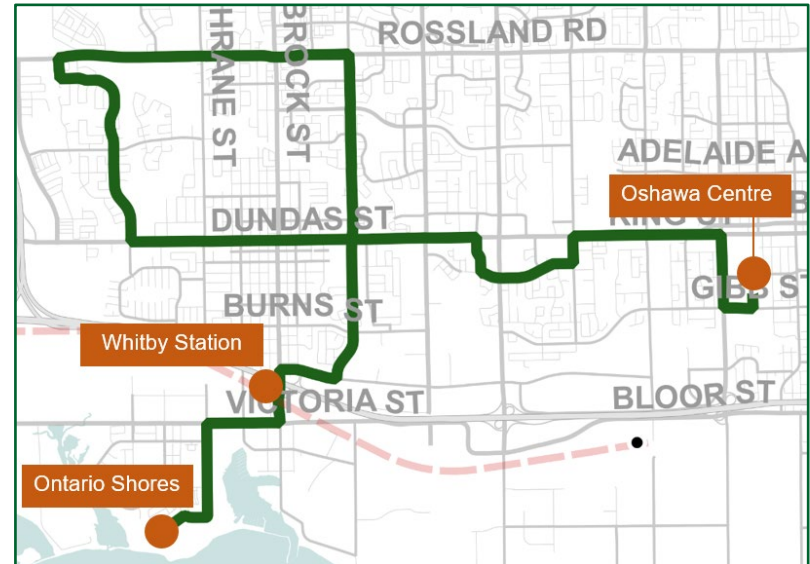


Fall Highlights September 7, 2021



Route 392: Oshawa Centre – Ontario Shores

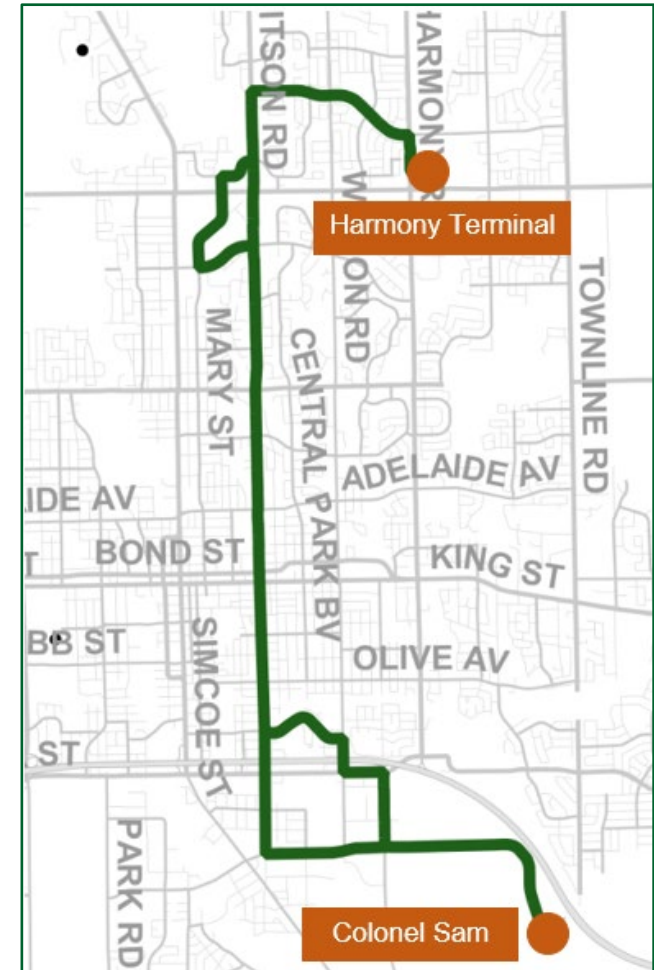
- Greater Mobility
 - Provides access to health facilities: Lakeridge Health Whitby, Ontario Shores, Abilities Centre.
- Supporting Essential Workers
 - Access to Health Facilities.
 - Access to long term care homes.
- Service Integration
 - Additional integration with GO Lakeshore East Rail.
- On Demand service will continue to be available.



	Service Available	Frequency
Weekday	8:00 – 17:30	Every 2 hours
Saturday	No service	No service
Sunday	No service	No service

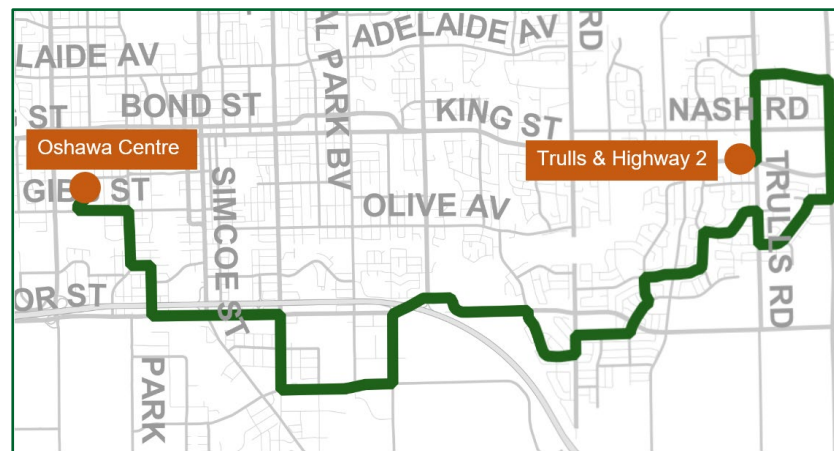
Route 407: Harmony Terminal – South Oshawa

- Supporting Essential Workers
 - Increased access to South Oshawa Industrial area.



Route 411: Oshawa Centre – South Courtice

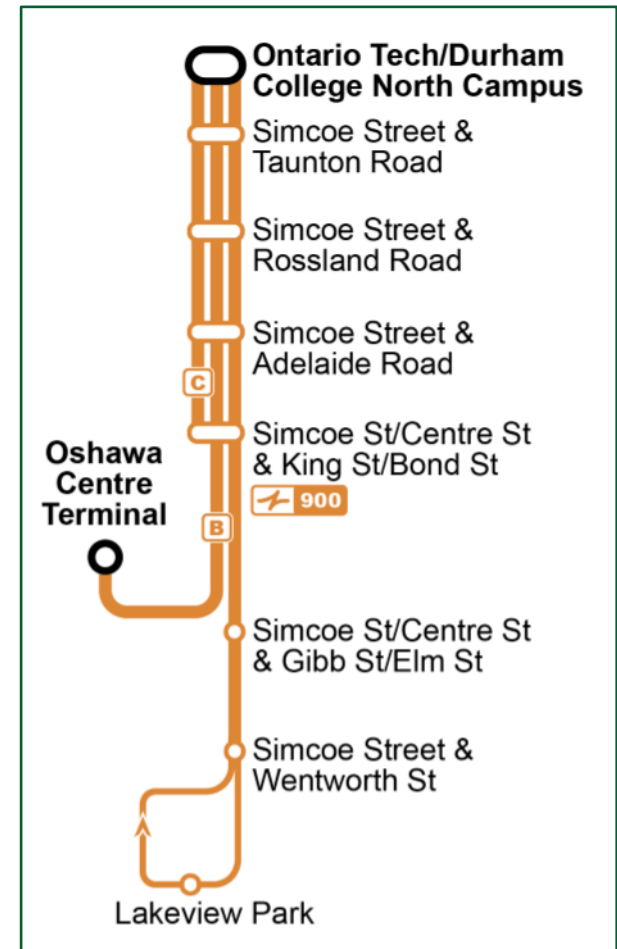
- Pilot On Demand replacement – limited service
 - On Demand service available when route 411 is not operating.
- Supporting Essential Workers
 - Increased access to South Oshawa Industrial area.
- Develop Markets
 - Greater access to secondary schools: Pereyma and Holy Trinity.



