



Transit Executive Committee Agenda

Meeting Room LL-C
Regional Headquarters Building
605 Rossland Road East, Whitby

Wednesday, September 7, 2022

1:30 PM

Please note: 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 prior to the meeting date.

1. Roll Call

2. Declarations of Interest

3. Adoption of Minutes

A) Durham Region Transit Executive Committee meeting –
June 8, 2022

Pages 3-10

B) Special Durham Region Transit Executive Committee
meeting – August 24, 2022

Pages 11-12

4. Delegations

A) Tina Henderson, Durham Resident, re: Route 211
schedule and DRT's response to ridership concerns

5. Presentations

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

6. Correspondence

A) Memorandum from Alexander Harras, Regional
Clerk/Director of Legislative Services, re: Cancellation of
October 2022 Transit Executive Committee Meeting

Page 13

7. Reports

B) General Manager's Report – September 2022 (2022-DRT-16) Pages 14-27

C) Updated Surveillance System in DRT Vehicles Policy (2022-DRT-17) Pages 28-54

8. Advisory Committee

9. Confidential Matters

10. Other Business

11. Date of Next Meeting

Wednesday, December 7, 2022 at 1:30 PM

12. Adjournment

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

The Regional Municipality of Durham

MINUTES

DURHAM REGION TRANSIT EXECUTIVE COMMITTEE

Wednesday, June 8, 2022

A regular meeting of the Durham Region Transit Executive Committee was held on Wednesday, June 8, 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.

1. Roll Call

Present: Commissioner Collier*, Chair
Commissioner Barton*, Vice-Chair
Commissioner Anderson*
Commissioner Carter*
Commissioner Drew*
Commissioner Mulcahy*
Commissioner Smith
Regional Chair Henry*
***denotes Commissioners participating electronically**

Also
Present: Commissioner Crawford*

Absent: Commissioner Pickles

Staff

Present: E. Baxter-Trahair, Chief Administrative Officer
W. Holmes, General Manager, Durham Region Transit
J. Austin, Deputy General Manager, Business Services, Durham Region Transit
D. Beaton, Commissioner of Corporate Services
M. Binetti, Transportation Service Design, Durham Region Transit
D. Dunn, Project Manager, Rapid Transit Implementation
L. Huinink, Director, Rapid Transportation & Transit Oriented Development, Office of the Chief Administration Officer
R. Inacio, Systems Support Specialist, Corporate Services – IT
A. Mak, Supervisor, Financial, Durham Region Transit
A. Naeem, Solicitor, Corporate Services – Legal Services
C. Norris, Deputy General Manager, Operations, Durham Region Transit
N. Taylor, Treasurer, Durham Region Transit, and Commissioner of Finance
P. Uthayakumar, Program/Project Manager, Durham Region Transit
N. Prasad, Assistant Secretary to Council, Corporate Services – Legislative Services
K. Smith, Committee Clerk, Corporate Services – Legislative Services

2. Declarations of Interest

There were no declarations of interest.

3. Adoption of Minutes

Moved by Commissioner Barton, Seconded by Commissioner Smith,
(18) That the minutes of the regular Durham Region Transit Executive
Committee meeting held on Wednesday, May 4, 2022, be adopted.

CARRIED

4. Delegations

There were no delegations to be heard.

5. Presentations

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

B. Holmes, General Manager, Durham Region Transit, provided a verbal update regarding fare revenues; projected fuel budget pressures; request for proposal for electric buses; hybrid bus delays; amalgamating services; the new maintenance management system; and the transition to a zero-greenhouse gas emissions transit fleet.

B. Holmes stated that Durham Region Transit (DRT) is moving forward to meet their objective of a transit network that is increasingly convenient to access and use and to influence the necessary modal shift to public transit.

B. Holmes advised that the May fare revenues exceeded the budget by 27% and have reached 70% of the pre-COVID monthly fare revenue. He also advised that year to date the fare revenues have exceeded the budget by 17% and have reached 59% of the pre-COVID fare revenue.

B. Holmes advised that as a result of the continued increase in fuel prices, DRT is projecting a year end deficit of approximately \$1.25 million. He noted that if the Provincial reduction in fuel rates continues from July to December, the projected year end deficit would be reduced to \$1.08 million. He stated that the projected fuel budget deficit will be accommodated within the approved 2022 Budget and he will advise the committee of any significant changes.

B. Holmes stated the Request for Proposal for the first electric buses has been released and proposals will be reviewed in the coming months. He also stated there is a delay for the delivery of 10 hybrid buses due to labour action at the assembly plant but the buses are expected to be ready for service by September.

B. Holmes advised that as part of the Demand Response service (amalgamating Specialized transit and On-Demand transit) DRT recently engaged a consultant to complete a fulsome overview of the Specialized services policies and procedures

related to operations and eligibility. He also advised that service and fare integration efforts among the GTHA agencies are expected to resume in the coming weeks.

B. Holmes stated that the maintenance group is continuing to advance implementation of the new maintenance management system as they establish key performance metrics to support their commitment to continuous improvement and productivity.

B. Holmes advised that after many months of study and evaluation, the commission strategy for the transition to a zero-greenhouse gas emissions transit fleet will be approved today. He stated that there are two choices, one being more conservative that achieves a zero emission fleet by 2045, and one that is more progressive that will achieve a zero emission fleet by 2037. He also advised that after the decision of the committee today, DRT will move forward with the Canadian Infrastructure Bank to work towards a funding agreement by March 31, 2023.

B) Jamie Austin, Deputy General Manager, Business Services, Durham Region Transit, re: E-Mission Zero – DRT Fleet Electrification Plan (2022-DRT-10)

J. Austin, Deputy General Manager, Durham Region Transit, provided a PowerPoint presentation regarding E-Mission Zero – DRT Fleet Electrification Plan. A copy of the presentation was provided to Committee members prior to the meeting.

Highlights of the presentation included:

- Overview
- E-Mission Zero
- Feasibility Study
- Technology Assessment
- Fleet Transition Plan – Objectives
- Pathway Option 1 – Standard, complete transition by 2044
- Pathway Option 2 – Accelerate, complete transition by 2037
- Depot and Charging Strategy
- Financial Analysis
- Recommendation – Pathway Option 2
- Opportunities
- Next Steps

J. Austin stated that he is joined by Pri Uthayakumar, DRT Program Manager responsible for fleet transition to zero emission technologies, and Robert Mowat, and Tian Yang Lee from HDR Consultants who have been instrumental in the development of the DRT Fleet Electrification Plan.

J. Austin advised that the DRT Fleet Electrification Plan presents an important opportunity for Durham Region to demonstrate leadership in the adoption of clean technologies that build on its growing reputation as an innovation hub. He also advised that the plan will help the Region to achieve their goals to reduce greenhouse gas emissions from the transportation sector in support the Corporate Climate Change Action Plan. He stated that with this approach, DRT's fleet will be fully transitioned to zero emission vehicles by 2037.

J. Austin advised that the emission zero program was officially launched in September 2021 and that DRT retained HDR Consultants in the fall of 2021 to complete a study on the fleet and facilities, complete a feasibility assessment, and develop a multi year zero emission bus fleet transition plan to identify infrastructure requirements and anticipated financial impacts. He stated that Federal government financing and funding programs are currently structured to support transit agencies to switch to these types of zero emission vehicles.

J. Austin reviewed the capital cost, annual operating cost, route flexibility, facility constraints, maintenance complexity, and technology maturity between battery electric buses and hydrogen fuel cell electric buses.

J. Austin also provided an overview of the two potential pathways in moving forward. He stated that the first pathway proposed a standard, complete transition by 2044 and the second pathway proposed an accelerated, complete transition by 2037.

J. Austin noted that the majority of vehicle charging will take place at DRT garages and retrofit upgrades to enable this will be completed in phases. He added that the new garage at 2400 Thornton Road is expected to accommodate future replacement and growth in buses beginning in 2026.

J. Austin provided a high-level summary of the costs for pathway Option 1 and pathway Option 2 including capital and operating costs.

J. Austin stated that staff are recommending pathway Option 2 and advised that there are costs associated with adapting to the plan, however there are opportunities over the life span for additional savings and efficiencies to help reduce the overall financial impact.

J. Austin also provided an overview of the financing and funding opportunities available through the Canada Infrastructure Bank, Infrastructure Canada – Zero Emissions Transit Fund (ZETF), and Natural Resources Canada – Infrastructure Funding Programs, and discussed the next steps for DRT.

Moved by Commissioner Carter, Seconded by Commissioner Barton,
(19) That the order of the agenda be altered to consider Report #2022-DRT-10: E-Mission Zero – DRT Fleet Electrification Plan at this time.

CARRIED

7. Reports

B) E-Mission Zero – DRT Fleet Electrification Plan (2022-DRT-10)

Report #2022-DRT-10 from B. Holmes, General Manager, Durham Region Transit, was received.

Staff responded to questions with regards to the average battery charging time for electric buses; the average distance a bus travels in a day; the charging time for batteries; the life span for electric buses versus conventional buses; cost of battery electric buses; savings associated with electric buses; return on investment for electric buses; potential upgrades as technology changes; the timeline for the replacement of the buses; locations where electric buses are being charged; whether training policies will change with the transition to electric buses; whether small modular reactors are available in terms of a power source; any restrictions with funding programs available and stacking funding sources; retrofitting required for existing maintenance and storage facilities; how electric buses will withstand winter weather; feasibility of using battery electric buses and fuel cell electric buses; and considerations and contingencies to respond to electricity outages.

