



Transit Executive Committee Agenda

Council Chambers
Regional Headquarters Building
605 Rossland Road East, Whitby

Wednesday, April 6, 2022

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 –
March 2, 2022

Pages 3-6

4. Delegations

5. Presentations

A) General Manager's Verbal Update

B) David Dunn, Manager, Rapid Transit Office re: BRT
Shelter Update

Pages 7-16

6. Correspondence

7. Reports

A) General Manager's Report – April 6, 2022 (2022-DRT-04) Pages 17-32

8. Advisory Committee

9. Confidential Matters

There are no confidential matters to be considered

10. Other Business

11. Date of Next Meeting

Wednesday, May 4, 2022 at 1:30 PM

12. Adjournment

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The Regional Municipality of Durham

MINUTES

DURHAM REGION TRANSIT EXECUTIVE COMMITTEE

Wednesday, March 2, 2022

A regular meeting of the Durham Region Transit Executive Committee was held on Wednesday, March 2, 2022, in the Council Chambers, Regional Headquarters Building, 605 Rossland Road East, Whitby, Ontario at 1:30 PM.

1. Roll Call

Present: Commissioner Collier, Chair
Commissioner Barton, Vice-Chair
Commissioner Anderson
Commissioner Carter
Commissioner Mulcahy
Commissioner Pickles
Commissioner Smith
Regional Chair Henry

Also

Present: Commissioner Crawford
Commissioner John Neal

Absent: Commissioner Drew

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. Dunn, Project Manager, Rapid Transit Implementation
J. Phelan, Project Manager, Durham Region Transit
L. Huinink, Director, Rapid Transportation & Transit Oriented Development, Office of the Chief Administration Officer
J. Demanuele, Director of Business Services, Works Department
R. Inacio, Systems Support Specialist, Corporate Services – IT
A. McKinley, Deputy General Manager, Maintenance, Durham Region Transit
A. Naeem, Solicitor, Corporate Services – Legal Services
C. Norris, Deputy General Manager, Operations, Durham Region Transit
F. Amin, Administrative Assistant, Durham Region Transit
N. Prasad, Assistant Secretary to Council, Corporate Services – Legislative Services
S. Samuel, Committee Clerk, Corporate Services – Legislative Services

2. Declarations of Interest

There were no declarations of interest.

3. Adoption of Minutes

Moved by Commissioner Carter, Seconded by Commissioner Pickles,
(6) That the minutes of the regular Durham Region Transit Executive Committee meeting held on Wednesday, February 2, 2022, be adopted.

CARRIED

4. Delegations

There were no delegations to be heard.

5. Presentations

5.1 David Dunn, Manager, Rapid Transit Office; Jack Phelan, Project Manager, Durham Region Transit re: ICIP Update and Median BRT Shelter Design

David Dunn and Jack Phelan provided a PowerPoint presentation to update TEC on the sections of the Durham-Scarborough Bus Rapid Transit funded through the Investing in Canada Infrastructure Program, and the Simcoe Corridor Visioning Process. A copy of the presentation was provided to Committee members prior to the meeting.

Highlights of the presentation include:

- Investing in Canada Infrastructure Program (ICIP)
- Durham-Scarborough BRT TPAP
- ICIP Update Ajax, Whitby & Oshawa Rapid Transit
- ICIP Update – Pickering
- Simcoe Street Rapid Transit Environmental Assessment
- Median Shelter Design
- Shelter Layout
- Shelter Elevation
- Design Option 1
- Design Option 2
- Design Option 3
- Back of Shelter Option 1
- Back of Shelter Option 2
- Shelter Considerations
- TEC Input and Next Steps

D. Dunn stated that staff is seeking an opinion on the draft BRT Median Station design and esthetics.

D. Dunn advised that staff will be reaching out to the public online for input on the three draft BRT Median Station design and esthetics from March 7 to 25, 2022, and that a public service announcement will be posted on the Region's website, social media platforms, and sent to all Councillors that signed up for notifications. He stated that staff will be incorporating all feedback received from the Commissioners and the public into the draft designs and will return to the Committee with an update.

J. Phelan responded to questions regarding the steel garbage and recycling cans, and their ability to hold larger items to avoid garbage overflow near the shelters.

D. Dunn responded to questions regarding snow storage around the new BRT Shelters in the event of large snowfalls; the crash wall; and the water drainage systems on the platforms to avoid slips and falls.

D. Dunn also responded to questions regarding the three designs presented to Committee in comparison to York Region's existing bus shelter design

B. Holmes responded to questions regarding the possibility of the DSBRT Project extending to the Municipality of Clarington.

J. Phelan responded to additional questions regarding the usable space and the thickness of the back walls in all three designs presented; the amount of LED lighting used in the shelter designs; and level of LED lighting used in the advertising panels.

Staff responded to further questions regarding the possibility of station naming and the sale of the station naming rights; the funding for the Pickering Village shelter design; whether the chosen design will be standard across Highway 2; future plans for Alexander's Crossing on Highway 2; and, if the chosen design will be updated to match the needs of the area.

6. Correspondence

There were no correspondence items to be considered.

7. Reports

A) General Manager's Report – March 2, 2022 (2022-DRT-03)

Report #2022-DRT-03 from B. Holmes, General Manager, Durham Region Transit, was received.

Moved by Commissioner Henry, Seconded by Commissioner Barton,
(7) That Report #2022-DRT-03 of the General Manager, Durham Region
Transit, be received for information.

CARRIED

8. Advisory Committee Resolutions

There were no advisory committee resolutions to be considered.

9. Confidential Matters

There were no confidential matters to be considered.

10. Other Business

10.1 Transit Operator and Worker Appreciation Day

B. Holmes recognized the dedication and value that all DRT staff bring to their work in providing transit to residents and advised that Transit Operator and Worker Appreciation Day will be observed on March 18, 2022, and that a social media campaign will be launched ahead of the event.

11. Date of Next Meeting

The next regularly scheduled Durham Region Transit Executive Committee meeting will be held on Wednesday, April 6, 2022, at 1:30 PM.

