



## Transit Executive Committee Agenda

Council Chambers  
Regional Headquarters Building  
605 Rossland Road East, Whitby

**Wednesday, May 4, 2022**

**1:30 PM**

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Please note: In an effort to help mitigate the spread of COVID-19 and to comply with public health measures, this meeting will be held in a hybrid meeting format with electronic and limited in-person participation. It is encouraged that members of the public [view the Committee meeting](#) via live streaming, instead of attending the meeting in-person. If in-person attendance is required, arrangements must be made by emailing [clerks@durham.ca](mailto:clerks@durham.ca) prior to the meeting date. Individuals are required to complete passive screening prior to entering Regional Headquarters and must wear a mask or face covering while on the premises.

**1. Roll Call**

**2. Declarations of Interest**

**3. Adoption of Minutes**

- A) Durham Region Transit Executive Committee meeting –  
April 6, 2022

Pages 3-7

**4. Delegations**

- A) Tina Henderson, Durham Resident, re: Inability to reliably use Durham Region Transit's On Demand Service

**5. Presentations**

- A) Bill Holmes, General Manager, re: General Manager's Verbal Update

- B) Christopher Norris, Deputy General Manager, Operations,  
re: Upcoming Service Updates To be Provided Under Separate Cover

**6. Correspondence**

**7. Reports**

- A) General Manager's Report – May 4, 2022 (2022-DRT-05) Pages 8-21
- B) 2022 to 2026 Transit Executive Committee Meeting Schedule (2022-DRT-06) Pages 22-24
- C) Youth Monthly Pass Incentives for the 2022/23 Secondary School Term (2022-DRT-07) Pages 25-35
- D) Sole Source Purchase for Supplemental Washroom Facilities to Support Daily Operations (2022-DRT-08) Pages 36-39

**8. Advisory Committee**

**9. Confidential Matters**

There are no confidential matters to be considered

**10. Other Business**

**11. Date of Next Meeting**

Wednesday, June 8, 2022 at 1:30 PM

**12. Adjournment**

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# The Regional Municipality of Durham

## MINUTES

### DURHAM REGION TRANSIT EXECUTIVE COMMITTEE

Wednesday, April 6, 2022

A regular meeting of the Durham Region Transit Executive Committee was held on Wednesday, April 6, 2022 in the Council Chambers, Regional Headquarters Building, 605 Rossland Road East, Whitby, Ontario at 1:30 PM. Electronic participation was permitted for this meeting.

#### 1. Roll Call

Present: Commissioner Barton, Vice-Chair  
Commissioner Collier, Chair attended the meeting at 2:00 PM  
Commissioner Anderson  
Commissioner Carter  
Commissioner Pickles  
Commissioner Smith  
Regional Chair Henry

Absent: Commissioner Drew  
Commissioner Mulcahy was absent due to municipal business

#### 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  
L. Huinink, Director, Rapid Transportation & Transit Oriented Development, Office of the Chief Administrative Officer  
J. Phelan, Planner, Service Design, Durham Region Transit  
R. Inacio, Systems Support Specialist, Corporate Services – IT  
A. Naeem, Solicitor, Corporate Services – Legal Services  
C. Norris, Deputy General Manager, Operations, Durham Region Transit  
N. Prasad, Assistant Secretary to Council, Corporate Services – Legislative Services  
S. Samuel, Committee Clerk, Corporate Services – Legislative Services

In the absence of the Chair, Vice-Chair Barton chaired the meeting.

#### 2. Declarations of Interest

There were no declarations of interest.

### **3. Adoption of Minutes**

Moved by Regional Chair Henry, Seconded by Commissioner Smith,  
(9) That the minutes of the regular Durham Region Transit Executive  
Committee meeting held on Wednesday, March 2, 2022, be adopted.  
CARRIED

### **4. Delegations**

There were no delegations to be heard.

### **5. Presentations**

#### **5.1 General Manager's Verbal Update**

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B. Holmes, General Manager, Durham Region Transit provided a verbal update regarding On Demand Service; the reduction of the gas and fuel tax; and highlights from the spring Canadian Urban Transit Association (CUTA) conference.

B. Holmes stated that in September 2020 when the enhanced On Demand service was launched, planning staff highlighted the ridership monitoring framework to ensure services evolved to meet changing travel patterns and ridership demands. As a result of the recent increased demand in North Bowmanville, on April 4, 2022, the new Route 502 was launched.

B. Holmes also stated that On Demand recently experienced another record ridership week, delivering 3,700 trips, with 69 new riders who had not previously used On Demand services. He added that the median wait times remained at 10 minutes with a satisfaction rate of 97%. He also noted that scheduled service continues to be a key focus as 96% of DRT riders travel on this service.

With respect to the reduction in the Gas and Fuel Tax, B. Holmes advised that the Province announced it will be introducing legislation that would cut the gas tax by 5.7 cents per litre, and the fuel tax (which includes diesel) by 5.3 cents per litre for six months starting July 1, 2022. He also advised that the Region has yet to be formally informed, but it is understood that the Province has assured that the gas tax reduction will not impact the associated municipal transit funding. He will advise the Committee of any further updates.

B. Holmes also advised that earlier this week staff attended the Canadian Urban Transit Association's first in-person conference in two years. He provided an overview of the following common themes:

- Zero emission buses and transit fleet transition plans and associated funding;

- Micro transit and On Demand service enhancing service reliability and sustainability in rural, suburban, and low-density areas;
- Revenue pressures during ridership recovery period, and the ongoing need for operating funding into 2023 to maintain service quality;
- Staffing challenges to increase services as ridership returns and recruiting and training the number of staff needed to expand service levels;
- Supply chain challenges and the escalation of capital project costs, particularly for projects with approved funding that are experiencing escalations of up to 30%;
- Focus on public transit delivering value to the customers and the community, rather than just volume or level of ridership.

B. Holmes responded to questions regarding promoting the new 502 route in Bowmanville; its hours of operation; and, whether there are sufficient resources and interim measures to deal with the demand for On Demand services.

C. Norris responded to questions regarding the ways Regional Transit can best support the General Motors employees, in response to the company's announcement earlier this week that a third shift will be added with approximately 800 employees. He also responded to questions regarding the influx of new employees in the area near Wentworth Street that work the overnight and early morning shifts, and how Regional Transit can accommodate those employees that rely on the service.

Staff was asked to consider how public transit would be able to service the Northwood Business Park, where construction is scheduled to begin in the Spring/Summer months.

At the request of the Committee, J. Austin provided an update on the roll-out of the electric buses that are to be ordered; and the cost associated with the infrastructure required to implement an electric bus system.

B. Holmes responded to additional questions regarding the diesel fuel budget. He advised that information regarding the financial impact will be brought to the June meeting.

## 5.2 David Dunn, Manager, Rapid Transit Office re: BRT Shelter Update

Jack Phelan appeared before the Committee in place of David Dunn to provide a PowerPoint presentation regarding the BRT Shelter update. A copy of the presentation was provided to Committee members prior to the meeting.

Highlights of the presentation included:

- Shelter Design Survey
- Why Shelter Design Option 2
- What Are We Missing?
- Moving Forward – Shelter Design
- Shelter Back Design Options
- Why Design Option 2
- Moving Forward – Back of Shelter

**6. Correspondence**

There were no correspondence items to be considered.

**7. Reports**

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

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Report #2022-DRT-04 from B. Holmes, General Manager, Durham Region Transit, was received.

Moved by Commissioner Carter, Seconded by Commissioner Pickles,  
(10) That Report #2022-DRT-04 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**

There was no other business to be considered.

**11. Date of Next Meeting**

The next regularly scheduled Durham Region Transit Executive Committee meeting will be held on Wednesday, May 4, 2022 at 1:30 PM in the Council Chambers, Regional Headquarters Building, 605 Rossland Road East, Whitby.

**12. Adjournment**

Moved by Regional Chair Henry, Seconded by Commissioner Pickles,  
(11) That the meeting be adjourned.

CARRIED

The meeting adjourned at 2:03 PM

Respectfully submitted,

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D. Barton, Vice-Chair

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S. Samuel, Committee Clerk

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



# The Regional Municipality of Durham Report

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To: Durham Region Transit Executive Committee  
From: General Manager, Durham Region Transit  
Report: #2022-DRT-05  
Date: May 4, 2022

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**Subject:**

General Manager's Report – May 2022

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**Recommendation:**

That the Transit Executive Committee recommends

That this report be received for information.