	Service Available	Frequency
Weekday	6:00 – 19:15	30 minutes
Saturday	9:30 – 18:15	30 minutes
Sunday	On Demand	On Demand

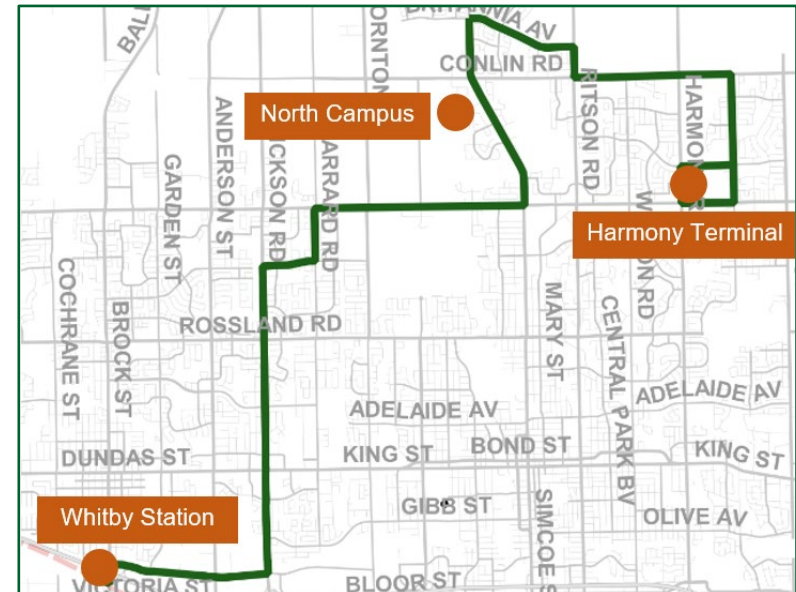
Route 901: North Campus – Oshawa Centre - Lakeview

- Greater Mobility
 - New access to Oshawa Centre Terminal on weekday evenings and weekends.
- Supporting Essential Workers
 - Greater access to employment destinations.
- Develop Markets
 - North Campus (Ontario Tech University and Durham College).



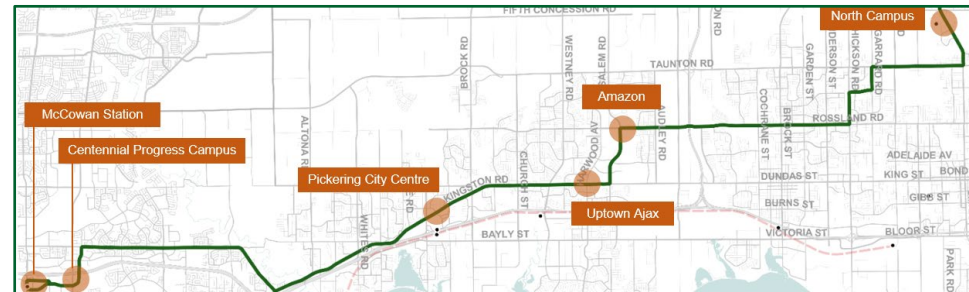
Route 905: Whitby – Harmony Term – Uxbridge

- Supporting Essential Workers
 - Greater access to employment destinations.
 - Additional evening trips towards Uxbridge on Saturdays.
- Service Integration
 - Increased access to Whitby GO Station, GO Lakeshore East Rail.
- Develop Markets
 - North Campus (Ontario Tech University and Durham College).
- Route 420 provides service to Windfields Farms.



Route 920: Toronto – Amazon – North Campus

- Greater Mobility
 - New cross-region route, every 30 minutes.
- Supporting Essential Workers
 - Greater access to employment destinations.
- Service Integration
 - DRT now links to TTC Rapid Transit Network (Line 3).
- Develop Markets
 - Centennial College.
 - Amazon Distribution Centre.
 - Sheppard East Industrial.
 - North Campus (Ontario Tech University and Durham College).



	Service Available	Frequency
Weekday	4:30 – 22:15	30 minutes
Weekends (Amazon only)	5:30 – 7:45 16:00 – 19:45	30 minutes

Overnight Mobility

- Service
 - PULSE 900 Highway 2 and PULSE 901 Simcoe to operate overnight between about 00:00 and 05:00:
 - 900: Morningside to Simcoe, every 30 minutes
 - 901: King to North Campus Terminal, every 30 minutes
 - On Demand available in urban areas: to connect with scheduled service and rail stations:
 - Service to operate between about 22:00 and 05:00 daily.
 - Service will:
 - Connect with PULSE service and rail stations.
 - Provides trips within the urban area of local municipalities not served by overnight PULSE service.
- Greater Mobility
 - New mobility options for Durham residents and visitors.
- Supporting Essential Workers
 - Access to employment destinations.
- Service Integration
 - DRT links to TTC Blue Night network at Morningside/Ellesmere.

Service Change Summary – June 2021

- Route 110: Pilot replacement of On Demand service in central Pickering.
- Route 120: will operate to Pickering Station instead of Pickering Parkway Terminal.
- Route 216: schedule updates
- Route 224: NEW seasonal weekend and holiday service to Ajax waterfront parks.
- Route 917: NEW seasonal weekend and holiday service to Toronto Zoo and Rouge National Urban Park.
- On Demand: NEW, stops at Conservations Areas and trailheads within Durham Region.

Service Change Summary – September 2021

- Route 392: NEW, Oshawa Centre Terminal to Ontario Shores.
- Route 407: service west of Ritson to Oshawa Centre Terminal replaced by route 411.
- Route 411: Pilot replacement of On Demand service.
- PULSE 900: overnight service between Morningside Avenue and Simcoe Street.
- PULSE 901:
 - weekday evening and weekend trips between North Campus Terminal and Oshawa Centre Terminal.
 - overnight service between North Campus and downtown Oshawa.
- Route 905:
 - trips extended to Harmony Terminal via Britannia
 - additional late evening trips to Uxbridge on Saturday
- Route 920: NEW, North Campus and McCowan Station (TTC)
- On Demand: overnight service in the urban area

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-15
Date: June 2, 2021

Subject:

General Manager's Report – June 2, 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 – June 2, 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

June 2, 2021

TEC

Attachment #1

Performance Measures Dashboard	2
Safety	3
Ridership	4
Service Delivery	7
Updates	10
General	12

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	April	0.48	0.67	✓ -28.4	✗ 4.7

Ridership

Scheduled						
Ridership (x1,000)	Number passengers	April	259	179	✗ -44.7	✗ -60.1
PRESTO Ridership	Customers paying using PRESTO (per cent)	April	78.5	0 ⁵	NA	NA
Bus full occurrences	Number operator reported occurrences	April	1 ³	315	NA	NA
Demand Responsive						
Ridership - Specialized	Number customer trips	April	4,169	2,534	✓ 64.5	✗ -58.4
Unaccommodated Rate - Specialized	Trip requests not scheduled (per cent)	April	0.4	0.4	✓ 0	✓ -0.5
Ridership – On Demand	Number customer trips	April	8,292	181	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)	April	9,334	N/A	N/A	NA

¹Target is 2020 measure for the same period

²Year to Date (YTD) compared to previous year

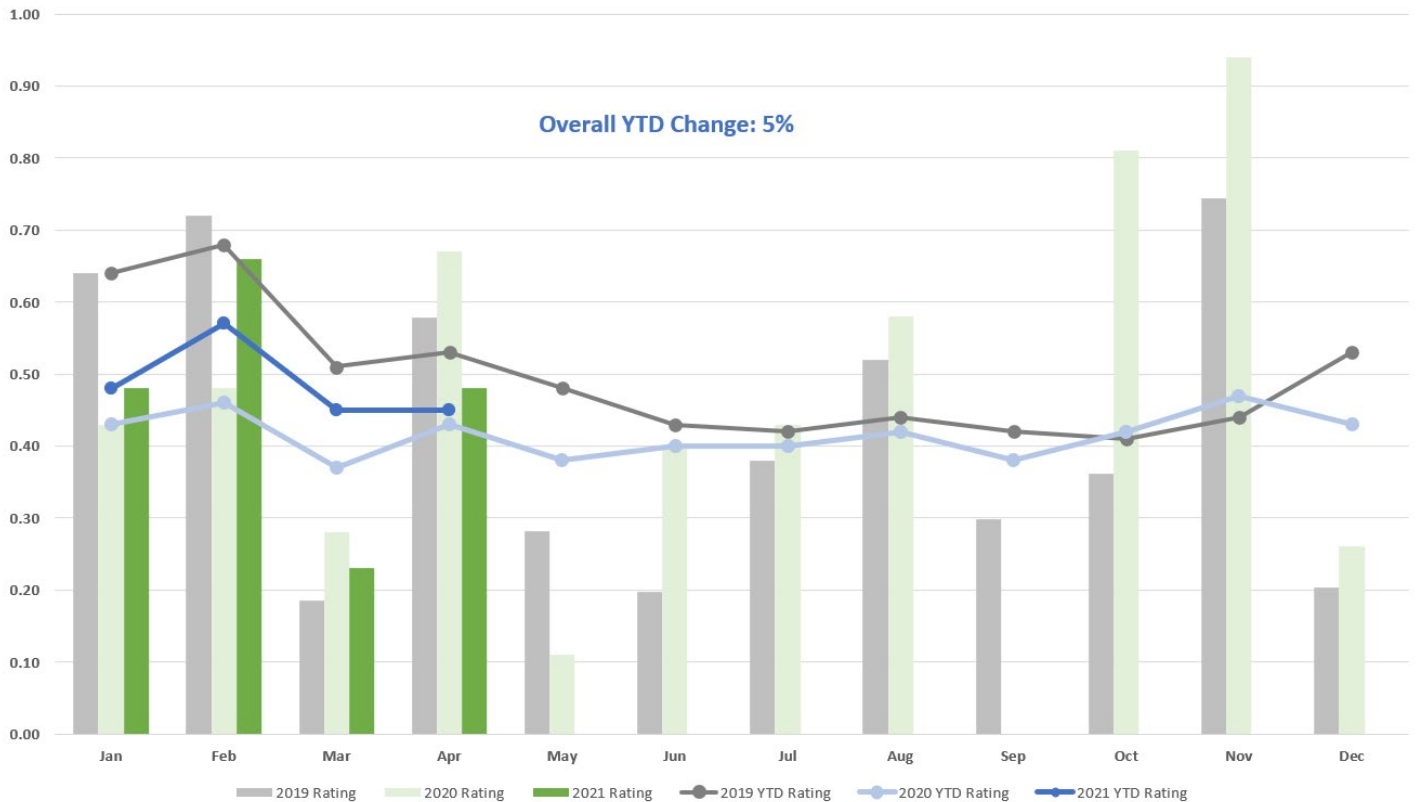
³Bus capacity limited to seated load, reduced ridership during pandemic