Moved by Commissioner Carter, Seconded by Commissioner Barton,
(20) That the Transit Executive Committee recommends to the Finance and Administration Committee for approval and subsequent recommendation to Regional Council:

That Durham Region Transit's Fleet Electrification Plan, transitioning its revenue and non-revenue fleet vehicles to zero emission technologies by 2037 based on the battery electric technology Pathway Two with the procurement of only electric buses starting in 2024, be endorsed as the Transit Executive Committee's (TEC) preferred option and be referred for consideration of multi-year phasing and financing as part of the long-term servicing and financing strategy to be presented to TEC, Committee and Council in advance of the 2023 Business Plans and Budget.

CARRIED ON THE FOLLOWING RECORDED
VOTE:

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

Members Absent: Commissioner Pickles

Declarations of Interest: None

This matter will be considered by the Finance and Administration Committee on June 14, 2022 and presented to Regional Council on June 29, 2022.

6. Correspondence

There were no correspondence items to be considered.

7. Reports

A) General Manager's Report – June 2022 (2022-DRT-09)

Report #2022-DRT-09 from B. Holmes, General Manager, Durham Region Transit, was received.

Moved by Commissioner Mulcahy, Seconded by Commissioner Drew,
(21) That Report #2022-DRT-09 of the General Manager, Durham Region Transit, be received for information.

CARRIED

B) E-Mission Zero – DRT Fleet Electrification Plan (2022-DRT-10)

This item was considered earlier in the meeting. Refer to pages 5 and 6 of these minutes.

C) Amending Agreement to the Metrolinx-905 PRESTO Operating Agreement (2022-DRT-11)

Report #2022-DRT-11 from B. Holmes, General Manager, Durham Region Transit, was received.

Moved by Commissioner Barton, Seconded by Commissioner Mulcahy,
(22) That the Transit Executive Committee recommends to Regional Council:

A) That the Regional Chair and Regional Clerk execute an amendment to the PRESTO Operating Agreement between Metrolinx and the 905 transit agencies to provide the Region with the necessary revenue protection to enable the implementation of open payment fare transactions on Durham Region Transit vehicles; and

B) That the Regional Chair and Clerk have authority to execute any further documents or subsequent amendments related to the PRESTO Operating Agreement.

CARRIED

This matter will be presented directly to Regional Council for consideration at the Regional Council meeting on June 29, 2022.

D) Durham Region Transit Advisory Committee (TAC) Terms of Reference (2022-DRT-12)

Report #2022-DRT-12 from B. Holmes, General Manager, Durham Region Transit, was received.

Moved by Regional Chair Henry, Seconded by Commissioner Drew,

(23) A) That the revised terms of reference for the Transit Advisory Committee Policy included as Attachment #1 to Report #2022-DRT-12 of the General Manager, be approved; and

B) That a copy of Report #2022-DRT-12 be forwarded to the area municipalities for information.

CARRIED

E) Update Demand Response Service (2022-DRT-13)

Report #2022-DRT-13 from B. Holmes, General Manager, Durham Region Transit, was received.

Moved by Commissioner Mulcahy, Seconded by Commissioner Barton,

(24) That Report #2022-DRT-13 of the General Manager be received for information.

CARRIED

8. Advisory Committee Resolutions

There were no advisory committee resolutions to be considered.

9. Confidential Matters

A) Confidential Report of the General Manager – Matters Subject to Labour Relations/Employee Negotiations and Advice Subject to Solicitor-Client Privilege with Respect to DRT Collective Bargaining Update (2022-DRT-14)

Confidential Report #2022-DRT-14 from B. Holmes, General Manager, Durham Region Transit, was received.

Moved by Commissioner Mulcahy, Seconded by Commissioner Smith,

(25) That the recommendations contained in Confidential Report #2022-DRT-14 of the General Manager, Durham Region Transit, be adopted.

CARRIED

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, September 7, 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 Barton,
(26) That the meeting be adjourned.

CARRIED

The meeting adjourned at 2:25 PM

Respectfully submitted,

S. Collier, Chair

K. Smith, Committee Clerk

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

The Regional Municipality of Durham

MINUTES

DURHAM REGION TRANSIT EXECUTIVE COMMITTEE

Wednesday, August 24, 2022

A special meeting of the Durham Region Transit Executive Committee was held on Wednesday, August 24, 2022 in Meeting Room LLC, Regional Headquarters Building, 605 Rossland Road East, Whitby, Ontario at 9:30 AM. Electronic participation was offered for this meeting.

1. Roll Call

Present: Commissioner Collier*, Chair
Commissioner Barton*, Vice-Chair
Commissioner Anderson*
Commissioner Carter*
Commissioner Mulcahy*
Commissioner Pickles*
Commissioner Smith*
Regional Chair Henry
***denotes Commissioners participating electronically**

Also

Present: Commissioner Chapman*
Commissioner Crawford*
Commissioner Kerr* attended for part of the meeting
Commissioner Lee*
Commissioner Ryan*

Absent: Commissioner Drew

Staff

Present: E. Baxter-Trahair, Chief Administrative Officer
B. Holmes, General Manager, Durham Region Transit
J. Austin, Deputy General Manager, Business Services, Durham Region Transit
D. Beaton, Commissioner of Corporate Services
A. Burgess, Deputy General Manager, Maintenance, Durham Region Transit
R. Inacio, Systems Support Specialist, Corporate Services – IT
K. McDermott, Solicitor, Corporate Services – Legal Services
C. Norris, Deputy General Manager, Operations, Durham Region Transit
M. Simpson, Director, Risk Management, Economic Studies and Procurement
L. Fleury, Legislative Officer and Deputy Clerk Pro Tem, Corporate Services – Legislative Services
K. Smith, Committee Clerk, Corporate Services – Legislative Services

2. Declarations of Interest

There were no declarations of interest.

3. Confidential Matters

- A) Confidential Report of the Commissioner of Corporate Services and the General Manager of Durham Region Transit on Labour Relations/Employee Negotiations Regarding the Ratification of a Tentative Agreement with UNIFOR, Local 222 (2022-DRT-15)
-

Confidential Report #2022-DRT-15 from D. Beaton, Commissioner of Corporate Services, and B. Holmes, General Manager, Durham Region Transit, was received.

Moved by Commissioner Carter, Seconded by Commissioner Barton,
(27) That the recommendations contained in Confidential Report #2022-DRT-15 of the Commissioner of Corporate Services and General Manager of Durham Region Transit, be adopted.

CARRIED

4. Date of Next Meeting

The next regularly scheduled Durham Region Transit Executive Committee meeting will be held on Wednesday, September 7, 2022 at 1:30 PM in the Council Chambers, Regional Headquarters Building, 605 Rossland Road East, Whitby.

5. Adjournment

Moved by Commissioner Anderson, Seconded by Commissioner Mulcahy,
(28) That the meeting be adjourned.

CARRIED

The meeting adjourned at 9:34 AM

Respectfully submitted,

S. Collier, Chair

K. Smith, Committee Clerk



Interoffice Memorandum

The Regional
Municipality of Durham
Corporate Services
Department –
Legislative Services
Division

605 ROSSLAND RD. E.
LEVEL 1
PO BOX 623
WHITBY, ON L1N 6A3
CANADA

905-668-7711
1-800-372-1102

durham.ca

Don Beaton
BCom, M.P.A.
Commissioner of
Corporate Services

Date: September 7, 2022
To: Commissioner Collier, Chair, and Members of the
Durham Region Transit Executive Committee
From: Alexander Harras, Regional Clerk
Subject: Cancellation of October 2022 Transit Executive
Committee Meeting

In accordance with section 12 of Durham Region's Transit By-law #27-2021, regular meetings of the Transit Executive Committee are scheduled to occur once a month on a date and time decided by resolution of the Executive Committee. In accordance with this practice, there is currently a meeting of the Transit Executive Committee scheduled for October 5, 2022. Voting Day in the 2022 Municipal & School Board Elections is October 24, 2022.

It is anticipated that quorum will be difficult to achieve for the Transit Executive Committee meeting on October 5, 2022; as such, the Executive Committee may wish to cancel its scheduled October meeting. A similar approach has been taken during previous municipal election years. A motion to cancel the October meeting, if adopted by resolution of the Transit Executive Committee at its meeting on September 7th, 2022, would provide ample time for the Clerk's Office to notify the public, Regional Staff, and all other interested parties.

Respectfully submitted,

A handwritten signature in blue ink, appearing to be 'AH'.

Alexander Harras
Regional Clerk

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



The Regional Municipality of Durham Report

To: Durham Region Transit Executive Committee
 From: General Manager, Durham Region Transit
 Report: #2022-DRT-16
 Date: September 7, 2022

Subject:

General Manager's Report – September 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 – September 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
September 7, 2022
TEC
Attachment #1

Performance Measures Dashboard	<u>2</u>
Safety	<u>3</u>
Ridership	<u>4</u>
Service Delivery	<u>7</u>
Updates	<u>11</u>
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	July	0.22	0.23	✓ -4.5	✓ -11.1

Ridership

Scheduled						
Ridership (x1,000)	Number passengers	July	578	365	✓ 58.3	✓ 77.4
PRESTO Ridership	Customers paying using PRESTO (per cent)	July	81.5	78.6	✓ 2.9	✓ 3.6
Bus full occurrences	Number operator reported occurrences	July	19	8 ³	NA	NA
Demand Responsive						
Ridership - Specialized	Number customer trips	July	8,733	5,338	✓ 63.7	✓ 66.6
Unaccommodated Rate - Specialized	Trip requests not scheduled (per cent)	July	2.3	1.1	⚠ 1.2	⚠ 1.6
Ridership – On Demand	Number customer trips	July	11,566	10,517	✓ 10.0	✓ 38.2

