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The Regional Municipality of Durham

MINUTES

DURHAM REGION TRANSIT EXECUTIVE COMMITTEE

Wednesday, May 4, 2022

A regular meeting of the Durham Region Transit Executive Committee was held on Wednesday, May 4, 2022 in the Council Chambers, Regional Headquarters Building, 605 Rossland Road East, Whitby, Ontario at 1:30 PM. Electronic participation was offered for this meeting.

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

Also

Present: Commissioner Crawford attended the meeting at 1:43 PM
Commissioner Grant

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
M. Binetti, Transportation 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. Ratti, Manager, Policy & Planning, Durham Region Transit
N. Prasad, Assistant Secretary to Council, Corporate Services – Legislative Services
K. Smith, Committee Clerk, Corporate Services – Legislative Services

At the request of the Chair, Vice-Chair Barton assumed the position of Chair for the remainder of the meeting.

1. Declarations of Interest

There were no declarations of interest.

2. Adoption of Minutes

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

CARRIED

3. Delegations

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

Tina Henderson, Durham Resident, appeared before the Committee regarding challenges using Durham Region Transit's On Demand Service.

T. Henderson provided her experience with using DRT's On Demand service throughout the pandemic. She stated that she is required to place an online order for an arrival or departure time and has had the system fail once every 3 to 4 weeks over the last 18 months.

T. Henderson stated that due to the challenges she has faced with the On Demand service, she received a letter of reprimand in her personnel file at work because of tardiness. She also stated that she has been employed with the same company for 17 years and indicated that has never happened before.

T. Henderson stated that she has put in multiple complaints with DRT about the On Demand Service. She stated that when she is booking her trip and puts in a "to depart time" and not a "to arrive time", the bus route at times takes her all through Ajax and Pickering causing her to miss 2-3 trains by the time she arrives at the Ajax GO station. She was told that to prevent this from happening she needs to put in a "to arrive time", but that results in her pickup time being several hours before the arrival time.

T. Henderson stated that it is impossible to use the On Demand service to get to and from work and that she has put in over 22 complaints about the On Demand service. She requested that the DRT regular service busses get put back in service now, not when the ridership increases.

T. Henderson responded to questions of the Committee.

B. Holmes responded to questions with regards to reintroducing scheduled service in areas across Durham Region; On Demand is increasingly being adopted across the County to support areas of low transit ridership; continued enhancements to the On Demand service; resource availability challenges recently and throughout the pandemic; the DRT service model adjusting to

ridership demand through the pandemic within budget; and continued adjustments and transit network investment required in years ahead.

4. Presentations

4.1 Bill Holmes, General Manager, re: General Manager's Verbal Update

B. Holmes, General Manager, Durham Region Transit, provided a verbal update regarding On Demand trips; funding announcements; annual sod repair; new vendor supporting demand response; 2021 safe driver awards; and enhancing the transit network for residents.

B. Holmes stated that at the request of Commissioner Smith, DRT will now be reporting monthly On Demand Trips by municipality. He advised that Clarington accounted for 50 per cent of the On Demand trips for the rural areas of Durham Region and Brock accounted for 35 per cent of the On Demand trips for northern municipalities averaging over 550 trips per month.

B. Holmes advised that the federal government recently announced it would provide up to \$750 million in additional operating support for public transit, which was contingent on matching funds from the provinces. He noted that, the recent Ontario budget confirmed the commitment to match the \$316 million funding

B. Holmes stated that they have begun their annual sod repair to bus stops and any adjacent lawns that were damaged by DRT salting and snow clearing activities. He advised that the work is expected to be completed by June.

B. Holmes advised that there will be a new vendor Voyago Transit, beginning to operate on June 1, 2022 supporting demand response services (specialized services and On Demand). He also advised that an update on the transition to amalgamate demand response services will be provided at the June 8th meeting.

B. Holmes also advised that the 2021 Safe Driver awards will recognize the 32 bus operators as highlighted in the General Manager's Report.

B. Holmes stated that the transit network is evolving and improving access and reducing travel times for residents. Citing a recent review for service to the north campus complex in Oshawa, he noted 90,000 additional Durham residents can now access the north campus with a direct trip compared to the pre-COVID transit network, and 221,000 additional residents can access the north campus with a one transfer or less trip compared to the pre-COVID transit network. He also stated that the transit network is evolving, improving access and reducing travel times by advancing the transit network to enhance access, improve frequency, and increase reliability of the network.

B. Holmes discussed that increasing frequency of transit services will contribute to higher increase in ridership than other interventions such as fare incentives, and headways of 15 minutes or less provide a competitive transportation alternative that increases service quality for current and discretionary customers.

B. Holmes stated that there are other factors that affect ridership and impact the cost to deliver public transit, such as density.

B. Holmes shared that DRT is not looking backward at what used to be, rather, DRT continues to respond to current realities while planning forward. The Region is building a transit network for all residents, increasing revenue services and capacity that will support the necessary modal shift to public transit, supporting livable communities across the Region, and benefiting all sectors of the local economy.

4.2 Christopher Norris, Deputy General Manager, Operations, re: Upcoming Service Updates

C. Norris, Deputy General Manager, Durham Region Transit, provided a PowerPoint presentation regarding the Upcoming Service Updates. A copy of the presentation was provided to Committee members prior to the meeting.