⁴January 3 through April 5, 2021

⁵Fare suspension during pandemic (mid March – June 2020)

Safety

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

For the second consecutive month, preventable collisions were lower than the previous year; 28 per cent lower in April. The year to date collision rate remained higher than 2020; five per cent through April.

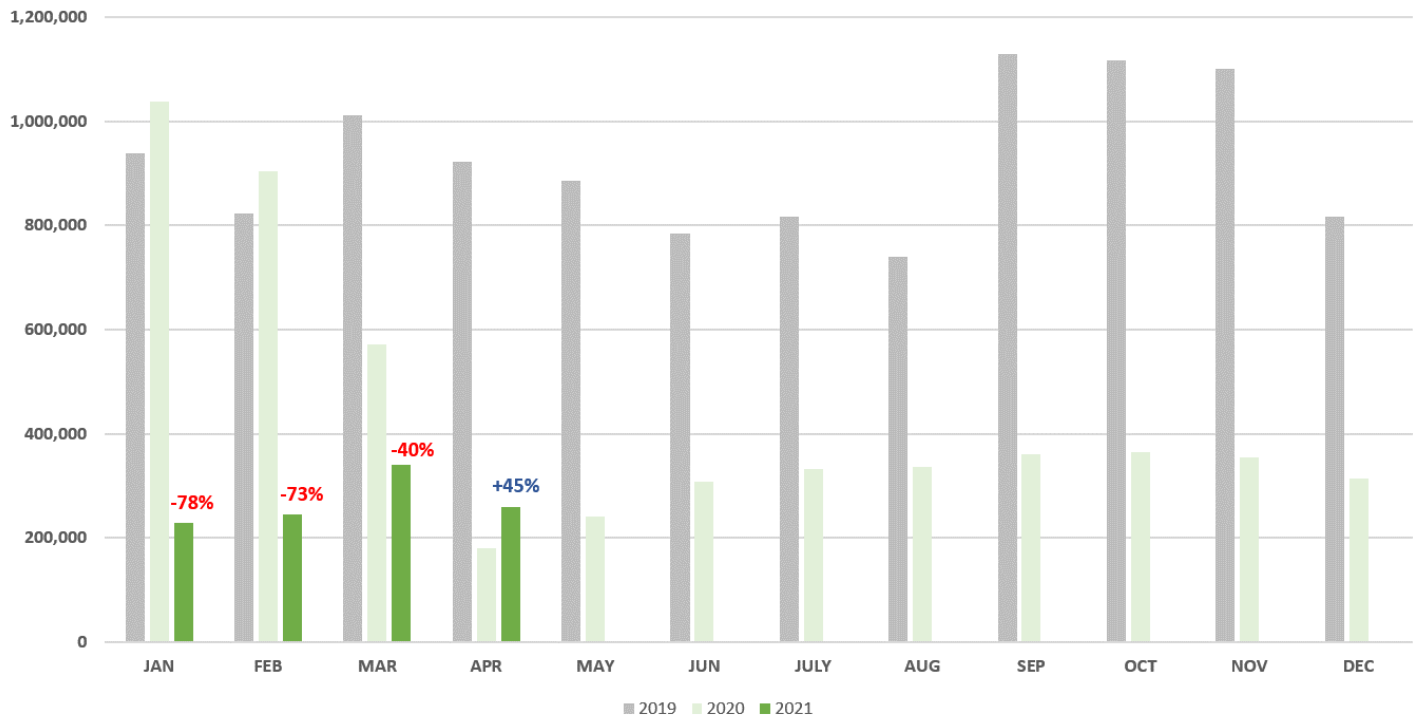
Action Plan

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.

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

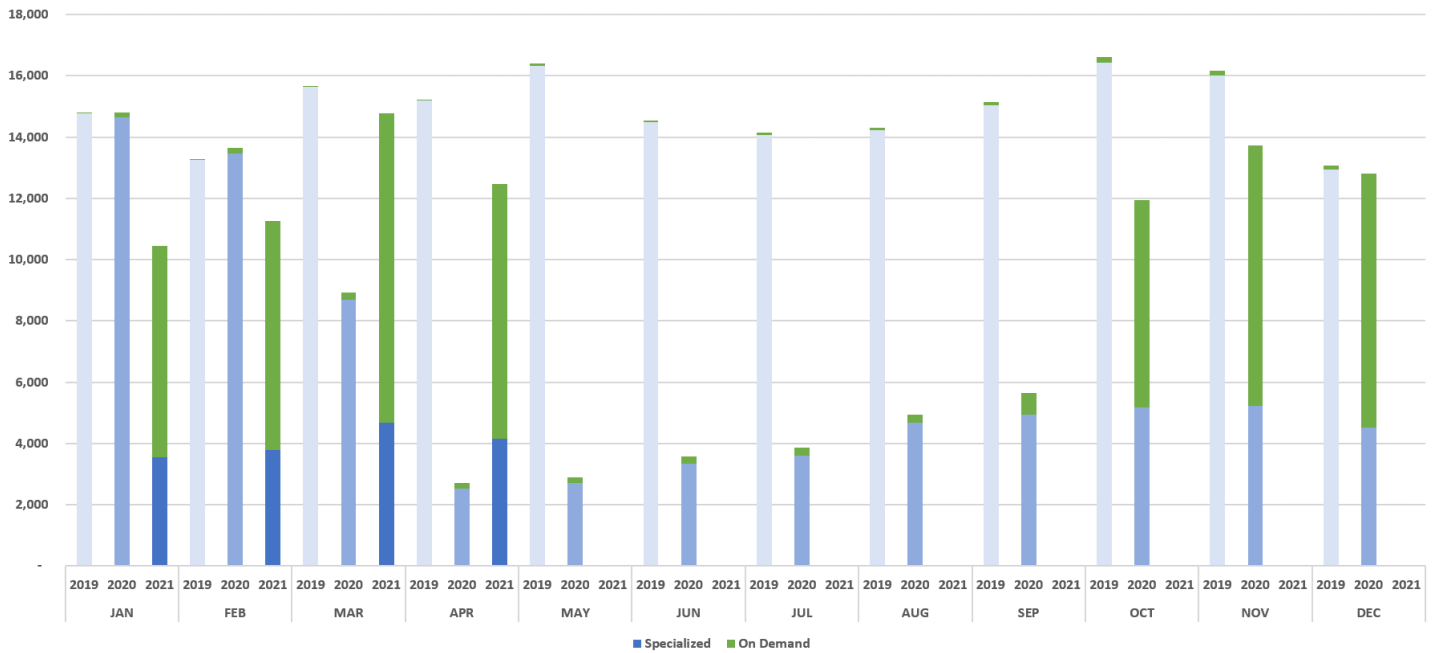
April 2020 was the first full month impacted by the COVID 19 pandemic. One year later, the province has endured a third wave and entered another stay at home order. In April 2021, ridership was 45 per cent higher and 2020, and 72 per cent lower than 2019.