Service Delivery

Scheduled						
On time performance	On-time departures from all stops (per cent)	Service Period 2 ⁴	73.6	80.3	✗ -6.7	✗ -4.0
Service availability	Scheduled service delivered (per cent)	Service Period 2 ⁴	98.1	99.4	⚠ -1.3	⚠ -1.6
Mean Distance Between Failure (MDBF)	Average number of revenue service kilometres between occurrences of vehicle defects impacting service (revenue service kilometers)	July	36,782	NA	NA	NA

¹Target is 2021 measure for the same period

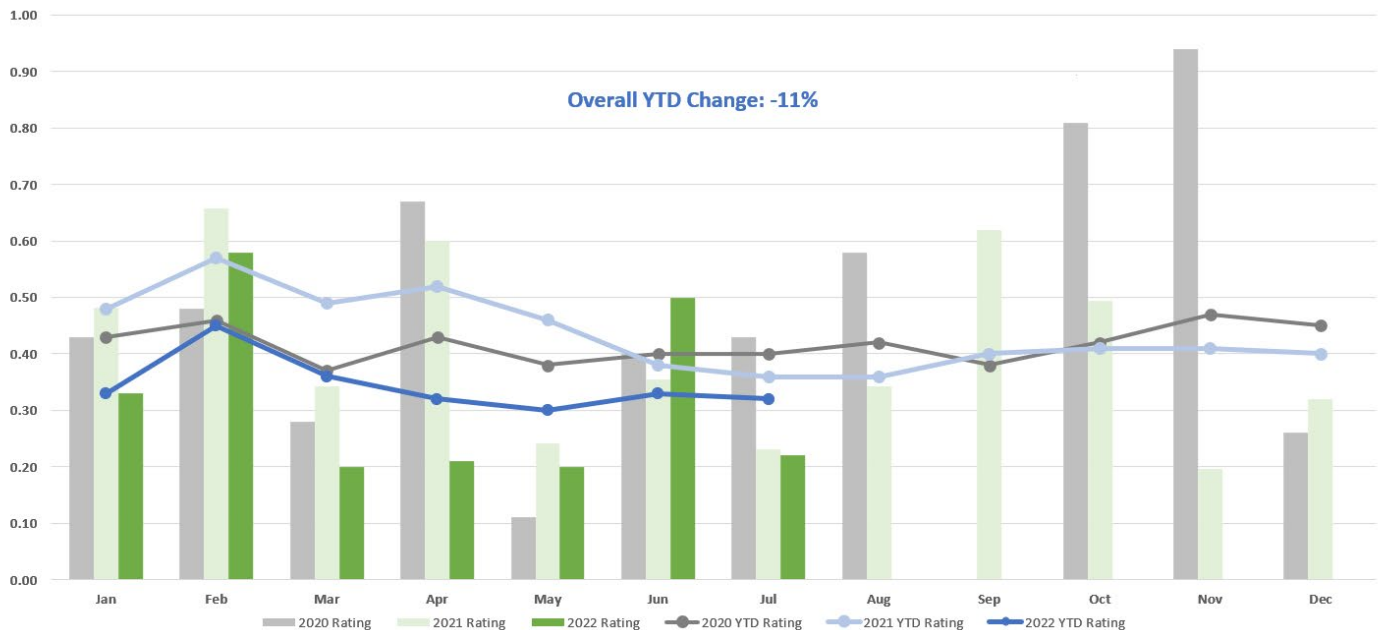
²Year to Date (YTD) compared to previous year

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

⁴Service Period 2: April 4 – June 19, 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

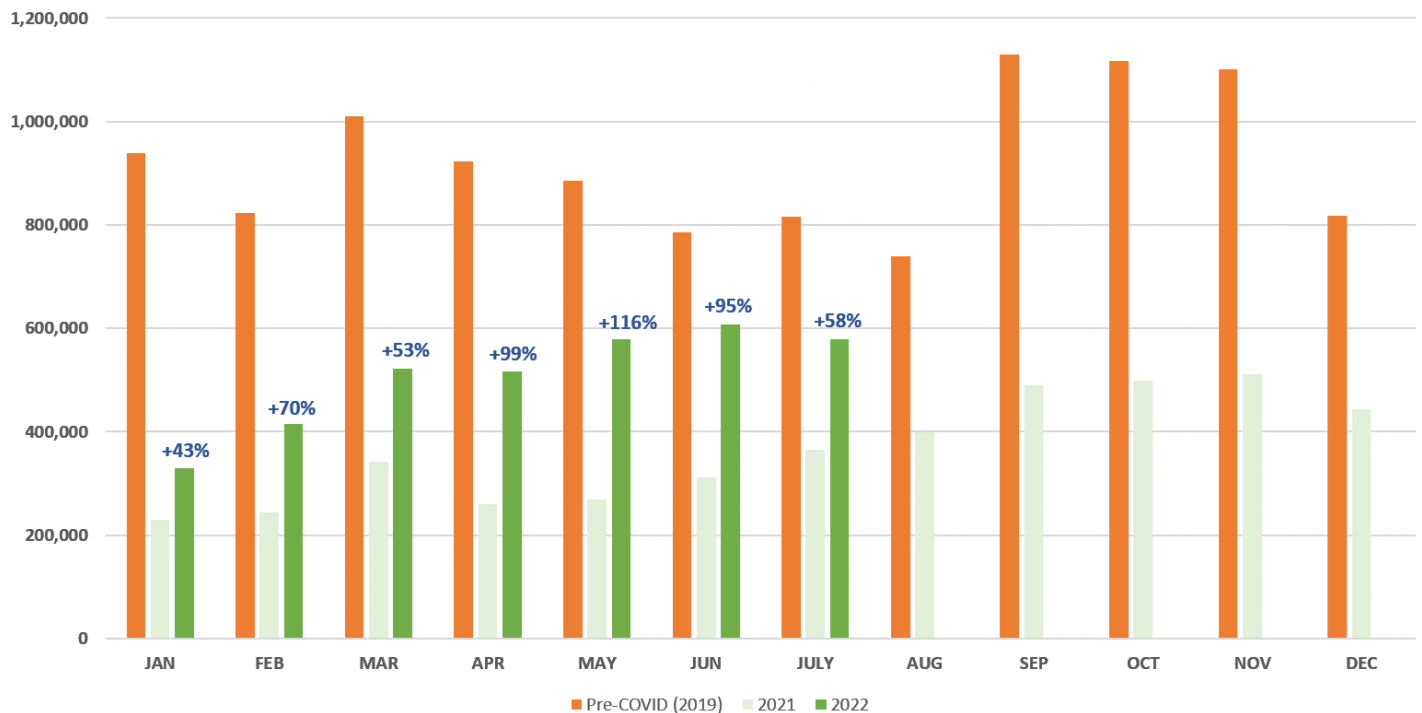
The July preventable collision rate was 0.10 per cent, compared to the rate of 0.60 per cent in 2021. Year to date, the preventable collision rate is 42 per cent lower than the previous year.

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

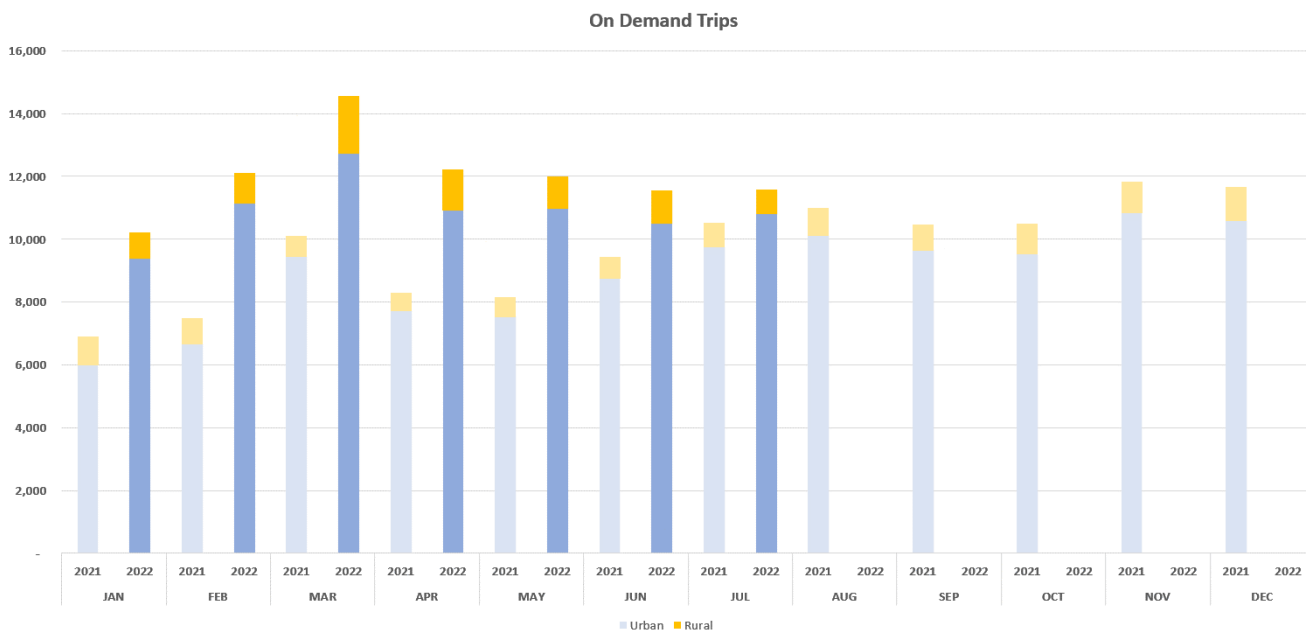
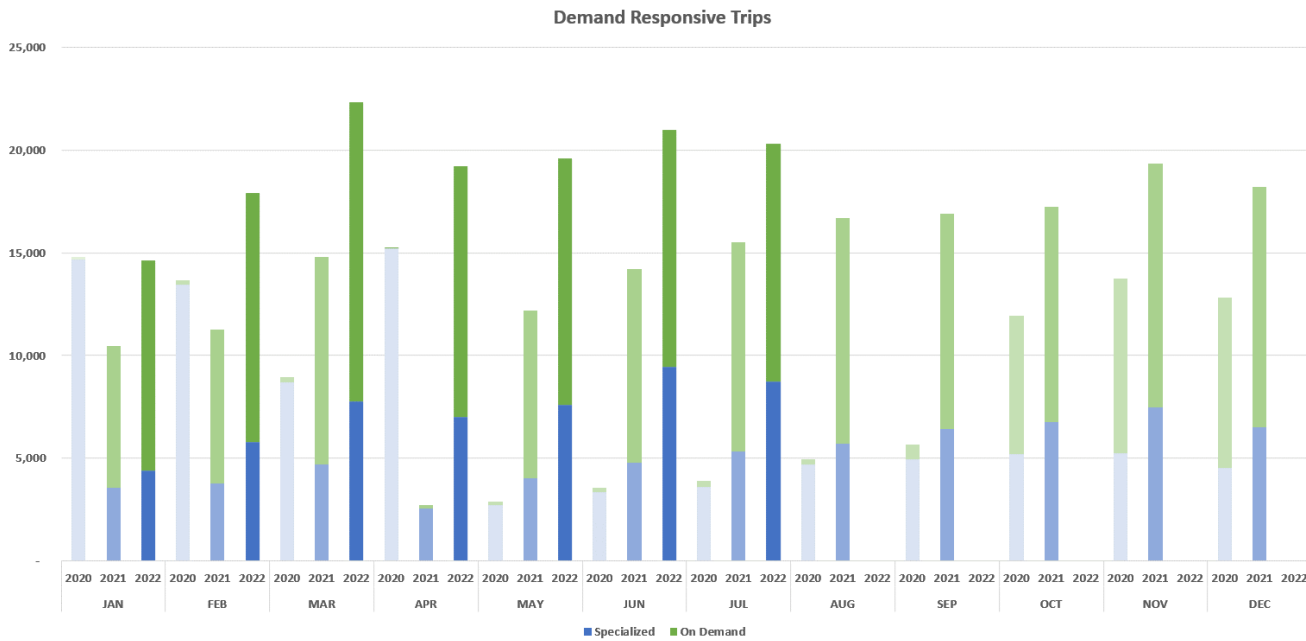
July ridership was 58 per cent higher than 2021, and approximately 75 per cent of pre-pandemic (2019) ridership for the same period.