12. Adjournment

Moved by Commissioner Smith, Seconded by Commissioner Mulcahy,
(8) That the meeting be adjourned.

CARRIED

The meeting adjourned at 2:08 PM

Respectfully submitted,

S. Collier, Chair

S. Samuel, Committee Clerk

Shelter Design Update



Transit Executive Committee
April 6, 2022

Shelter Design Survey

- Rapid Transit Office (RTO) and Durham Region Transit (DRT) went out to the public seeking input into the median shelter design online from March 7th to 25th.
- 375 people took part in the survey.
- 211 comments on the design options.
- 160 comments on how we can improve the design.

Shelter Design Survey

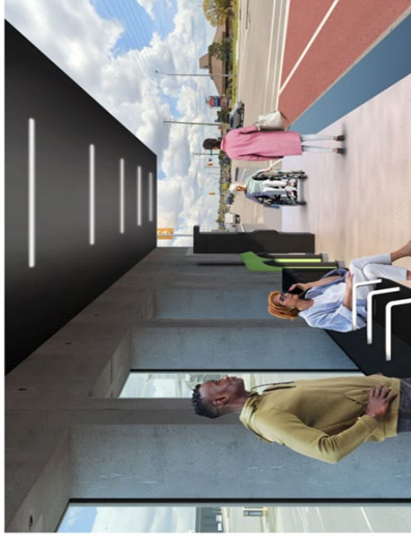
Option 1



Option 2

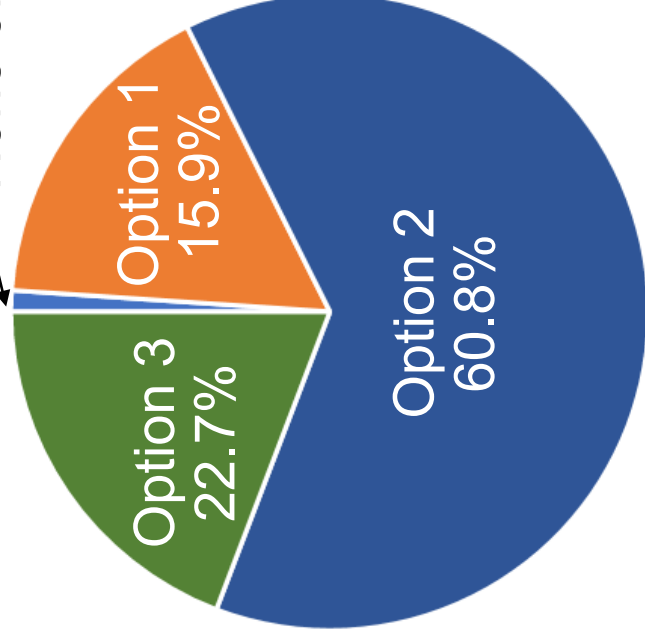


Option 3



9

None of the above – 1.1%



Why Shelter Design Option 2



3.6m Median Bus Rapid Transit (BRT) Shelter



4.2m Median BRT Shelter

- Wood finish provides a warmer, friendlier and more welcoming interior
- Prefer the darker colour which is more durable and requires less maintenance
- Looks modern and not like a glass box
- Concerns with graffiti on the concrete in option 3

What Are We Missing?

Summary of the most popular comments that we heard:

- Information screens for next bus arrival times
- Heaters in winter/air conditioning in summer
- More exterior lighting to ensure visibility
- More windows to increase natural light
- Additional colour or artwork to the shelters
- Bird collision mitigation
- Additional seating
- Solar panels on roof or green roof
- Bike racks at stops

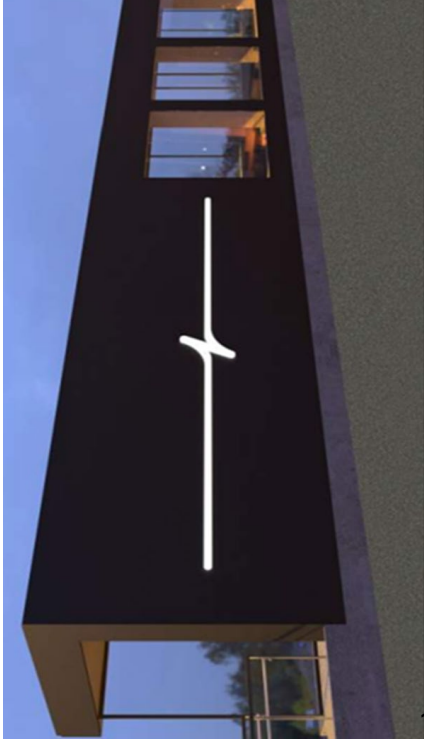
DurhamRegion Transit Moving Forward – Shelter Design



- Advance the median BRT shelter based on option 2
- Look at opportunities and feasibility to incorporate comments heard through consultation process
- Meet with the Accessibility Committee for further input

Shelter Back Design Options

Option 1

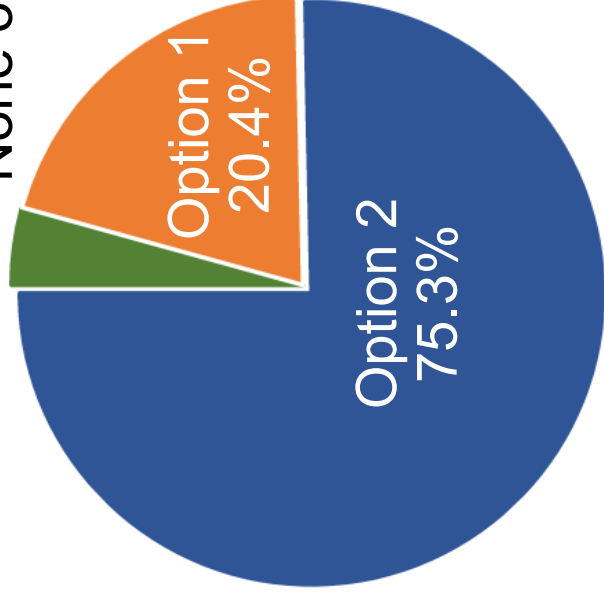


Option 2



13

None of the above – 4.3%



Why Design Option 2



- 4 Clear station name is better for wayfinding
- Identification is more important than graphics
- Pulse logo seems inappropriate on a large scale

What are missing or how can we improve the design?