Action Plan

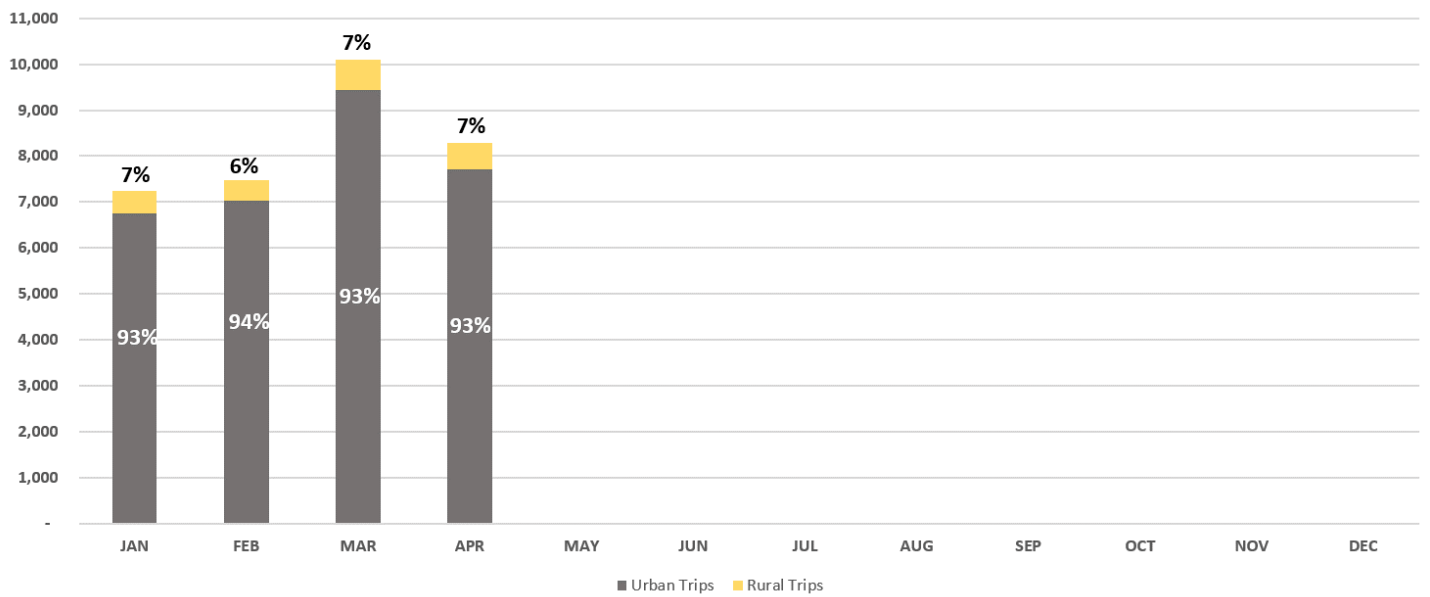
Through mid-May 2021, the ridership monitoring framework indicates that ridership within low demand areas have not reached the minimum thresholds to return scheduled routes within the next four-week period. In consideration of the escalation in the provincial vaccination program, service enhancements are planned for the summer and fall to ensure transit service is accessible to residents travelling to key conversation areas and parks, and institutional and industrial destinations across the Region.

Demand Response Transit

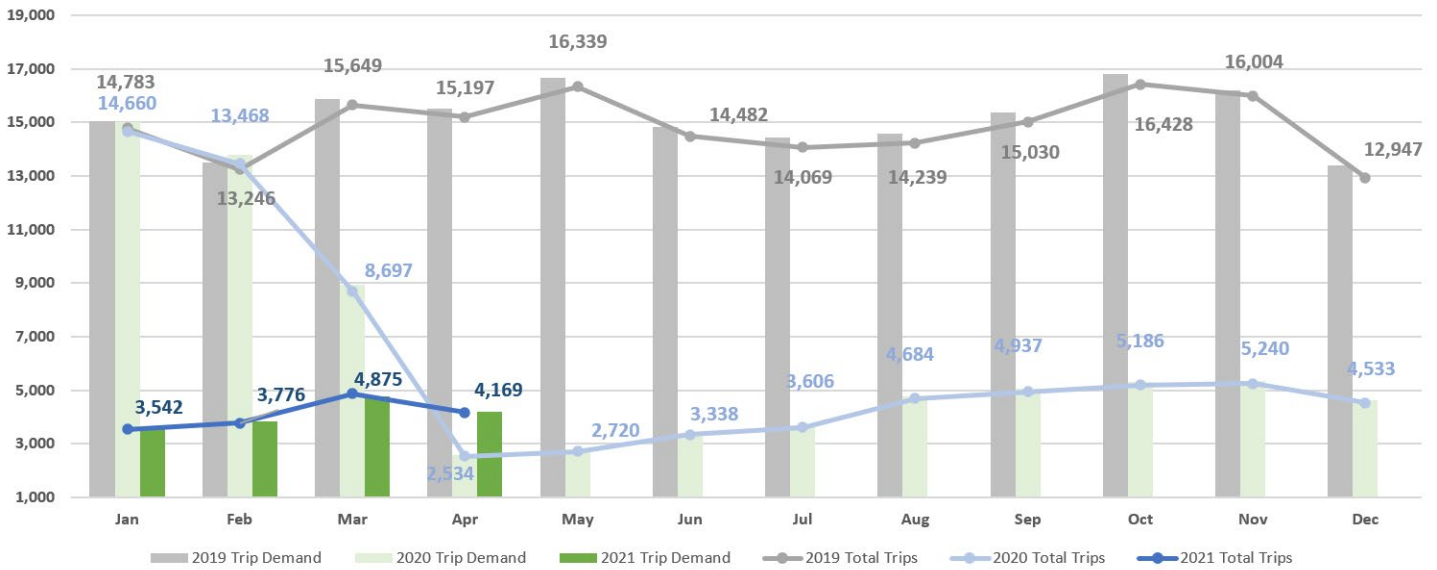
Demand Responsive Trips



On Demand Trips



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

Similar to scheduled service ridership, specialized transit ridership in April was 64.5 per cent higher in 2021 compared to 2020, and 27.5 per cent of 2019 levels.

Specialized transit delivered 99.6 per cent of trip requests in April.

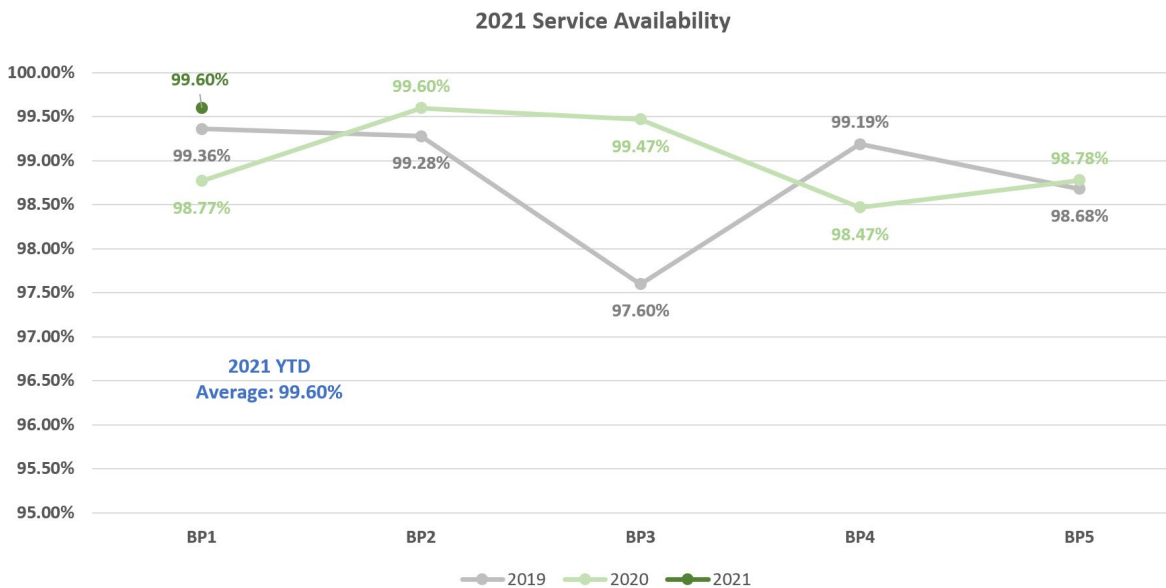
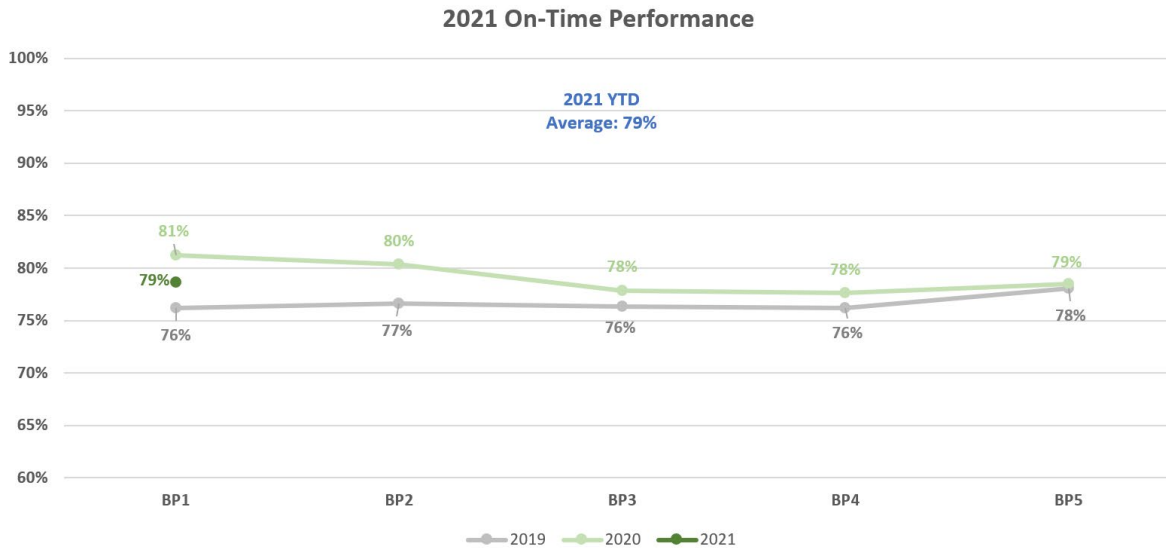
During the current lock down, On Demand experienced an 18 per cent ridership reduction in April (8,292 trips), down from the record ridership in March where 10,094 trips were delivered.