Weekday ridership is approximately 70-73 per cent of pre-pandemic levels, and Saturday and Sunday at approximately 90 per cent and 105 per cent, respectively.

Action Plan

To support the return of students to secondary school and post secondary institutions, approximately 10 per cent more service will be introduced in September. With five new local routes, two new PULSE routes, and enhanced frequency throughout the network, the September 2022 network will provide 60% more residents direct service to post-secondary institutions in Durham Region. Approximately 300 daily secondary students will be onboarded to DRT local routes in Courtice and Bowmanville, replacing yellow school bus service. Commuter ridership to and from the GO Train, which historically accounted for approximately 25 per cent of overall ridership, continues to grow but has yet to return to pre-pandemic levels and is not expected to rebound in the near future.

Demand Response Transit

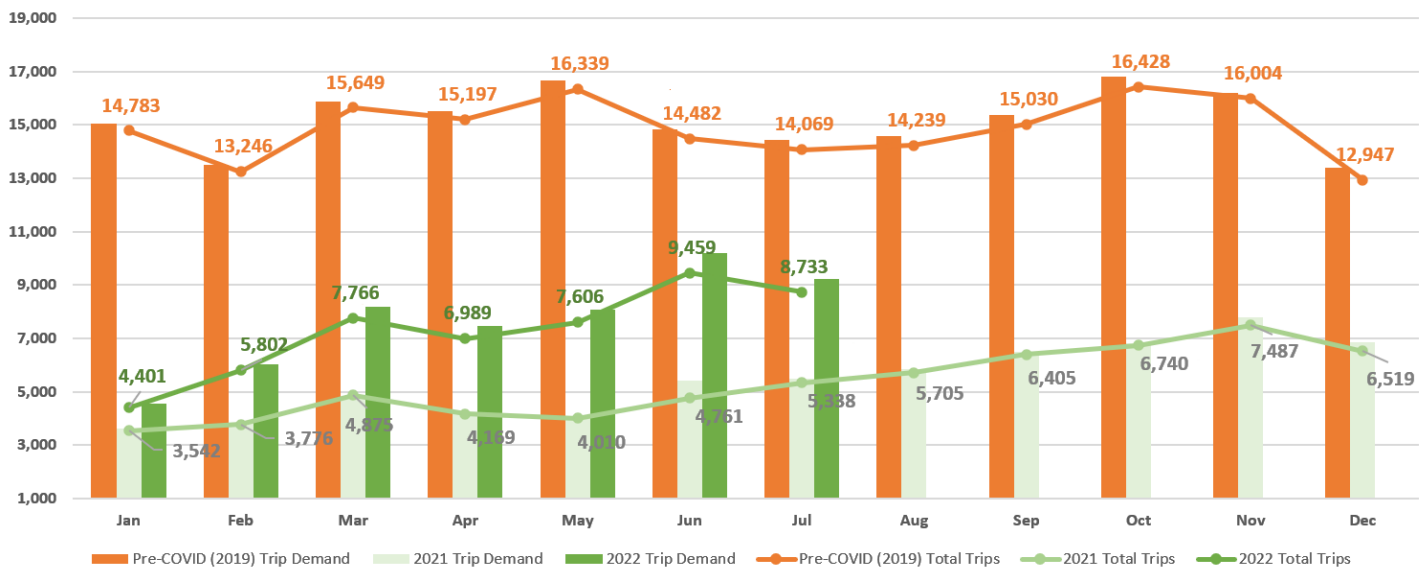


		JUL 2022	YTD 2022
R U R A L	Uxbridge	968	4,207
	Brock	451	3,760
	Scugog	465	3,928
	Pickering	108	903
	Whitby	28	212
	Oshawa	-	-
	Clarington	2,029	12,827

		JUL 2022	YTD 2022
U	Pickering	1,922	13,493
R	Ajax	1,591	10,996
B	Whitby	1,531	11,907
A	Oshawa	1,805	12,245
N	Clarington	1,568	15,818

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

While new scheduled service has returned, On Demand ridership remains stable delivering 11,566 trips in July 2022, a 10 per cent improvement compared to July 2021, contributing to a 39 per cent increase year to date compared to 2021.

Specialized service ridership delivered 8,733 trips in July 2022, a 39 per cent improvement compared to July 2021, contributing to a 67 per cent increase year to date compared to 2021.

The relaxation of COVID-19 capacity restrictions contributed to a reduction in the Specialized Services unaccommodated rate, reduced to 1.2 per cent from the highest monthly rate of 3.6 per cent in April.