- Combine both Options 1 and 2
- Add public art
- Add stop name to side/front for better visibility

DurhamRegion Transit Moving Forward - Back of Shelter



- Advance the shelter design based on option 2.
- Look at the feasibility of incorporating branding on the back of shelter and stop name in additional locations.

Questions?



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: #2022-DRT-04
Date: April 6, 2022

Subject:

General Manager's Report – April 2022

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 – April 2022

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

April 6, 2022

TEC

Attachment #1

Performance Measures Dashboard	<u>2</u>
Safety	<u>3</u>
Ridership	<u>4</u>
Service Delivery	<u>7</u>
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General	<u>18</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	February	0.46	0.66	✓ -32.1	✓ -50.9

Ridership

Scheduled						
Ridership (x1,000)	Number passengers	February	413	243	✓ 70.2	✓ 57.1
PRESTO Ridership	Customers paying using PRESTO (per cent)	February	83.3	79.5	✓ 3.8	✓ 3.4
Bus full occurrences	Number operator reported occurrences	February	46 ³	11	NA	NA
Demand Responsive						
Ridership Specialized	Number customer trips	February	5,802	3,776	✓ 53.7	✓ 39.4
Unaccommodated Rate - Specialized	Trip requests not scheduled (per cent)	February	1.6	0.1	⚠ 0.5	⚠ 0.5
Ridership – On Demand	Number customer trips	February	12,105	7,483	✓ 61.8	✓ 55.0

Service Delivery

Scheduled						
On time performance	On-time departures from all stops (per cent)	Service Period 1 ⁴	TBD	78.7	NA	NA
Service availability	Scheduled service delivered (per cent)	Service Period 1 ⁴	TBD	99.6	NA	NA
Mean Distance Between Failure (MDBF)	Average number of revenue service kilometres between occurrences of vehicle defects impacting service (revenue service kilometers)	February	130,530	NA	NA	NA

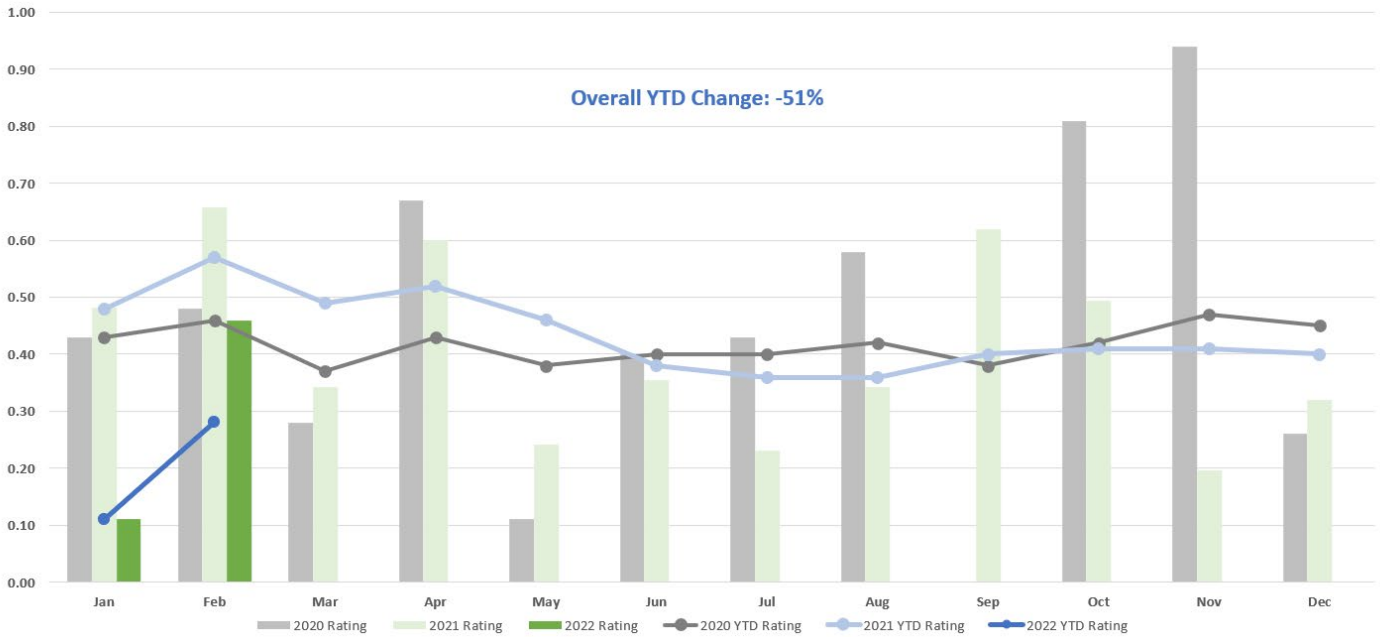
¹Target is 2021 measure for the same period

²Year to Date (YTD) compared to previous year

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

⁴Service Period 1: January 10 – April 3, 2022

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. DRT's objective is to reduce annual preventable collisions by ten per cent relative to the previous year.