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**Report:**

**1. Purpose**

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

**2. Background**

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

**3. Previous Reports and Decisions**

3.1 Not applicable

**4. Financial**

4.1 The General Manager's Report focuses mainly on performance and service standards. There are no financial impacts associated with TEC's receipt of this report.



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## **5. Relationship to Strategic Plan**

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

- a. Service Excellence

## **6. Conclusion**

6.1 For additional information, contact: Bill Holmes, General Manager, at 905-668-7711, extension 3700.

## **7. Attachments**

Attachment #1: General Manager's Report – May 2022

Respectfully submitted,

Original Signed by

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Bill Holmes  
General Manager, DRT

Recommended for Presentation to Committee

Original Signed by

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Elaine C. Baxter-Trahair  
Chief Administrative Officer



General Manager's Report

May 4, 2022

TEC

Attachment #1

Performance Measures Dashboard	<a href="#"><u>2</u></a>
Safety	<a href="#"><u>3</u></a>
Ridership	<a href="#"><u>4</u></a>
Service Delivery	<a href="#"><u>7</u></a>
Updates	<a href="#"><u>11</u></a>
General	<a href="#"><u>18</u></a>

# Performance Measures Dashboard

## Safety

Key performance indicator	Description	Latest Measure	Current	Target <sup>1</sup>	Current Variance to Target (per cent)	YTD Status <sup>2</sup> (per cent)
Collisions	Number preventable collisions per 100,000 km	March	0.20	0.34	✓ -41.17	✓ -26.5

## Ridership

Scheduled						
Ridership (x1,000)	Number passengers	March	521	341	✓ 53	✓ 56
PRESTO Ridership	Customers paying using PRESTO (per cent)	March	83.4	79.3	✓ 4.1	✓ 3.6
Bus full occurrences	Number operator reported occurrences	March	43	5 <sup>3</sup>	NA	NA
Demand Responsive						
Ridership - Specialized	Number customer trips	March	7,766	4,875	✓ 59.7	✓ 47.4
Unaccommodated Rate - Specialized	Trip requests not scheduled (per cent)	March	2.8	0.3	✗ 2.5	✗ 1.5
Ridership – On Demand	Number customer trips	March	14,558	10,094	✓ 44.2	✓ 50.6

## Service Delivery

Scheduled						
On time performance	On-time departures from all stops (per cent)	Service Period 1 <sup>4</sup>	TBD	78.7	NA	NA
Service availability	Scheduled service delivered (per cent)	Service Period 1 <sup>4</sup>	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)	March	37,356	NA	NA	NA

<sup>1</sup>Target is 2021 measure for the same period

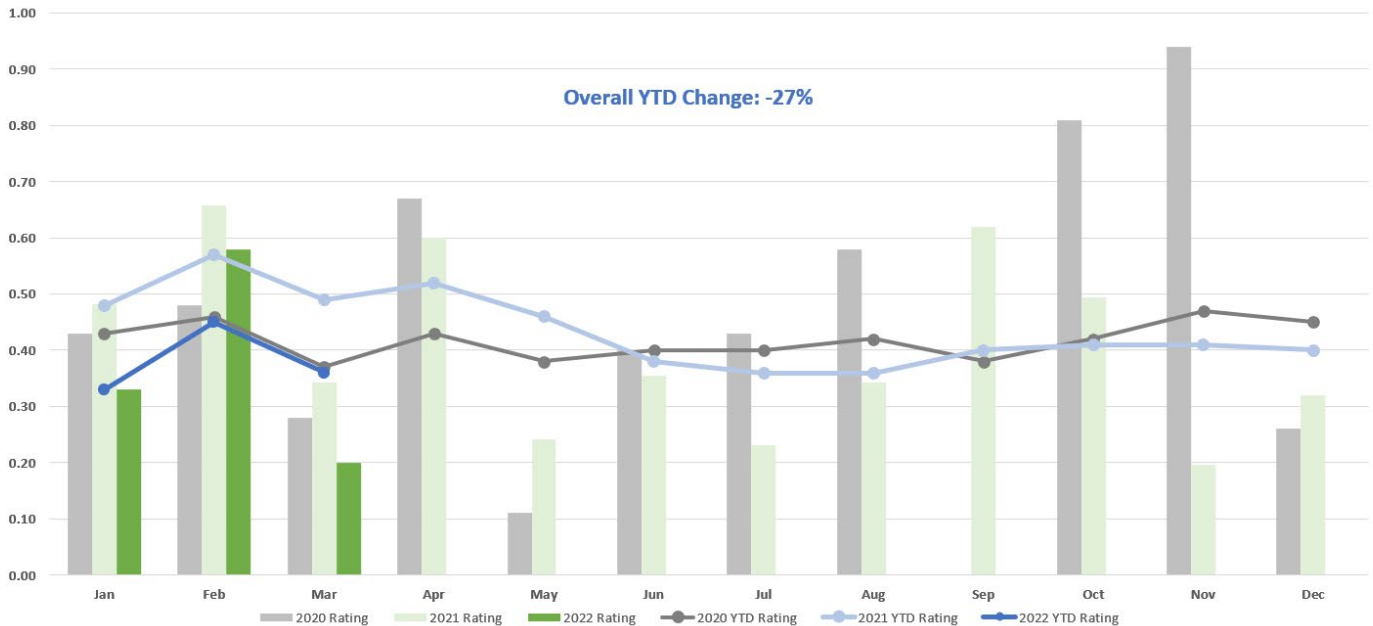
<sup>2</sup>Year to Date (YTD) compared to previous year

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

<sup>4</sup>Service Period 1: January 10 – April 3, 2022

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

### Analysis

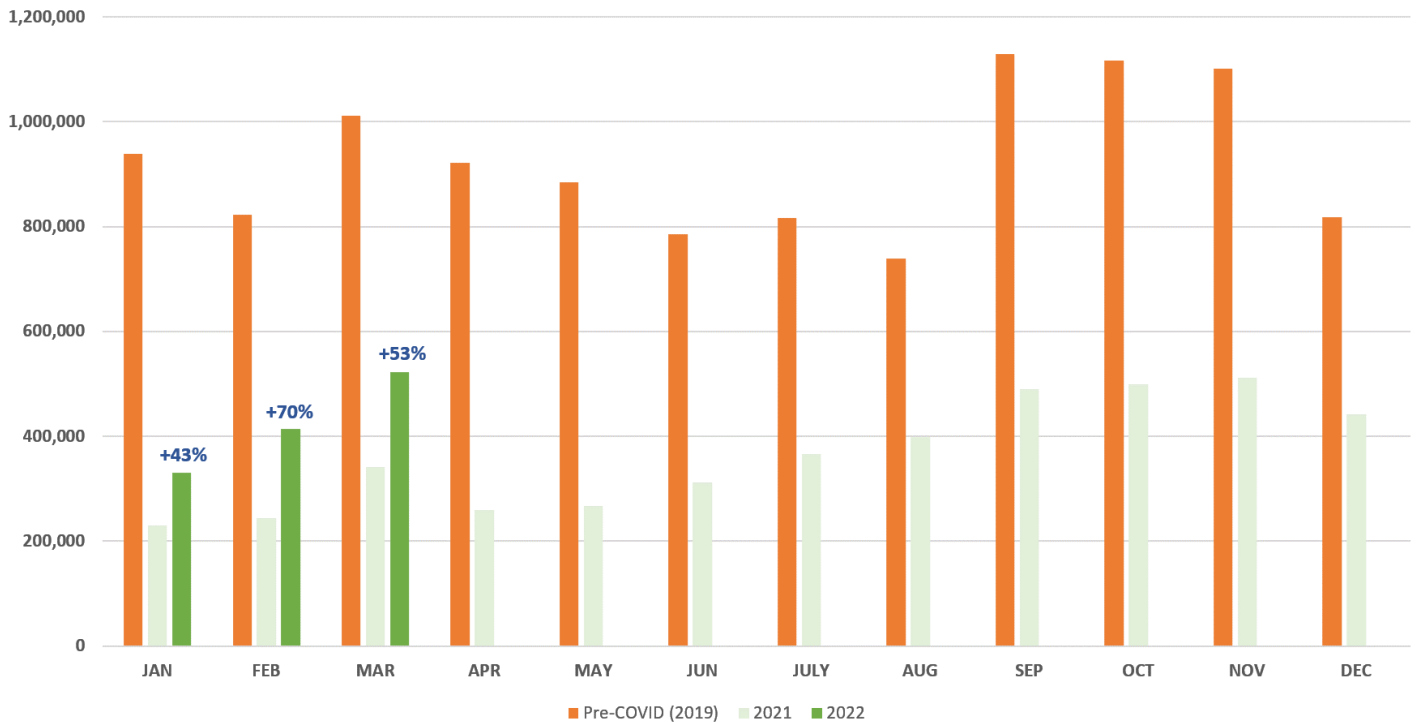
The March preventable collision rate was 0.20 per cent, compared to the rate of 0.34 per cent in 2021. Year to date, the preventable collision rate is 27 per cent lower than the previous year.