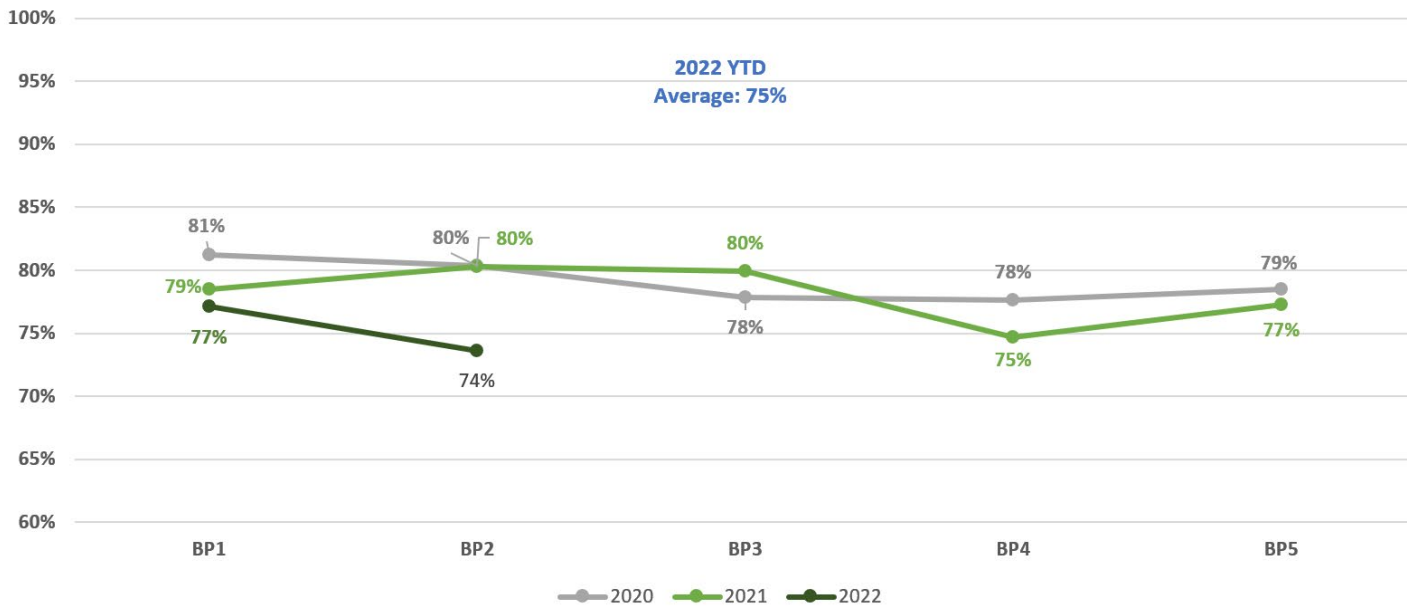
Action Plan

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

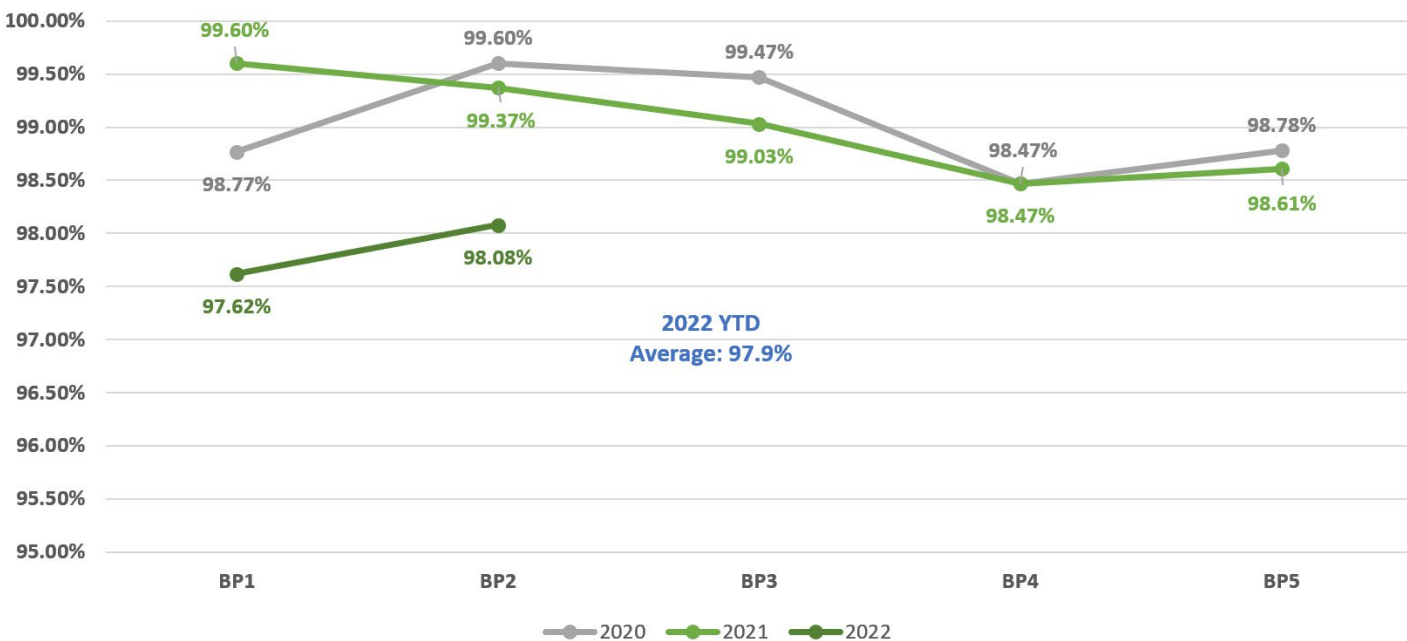
Service Delivery

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 2 (BP2 spans April 4 – June 19, 2022) was 74 per cent, down from 77 per cent for BP 2 and lower than the 80 per cent recorded for the same period in 2021.

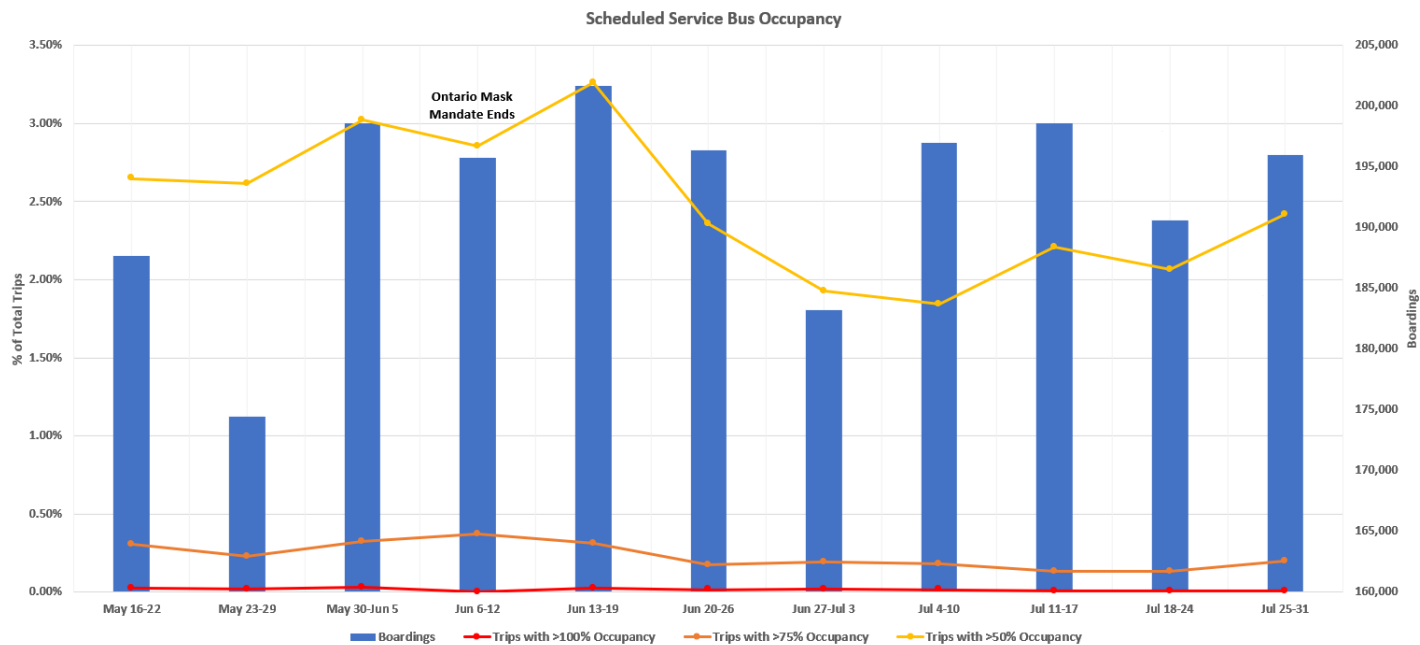
Service availability was 98.1 per cent compared to 97.6 per cent for BP 2 and higher than the 99.4 per cent recorded for the same period in 2022.

Action Plan

OTP was impacted by three factors; traffic disruptions related to road construction activities, the introduction of new routes with best estimates for running time, and postponement of running time validation studies that ensure route schedules meet actual on-road conditions. Staff continue to collaborate with the various traffic groups at the Region and local area municipalities to ensure traffic impacts for construction projects are communicated to DRT in advance of the annual budget cycle to enable DRT to budget revenue service hours and schedule realistic running times and service capacity.

Service availability improved from BP 1 but remained below the 99.5 per cent target. Service availability continued to be impacted by continued staff absences related to COVID-19, which continued into August.

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

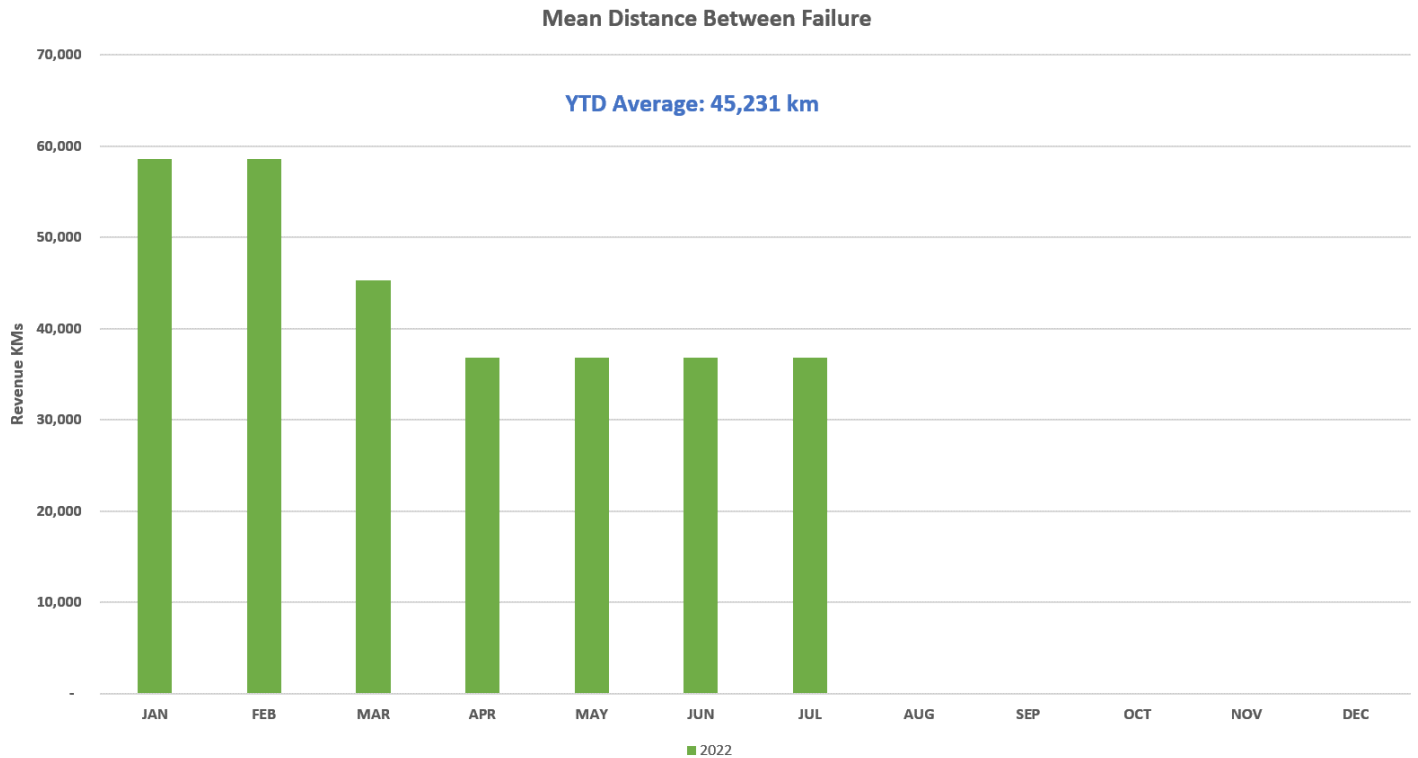
During the last week of July (July 25 - 31), approximately 98 per cent of all trips were below 50 per cent of maximum occupancy, with less than one per cent of trips exceeding 75 per cent maximum occupancy.