Action Plan

Staff continue to review ridership trends and the pandemic status to project service level and routing requirements in advance of the service change planned for September 7, 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.

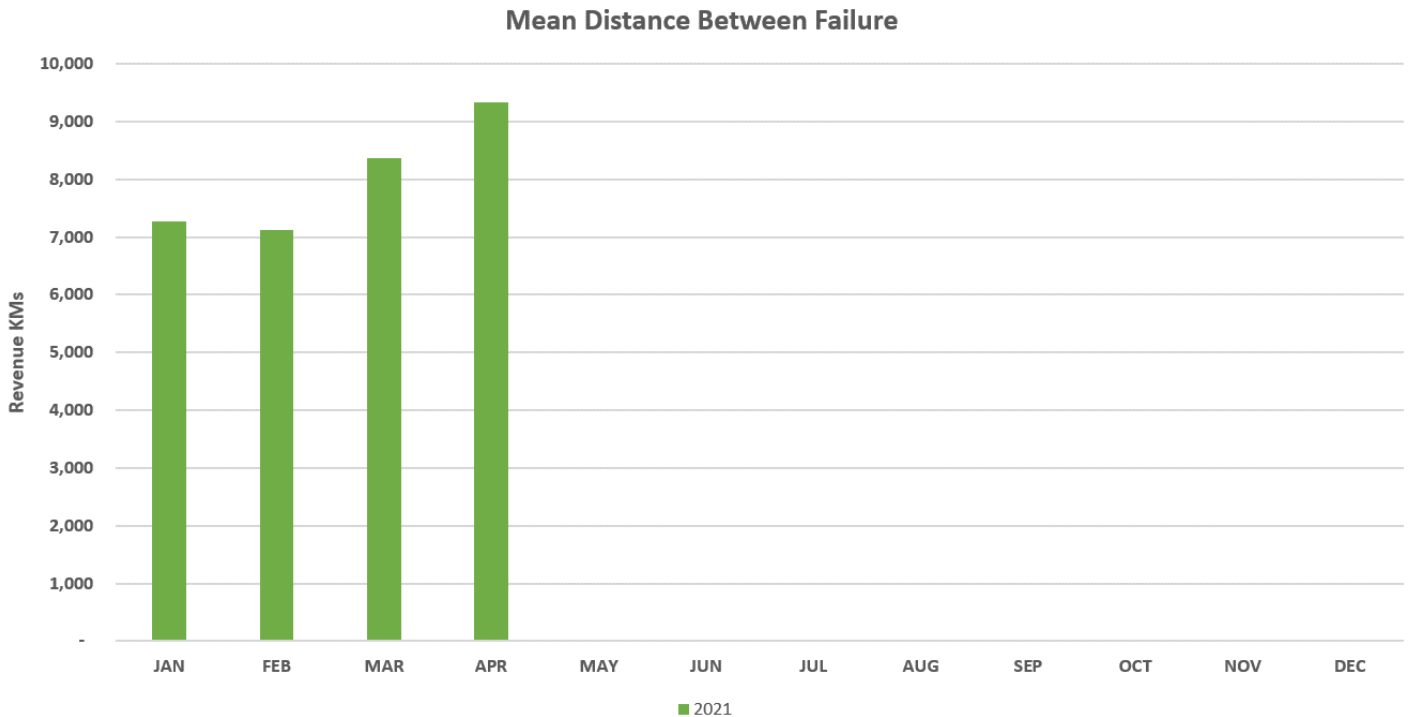
Service availability improved 0.2 per cent compared to 2019 and 0.8 per cent compared to 2020, exceeding the target of 99.5.

Action Plan

Service Planning staff have completed recent run time analysis 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 event 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

MDBF improved for the second consecutive month, increasing by 11.5 per cent in April to 9,334 km.

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. 2021 Service Update

In executing the 2021 Service Plan and in response to the current realities of the pandemic, several service enhancements will be implemented June 21, 2021 and September 7, 2021. DRT will be piloting the return of two scheduled routes replacing On Demand, expanding service into industrial, health care and secondary school areas, and residents will be able to leave their vehicles home and not worry about parking when using DRT to access attractions, recreational areas and green spaces across the Region.

2021 Summer Service Enhancements

1. Route 110: Pickering Parkway Terminal – Sunbird Loop, replacing temporary On Demand in central Pickering
2. Route 120: Pickering Station – Sunbird Loop, providing integration with GO Lakeshore East train
3. Enhance Route 224: Ajax Station - Taunton, servicing Paradise Park and Veteran's Point Gardens on weekends and holidays
4. Enhance Route 917: Oshawa - Toronto, servicing Toronto Zoo and Rouge National Urban Park on weekends and holidays between June 24 and September 6
5. On Demand to conversation areas and parks: On Demand will be available to residents supporting access to over 15 conservation areas and parks in Clarington, Scugog and Uxbridge

2021 September Service Enhancements (September 7, 2021)

1. New Route 392: Oshawa Centre – Ontario Shores, providing limited weekday service to access Lakeridge Health Whitby, Ontario Shores, and Abilities Centre
2. Enhance Route 407: Harmony Terminal – South Oshawa, increasing access to South Oshawa Industrial area
3. Reintroduce Route 411: Oshawa Centre – South Courtice, increasing access to South Oshawa Industrial area and Pereyma and Holy Trinity secondary schools, replaces temporary On Demand service in South Courtice
4. Enhance Route 901: North Campus – Oshawa Centre: Increasing access to the Oshawa Centre on weekday evenings and weekends
5. Enhance Route 905: Whitby Station – Harmony Terminal – Uxbridge, additional evening trips to Uxbridge on Saturdays, increasing access to GO Lakeshore East and Whitby GO Station
6. New Route 920: Toronto – Amazon Ajax – North Campus, new cross-regional route connecting to TTC Rapid Transit Network Line 3 (McGowan Station) and employment (Amazon Distribution Centre, Sheppard East Industrial) and post secondary (Centennial College, North Campus) destinations

7. **New Overnight Mobility:** New mobility options for 24/7 service including PULSE 900 (Morningside to Simcoe) and 901 (King to North Campus). On Demand available within urban areas connecting to scheduled service and GO rail stations.

2. Approval of the final Investing in Canada Infrastructure Program (ICIP) project

In an April 28 letter, the Honorable Caroline Mulroney, Minister of Transportation, confirmed approval of the final ICIP – Transit Stream project for the construction of median bus rapid transit lanes in Pickering as part of the Durham Scarborough Bus Rapid Transit (DSBRT) program. This \$126 million project includes \$45.8 million federal funding and \$36.2 million provincial funding. The 7.7 kilometer project will include dedicated median Bus Rapid Transit lanes along with dedicated off-road cycle tracks. The project will proceed following completion of the DSBRT environmental assessment and will be completed in phases between 2022 and 2025. Staff will present an overview of the current planned construction phasing and schedule for the BRT segments currently funded through ICIP.