### 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

March ridership was 53 per cent higher than 2021, and approximately 50 per cent of pre-pandemic (2019) ridership for the same period.

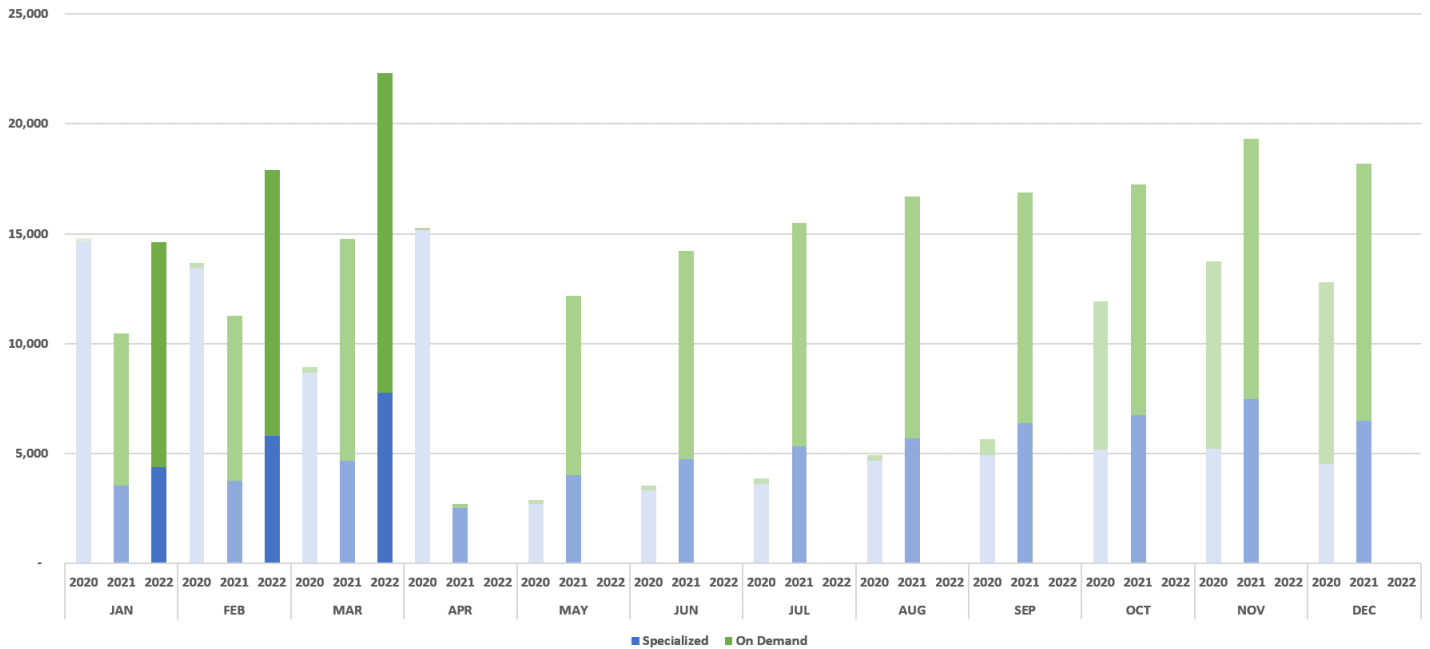
Year to date, Adults account for 55 per cent of ridership, 20 per cent are U-Pass customers, 10 per cent Youth, six per cent TAP/Access pass, five per cent seniors, and one per cent are children.

### Action Plan

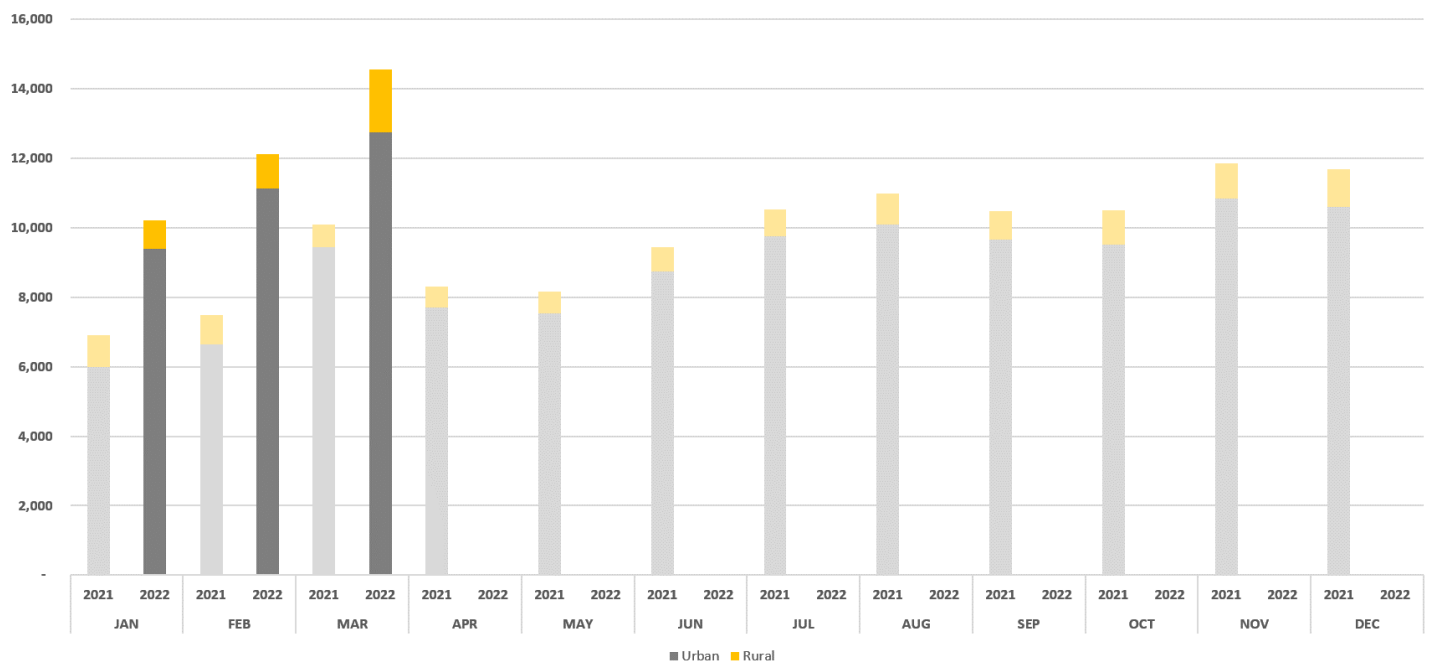
Additional revenue service will continue to be re-introduced as ridership recovers, including transition to scheduled services in specific On Demand zones.