Action Plan

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

Although scheduled service will increase by approximately 10 per cent in September, ridership on many trips is expected to reach or exceed bus capacity. Typically, customers adjust their travel patterns during the first two to three weeks of the September board period, and the Transit Control Centre will monitor trips experiencing passenger overloads and utilize available resources to mitigate impacts to customers.

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 July 2022 was 36,782 kilometers.

Action Plan

Not applicable

Updates

1. PRESTO

Open Payment

On August 11, 2022, PRESTO launched contactless payment (Open Payment) on GO Transit, Oakville Transit, Brampton Transit and MiWay in Mississauga. Currently, contactless payment only accepts credit cards, and is not available for customers who use demand response services (specialized and On Demand). DRT will launch PRESTO contactless with the remaining 905 agencies **in the coming months** when this new fare payment option is available to all DRT users. New PRESTO fare transaction devices for demand response vehicles will be arriving this fall, allowing for a consistent and equitable customer experience across all scheduled and demand response services.

Based on feedback from the participating transit agencies, the launch of contactless payment has been successful.

TAP Program: Transition of ACCESS to PRESTO

Further to the GM Report in April 2022, 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 discontinue the paper ACCESS Pass in October 2022 and transition all eligible customers to TAP. The transition to PRESTO may be challenging for some ACCESS Pass customers and DRT is providing an extended transition period of six months starting in May 2022 to build awareness and support ODSP clients through this change.

It was initially planned that eligible customers making the transition to PRESTO by August 15, 2022, would be provided 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. It was estimated that up to 1,500 free PRESTO cards could be issued at a cost of \$7,500 to DRT, with this cost funded through DRT's approved 2022 budget.

Free PRESTO cards for TAP customers remain available and DRT will continue to provide the free cards to eligible customers until the 1,500 cards have all been issued.

2. Hybrid Buses

At the time of writing, four of ten diesel electric buses have been received from Nova. Unfortunately, a labour dispute at the bus manufacturer delayed delivery, however, the hybrid buses are expected to be in service by the end of September 2022.

3. Electric Bus Pilot

The Region released NRFP-737-2022 in May 2022 for the supply and delivery of up to eight (8) battery electric buses to support DRT's Electric Bus Pilot. For the purpose of this NRFP, the intention is to purchase approximately three buses, with an option for one additional bus, from each of the two top-ranked respondents, subject to pricing and budgetary constraints. The bidding process has now closed and will undergo an evaluation, leading to contract negotiations and an award of contract expected in Q4, 2022. The expected schedule for bus delivery to the Region is in Q1, 2024.

This initial purchase will allow DRT to operate and assess its first set of battery electric buses from different bus manufacturers, collecting data and monitoring performance in local conditions. Staff will also prepare a procurement plan for the purchase and delivery of additional electric buses in 2025 to support the DRT Fleet Electrification Plan.

4. Destination Signs

Effective September 6, 2022, destination signs on all DRT scheduled routes were updated to improve accessibility and simplify information for customers. The destination signs will now feature an accessible compliant font using a combination of larger upper and lower case lettering that has been deployed successfully by other peer transit agencies in Ontario. Lettering will be larger with only essential information provided to customers. The information displayed on the destination signs will be consistent with electronic schedules and that found on trip planners. In addition to the route number, the sign will display the end station/terminal, destination local municipality on inter-municipal routes, or a nearest major cross-street.





Durham Region Transit Report

To: Durham Region Transit Executive Committee
From: General Manager, Durham Region Transit
Report: #2022-DRT-17
Date: September 7, 2022

Subject:

Updated Surveillance System in DRT Vehicles Policy

Recommendation:

That the Transit Executive Committee recommends:

That the revised Surveillance System in DRT Vehicles Policy, effective September 7, 2022, be approved.

Report:

1. Background

- 1.1 Installation of video and audio recording systems in DRT vehicles started with the introduction of the PULSE bus fleet in 2013. The Durham Region Transit Commission approved the original Onboard Security Video Surveillance Policy, Report 2012-DRT-28, on September 5, 2012, and further directed that the DRT's surveillance policy be separate from the Region's facility-related video surveillance policy.
- 1.2 TEC Report 2018-DRT-20 informed the Transit Executive Committee (TEC) that through the Metrolinx Transit Procurement Initiative (TPI) process, a contract had been awarded to Seon Design Inc. for the procurement and installation of an onboard video surveillance system throughout the entire DRT revenue fleet (conventional and specialized buses). The DRT Surveillance System is installed on all DRT vehicles, including revenue and non-revenue service vehicles.
- 1.3 On June 5, 2019, TEC approved the current Surveillance System in DRT Vehicle policy (Attachment #2) which reflected industry best practices supporting the capabilities of the new and expanded surveillance system.

- 1.4 An internal review of the Surveillance System in DRT Vehicles policy was completed in Spring 2022 with recommended revisions that reflect emerging processes in administering the system and industry best practices (Attachment #1).

2. Discussion

- 2.1 Principles of the original policy remain unchanged, balancing an individual's right to privacy and the need to protect the safety and security of the public transit network and the community, specifically passengers, pedestrians and DRT employees and assets, to investigate personal injury and other legal claims and proceedings, and to investigate and resolve operational matters as they may occur.
- 2.2 The proposed policy has been enhanced to be consistent with industry best practices.
 - a. Format revisions
 - b. Updated and enhanced roles and responsibilities
 - c. Application of the policy for vehicles owned or leased by a third-party service provider contracted to deliver DRT services
 - d. Formal internal audit process replacing current risk-based self-assessment process
 - e. Bi-annual review of user access rights
 - f. Unifor Chairperson authorized to view Surveillance Recordings used as part of an investigation resulting in significant disciplinary action
 - g. Revised retention schedule
 - h. Updated list of designated personnel able to view and/or retrieve Surveillance Recordings
- 2.3 The recommended policy (Attachment #1) has been reviewed by Legal Services, Labour Relations, and the Access and Privacy Office.

3. Attachment

- 3.1 Attachment #1: Recommended policy: Surveillance System in DRT Vehicles, revision date September 7, 2022
- 3.2 Attachment #2: TEC approved current policy: Surveillance System in DRT Vehicles, revision date June 6, 2019

Respectfully submitted,

Original Signed by

Bill Holmes

General Manager, DRT

Recommended for Presentation to Committee

Original Signed by

Elaine Baxter-Trahair

Chief Administrative Officer



Policy Manual

Title: Surveillance System in DRT Vehicles (original titled DRT Onboard Security Video Surveillance Policy)	
Issued: September 5, 2012	Page #: 1 of 13
Revised: September 7, 2022	
Approved by: General Manager	

1. Policy Statement

- 1.1 It is the policy of Durham Region Transit (DRT) to utilize a Surveillance System on transit vehicles to
 - Ensure the safety and security of passengers, pedestrians, and DRT employees and assets;
 - Investigate personal injury and other legal claims and proceedings; and
 - Investigate and resolve Operational Matters.
- 1.2 DRT recognizes the need to balance an individual's right to privacy and the need to ensure the safety and security of the public transit network and the community. Although a transit bus is a public space, this policy is consistent with the principle of data minimization, which entails limiting the amount of personal information collected and retained to that which is necessary to fulfill the purposes of the lawfully authorized activity. DRT is committed to providing a safe and secure transit system for employees, passengers and pedestrians, and activities and systems that contribute to safety and crime prevention in the community.
- 1.3 While surveillance systems are installed on vehicles for criminal, safety, security, investigatory, and evidentiary reasons, DRT's Surveillance System is designed to minimize privacy intrusion. Proper surveillance, where deemed necessary, is one of the most effective means of helping to keep the DRT transit system operating in a safe, secure, and privacy protective manner.
- 1.4 This Policy has been developed to govern the Surveillance System for DRT vehicles, as more particularly set out in Section 2.1, and in accordance with the privacy provisions of the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) and the Privacy and Video Surveillance in Mass Transit Systems report (2008) from the Ontario Information and Privacy Commissioner.

2. Definitions

2.1 FOIFreedom of Information

	MFIPPA	Municipal Freedom of Information and Protection to Privacy Act
	Monitor	Active observation of Surveillance Recordings in real time, or systematic observation of Surveillance Recordings without a reasonable cause
	Operational Matter	Incident, event or occurrence in relation to a DRT vehicle or employee
Personal Information		As defined by MFIPPA
Remote Access		Access to an organizational information system by a user (or a process acting on behalf of a user) communicating through an external network (e.g., the Internet)
Surveillance Recordings		Information, including audio and video, recorded by the Surveillance System and stored on a Digital Video Recorder (DVR) or other storage device.
Surveillance Records		Copies of Surveillance Recordings, created for the purpose of: <ul style="list-style-type: none"> a) complying with any warrant, summons, court order or other legal process that requires disclosure of Surveillance Recordings; b) complying with Freedom of Information requests and MFIPPA; c) supporting investigations of personal injury and other legal claims and proceedings; and d) supporting investigations into Operational Matters.
Surveillance System		The physical or other mechanical or digital components of the Surveillance System installed on the vehicle or in a building, that enable continuous video and audio recording, observing or monitoring of the inside and outside of the vehicle, and for viewing Surveillance Recordings and producing Surveillance Records

2.2 Surveillance System

- A. DRT's Surveillance System may include the use of video and audio recording equipment/devices.