Analysis

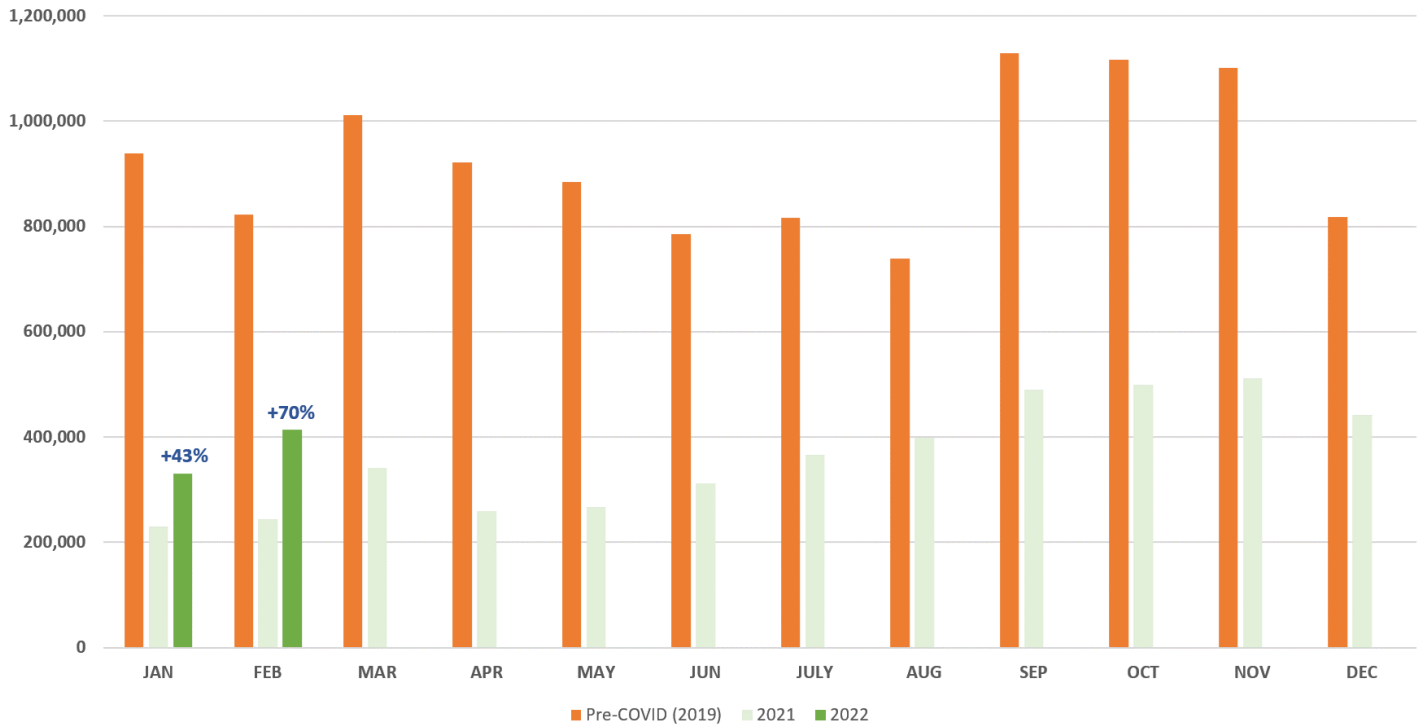
The February preventable collision rate was 0.44 per cent, compared to the rate of 0.66 per cent in 2021.

Action Plan

In addition to established processes to identify and resolve root causes of collisions, the DRT Safety and Training team has implemented the first multi-year safety plan including specific actions to realize the objective to reduce annual preventable collisions. The plan includes annual cyclical training, prioritizing defensive driving practices, mandatory refresher training for staff involved in a preventable collision prior to returning to service, and cognitive assessment and driving skills screening during the recruitment process.

Ridership

Scheduled transit



Definition: Ridership is the sum of all passenger trips. A passenger trip is 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

February ridership was 70 per cent higher than 2021, and approximately 50 per cent of pre-pandemic (2019) ridership for the same period. Ridership recovery continued to be suppressed in February as a result of impacts from the COVID-19 omicron variant.

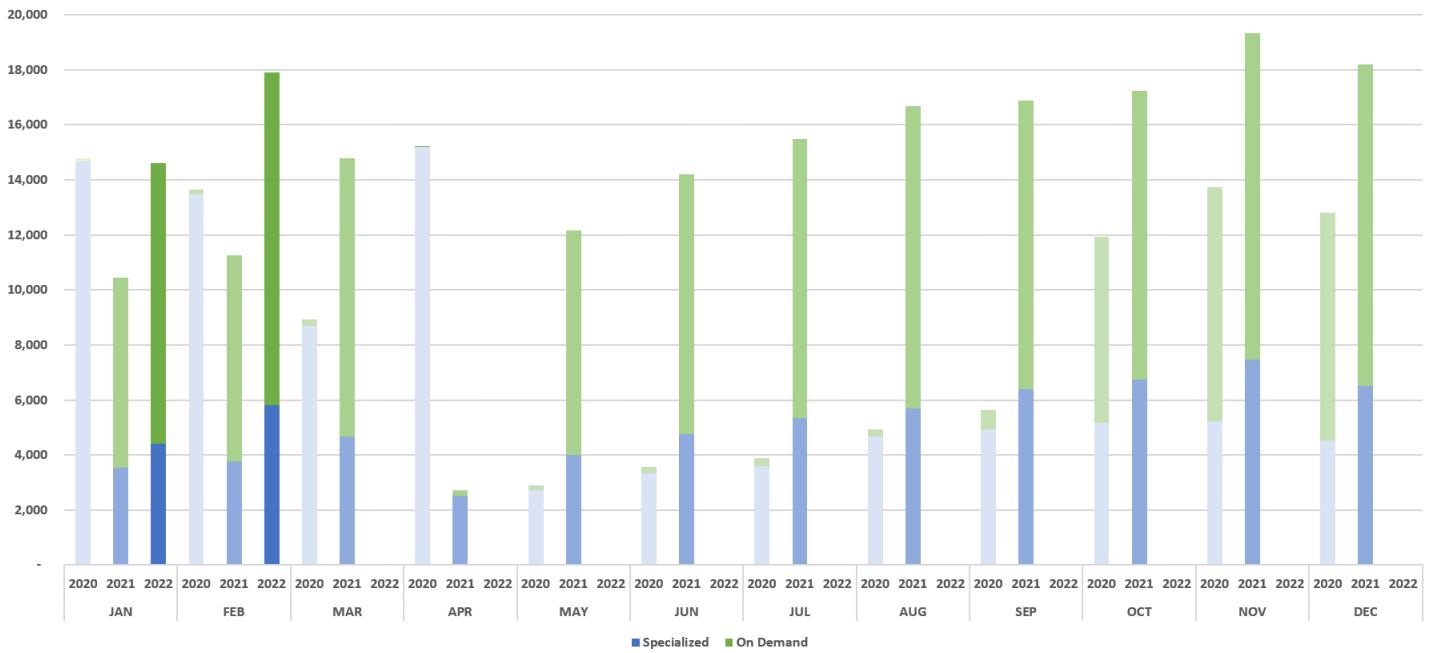
The number of February customers paying their fare using PRESTO improved to 83 per cent, while cash fares dropped to 8 per cent.