# Demand Response Transit

Demand Responsive Trips



On Demand Trips

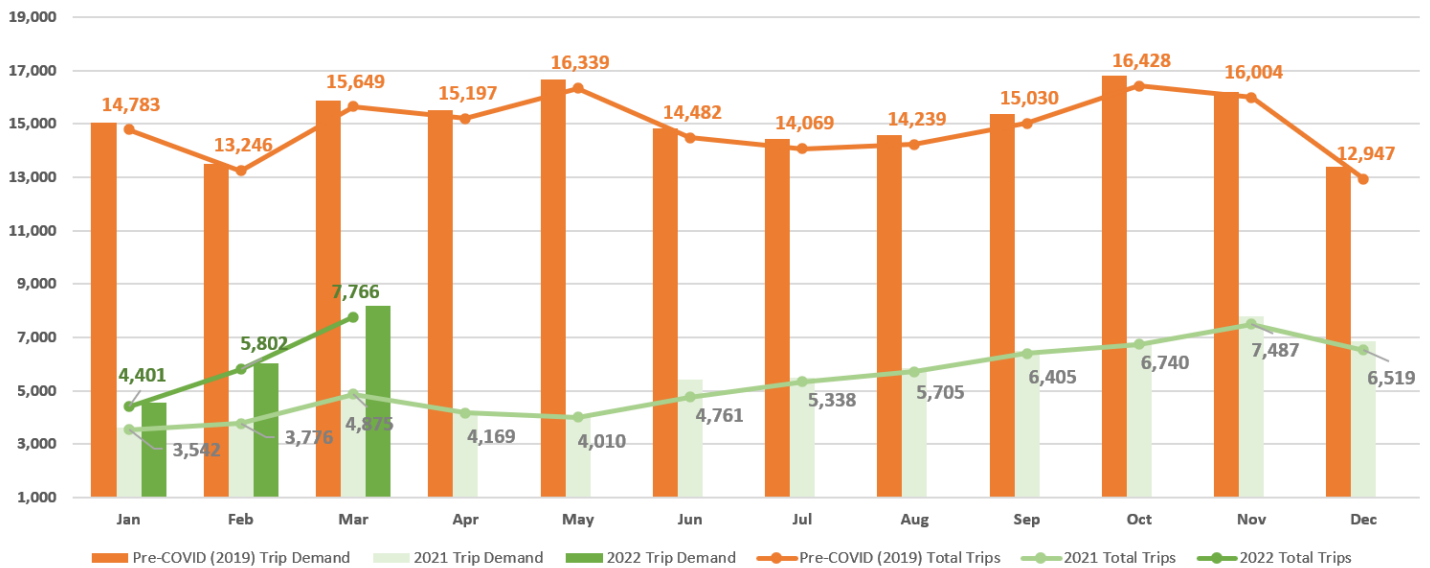


		MAR 2022	YTD 2022
R	Uxbridge	557	1,367
	Brock	651	1,672
U	Scugog	684	1,767
R	Pickering	144	300
A	Whitby	35	60
L	Oshawa	-	-
	Clarington	2,028	5,144

		MAR 2022	YTD 2022
U	Pickering	2,342	5,950
R	Ajax	1,744	4,234
B	Whitby	1,970	5,151
A	Oshawa	2,030	4,927
N	Clarington	3,431	9,005

Note: Rural Uxbridge and Scugog figures include trip pickups within urban Uxbridge and Port Perry areas.

## 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 14,558 trips in March 2022, a 44 per cent improvement compared to 2021.

Specialized service ridership delivered 7,766 trips in March 2022, a 59 per cent improvement compared to 2021.

Increasing ridership on Specialized Services in March contributed to an unaccommodated rate of 2.8 per cent.

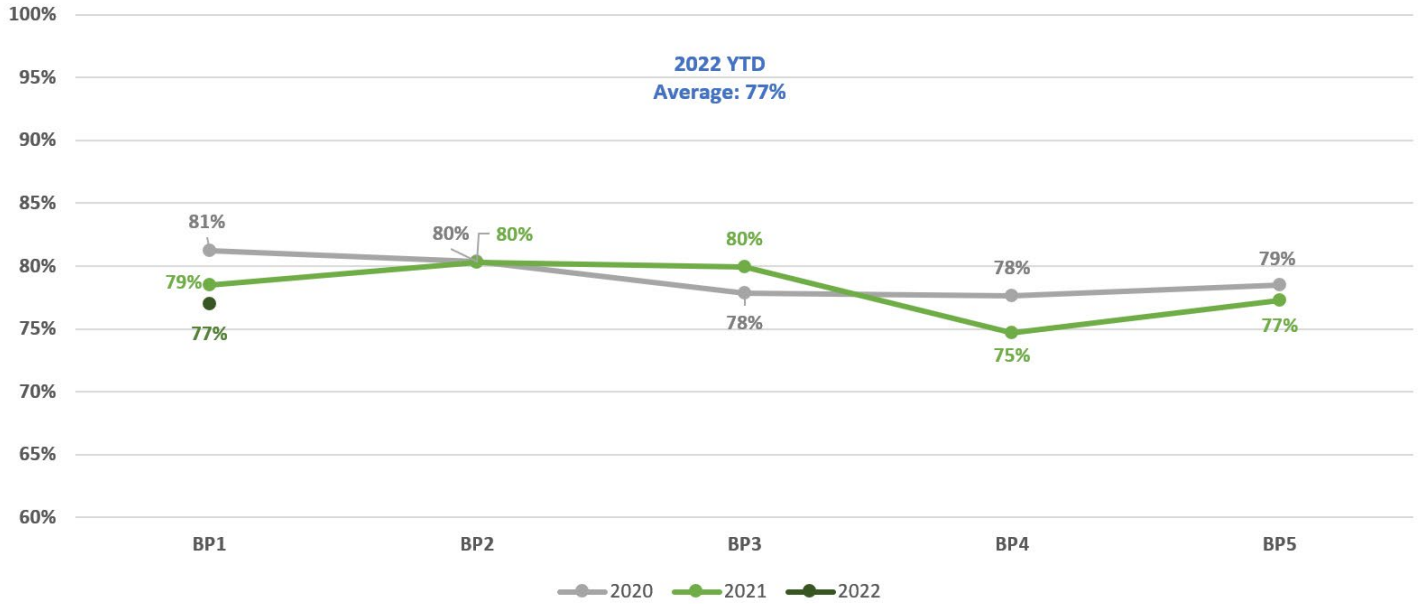
### Action Plan

In mid-March, the Province announced two changes to pandemic-related restrictions that took effect March 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.