- B. DRT may use its Surveillance System on transit vehicles, including conventional and specialized transit vehicles, and non-revenue vehicles.
- C. Surveillance System equipment/devices at facilities will be installed within secure locations

2.3 Application

- A. This Policy is implemented by DRT staff. DRT contractors and service providers, and any third party who have responsibilities related to the Surveillance System will be made aware of this Policy, given instruction in meeting the Policy's requirements, and be required to agree in writing to comply with the requirements of this Policy.
- B. Surveillance Recordings will be used only for the purposes of detecting, deterring and investigating unlawful and safety/security activities, investigating personal injury and other legal claims and proceedings, and investigating and resolving Operational Matters.
- C. DRT staff will not Monitor the Surveillance System.
- D. Surveillance Recordings will not be used to Monitor the performance of employees. Behaviors observed when reviewing Surveillance Recordings while investigating an Operational Matter will be managed according to established labour relations practices, which may include, without limitation, the use and reliance of Surveillance Recordings for employee discipline.

2.4 Exceptions

This policy does not apply to the following:

- a) Covert surveillance used for law enforcement purposes. In those circumstances, either a statutory authority exists and/or the authority for the surveillance is lawfully obtained through a search warrant. Covert surveillance is surveillance conducted using hidden devices. If covert surveillance is not implemented pursuant to the conditions in the preceding paragraph, extra diligence in considering the use of the technology is required.
- b) Surveillance System components installed at Regional buildings including transit facilities, which are managed by Facilities Management

3. Roles and Responsibilities

3.1 General Manager, DRT:

The General Manager may delegate responsibilities under this Policy.

- a) Review the Policy every two years and forward to the Transit Executive Committee recommendations that will significantly alter the Policy

- b) Receive and review status updates and audit results, and implement the recommendations accordingly
- c) Designate appropriate staff to view Surveillance Recordings and produce Surveillance Records
- d) Review requests for Surveillance Records and where such requests comply with MFIPPA and this Policy, authorize the Administrator to produce a copy of the appropriate Surveillance Recording(s).
- e) Immediately contact the Corporate Privacy Office and work with privacy staff to investigate any alleged privacy breach of this Policy

3.2 Deputy Manager, Business Services

- a) Ensure assigned staff comply with this Policy as it relates to privacy, storage, dissemination, and documentation for disclosure of information.
- b) In consultation with the appropriate staff, develop training for DRT and contract staff regarding obligations and compliance with the MFIPPA and this Policy.
- c) In consultation with the appropriate staff, coordinate technical requirements and activities related to design, functionality, installation, and upgrades to the Surveillance System.
- d) Establish an appropriate employee on- and off-boarding process to ensure activation and deactivation of access to the Surveillance System.
- e) Ensure completion of a semi-annual review of user access to ensure only authorized users have access to view Surveillance Recordings.
- f) Immediately report all alleged privacy breaches of this Policy to the General Manager and in their absence, the Corporate Privacy Office.

3.3 Deputy General Manager, Operations

- a) Ensure assigned staff comply with this Policy as it relates to privacy, storage, dissemination and documentation for disclosure of information.
- b) Approve the locations on vehicles for installation of the Surveillance System in accordance with this Policy.
- c) Consult with the Regional Clerk/Director of Legislative Services and /or Legal Services, for any issues related to MFIPPA requests.
- d) Support the Deputy Manager, Business Services, to develop training for DRT and contract staff regarding obligations and compliance with the MFIPPA and this Policy.
- e) Immediately report all alleged privacy breaches of this Policy to the General Manager and in their absence, the Corporate Privacy Office.

3.4 Deputy General Manager, Maintenance

- a) Ensure assigned staff comply with this Policy as it relates to privacy, storage, dissemination, and documentation for disclosure of information.

- b) Ensure that Surveillance System equipment on DRT vehicles is maintained in a state of good repair.
- c) Delegate day-to-day maintenance of the Surveillance System on DRT Vehicles to designated staff, as appropriate.
- d) Support the Manager, Business Services, to develop training for DRT and contract staff regarding obligations and compliance with the MFIPPA and this Policy.
- e) Immediately report all alleged privacy breaches of this Policy to the General Manager and in their absence, the Corporate Privacy Office.

3.5 Managers, Operations, Transit Policy & Planning, and Maintenance & Equipment

- a) Manage daily operational requirements for the Surveillance System.
- b) Ensure assigned staff comply with this Policy.
- c) Ensure records of activities related to accessing Surveillance Recordings are maintained as outlined in this Policy.
- d) In consultation with the Deputy General Manager, Support Services, ensure relevant staff are trained in compliance with the MFIPPA and this Policy.

3.6 Supervisors, Operations

- a) Report any Surveillance System defects to maintenance staff.
- b) Document required information when accessing Surveillance Recordings.
- c) Ensure no personal information obtained from Surveillance Recordings are disclosed to anyone without the approval of the applicable Manager.
- d) Forward requests for a Surveillance Record to the Deputy General Manager, Operations

3.7 Administrator

- a) When approved by General Manager or designate create required Surveillance Records
- b) Monitor and track requests and copies of Surveillance Records according to MFIPPA, this Policy, and corporate records management requirements.
- c) Oversee all documentation required and generated to implement this Policy

3.8 Director, Human Resources Departmental Services

- a) Provide guidance on use of Surveillance Recordings in investigations where employee information has been captured.

3.9 Access and Privacy Office

- a) Administer requirements of MFIPPA
- b) Coordinate with DRT to ensure compliance to MFIPPA and statutory obligations.

- c) Respond to any inadvertent disclosures of personal information or any privacy complaints made to the Region or DRT, or Information and Privacy Commissioner (IPC)/Ontario and comply with Orders issued.

3.10 Corporate Services – Information Technology (CS-IT)

- a) Service and support of the computer and Windows operating system used for the Surveillance System.
- b) Service and support of the DRT network such as to facilitate remote access, except where the network is a component of the Surveillance System

3.11 Authorized Users, Contracted Service Providers

- a) Ensure all staff comply to the requirements of this policy.
- b) View Surveillance Recordings when appropriate to investigate relevant Operational Matters
- c) Ensure any Surveillance System defects are reported to the appropriate designated DRT staff.
- d) Document required information when accessing Surveillance Recordings.
- e) Ensure no personal information obtained from Surveillance Recordings are disclosed to anyone without the approval of the applicable Manager.
- f) Forward requests for a Surveillance Record to the Administrator
- g) Prohibited to disclose, access or use information recorded by the Surveillance System, its components, files, or database for personal reasons, nor disclose, dispose, destroy, erase or alter any record without proper authorization from the Deputy General Manager, Operations, and without following the terms and conditions contained in this Policy.

3.12 Employees of DRT and Contracted Service Providers

- a) Prohibited to disclose, access or use information recorded by the Surveillance System, its components, files, or database for personal reasons, nor disclose, dispose, destroy, erase or alter any record without proper authorization from the Deputy General Manager, Operations, and without following the terms and conditions contained in this Policy.

3.13 DRPS

- a) DRPS shall comply with the Memorandum of Understanding that provides DRPS access to Surveillance Recordings from DRT vehicles.
- b) DRPS employees will submit requests to view Surveillance Recordings to the DRPS video analysis group.

- c) DRPS video analysis group will access the Surveillance System to view the appropriate Surveillance Recordings for investigative purposes.
- d) Video analysis group will forward requests for a Surveillance Record to the Administrator, to be used strictly for investigative purposes.
- e) Provide secure DRPS evidence link to the Administrator to upload Surveillance Recording

4. Guidelines: Implementation of a Surveillance System

4.1 Designing Installing and Using Surveillance System Equipment

When designing a Surveillance System and installing related equipment, the following must be considered:

- a) The ability to adjust cameras will be restricted to designated maintenance staff, so that cameras cannot be manipulated to overlook spaces that are not intended to be monitored by the surveillance program.
- b) Reception/recording equipment must be in a strictly controlled access area or system. Only staff designated by the appropriate Deputy General Manager will have access to the controlled access area/system and the reception/recording equipment.
- c) Every reasonable attempt should be made to ensure Surveillance System equipment is not in a position that enables the public and/or unauthorized staff to view images.
- d) Surveillance Recording components and related equipment will be installed at locations set out in Section 2.1 of this Policy, which may be amended from time to time.

4.2 Notice of Use of Video Recording System

- a) DRT will post decals, visible to members of the public, at all entrances and/or prominently displayed on the perimeter of the vehicles with a Surveillance System installed.
- b) The notification requirements of this decal must inform individuals of the legal authority for the collection of personal information; the principal purpose(s) for which the personal information is intended to be used; and the title, business address, and telephone number of someone who can answer questions about the collection.

4.3 Personnel Authorized to Operate and Maintain Surveillance System Equipment

Only authorized agents or personnel assigned by the General Manager or designate, as specific in Schedule A, will be permitted to operate the Surveillance System, to view Surveillance Recordings, create Surveillance Records and maintain the Surveillance System installed on DRT vehicles. All employees and representatives of third parties with responsibilities outlined in this Policy, will acknowledge in writing that they have received

training with respect to their responsibilities and confidentiality obligations, and that they understand those obligations.

4.4 Breach of Policy

The General Manager, Municipal Freedom of Information and Protection of Privacy Coordinator, Director Human Resources and Legal Services, as needed, will investigate and respond to any breach or alleged breach of this Policy.