General

1. **DRT Trips to Vaccine Clinics**

Over the past six weeks (week ending May 9, 2021) 151 free trips were provided to/from COVID-19 vaccination clinics across the Region thanks to a generous donation from Ontario Power Generation. Free trips using DRT's demand responsive services continue to be available to all residents. Information and details are available on DRT's website (durhamregiontransit.com), or by contacting a DRT customer service representative by telephone (866-247-0055).

2. **Eligibility Appeal Panel for Specialized Services**

Following a hiatus during the early days of the pandemic, the Eligibility Appeal Panel resumed their work virtually in 2021.

In accordance with the *Accessibility for Ontarians with Disability Act*, Specialized Services implemented the AODA eligibility criteria in January 2015. The current DRT Eligibility Panel process and terms of reference was approved by TEC in May 2018 (#2020-DRT-17). An independent panel ensures DRT decisions are thoroughly considered along with information provided by appellants. The independent eligibility appeal panel includes an Occupational Therapist, a DRT conventional transit professional, and a representative of the community with a disability who uses DRT conventional transit services. After considering the information and rationale presented by DRT staff, and any additional information provided by the appellants, the panel issues their final eligibility decision.

The panel can make two final eligibility decisions:

- a) uphold the original eligibility decision made by specialized services staff; or
- b) revise the original eligibility decision, including denying eligibility.

In 2020, seven valid eligibility appeals were received: one from a new applicant, and six from customers participating in the eligibility review process. The appeal panel upheld 100 per cent of the eligibility decisions of DRT specialized services staff, and one appeal remains pending to be scheduled.

Through April 2021, 11 valid appeals were received from customers participating in the eligibility review process. The appeal panel upheld 75 per cent (six appeals) of eligibility decisions made by specialized services staff; 25 per cent of appeals (two appeals) were revised, one of which included the additional requirement of a personal care attendant as the panel decided that the applicant was unable to travel independently. The remaining three appeals will be scheduled for the next available appeal panel hearing date.

3. **Notes of gratitude from local students**

Students from Monsignor John Pereyma Catholic Secondary School in Oshawa recently shared personal notes of gratitude with Durham Region Transit (DRT) staff (samples below).

These messages of hope are timely, relevant, and demonstrate a sense of partnership in our shared vision for safety and service within our local communities.

In anticipation of a safe reopening of the community and serving families with flexible transit options in the weeks and months ahead, this kind gesture from local students serves as a reminder to DRT staff that their work is valued and appreciated by the community. A few examples are shown below.

“Thank you for working all day and night. Even during the global pandemic, you still don’t struggle to get student, parents, and other workers to where they need to be. You are so helpful and always will be. Thank you. Stay safe :)“

“Thank you so much for all that you have done throughout this past year, to keep us all safe and healthy throughout this pandemic.”

“I want to thank you for all your hard work, especially during the pandemic. Every day you help people get to their jobs, appointments, and home safely. I know that it might be scary driving lots of different people, but your job is very important, and I appreciate your service. My sister takes the bus to go to Durham college and I’m glad that she is safe on the bus.”

“Thank you so much for still driving everyone to work, school, activities, and more. We are so very thankful that you put others before yourselves. During these hard times, you are the reason people’s lives are saved because you drive the doctors and nurses to the hospital to help people who are sick. Thank you for all your hard work, you are very appreciated.”

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-16
Date: June 2, 2021

Subject:

Durham Region Transit customer policies updates

Recommendation:

That the Transit Executive Committee recommends:

That this report be received for information.

Report:

1. Purpose

1.1 The purpose of this report is to provide the Transit Executive Committee (TEC) with an overview of updates to Durham Region Transit's (DRT) customer policies.

2. Background

2.1 Current DRT customer policies were established in 2006 following the amalgamation of the Oshawa Transit Commission, Whitby Transit, Clarington Transit and Ajax Pickering Transit Authority; ad hoc updates have been made over the past 15 years.

2.2 The Ministry of Transportation (MTO) has established a Fare and Service Integration table to advance service and fare integration across the GTHA, with deliverables scheduled for early to mid 2022. Service integration will require transit agencies to collaborate and ensure alignment of operational policies and practices to deliver a consistent and reliable public transit experience.

2.3 In advance of further service integration opportunities and in consideration of known operational challenges and customer feedback with some existing policies, throughout

2020 DRT staff completed a best practice review of customer-facing policies, including transit agencies from across the GTHA, and provincially and nationally.

2.4 DRT customer policies adhere to five key principles:

1. Clear and Concise: Policies support a diverse community for a common understanding of expectations.
2. Technology: Policies reflect current and impending technology systems.
3. Consist Customer Experience: Policies are aligned with public transit service providers across the Greater Toronto and Hamilton Area (GTHA) to support a consistent inter-regional travel experience.
4. Modern Service: Policies embrace evolving models and methods for providing access and delivering public transit within the Region of Durham.
5. Equity: Policies developed through the social equity lens.

2.5 Engagement & Consultation

- a. Internal stakeholders, including Legal, were engaged to considered operational, organizational, and legislative requirements and challenges, ensuring policies are implemented equitably across DRT services.
- b. At their meeting held January 19, 2021, the Transit Advisory Committee received a staff presentation and provided feedback and recommendations for staff consideration.
- c. A total of 585 people attended a virtual Public Information Centre (PIC) during March 2021. In addition to posted information on the virtual PIC site, staff consulted in person with participants during eight hours of virtual discussions on March 30 and April 1; 13 people participated in these discussions.

2.6 Updated customer policies are summarized in Attachment #1.

3. Previous Reports and Decisions

3.1 Not applicable.

4. Relationship to Strategic Plan

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

- a. Economic Prosperity: Enhance communication and transportation networks to better connect people and move goods more effectively

- b. Service Excellence: Collaborate for a seamless service experience and demonstrate commitment to continuous quality improvement and communicating results

5. Conclusion

- 5.1 DRT’s updated customer policies are clear and concise reflecting a modern transit organization committed to adopting technology to provide a consistent customer experience within the Region and the GTHA.
- 5.2 The new and revised customer policies will be launched August 1, 2021, supported by an extensive communications plan. Policies will be available on the website (durhamregiontransit.com) or by contacting DRT Customer Services by telephone (1-866-247-0055) or e-mail (DRTHelps@durham.ca).

6. Attachments

Attachment #1: DRT Customer Policies, August 1, 2021

Respectfully submitted,

Original signed by

Bill Holmes
General Manger, DRT

Recommended for Presentation to Committee

Original signed by

Elaine C. Baxter-Trahair
Chief Administrative Officer

DRT Customer Policies, August 1, 2021

Contents

1.	Passenger Code of Conduct	2
2.	Transfers.....	5
3.	Bicycles.....	6
4.	Animals – Scheduled Service.....	7
5.	Carry on items	8
6.	Photography and video	9
7.	Demand Responsive Accessible-Door to Accessible-Door Assistance (Specialized)	10
8.	Children travelling alone.....	11
9.	GO Train arrival connections.....	11
10.	Strollers, shopping carts or wagons	12
11.	If you see something, say something.....	14

Passenger Code of Conduct

Existing Policy	New/Revised Policy
<p>No existing policy.</p>	<ul style="list-style-type: none"> • Respectful behaviour is expected of DRT employees and from customers and passengers. Acts of aggression, intimidation, or harassment will not be tolerated. Those who act in such a manner will be asked to leave DRT property, including vehicles. • All persons on or about any property owned, leased, occupied or used by DRT, including vehicles and bus stops, shall at all times: <ul style="list-style-type: none"> ○ pay a full and valid fare when boarding the DRT vehicle ○ provide proof of payment if requested by a DRT employee or other authority having jurisdiction ○ adhere to the transfer policy ○ vacate a seat in the priority seating area of the bus for persons with disabilities ○ wear shoes, boots, sandals or other similar footwear ○ be fully clothed ○ remain behind the yellow line on the floor while the bus is in service, except for boarding ○ use earphones when operating any radio, recording device, digital music, or audio device, musical instrument or similar device, and that the sound level does not disturb other passengers or DRT employees • All persons on or about any property owned, leased, occupied or used by DRT, including vehicles and bus stops, are prohibited to:

Existing Policy	New/Revised Policy
	<ul style="list-style-type: none"> ○ place feet/shoes on seats ○ lay down on seats ○ litter; and shall carry all litter off property ○ smoke or carry a lighted cigar, cigarette, pipe, other tobacco product, or any other lighted smoking equipment or material ○ consume alcohol ○ cause a disturbance with profanity, gestures, fighting, or being offensive ○ conduct themselves in a manner that creates public indecency ○ interfering or obstructing a DRT employee or contractor from performing their duties ○ to use profane, abusive, indecent, foul, insulting or obscene language or behaviours ○ urinate, expectorate or defecate, except in facilities specifically intended for such actions ● No person shall enter any property owned, leased, occupied, or used by DRT, including vehicles and buses, being in possession of: <ul style="list-style-type: none"> ○ a firearm, air gun, air rifle, pellet gun, pellet rifle, gas charged gun, gas charged rifle, imitation firearm, an offensive weapon or a prohibited weapon; or ○ explosives, pyrotechnical material, flammable material, offensive or toxic material, or any other dangerous thing, object, or material ● passengers who are in possession of a knife must always ensure it is safely secured by the customer while

Existing Policy	New/Revised Policy
	<p>travelling on a DRT vehicle in the following manner:</p> <ul style="list-style-type: none">○ the blade of the knife must be in a sheath;○ the knife must be secured by the PASSENGER; and○ at no time and under no circumstances shall the blade of the knife be exposed while travelling on a DRT vehicle.