Action Plan

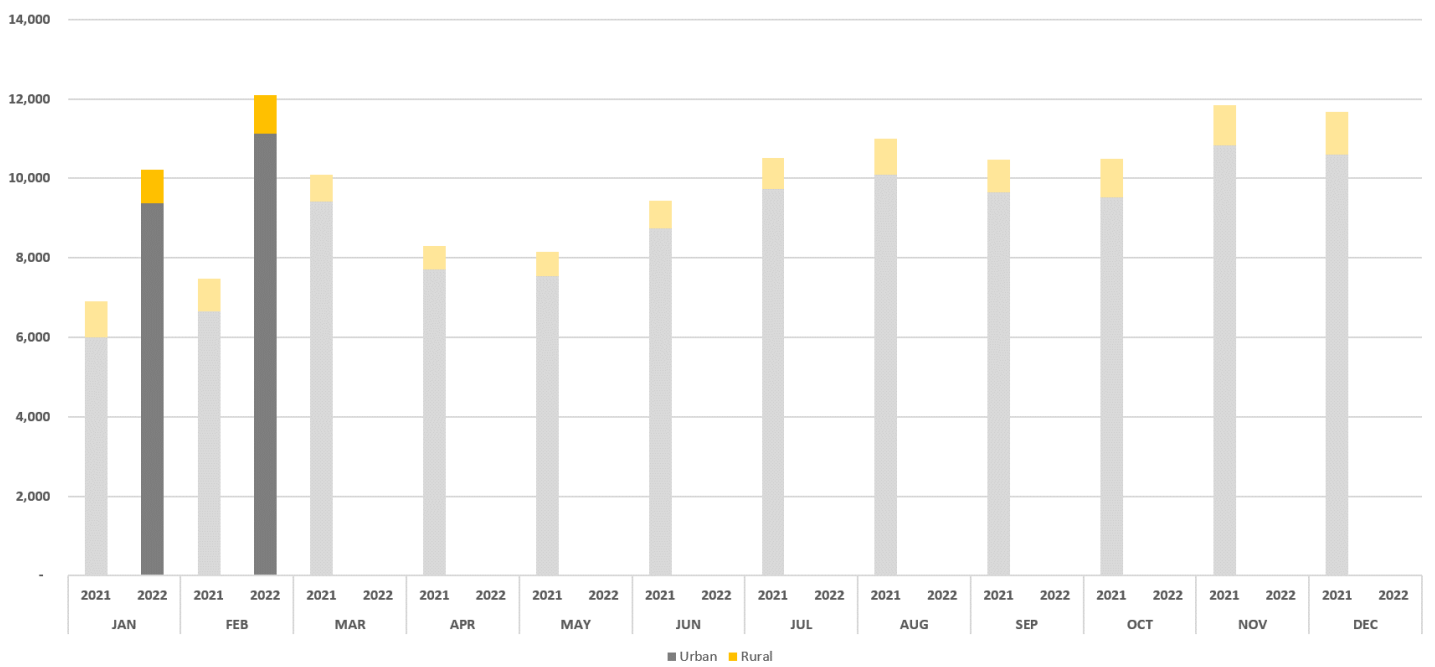
Additional revenue service will continue to be re-introduced as ridership recovers, including transition to scheduled services in specific On Demand zones.

Demand Response Transit

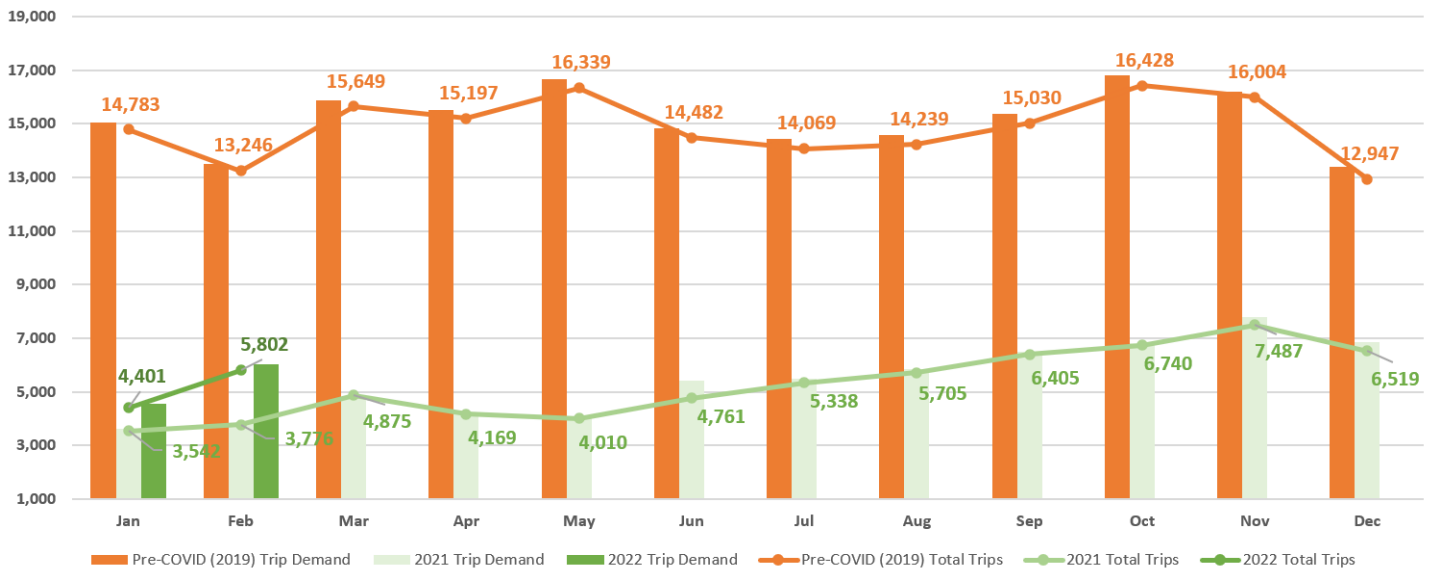
Demand Responsive Trips



On Demand Trips



Specialized Transit Trips



Definitions:

Trips: 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

On Demand continues to experience strong ridership delivering 12,105 trips in February, a 62 per cent improvement compared to 2021.