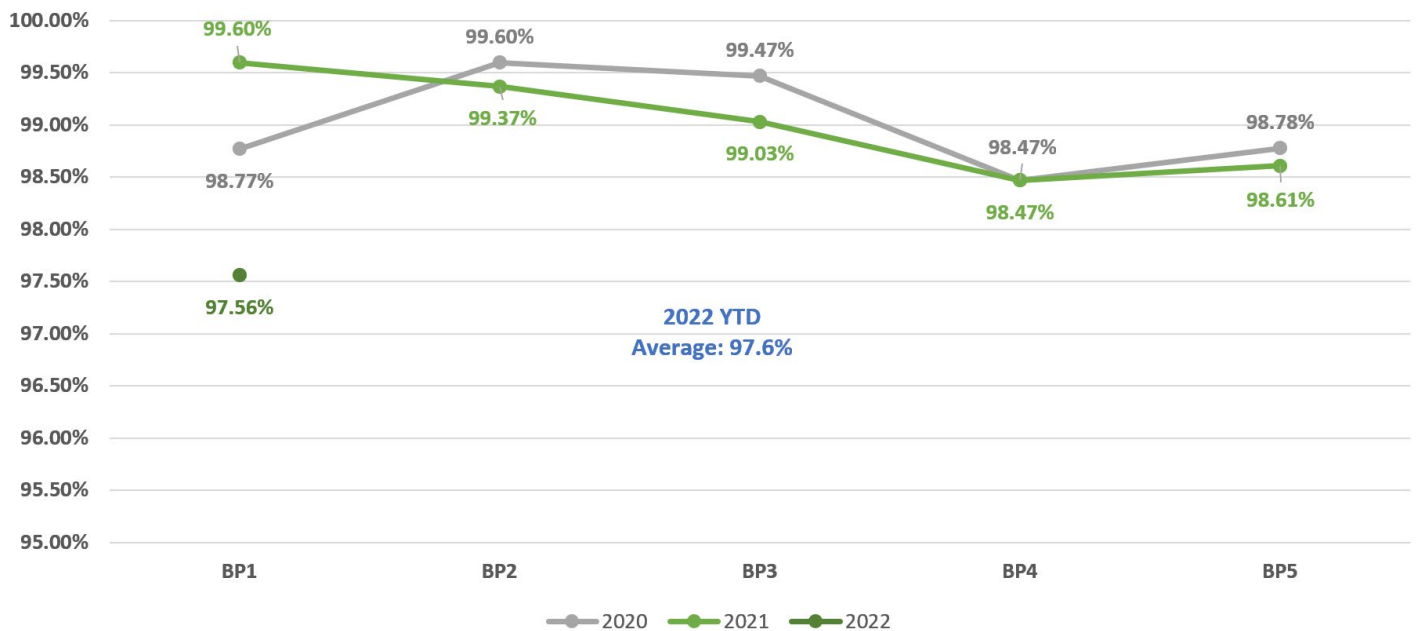
# Service Delivery

## 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**

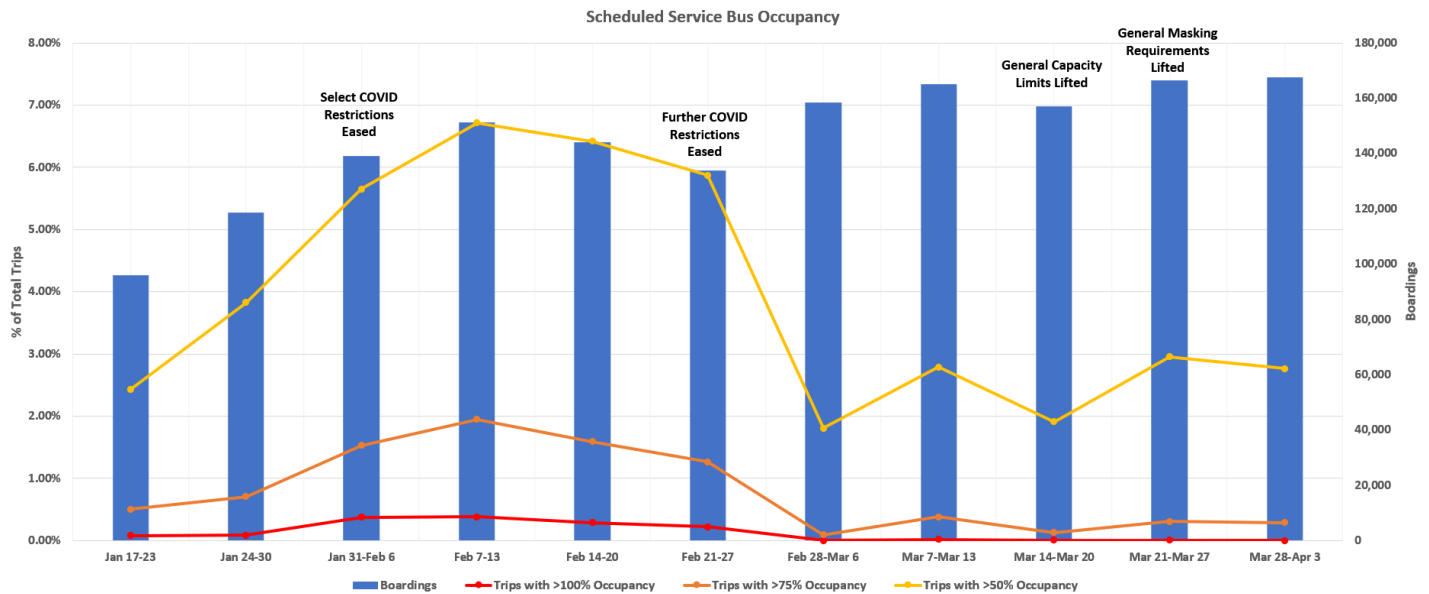
OTP for the 2022 service period 1 (BP1) was 77 per cent, lower than the 78.5 per cent recorded for the same period in 2021.

Service availability was 97.6 per cent compared to 99.6 per cent recorded for the same period in 2022.

## **Action Plan**

Service availability was mainly impacted by two factors; the snow event on January 17, 2022 and the subsequent service impacts experienced over days following the event, and increasing staff absences resulting from the Omicron variant. Weather events also contributed to the availability of service, and Operations and scheduling staff are reviewing data to identify other factors that may have contributed to lower OTP performance.

# 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 March (March 28-April 3), approximately 97 per cent of all trips were below 50 per cent of maximum occupancy, with less than 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 March 2022 was 37,356 kilometers.

## Action Plan

Not applicable

# Updates

## 1. Pilot program for Next Bus digital signs

During the week of April 4, new digital signs started to be installed at Durham Region Transit (DRT) terminals and stops to provide information about upcoming bus departures (see picture below).



The Next Bus signs are solar-powered and receive live updates about bus departure times, similar to Transit App. The devices are equipped with a text-to-speech function for customers with visual impairments at the press of a button. Testing and configuration will continue over the coming weeks. In addition to departures, other content will be tested, including weather information and service updates for customers. Brief periods where the devices are offline may occur. As device reliability is confirmed and configuration is completed, a campaign to provide more information for customers will follow.

The signs are located at:

- Oshawa Centre Terminal (one on each side of the bus loop)
- Pickering Parkway Terminal
- Ontario Tech/Durham College North Campus Terminal
- Clarington Boulevard & Prince William Boulevard (Bowmanville)

# General

## 2. 2021 Safe Driver Awards

DRT is proud to recognize the 32 bus operators who achieved safe driver milestones in 2021. A special presentation to acknowledge these exceptionally employees is scheduled for Regional Council on May 25, 2022.

DRT's commitment to safety is best demonstrated through the accomplishments and actions of staff, and never more as they continued to deal with the extraordinary challenges presented by the COVID-19 pandemic while continuing to ensure the safe operation of their vehicle each and every day. Thank you to the following operators for their dedication to their craft, and congratulations on an impressive achievement.

### **5-Year**

Philmour Clarke  
Dean Grant  
James Howard  
Chris Johnson  
Marco Latin  
Tara-Lee Mackay  
Glenn Mitchell  
Majid Pazokian  
Mike Rethoret  
Lou Spada  
Paul Tait  
Laura Tillaart

### **10-Year**

Charlyn Archer  
Rhonda Clarry  
Peter Kailasapillai  
Tyrone King  
Mike Madani  
Glenn Miller  
Tom Roberts  
Jennifer Schneider  
Dawn Sutton  
Kyle Tate  
Alfredo Trono

### **15 Year**

Jamie Brown  
Adam Fraser  
Maher Musa  
Harry Noakes  
Rob Rolland  
Brian Ruddy

### **20 Year**

Jim Mochan

### **30 Year**

Tim Bradley  
Michael Mingay

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



## Durham Region Transit Report

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To: Durham Region Transit Executive Committee  
From: General Manager, Durham Region Transit  
Report: #2022-DRT-06  
Date: May 4, 2022

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**Subject:**

2022 to 2026 Transit Executive Committee Meeting Schedule

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**Recommendation:**

That the Durham Region Transit Executive Committee adopt a monthly meeting schedule with meetings held at 1:30 PM on Wednesday of the first week of the Regional Council Committee meeting cycle for the 2022 to 2026 term of Council.

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**Report:**

**1. Purpose**

1.1 The purpose of this report is to establish a regular meeting schedule for the Durham Region Transit Executive Committee (TEC) for the next four-year term of Council.

**2. Background**

2.1 TEC meetings are currently held monthly on the Wednesday of the first week of the Regional Council and Committee meeting cycle

2.2 The next four-year term of Council will begin on November 15, 2022, and end on November 14, 2026.

2.3 On March 23, 2022, Regional Council adopted a Standing Committee governance structure with a monthly meeting cycle, for the 2022 to 2026 term of Council.

**3. Previous Reports and Decisions**

3.1 On April 26, 2018, the Transit Executive Committee approved a monthly meeting schedule for 2019 to 2022, with meetings held monthly on the Wednesday of the

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first week of the Regional Council and Committee meeting cycle, in order to better align with the Regional Council and Committee meeting schedule.

- 3.2 Information Report #2018-INFO-65 was included in the May 4, 2018, Council Information Package and provided the Regional Council, Standing Committee and Transit Executive Committee Meeting Schedule for 2018 to 2022.

#### **4. Proposed Meeting Schedule**

- 4.1 It is recommended that regularly scheduled TEC meetings be held monthly with meetings held at 1:30 PM on Wednesday of the first week of the Regional Committee meeting cycle (same day as Regional Works Committee meetings).
- 4.2 This schedule would result in up to 10 regularly scheduled meetings annually and would allow for any TEC reports also requiring Regional Council approval to be forwarded to the next regularly scheduled meeting of the appropriate Standing Committee.