Transfers

Existing Policy	New/Revised Policy
<ul style="list-style-type: none"> • After paying your fare by cash or ticket, request a transfer from the operator. Your transfer gives you two hours of unlimited travel. • For customers using On Demand, when transferring to scheduled service, show the On Demand transfer to the Operator, and then insert it into the farebox. The Operator will then issue a printed transfer. • When using a PRESTO card or E-Ticket, transfers are automatically calculated, allowing you to travel for two hours. • Once your transfer is expired, you will need to pay a new fare. In the event that you experience a problem, pay your fare and contact Customer Service at 1-866-247-0055, making note of the four-digit bus number, date, and time of the event. 	<ul style="list-style-type: none"> • Paper transfers are free and must be requested from the bus operator when paying a fare by cash or DRT ticket. • A transfer is valid for two hours. • Passengers paying by cash or tickets must request a transfer from the vehicle operator after paying their fare. • Customers using Demand Response (On Demand and Specialized) and transferring to scheduled service must show the On Demand transfer to the bus operator when boarding, and then insert it into the farebox. The operator will then issue a printed transfer. • Customers shall not alter paper transfers and must surrender the transfer upon request to an operator or other DRT representative for inspection. • Paper transfers shall be maintained in good condition with printed information remaining readable. • Paper transfers that are not readable to the vehicle operator are considered invalid and the customer shall pay a fare and a new transfer will be issued.

Bicycles

Existing Policy	New/Revised Policy
<ul style="list-style-type: none"> • Bicycles with 16-inch to 29-inch wheels are to be placed in front mounted bike racks. • Before the bus arrives, the customer must remove loose items from the bicycle including water bottles, saddlebags, carriers or any non-permanent fixture. • For safety reasons, do not abandon the bus to assist customers to load or unload bikes. • E-bikes and scooters are not permitted onboard the bus or on the bike rack at any time. 	<ul style="list-style-type: none"> • Conventional buses are equipped with bike racks that accommodate two bicycles on a first-come, first-served basis. • Electric and pedal powered bicycles that meet the weight and size requirements are permitted to use DRT's bus bike system: <ul style="list-style-type: none"> ○ Tire size: <ul style="list-style-type: none"> ▪ minimum 16-inch ▪ maximum 29-inch / 700c ○ Weight: maximum 25 kilograms (55 lbs) • Loose items on the bicycle, including water bottles, saddlebags, carriers, or any non-permanent fixture, must be removed by the customer before boarding the bus. • Customers are solely responsible for loading and unloading their bicycle from the bike rack system. Customers are required to ensure the bike rack is secured after removing their bicycle. Bus operators are prohibited to assist customers with loading or unloading bicycles. • Bicycles are not permitted onboard a DRT vehicle.

Animals – Scheduled Service

Existing Policy	New/Revised Policy
<ul style="list-style-type: none"> • Dogs/cats will not normally be allowed on Durham Region Transit vehicles; however, exceptions will be made for the following. <ul style="list-style-type: none"> ○ Dogs on a leash with a muzzle ○ Dogs, cats, or all other animals confined in a pet transportation crate • A pet stroller which fully secures the animal inside the device is acceptable as a small animal pet transportation crate of DRT buses. • Customers are required to be in control of any device or items brought on board, ensuring they are properly secured while keeping the aisle clear for the safety for other customers. 	<ul style="list-style-type: none"> • Dogs, cats, and all other household pets are permitted onboard DRT vehicles, provided the dog, cat, or household pet: <ul style="list-style-type: none"> ○ is on a leash or is transported inside an enclosed, secure pet carrier or other suitable device; and ○ does not create a disturbance or inconvenience to other passengers or DRT employees. • A pet stroller which fully secures the animal inside the device is acceptable as a small animal pet transportation crate/carrier on DRT buses. • Pet containers, carriers and strollers must be kept clear of the aisle and must not inconvenience or jeopardize the safety of other passengers or DRT employees. • Passengers are required to be in care and control of any animal or items brought on board, ensuring they are properly secured. • This policy does not apply to a guide dog or service animal, as defined under Ontario Regulation 429/07 of the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11, provided the guide dog or service animal remains under the care and control of the passenger at all times.

Carry on items

Existing Policy	New/Revised Policy
<ul style="list-style-type: none"> • Customers carrying ice skates must have skate guards or the skates are to be carried in a bag. • Skateboards, hoverboards, rollerblades are required to be carried onboard the bus. • Rollerblading and skateboarding are not permitted onboard the bus. Customer footwear is required at all times. 	<ul style="list-style-type: none"> • Passengers are expected to independently manage any items carried onto a DRT vehicle, ensuring that items are stored safely such that the aisles and doorways of the vehicle remain clear and safe at all times. • Ice skates, roller blades, scooters, skateboards and other similar devices or equipment are permitted on DRT vehicles. These items must be carried by the passenger and not used on board the vehicle. • Ice skates must have skate guards installed or carried in an appropriate carrier. • Skis, snowboards and other large bulky recreational items are permitted on buses, provided there is available space on the bus. Skis and snowboards must be secured within a soft shell or hard shell travel bag and must be carried upright. These items are currently not permitted on Demand Responsive (On Demand and Specialized Transit) service.

Photography and video

Existing Policy	New/Revised Policy
<ul style="list-style-type: none"> • Customers are permitted to take photos and/or record videos for personal use, provided that the photos and/or videos are not published publicly on social media, YouTube, etc. If a photo and/or video is published, DRT will take the necessary steps to attempt to have it removed. Safety is always DRT’s priority. Taking photos and/or recording videos must not interfere with the safe operation of a vehicle or the flow of pedestrians. • Individuals taking photos and/or recording videos for commercial use on DRT vehicles or property must have written permission from DRT. To obtain permission for commercial photography/filming, individuals should be directed to DRT Customer Experience for assistance. • Photography, filming or video recording by customers of Operators in the normal course of their duties onboard or on DRT property is discouraged. • Customers are not restricted from taking photographs or a video recording in public spaces, permitted the Operator is not the subject matter. 	<ul style="list-style-type: none"> • Passengers are permitted to take photos and/or record videos for personal use, provided that the photos and/or videos are not published publicly on social media. • While taking photos and/or recording videos, the passenger is prohibited to interfere with the safe operation of a vehicle, flow of pedestrians, or any DRT employee during the course of their work. • Individuals and organizations taking photos and/or recording videos for commercial use involving DRT staff, vehicles or property must receive prior written authorization from DRT. • Photography, filming, or video recording of DRT staff during the normal course of their duties is strongly discouraged.