Specialized service ridership delivered 5,802 trips in February 2022, a 54 per cent improvement compared to 2021.

Increasing ridership on Specialized Services in February contributed to an unaccommodated rate of 1.6 per cent, up from 0.7 per cent in January 2022 and 0.1 per cent in February 2021.

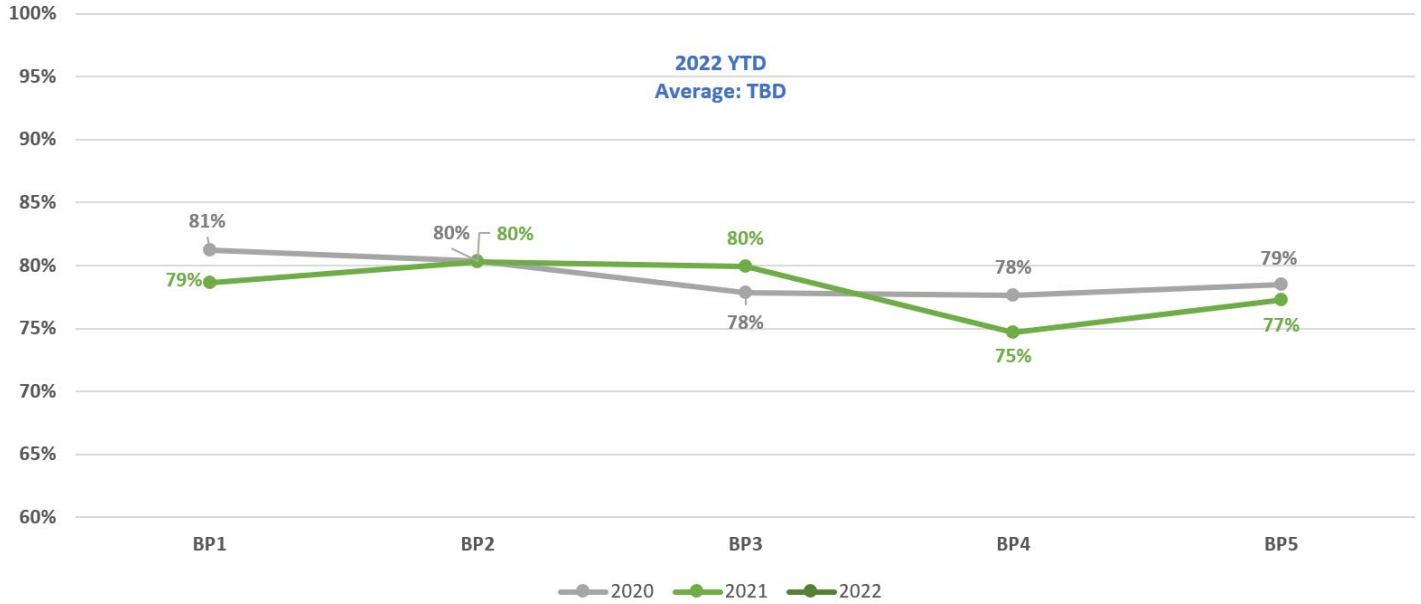
Action Plan

In mid-February, the Province announced two changes to pandemic-related restrictions that took effect February 17 and March 1, 2022. As a result of these changes and align to practices across the transit industry, effective Monday March 7, 2022, DRT ended vehicle capacity limits for demand response services. Removing capacity limits will support more customers to access demand response services.