#### **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) Goal 5: Service Excellence - To provide exceptional value to Durham taxpayers through responsive, effective and fiscally sustainable service delivery.
- 5.1 Optimize resources and partnerships to deliver exceptional quality services and value

#### **6. Conclusion**

- 6.1 Following the Transit Executive Committee's approval of a meeting schedule for the 2022 to 2026 term of Regional Council, the Regional Clerk will prepare a detailed meetings schedule for inclusion in the Council Information Package.
- 6.2 This report has been prepared in consultation with Corporate Services – Legislative Services.

Respectfully submitted,

Original Signed by

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Bill Holmes  
General Manager, DRT

Original Signed by

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Elaine C. Baxter-Trahair  
Chief Administrative Officer



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



## Durham Region Transit Report

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To: Durham Region Transit Executive Committee  
From: General Manager, Durham Region Transit  
Report: #2022-DRT-07  
Date: May 4, 2022

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**Subject:**

Youth monthly pass incentives for the 2022/23 secondary school term

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**Recommendation:**

That the Transit Executive Committee recommends to the Finance and Administration Committee for subsequent recommendation to Regional council:

- A. That an extension of the Y10 Youth Loyalty Pass for the 2022-23 academic year at a monthly cost of \$76.05, providing a savings of \$174.50 for the ten-month school year, be approved; and
- B. That the pilot bulk monthly youth pass program available to school boards and their school board transportation consortium within Durham Region, be revised providing a graduated fare discount based on the total number of monthly youth passes collectively purchased by a school board and/or their respective transportation consortium, be extended to the 2022/23 school term (September 2022 through June 2023); and
- C. That the graduated discount rate for the pilot bulk monthly youth pass program as shown below, for school boards and their transportation consortium, be approved effective for the 2022/23 academic year; and

Less than 126 monthly passes	Youth rate or 20 percent discount on standard fare (\$93.50)
126-250 monthly passes	25% discount on standard fare (\$87.75)
more than 250 monthly passes and	35% discount on standard fare (\$76.05);

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D. That further revisions to the Y10 Youth Loyalty Pass and pilot bulk monthly youth pass program be considered during the 2023 Strategic Issues and Financial Forecast and DRT Business Plan and Budget processes.

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**Report:**

**1. Purpose**

1.1 The purpose of this report is to review the results of DRT's Youth monthly pass incentives for the 2022/2023 secondary school term and seek approval from the Transit Executive Committee to continue the Y10 and pilot bulk monthly youth pass program for secondary schools and their respective transportation consortium.

**2. Background**

2.1 Durham Student Transportation Services (DSTS) provides transportation to students in the Durham District School Board (DDSB) and Durham Catholic District School Board (DCDSB). DSTS is a consortium formed by agreement between the DDDBS and DCDSB for the purpose of providing a common administration of student transportation services.

2.2 Student Transportation Services of Central Ontario (STSCO), which provides transportation to students in the eastern part of Durham Region, is a consortium formed by agreement between the Kawartha Pine Ridge (KPR), Peterborough Victoria Northumberland and Clarington (PVNC) and MonAvenir school boards for the purpose of providing a common administration of student transportation services.

2.3 DSTS and STSCO are two of more than 30 student transportation consortia within Ontario which have been mandated by the Ministry of Education.

2.4 To incentivize travel using public transit, DRT introduced several fare incentives in 2019, including:

- a) Children (12 years of age and younger) travel for free.
- b) Y10 program, with youth (13-19 years of age) saving an additional \$20 per month when purchasing a monthly youth pass each consecutive month from September through June.
- c) Summer 2 for 1 program, where youth receive a July and August pass for the price of one monthly pass.

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- 2.5 The Y10 fare incentive was launched in September 2019, offering youth a discount of up to \$200.00, or a savings \$20.00 per month compared to the youth fare, when they purchase a youth pass every month between September and June. When combined with the 2 for 1 Summer youth pass program, families could save \$293.50 annually per youth. At its meeting on April 7, 2021, to further incentivize transit ridership during the pandemic, TEC approved a further \$20.00 reduction in the price of the Y10 monthly pass for the 2021-22 academic year.
- 2.6 The approved 2022 general tax levy funds 59 per cent (\$69,191,000) of DRT's approved budget.

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

- 3.1 Report #2019-DRT-25 DRT Fare Strategy, recommended a fare strategy and structure that is simple, seamless and fair, provides incentives to loyal customers, and offers additional assistance to customers in receipt of Ontario Works or Ontario Disability Support Program. The report highlighted that the process for setting fares had not applied fare changes consistently across concessions and in certain cases, had resulted in a growing differential in fares subject to annual increases. The strategy is based on six principles, one of which is that fare increases will be applied to the standard (adult) fare and translate increases to the other concessions and products. For example, the Youth monthly pass rate of \$93.50 is discounted 20 per cent from the standard fare (\$117.00).
- 3.2 Report #2021-DRT-07 Secondary student transportation, outlined the capacity for DRT to onboard secondary students who were not eligible for busing by the Durham Student Transportation Services using DRT's residual capacity (2019 service level) within existing scheduled service. The approved recommendations included a reduction of the Y10 monthly pass to \$53.50, or a 54 per cent discount on the standard fare (adult), and a pilot bulk monthly youth pass program incentive for school boards at \$73.50 per month per student, or a 37 per cent discount on the standard fare (adult) when at least 570 monthly passes are purchased.
- 3.3 Report #2021-DRT-20 The Route Ahead, Durham Region Transit 2022-2025 Service Strategy, recommended DRT's service strategy to 2025 that informs the planning and implementation of transit services during the pandemic recovery period to support enhanced access to mobility that meets the needs of Durham residents and business.
- 3.4 Report #2022-DRT-01 General Manager's Report – February 2, 2022, highlighted that Hamilton Street Railway (HSR) is the only comparator transit agency in the

Greater Toronto and Hamilton Area (GTHA) that offers a discounted Youth fare program to local schools or transportation consortiums. The program provides restricted paper-based semester passes to high schools who distribute the passes to students participating in education programs outside of their school catchment area. The restricted passes are valid Monday – Friday between 6 am to 6 pm. Restricted pass rates are based on volume discounts relative to the regular Youth monthly pass rate, ranging from a 17.5 per cent to 27.5 per cent discount based on the number of passes purchased from HSR.

#### 4. Youth Pass Sales (2018-2021)

The number of youth pass sales between January 2018 and December 2022 have seen significant fluctuations (Table 1 and 2) with the introduction of the Y10 and Summer 2 for 1 incentive programs, the impacts of the COVID-19 pandemic, and the discontinuation of paper and legacy fare products.

**Table 1: Number of Youth pass sales 2018 through 2021**

Year	Youth pass sales	Youth pass sales as a per cent of total pass sales	PRESTO adoption rate (Youth passes)
2018	13,081	18%	15%
2019	17,664	21%	31%
2020	9,382	25%	48%
2021	6,020	9%	100%