Demand Responsive Accessible-Door to Accessible-Door Assistance (Specialized)

Existing Policy	New/Revised Policy
<ul style="list-style-type: none"> • An accessible-door or entrance is an entrance at a residence or facility equipped with a well-designed ramp that meets AODA specifications. • If there is no ramp or elevator, the premises must be free of steps for an electric wheelchair or scooter and be no more than one (1) step (between landings) <i>of</i> no more than seven (7) inches for a manual wheelchair. • The Operator will assist each passenger to/from an accessible door to/from the bus. 	<ul style="list-style-type: none"> • Entrances to residences or facilities used by DRT staff for the purpose of assisting customers shall meet the accessibility requirements under the Ontario Building Code. Please consult with your local municipality for information. • Residents and/or property managers shall ensure their properties are safe and secure and do not compromise the safety of DRT staff during the conduct of their duties. • All pathways, sidewalks, ramps, and other surfaces between the applicable vehicle parking location and the accessible entrance shall be clear of snow, ice and any other obstacles or debris prior to customer pick-up or drop off. • At locations where a ramp or elevator is not provided, and where customers use an electric mobility device, there shall be no steps between the applicable vehicle parking location and the accessible entrance. • At locations where a ramp or elevator is not provided and where customers use a manual mobility device, there shall be no more than one (1) step between landings <i>of</i> no more than seven (7) inches between the applicable vehicle parking location and the accessible entrance. • The operator will assist customers between the vehicle and first

	<p>accessible door by providing help with a mobility device, walking next to the customer, opening / closing a door. Operators are prohibited to enter a residence or facility beyond the first accessible door.</p>
--	--

Children travelling alone

Existing Policy	New/Revised Policy
<ul style="list-style-type: none"> Adult supervision for groups of children under 12 is required (one adult per six children is recommended). 	<ul style="list-style-type: none"> Parents and/or guardians are solely responsible for ensuring their children can independently use the transit system before permitting their child, aged 16 or younger, to travel unattended when using DRT services.

GO Train arrival connections

Existing Policy	New/Revised Policy
<ul style="list-style-type: none"> When a GO train is running late, buses may wait at the platform for customers up to five (5) or twenty (20) minutes as required. 	<ul style="list-style-type: none"> DRT endeavours to maintain service schedules at all times. Many DRT routes connect with GO Transit trains at stations. A connecting bus route is defined as a route that includes at least seven minutes between an arriving GO Train and a departing DRT bus route. This connection time enables the customer to transfer between train platforms and bus stops. When an eastbound GO train is late, departures of connecting DRT bus trips may be delayed by up to five (5) minutes, or 20 minutes for the last bus trip of the day.

Strollers, shopping carts or wagons

Existing Policy	New/Revised Policy
<ul style="list-style-type: none"> • Strollers can be wheeled onto the bus. • Ask the operator to deploy the ramp, if needed. • Strollers can be parked in the priority seating area, with the child in the device, when the area is not occupied by passengers needing priority seating. • Stroller brakes need to be applied to prevent it from rolling. • Strollers must be placed to keep the aisles clear and not interfere with other customers. • When requested, strollers need to be folded for safe customer access to seats and exits. • Passengers with strollers need to be able to manage them as operators are unable to assist. • Be prepared that you may sometimes need to wait for a later bus to accommodate a stroller if the accessible seating area is occupied and you're not able to fold your stroller 	<ul style="list-style-type: none"> • Strollers can be wheeled onto the bus. Customers are required to ask the operator to deploy the ramp, if needed. • Strollers can be parked in the priority seating area, with the child in the device, when the area is not occupied by persons with disabilities. • Stroller brakes need to be applied to prevent it from rolling. • Strollers must be stored to keep the aisles clear and to not interfere with other customers. • Aisles and doorways are to remain clear of obstructions at all times and devices shall not interfere with other customers. Devices that impede with the aisle or doorway shall be folded by the passenger and stored accordingly. • Passengers with strollers must be able to manage the stroller as bus operators are unable to assist. • When there is insufficient space on a bus to accommodate a passenger with a stroller, the customer is required to wait for the next bus. • Small portable shopping carts (bundle buggies) are permitted on a DRT vehicle. The passenger shall maintain control of the device and safely secure the cart at all times.

	<ul style="list-style-type: none">• Play buggies, plastic pull-along carts or wagons are prohibited on DRT vehicles.
--	--

If you see something, say something

Existing Policy	New/Revised Policy
No existing policy.	<ul style="list-style-type: none"><li data-bbox="852 304 1440 688">• If a customer or passenger observes a suspicious package that is left on the bus, at a stop, in a shelter, or at a facility, please notify a DRT staff member immediately. Do not attempt to open or handle a suspicious package and discourage others around you from going near or handling the package.<li data-bbox="852 699 1362 861">• If a customer or passenger encounters a suspicious person, notify a DRT staff member immediately.

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-17
Date: June 2, 2021

Subject:

100,000 On Demand passenger promotion

Recommendation:

That the Durham Region Transit Executive Committee approve:

- A) That in recognition of the success of Durham Region Transit (DRT) On Demand launched on September 21, 2020 as part of the Ridership Recovery network, that DRT staff be authorized to issue a PRESTO card pre-loaded with a \$500 value to the On Demand passenger completing trip 100,000 as recorded in the On Demand technology platform scheduling system;
 - B) That should the 100,000-passenger be a Durham Region Transit or Region of Durham employee or a member of an employee's family, the next registered passenger who is not a Durham Region Transit or Region of Durham employee or member of an employee's family shall be recognized as the 100,000-passenger and issued the \$500 PRESTO card; and
 - C) That the \$500 PRESTO card be funded from the approved 2021 Durham Region Transit Operating Business Plans and Budget.
-

Report:

1. Purpose

- 1.1 The purpose of this report is to request approval of the Transit Executive Committee (TEC) to authorize staff to issue a \$500 PRESTO card. This card would be awarded as part of a promotional campaign, celebrating the success of

DRT's new On Demand service; recognizing the 100,000-passenger trip booked through this service.

2. Background

- 2.1 On September 21, 2020, the Phase 1 service plan was launched as part of DRT's ridership recovery framework. The service plan included a new On Demand service operating in low ridership zones within urban areas and rural areas across the Region. DRT On Demand was supported by the launch of a new technology platform encompassing TEC approved recommendations arising from rural transit review in June 2020, and current industry best practices.
- 2.2 DRT On Demand ridership has increased steadily since September 2020, recording 10,094 trips in March 2021. The 100,000-passenger trip is expected in mid-July 2021.
- 2.3 DRT continually explores opportunities to enhance communication and marketing of services to customers and residents. An effective marketing campaign to recognize the 100,000-passenger trip will generate attention to the service from customers and the public and will provide an opportunity to improve ridership and attract new public transit riders.

3. Previous Reports and Decisions

- 3.1 Ridership Recovery Framework Presentation, July 8, 2020, Transit Executive Committee.
- 3.2 #2021-DRT-09, On Demand outcomes and next steps.

4. Financial Implications

- 4.1 Marketing costs, including the \$500 PRESTO card, will be funded from the approved 2021 Durham Region Transit Operating Business Plans and Budget.

5. Next Steps

- 5.1 Following TEC approval of report recommendations, DRT and Corporate Communications will launch the 100,000-passenger marketing campaign culminating in the promotion of the 100,000-passenger, pending the wishes of the passenger.

6. Relationship to Strategic Plan

- 6.1 This report aligns with/addresses the following strategic goals and priorities in the Durham Region Strategic Plan:
- a. Service Excellence: Drive organizational success through innovation, a skilled workforce, and modernized services.

7. Conclusions

- 7.1 Since the initial launch in September 2020, DRT's On Demand service has ensured residents have access to frequent and reliable public transit. A marketing campaign, including the opportunity to win a \$500 PRESTO card, will generate enthusiasm for the 100,000-passenger incentive, and provide an opportunity for DRT to improve ridership and attract new public transit riders.

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



The Regional Municipality of Durham Report

To: Durham Region Transit Executive Committee
From: General Manager, Durham Region Transit
Report: #2021-DRT-18
Date: June 2, 2021

Subject:

Transit Advisory Committee member appointment from Accessibility Advisory Committee

Recommendation:

That the Transit Executive Committee recommends

That this report be received for information.

Report:

1. Purpose

1.1 The purpose of the report is to advise the Transit Executive Committee of the appointment of the second member from the Accessibility Advisory Committee (AAC) to fill a vacancy on the Transit Advisory Committee (TAC), as defined in the TAC Terms of Reference.

2. Background

2.1 As outlined in the Terms of Reference, TAC is composed of 17 members: 16 voting and one non-voting, including two members from the AAC.

3. Previous Reports and Decisions

3.1 During the March 23, 2021 AAC meeting, member Heather Hall was approved as the second AAC representative to TAC.

3.2 At the meeting held April 13, 2021, the motion was carried by the Finance and Administration Committee to recommend to Council that Heather Hall be appointed as the AAC representative to TAC.

3.3 At the meeting held April 28, 2021, Council approved that Heather Hall be appointed as the Accessibility Advisory Committee representative to the Transit Advisory Committee

4. Relationship to Strategic Plan

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

- a. Service Excellence: Demonstrate commitment to continuous quality improvement and communicating results, supporting transparency and accountability by providing clear and consistent communication and sharing of results with the community.

5. Conclusion

5.1 On April 28, 2021, Regional Council approved the Accessibility Advisory Committee has nomination that Heather Hall be appointed as Committee’s second representative to the Transit Advisory Committee.

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