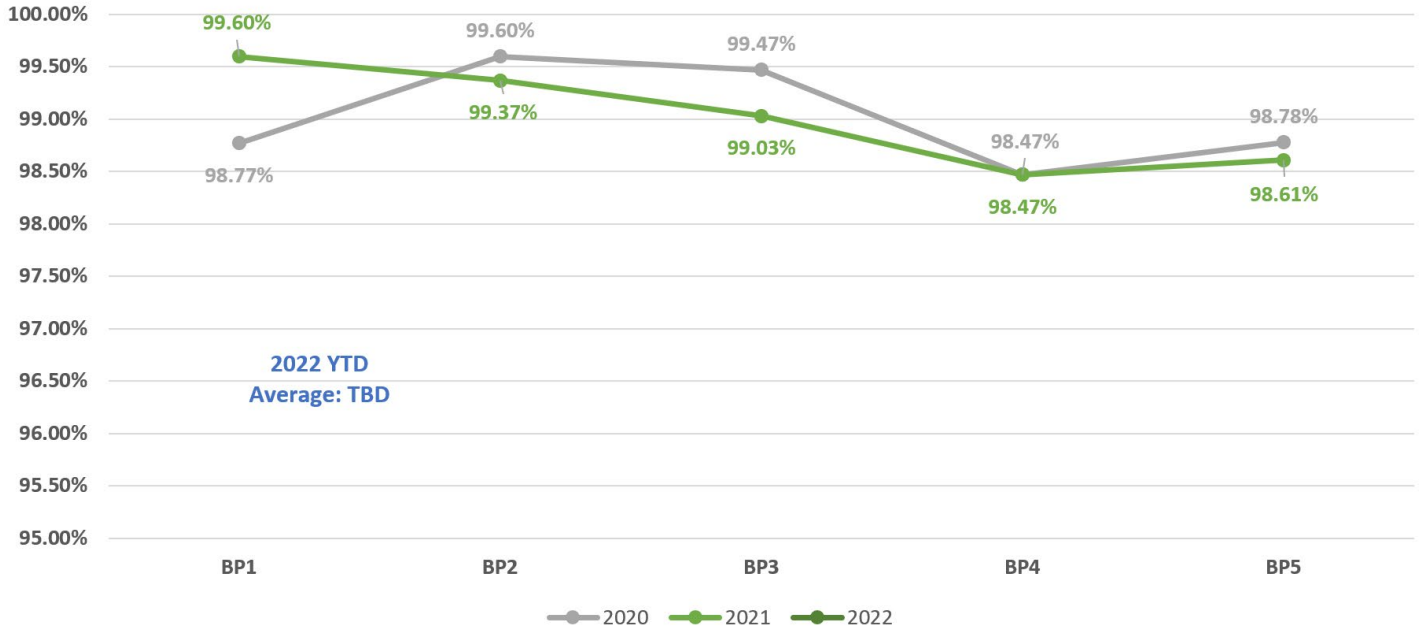
Service Delivery

On Time Performance and Availability (conventional)

2022 On-Time Performance



2022 Service Availability



Definition

On Time Performance (OTP) is a measure of the percentage of buses departing a bus stop no more than zero minutes early and five minutes late. The annual OTP target is 80 per cent. OTP is reported for each service period.

Service availability is a measure of the actual service delivered by DRT as a percentage of scheduled revenue service. The service availability target is 99.5 per cent. Service availability is reported for each service period.

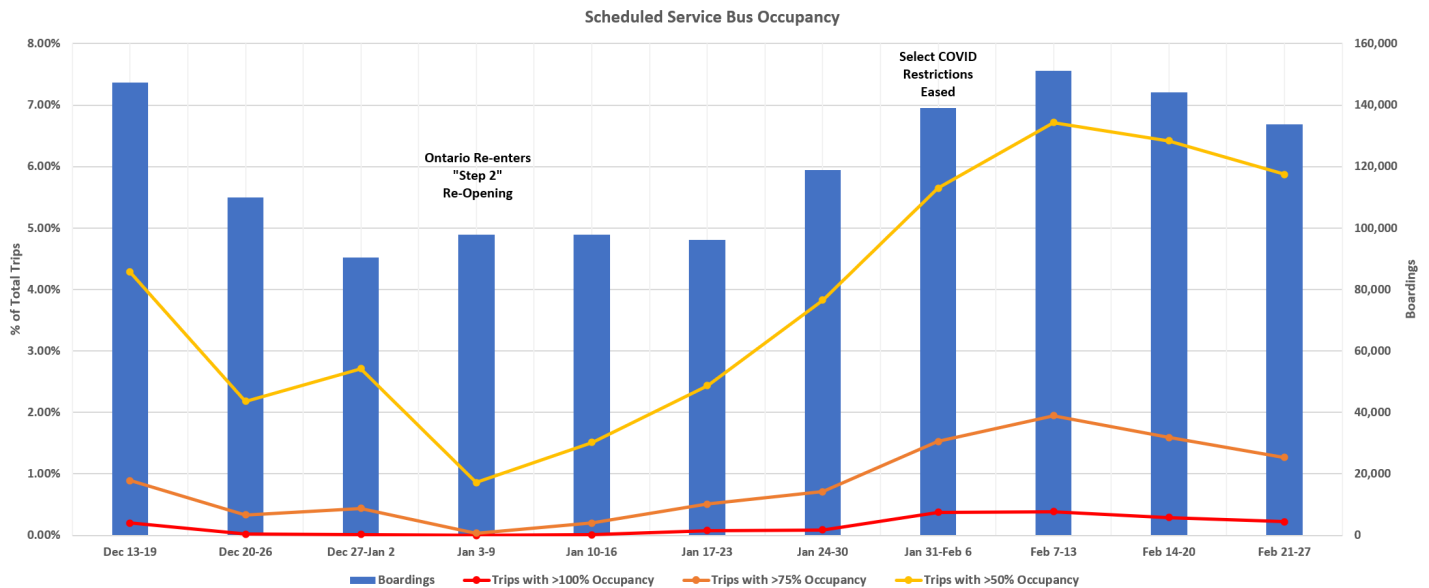
Results

On-Time Performance (OTP) and Service Availability data for Board Period 1 are not yet available.

Action Plan

Not applicable.

Scheduled Service Maximum Bus Occupancy



Definition

Maximum bus occupancy is a measure of the maximum number of riders on a scheduled service vehicle at any point of a trip, currently expressed as a percentage of the seated capacity. The data accounts for the differences in capacity for regular and articulated buses.

For planning purposes, maximum capacity is considered the vehicle seating capacity during the pandemic recovery period. There are no mandated/legislated bus passenger capacity limits and, at times, capacity on a trip may exceed the maximum seated capacity.

Results

During the last week of February (February 21-27, 2021), approximately 94 per cent of all trips were below 50 per cent of maximum occupancy, with approximately one per cent of trips exceeding 75 per cent maximum occupancy.

Action Plan

The transit network continues to provide adequate capacity for current customer demand. DRT removed the seated load capacity limit on March 7, 2022, to align with provincial changes and best practices currently adopted across the transit industry.

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) which does not consider failures resulting from passenger-related events (i.e., sickness on the bus), farebox or other technology defects such as PRESTO readers.

In consideration of MDBF outcomes in 2021, DRT has established the 2022 average MDBF target at 40,000 km. Moving forward, the objective is to realize an annual improvement in MDBF performance as a result of continuous enhancements to preventative maintenance practices.

Results

MDBF for February 2022 was 130,530 kilometers.