**Table 2: Number of annual youth pass purchases by type**

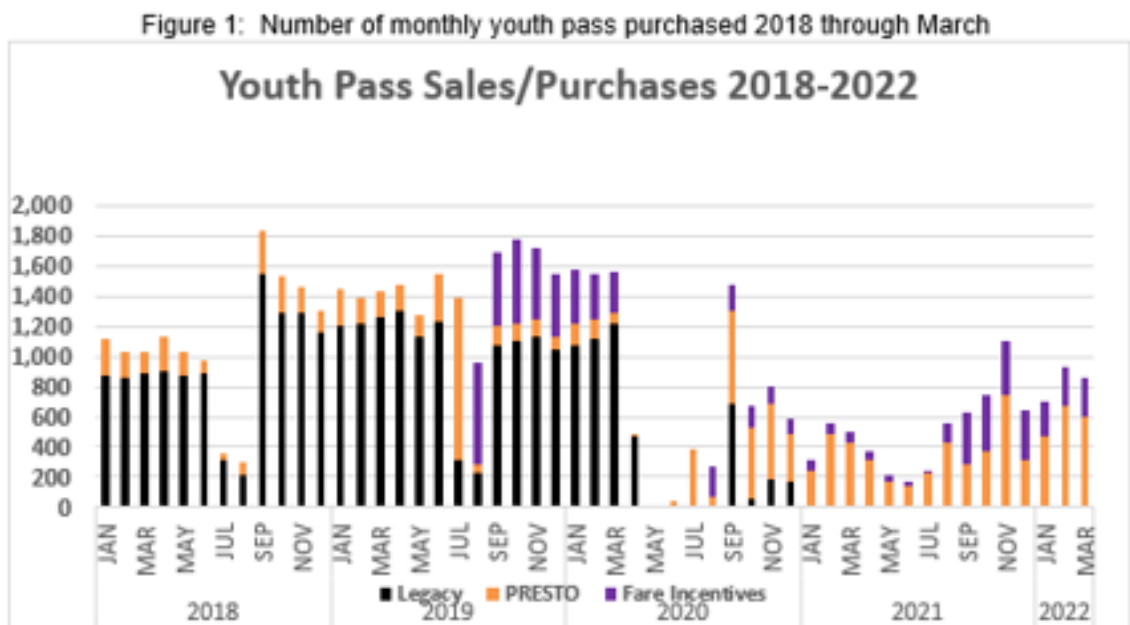
Year	Total youth pass sales	Youth passes purchased by Durham Boards	Regular youth passes purchased	Y10	2 for 1
2018	13,081	1,570 (12%)	11,511 (88%)	NA	NA
2019	17,664	3,709 (21%)	11,305 (64%)	1,943 (11%)	706 (4%)
2020	9,382	2,158 (23%)	5,535 (59%)	1,501 (16%)	188 (2%)
2021	6,020	903 (15%)	3,251 (54%)	1,746 (29%)	120 (2%)

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- a) Total youth pass sales in 2018 were 13,081 or 18 per cent of all DRT pass sales. All youth pass sales were at DRT's youth monthly pass rate of \$93.50.
  - b) In 2019, DRT's highest ever ridership year, youth pass sales rose to 17,664 for a 35 per cent increase over 2018, supported by a 136% increase in passes purchased by schools, and the introduction of the Summer 2 for 1 pass in July and the Y10 incentive in September. The number of Y10 and Summer 2 for 1 passes accounted for 15 per cent of passes sold.
  - c) With the arrival of the COVID-19 pandemic in late March of 2020, annual youth pass sales dropped by 47 per cent to 9,382 mirroring the significant drop in transit ridership resulting from the pandemic. However, the share of youth monthly pass sales as a per cent of total DRT pass sales continued to increase to 25 per cent, bolstered by strong youth pass sales in the first quarter of the year prior to the pandemic. By summer of 2020, DRT had discontinued paper passes and launched the PRESTO E-Ticket app and a PRESTO voucher program to support purchases by secondary schools. PRESTO options comprised 48 per cent of all youth pass purchases for the year.
  - d) As a result of the ongoing impacts of the COVID-19 pandemic, youth pass sales continued to decrease in 2021 to 6,020 for a reduction of 36 per cent from 2020. Youth passes as a per cent of total DRT pass sales fell to 9 per cent reflecting the uncertainties presented by school openings and closures throughout the year. However, 100 per cent of all youth pass sales were accommodated through PRESTO options.

#### 4.1 Y10 Youth Loyalty Program

- a) Y10 sales totaled 2,864 passes for the 2019/2020 academic year and would have been higher had public transit fares not been suspended for the final three months of the school year due to the pandemic.
- b) The 2020/2021 academic year saw Y10 monthly pass purchases fall to 867 or a 70 per cent reduction. Overall youth pass sales in September 2020 were relatively strong at 87 per cent of September 2019 level, but uncertainty about pandemic-related school shutdowns likely contributed to a reluctance for passengers to commit to purchasing passes for the full 10 month school year required by the Y10 program.
- c) For the 2021/2022 school year, Y10 sales did rebound to 2,130 through March 2022 reaching 74 per cent of 2019/2020 levels.

- d) It is unclear whether the rebound in sales for the 2021/2022 academic year is attributable to increased customer awareness of the Y10 pass, implementation of an additional price reduction to \$53.50 (from \$73.50) or increased confidence in the stability of in-class learning.
- e) Figure 1 compares the purchase of monthly youth passes between January 2018 and March 2022 for legacy paper passes and regular PRESTO passes at the monthly price of \$93.50, along with youth monthly pass incentives including Summer 2 for 1 (indicated in August monthly pass sales) and Y10. Figure 1 highlights that while the Y10 sales starting in September 2021 did exceed Y10 sales the previous academic year, the impact on total youth sales was modest. Y10 sales for the 2021/2022 academic year at the reduced rate of \$53.50 also fell short of 2019/2020 Y10 sales sold at the regular rate of \$73.50.



- f) Given the reduction in the Y10 monthly pass cost to \$53.50 did not result in a significant increase in youth pass sales despite increased awareness of the program by year three of its implementation, it is recommended that the Y10 monthly rate be established at a 35 per cent discount of the standard monthly fare, or \$76.05.
- g) The 35 per cent discount of the standard fare is consistent with DRT’s approved fare strategy, aligns to the lowest discounted rate recommended for the pilot bulk monthly youth pass program, and ensures parity within the youth fare concession.
- h) The recommended Y10 rate of \$76.05 per month provides a 35 per cent discount to the standard fare, compared to the youth fare rate of \$93.50 at only

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a 20 per cent discount d. The Y10 discounted rate offers a monthly saving of \$17.45 on the youth monthly pass, totalling \$174.50 in savings over the 10-month school year. When combined with the Summer 2 for 1 program, families can save \$268 annually per youth.

## 5. Bulk Purchase Program

### 5.1 Pilot Bulk Youth Monthly Pass Program

- a) DRT has supported individual secondary schools in the purchase of monthly youth passes for several years. Table 2 highlights the share of total youth pass sales to schools in 2018, 2019 and 2020. These legacy paper passes were purchased at the youth monthly pass rate of \$93.50.
- b) Starting in the fall 2020, DRT supported secondary schools to transition to PRESTO from legacy paper passes. The secondary schools set up their students with a PRESTO card to be re-used each month. Monthly passes are loaded to the student card by PRESTO vouchers provided to the secondary school each month by DRT for online redemption by the students. Table 2 indicates the share of youth pass sales from PRESTO vouchers in 2020 and 2021. All sales through PRESTO vouchers are at the youth monthly pass rate of \$93.50.
- c) DRT engaged with DSTS on their interest in participating in the pilot bulk monthly youth pass program for the 2021/2022 academic year but were informed that for the 2020/21 school year they were unable to achieve the required 570 monthly passes per month. Individual secondary schools continued to purchase monthly youth passes during the 2021/2022 academic year, with a total of 841 passes purchased at \$93.50 between November 2021 and March 2022.
- d) To ensure parity to the Y10 program within the youth concession and incentive/loyalty programs, DRT is recommending adjustments to the pilot bulk monthly youth pass program for the 2022/2023 academic year from a hard threshold of 570 monthly passes to a graduated discount based on the volume of monthly pass purchases. Under this approach discounts will be applied on the standard fare based on the total number of pilot bulk monthly youth passes purchased each month based on the following:

Less than 126 monthly passes	Youth rate or 20 percent discount on standard fare (\$93.50)
126-250 monthly passes	25% discount on standard fare (\$87.75)
more than 250 monthly passes	35% discount on standard fare (\$76.05);

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Through this approach, each school board operating in Durham Region and their respective transportation consortium will be eligible to participate in the pilot bulk monthly youth pass program. The school boards will be responsible for purchasing the monthly youth passes from DRT, including the required PRESTO cards (at a cost of \$6.00 per card) and monthly vouchers. Consistent with the requirements of the PRESTO fare system, the school boards will be responsible to administer the PRESTO cards and distribute to eligible students. The replacement of any lost PRESTO cards will be the responsibility of the school board.