C. Norris introduced M. Binneti, Supervisor Service Design, who provided the presentation.

Highlights of the presentation included:

- Service Implementation Considerations
 - The Route Ahead – Service Strategy 2022-2025
 - Service Guidelines
 - Social Equity Guidelines
- June 2022 – Highlights
 - Expanding the PULSE rapid bus network
 - Supporting seasonal travel patterns
- 224C to Ajax Waterfront
 - Service Change: weekday evening, weekend and holiday seasonal service to Ajax waterfront reinstated
 - Developing Markets: recreational/seasonal travel
- PULSE 901/N2 to Windfields Farms
 - Service Change: service extended from North Campus to Simcoe and Windfields Farm Drive and 10-minute frequency reinstated on weekday daytime
 - Expanding PULSE Rapid bus: aligns with The Route Ahead to expand PULSE rapid bus service
 - Developing Transit along High Demand Corridors: density of development in the area supports PULSE rapid bus service
- 917Z to Toronto Zoo/Rouge Park
 - Service Change: weekend and holiday seasonal service to the Toronto Zoo and Rouge National Urban Park and every 30 minutes between 8:30 and 20:00
 - Service Integration: additional integration with TTC
 - Developing markets: recreational/seasonal travel and expanding service levels compared to Summer 2021 due to growing demand

- September 2022 – Highlights
 - Align service levels with projected demand
 - Supporting general ridership growth including secondary and post-secondary student markets
- Frequency Increases
 - Service Change – PULSE 900 and 920
- 211 Northwest Ajax and East Pickering
 - Service Change: new route linking Ajax Station and Pickering Parkway Terminal via Church and Ravenscroft
 - Service Integration: GO Rail and Bus
 - Developing Markets: secondary school travel
- 216, 216C to Williamson Drive
 - Service Change: service increase to every 15-minutes during weekday AM & PM peak periods and every second trip during the weekday AM/PM period to extend to Williamson Drive and Audley Road
 - Developing markets: secondary school travel
- 222 Audley South
 - Service Change: New route between Ajax Station and southeast Ajax during weekday AM and PM peak period
 - Service Integration: GO Rail and Bus
 - Developing Markets: secondary school travel
- 409 West Oshawa and East Whitby
 - Service Change: new weekday daytime route between Oshawa Centre and Taunton and Thicken via Garrad Road and Stevenson Road
 - Developing Markets: secondary school travel and employment in commercial areas
- 411 Routing Updates
 - Service Change: updates to routing in south Courtice and extension of weekday AM/PM peak service to Oshawa station
 - Service Integration: GO Rail and Bus
 - Developing Markets: secondary school travel and employment in industrial areas

5. Correspondence

There were no correspondence items to be considered.

6. Reports

A) General Manager's Report – May 4, 2022 (2022-DRT-05)

Report #2022-DRT-05 from B. Holmes, General Manager, Durham Region Transit, was received.

Moved by Commissioner Mulcahy, Seconded by Commissioner Pickles,
(13) That Report #2022-DRT-05 of the General Manager, Durham Region
Transit, be received for information.

CARRIED

B) 2022 to 2026 Transit Executive Committee Meeting Schedule (2022-DRT-06)

Report #2022-DRT-06 from B. Holmes, General Manager, Durham Region
Transit, was received.

Moved by Commissioner Mulcahy, Seconded by Commissioner Pickles,
(14) 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.

CARRIED

C) Youth Monthly Pass Incentives for the 2022/23 Secondary School Term
(2022-DRT-07)

Report #2022-DRT-07 from B. Holmes, General Manager, Durham Region
Transit, was received.

Moved by Commissioner Mulcahy, Seconded by Commissioner Pickles,
(15) That we recommend to the Finance and Administration Committee for
approval and 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;
- 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);
- 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:

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); and

- 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.

CARRIED

This matter will be considered by the Finance and Administration Committee on May 9, 2022 and presented to Regional Council on May 25, 2022.

- D) Sole Source Purchase for Supplemental Washroom Facilities to Support Daily Operations (2022-DRT-08)
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Report #2022-DRT-08 from B. Holmes, General Manager, Durham Region Transit, was received.

Moved by Commissioner Mulcahy, Seconded by Commissioner Pickles,
(16) That we recommend to the Finance and Administration Committee for approval and subsequent recommendation to Regional Council:

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.

CARRIED

This matter will be considered by the Finance and Administration Committee on May 9, 2022 and presented to Regional Council on May 25, 2022.

7. **Advisory Committee Resolutions**

There were no advisory committee resolutions to be considered.

8. **Confidential Matters**

There were no confidential matters to be considered.

9. **Other Business**

9.1 Transit Passes for Ukrainian Refugees

Discussion ensued with regards to providing free Durham Region Transit bus passes to Ukrainian refugees coming to Durham Region.

Staff advised that Durham Region Transit and the Diversity, Equity and Inclusion Division are working together to provide PRESTO passes to Ukrainian immigrants

E. Baxter-Trahair advised that there will be a report to Council in the May or June meeting cycle regarding this topic.

9.2 Tina Henderson's Delegation

Discussion ensued with regards to T. Henderson's delegation earlier in the meeting regarding concerns raised with the reliability of the On Demand Service.

B. Holmes advised that scheduled service will be returning to the area identified. Chair Collier requested that staff follow up with T. Henderson.

10. Date of Next Meeting

The next regularly scheduled Durham Region Transit Executive Committee meeting will be held on Wednesday, June 8, 2022 at 1:30 PM in the Council Chambers, Regional Headquarters Building, 605 Rossland Road East, Whitby.

11. Adjournment

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

CARRIED

The meeting adjourned at 2:26 PM

Respectfully submitted,

D. Barton, Vice-Chair

K. Smith, Committee Clerk