Action Plan

Not applicable

Updates

1. Supporting ACCESS Pass customers to shift to PRESTO

DRT's Transit Assistance Program (TAP) provides eligible Ontario Disability Support Program (ODSP) and Ontario Works clients with lower DRT fares and the security benefits of the PRESTO card. Based on the success of the TAP program, DRT will be discontinuing the paper ACCESS Pass in October 2022 and transitioning all eligible customers to TAP. The ACCESS Pass is currently available to ODSP clients and is the last of DRT's monthly pass products available in paper form. Recognizing that making the change to PRESTO can be challenging for some ACCESS Pass customers, DRT is providing an extended transition period of six months to build awareness and support ODSP clients through this change.

Starting with the sale of the May monthly pass, DRT will be selling a special run of ACCESS Passes through October including an attached perforated card notifying of the discontinuation of the ACCESS Pass in October and how to make the switch to the Transit Assistance Program on PRESTO (see image below). Those making the transition to PRESTO by August 15, 2022, will be provided with a free PRESTO card (\$6.00 value) through DRT's PRESTO points of sale at the Oshawa Centre, Pickering Town Centre, Scugog Municipal Office, Durham Region Headquarters and DRT Customer Service.

ACCESS Pass sales through 2021 peaked at approximately 700 passes sold per month, approximately one third of the more than 2,000 monthly ACCESS Pass sales prior to the COVID-19 pandemic. Given that a portion of ACCESS Pass purchasers have already made the change to TAP and the PRESTO card, it is estimated that up to 1,500 free PRESTO cards could be issued by August 15 at a cost of \$7,500 to DRT. This cost will be funded through DRT's approved 2022 budget.

Front of ACCESS Pass



PRESTO CARD

In October 2022, the Durham Region Transit (DRT) paper Access Pass will be discontinued. The Transit Assistance Program (TAP) will be available to eligible customers through **PRESTO**.

Eligible ODSP clients who switch to TAP by August 15, 2022 will receive a **FREE PRESTO card** from any DRT point of sale.

Once the **PRESTO card** is set up, TAP eligibility is valid for six months.

You can then add money or a monthly pass to the card at any **DRT PRESTO** point of sale, Shoppers Drug Mart, [PrestoCard.ca](https://www.presto.ca) or on the **PRESTO app** on your smartphone.

You can also register your **PRESTO card** and protect your funds in case your card is lost or stolen.

Back of ACCESS Pass

Make the switch to PRESTO

Switch to the Transit Assistance Program (TAP) by August 15, 2022 to receive a **FREE PRESTO card**.



For more information, visit DurhamRegionTransit.com/TAP

Name: _____

- ACCESS** — This pass is not transferable and must be signed to be valid.
- This pass provides unlimited boardings on all DRT services for the specified calendar month.
 - Fare fraud is a criminal offence. Unlawful use may result in confiscation and criminal charges. In the event of unlawful use or fare dispute, you will be asked to pay the cash fare and may contact DRT for resolution.
 - DRT is not responsible for lost or stolen passes.
 - This pass is **NON-REFUNDABLE**.
 - Do not laminate.
- If this information is required in an accessible format call 1-866-247-0055.**

2. Adjusting protocols as the province re-opens

The Province of Ontario continues to play an active role in providing guidance regarding the COVID-19 pandemic. In mid-February, the Province announced two changes to pandemic-related restrictions that took effect February 17 and March 1, 2022.

As a result of these changes, effective Monday March 7, 2022, the following updates were made to DRT COVID-19 policies:

- Ending vehicle capacity limits on scheduled and demand response services
- Ending specialized transit customer active pre-screening and replacing with passive pre-screening

Other DRT COVID-19 policies remain in place, including the provincial requirement that masks continue to be worn on public transit until April 27, 2022.

3. Shelter design update

Following the previous Transit Executive Meeting, the Rapid Transit Office (RTO) and DRT initiated a three-week public review of the proposed design operations of the median-lane Bus Rapid Transit (BRT) shelters. Approximately 500 people participated in the online survey, with 290 comments received and 175 suggestions to improve the shelter design.

Shelter design Option 2 was preferred by 63 per cent of respondents, with 19 per cent of respondents favouring Option 3, and 15 per cent favouring Option 1. The wood finish of Option 2 provides a warmer, friendlier and more welcoming interior, the dark colour is more durable and requires less maintenance, and the design is more modern.

Residents also shared their feedback and comments regarding additional items for consideration.

- Information screens for next bus arrivals times
- Heating
- Improved exterior lighting to ensure visibility
- Additional windows to maximize natural light
- Bird collision mitigation
- Solar panels on the roof, or a green roof
- Bike racks
- Full suite of accessibility requirements such as high contrast tactile edge strips

Respondents overwhelmingly supported Option 2 for the design of the back of the shelter, with less than 30 per cent preferring design Option 1. Design Option 2 supports improved wayfinding for customers and residents.

Staff will advance the median BRT shelter design based on the preferred options and evaluate opportunities to incorporate comments shared by residents.



General

1. Community Safety

Earlier in the year, DRT received a letter from Mike Hickey, Acting Fire Chief for Whitby Fire and Emergency Services. The letter expressed appreciation to DRT staff for their collaboration and assistance in providing firefighters with a shelter bus to get warm at a fire scene. We truly appreciated the acknowledgement to DRT staff from Acting Chief Hickey, recognizing their role in supporting safety in our community.

DRT continues to be an important community partner in responding to various safety and emergency incidents across the Region. Below are a few examples since the start of the year that demonstrate how DRT's exceptional staff continue to focus on the safety of transit riders and our communities.

- | | |
|-------------|---|
| January 15 | Provided a shelter bus at the scene of a large house fire in north Whitby. |
| January 31 | DRT operator was flagged down by Ajax Fire at an emergency scene requesting assistance to accommodate a resident using a wheelchair to be taken to a local hotel. |
| February 5 | DRT Control communicated a missing persons alert to bus operators who were able to assist Durham Regional Police Services in locating a missing senior. |
| February 19 | Provided a shelter bus to the scene of a fatal multi-car accident. |
| February 25 | Bus operator observed a customer with facial bruises riding the bus for several hours and Transit Control initiated a response for emergency services to support the rider. |

2. April service change

Details forthcoming from transit planning