## **6. DRT's public transit network and September 2022**

- a) DRT delivers public transit services to all residents and visitors within the approved annual budget and service guidelines including but not limited to vehicle capacity, minimum service frequency, span of service, and walking distance to stops.
- b) DRT continues to maintain effective working relationships with the transportation consortium at DSTS and STSCO. Staff regularly review the secondary school bell times and service levels on routes operating on corridors near schools. DRT shares service plans and ridership projections to identify expected residual capacity on the transit network. In areas of alignment, the schools and/or their transportation consortium can purchase youth monthly bus passes to distribute to their students.
- c) DRT staff continue to collaborate with the local transportation consortia (DSTS and STSCO) to identify estimated residual capacity in September 2022 on bus routes near secondary schools. Based on areas where residual capacity is projected to be available, the transportation consortia may consider purchasing youth monthly passes for their students, as appropriate.
- d) DRT has shared with the local transportation consortium, that purchasing bulk monthly youth passes beyond the numbers that can be accommodated within DRT residual capacity may negatively impact the ability of their students, and other public transit customers, to access DRT services on a regular and reliable basis.

## **7. Financial Considerations**

- 7.1 Operational or capital investments are not required to onboard secondary students within the residual capacity available on the transit network during peak travel times.



- 7.2 Table 3 summarizes the revenue and forgone revenue based on four scenarios, and the number of additional bulk monthly youth passes that would be required to be sold to remain revenue neutral compared to the regular monthly youth fare rate.
- 7.3 Based on the monthly sale of 256 bulk youth passes to a school board, DRT would generate revenue of \$22,464.00, but forgo \$1,472.00 revenue compared to the regular youth pass rate.
- 7.4 Based on the monthly sale of 1,000 bulk youth passes to a school board, DRT would generate revenue of \$76,050.00, but forgo \$17,450.00 revenue compared to the regular monthly youth fare rate.

Table 3: Four scenarios demonstrating forgone revenue for the bulk monthly youth pass program and number of additional passes required to be revenue neutral to regular youth pass.

Bulk Monthly Passes Sold	Metric	Monthly bulk youth pass rate		
		\$93.50	\$87.75	\$76.05
125	Revenue	\$11,687.50		
	Forgone revenue relative to regular fare	\$0.00		
	Additional passes to be revenue neutral	0		
	Total passes to be revenue neutral	0		
256	Revenue		\$22,464.00	
	Forgone revenue relative to regular fare		\$1,472.00	
	Additional passes to be revenue neutral		17	
	Total passes to be revenue neutral		273	
375	Revenue			\$28,518.75
	Forgone revenue relative to regular fare			\$6,543.75
	Additional passes to be revenue neutral			87
	Total passes to be revenue neutral			462
1,000	Revenue			\$76,050.00
	Forgone revenue relative to regular fare			\$17,450.00
	Additional passes to be revenue neutral			230
	Total passes to be revenue neutral			1,230

- 7.5 Based on projected DRT ridership for September 2022, the estimated residual capacity on the transit network near specific secondary schools served by DSTS and STSCO will accommodate up to an estimated 250-300 additional youth riders from each transportation consortium. Should the DSTS and STSCO each purchase

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256 pilot bulk youth passes, DRT will generate monthly revenue of \$44,928.00, and forgo \$2,944.00 compared to the monthly youth fare.

7.6 Aligning the Y10 incentive with the best incentive rate for the pilot bulk monthly youth pass program is important to ensure parity within the youth concession and consistency to the DRT fare strategy. Assuming the number of Y10 passes sold during the 2022/2023 school term will be equal to Y10 sales during the 2019/2020 school term, or approximately 410 monthly passes, monthly revenue will be approximately \$31,180.50, or \$124,722 for the period September 2022 through December 2022.

7.7 The Commissioner of Finance has been consulted and concurs with the recommendations of this report.

## **8. Next Steps**

8.1 A similar report to seek approval for the 2022/23 school term fare related recommendations will be presented to the Finance and Administration Committee.

## **9. Relationship to Strategic Plan**

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

- a) Environmental Sustainability: Expand sustainable and active transportation
- b) Service Excellence: Optimize resources and partnerships to deliver exceptional quality services and value

## **10. Conclusion**

10.1 Aligning the Y10 Youth Loyalty Pass and the pilot bulk monthly youth pass program ensures parity within the youth concession. The recommended 35 per cent incentive to the standard rate for the Y10 program, or \$76.05 per month for the 2022/23 school term, will provide families a savings of \$174.50 for the ten-month school year.

10.2 Extending and revising the pilot bulk monthly youth purchase program will ensure that local school boards and their transportation consortium can take advantage of volume discounts when purchasing youth monthly passes. Bulk youth monthly passes are recommended to be sold to the school boards and their transportation consortium at graduated volume discount rates.

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Less than 126 monthly passes	Youth rate or 20 percent discount on standard fare (\$93.50)
126-250 monthly passes	25% discount on standard fare (\$87.75)
more than 250 monthly passes	35% discount on standard fare (\$76.05);

Respectfully submitted,

Original Signed by

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Bill Holmes  
General Manager, DRT

Recommended for Presentation to Committee

Original Signed by

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Elaine C. Baxter-Trahair  
Chief Administrative Officer

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



## Durham Region Transit Report

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To: Durham Region Transit Executive Committee  
From: General Manager, Durham Region Transit  
Report: #2022-DRT-08  
Date: May 4, 2022

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**Subject:**

Sole Source Purchase for Supplemental Washroom Facilities to Support Daily Operations

**Recommendation:**

That the Transit Executive Committee recommends:

That a sole source agreement extension with K.J. Camper's Ltd. (also known as Classy Potties To Go) for portable washroom facilities, extending the term of the contract from January 1, 2022 to August 31, 2022 at a total estimated cost of up to \$175,000, to be funded from the approved 2022 Durham Region Transit Business Plans and Budget, be approved.

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**Report:**

**1. Purpose**

1.1 The purpose of this report is to seek approval for a sole source agreement extension with K.J. Camper's Ltd. (also known as Classy Potties To Go), for a seven month period from January 1, 2022 through August 31, 2022, at an estimated cost of up to \$175,000 for the continued supply and servicing of portable washroom trailers until such time as a Request for Tender is awarded in 2022. These portable washroom facilities continue to support 24/7 daily bus operations.

**2. Background**

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

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Camper's Ltd. to temporarily install and service four portable washroom units; currently located strategically across the transit network.

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

- 2.2 Before the pandemic, DRT bus operators were regularly without access to appropriate washroom facilities during the late evening and holidays. Since September 2021, the transit network operates 24 hours a day, seven days a week, to support mobility across the Region. Appropriate employee facilities are required to support DRT bus operators.
- 2.3 Staff continue to explore locations and opportunities to provide cost effective temporary restroom facilities for bus operators.
- 2.4 DRT and the Region will construct new transit facilities to support the transit network, including employee facilities within the Ritson Road GO Station and a facility in Bowmanville as part of the GO Train extension to Bowmanville, and a planned terminal in the Harmony Road and Taunton area of Oshawa. These facilities are not expected before 2025.

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

- 3.1 Report #2021-DRT-13 approved by TEC, and Report #2021-F-9 approved by Finance and Administration Committee and Council, for the initial contract extension from July 1, 2021 to December 31, 2021, at an estimated cost of \$140,000.

### **4. Financial Implications**

- 4.1 The monthly cost for each portable units is approximately \$5,450 including the rental fees and servicing. The supplemental contracted service recommended in this report is estimated at up to \$175,000 for the period of January 1, 2022 to August 31, 2022 and will be funded from the approved 2022 Durham Region Transit Business Plans and Budget.
- 4.2 Staff will issue a request for tender in the coming weeks to procure the applicable services that will be required until permanent facilities are available for bus operators.
- 4.3 Section 7 of the Region's Purchasing By-Law 16-2020 provides for sole source purchases, requiring Council approval for sole sources purchases that exceed

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\$100,000. Appendix C, article 1.2 of By-law 16-2020 supports the sole source agreement with K.J. Camper's Ltd

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

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

4.5 A similar report will be presented to the Finance and Administration Committee on May 10, 2022.

## **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 – drive organizational success through innovation, a skilled workforce, and modernized services.

## **6. Conclusion**

6.1 An extension of the sole source agreement with K.J. Camper's Ltd from January 1, 2022 to August 31, 2022 at an estimated cost of up to \$175,000 is required to continue to support daily operations ensuring uninterrupted portable washroom facilities for bus operators until such time that a Request for Tender is awarded in 2022.

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

Respectfully submitted,

Original signed by

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Bill Holmes

General Manager, DRT

Recommended for Presentation to Committee

Original signed by

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Elaine C. Baxter-Trahair

Chief Administrative Officer