5. Surveillance Equipment/Records

5.1 Types of Recording Devices:

DRT may use a Digital Video Recorder system (DVR) and may implement technology replacements and/or upgrades, as required.

5.2 Record Identification

All Surveillance Records will be clearly identified (labelled) as to the date and location of origin including being labelled or titled with a unique, sequential number or other verifiable symbol. On a vehicle or in a facility with a DVR that stores recordings/information directly on a hard drive, the computer time and date stamp will be understood to be this identification.

Each user or facility, as applicable, will maintain records of activities related to recording devices and records according to the Region's Records Retention By-law. The activities include information regarding the use, maintenance, access and storage of recorded material.

5.3 Remote Access

DRT may use remote access to retrieve, view, operate, maintain or audit all or part of the Surveillance System. DRT further reserves the right to provide remote access to law enforcement agencies for law enforcement purposes. Any remote access provided to law enforcement agencies will contain a provision allowing DRT to conduct annual audits relating to the use and disclosure of information obtained through the Surveillance System and any such audits will be performed in accordance with this Policy.

Where the Surveillance System does not provide appropriate electronic recording of user activities, physical logbooks will be maintained to record all activities related to Surveillance System devices and records. The activities include all information regarding the use, maintenance and storage of records; and all instances of access to, and use of, recorded material. All entries will include name of authorized agent, date, time and activity. The logbook or electronic alternative must remain in a safe and secure location.

6. Auditing

- 6.1 DRT will undertake an internal audit every two years to ensure adherence to this Policy. Auditing may include verification that reported incidents were properly recorded; procedures on security; established roles and responsibilities; maintenance, storage, retention and disposal of equipment and recorded information have been followed; and requests for information have been tracked and responded to accordingly.

Any deficiencies, concerns and/or recommendations identified will be resolved.

- 6.2 General Manager or designate will conduct a bi-annual review of user access to ensure only authorized users have access to view Surveillance Recordings.

7. Access to Surveillance Recordings

7.1 Access

Access to Surveillance Recordings will be restricted to authorized agents specified in Appendix A, to comply with the roles and responsibilities as outlined in this Policy.

7.2 Storage

All storage devices that are not in use must be stored securely in a locked receptacle located in an access-controlled area.

7.3 Viewing Surveillance Recordings

Only authorized personnel or agents listed in Schedule A, are permitted to view and retrieve Surveillance Recordings. Surveillance Recordings will be viewed in a controlled area. Every reasonable attempt will be made to ensure that recordings are not viewable or can be heard by other individuals.

Surveillance Recordings or Surveillance Records used as part of an investigation into an operational matter resulting in significant disciplinary action, may be viewed by the Unifor Chairperson or designate, in the presence of the applicable Deputy General Manager and designated Human Resources personnel,

7.4 Access to Information Requests

All requests for Surveillance Records where disclosure may be inconsistent with the principle purposes of the collection will be directed to the Regional Clerk/Director of Legislative Services for processing. A person requesting access to a Surveillance Record is required to follow the requirements of the Region of Durham in making a Freedom of Information (FOI) request (available at www.Durham.ca or by contacting the Regional Clerk/Access and Privacy Office).

DRT will comply with any warrant, summons, court order or other legal process that requires disclosure of surveillance images or information, subject to consultation with the Regional Solicitor and Access and Privacy Office.

7.5 Surveillance Records – Law Enforcement, Security, Safety and Evidentiary Purposes

Release of Surveillance Records must support the purposes of this Policy and requires the approval of the General Manager or designate. The General Manager or designate will consult, as required, with the Region's Access and Privacy Office, Legal Services or Director Human Resources, prior to releasing Surveillance Records.

Requests, including law enforcement agencies or regulatory agencies, will be in writing and must identify the legal authority under which the agency is requesting disclosure unless the agency requests immediate access for reasons including imminent danger, hot pursuit or serious threat to public and/or worker health and safety. In this case, provided the images and information are logged for tracking purposes, the information may be disclosed by the General Manager or designate without a written request.

For each Surveillance Record DRT will record the following information:

- a) The date and time of the original, recorded incident including the designated name/number of the applicable hardware, vehicle, property, requester, type of incident and associated tracking numbers.
- b) The name of the Administrator creating the record.
- c) The time and date the record was sealed.
- d) The time and date the sealed record was provided to the requester.
- e) The name and signature of an authorized person representing the requester.

DRT will maintain a copy of all Surveillance Records, in accordance with the requirements of this Policy.

7.6 Custody, Control, Retention and Disposal of Video Records/Recordings

DRT retains custody and control of all original Surveillance Recordings. Surveillance Records are subject to the access and privacy requirements of the MFIPPA, which includes but is not limited to the prohibition of DRT employees and contractors from access, or use of information from the Surveillance System, its components, files, or database for personal reasons.

Except for records retained for labour relations, criminal, safety, or security investigations or for evidentiary purposes, Surveillance Recordings will not be available to be used after 72 hours.

Surveillance Recordings used for operational purposes will be retained for a period not exceeding 30 days. DRT will retain a copy of all Surveillance Records. DRT copies of

Surveillance Records produced from the Surveillance System will be retained for a period of two (2) years from the year the Surveillance Recording was produced.

DRT will take all reasonable efforts to ensure the security of records in its control / custody and ensure their safe and secure disposal. Old storage devices will be disposed in accordance with Regional policy 14.21, System Acquisition, Maintenance, and Disposal, and applicable technology asset disposal processes ensuring personal information is erased prior to disposal and cannot be retrieved or reconstructed. Disposal methods may include, but are not limited to: shredding, burning, melting, overwriting, de-magnetizing, or erasing depending on the type of storage device.

7.7 Unauthorized Access and/or Disclosure (Privacy Breach)

A DRT Employee or contractor who becomes aware of any unauthorized disclosure of a Surveillance Record in contravention of this Policy and/or a potential privacy breach will immediately notify the General Manager through their respective Manager or Deputy General Manager.

Upon confirmation of the existence of a privacy breach, the General Manager will notify the Access and Privacy Office for implementation of the appropriate processes within the Corporate Privacy Breach Management policy.

The Deputy General Manager will inform the General Manager of events that have led up to the privacy breach. The employee or contractor will work with the Deputy General Manager or designate to take all reasonable actions to recover the record and limit the record's disclosure.

DRT will notify, where possible, affected parties whose Personal Information was inappropriately disclosed. The General Manager, in consultation with the Deputy General Manager or designate will investigate the cause of the disclosure with the goal of eliminating potential future occurrences.

A breach of this Policy by an employee of DRT may result in discipline, up to and including dismissal. A breach of this Policy by a third party with responsibilities under this Policy will result in the appropriate and applicable accountability measures.

7.8 Public Inquires about the Policy

An employee receiving an inquiry from the public regarding this Policy will direct the person to www.durhamregiontransit.com for information and to provide feedback.

An employee receiving an inquiry from the public regarding any privacy breaches and/or complaints will direct the individual to the Access and Privacy Office.

7.9 Review of Surveillance System in DRT Vehicles Policy

This Policy will be reviewed every two years by the General Manager who will forward recommendations for update, if any, to the Transit Executive Committee for approval.

8. Reference Sources

- a) Municipal Freedom of Information and Protection of Privacy Act;
- b) Ontario Information Privacy Commissioner Privacy Investigative Report MC07-68, Privacy and Video Surveillance in Mass Transit Systems, March 3, 2008.
- c) Guidelines for the Use of Video Surveillance, October 2015, Information and Privacy Commission of Ontario
- d) Region of Durham Policy 14.21, System Acquisition, Maintenance, and Disposal

- e) Corporate Privacy Breach Management Policy

SCHEDULE “A” - DESIGNATED PERSONNEL

For this policy, the personnel designated as authorized agents shall be as follows and includes any successor positions and other Regional employees or agents authorized under privacy legislation.

Approve the release of information for law enforcement or legal proceedings

- General Manager, DRT or designate
- Regional Solicitor

Approved to view information

- General Manager, DRT or designate
- Director, Human Resources Departmental Services or designate
- Regional Solicitor
- Access and Privacy Office designate
- Manager of Contracted Service Provider or designate
- Chairperson, Local 222 or designate, during the course of a grievance procedure for a disciplinary suspension or termination of employment wherein the Surveillance Recording in question is relevant to the grievance in question and is being viewed for the purpose of facilitating a settlement short of labour arbitration. It is understood that DRT will not provide the Chairperson with a copy of the Surveillance Recording and that DRT shall undertake appropriate editing to the Surveillance Recording to ensure the identity of any third-parties is protected prior to the Chairperson’s viewing.

Approved to retrieve and view information

- Deputy General Manager, Operations, DRT
- Deputy General Manager, Maintenance, DRT
- Deputy General Manager, Business Services, DRT
- Manager, Transit Policy and Planning, DRT
- Manager, Operations, DRT
- Supervisor, Operations, DRT
- Administrative Assistant to the General Manager, DRT or designate
- Program Manager, Technical Solutions or designate

Approved to create surveillance records

- Administrative Assistant to the General Manager, DRT or designate



Policy Manual

Title: Surveillance System in DRT Vehicles (original titled DRT Onboard Security Video Surveillance Policy)	
Issued: September 5, 2012	Page #: 1 of 11
Revised: July 1, 2019	
Approved by: General Manager	

1. Policy Statement

- 1.1 It is the policy of Durham Region Transit (DRT) to utilize a Surveillance System on transit vehicles to
- Ensure the safety and security of passengers, pedestrians, and DRT employees and assets;
 - Investigate personal injury and other legal claims and proceedings; and
 - Investigate and resolve Operational Matters.
- 1.2 DRT recognizes the need to balance an individual's right to privacy and the need to ensure the safety and security of the public transit network and the community. Although a transit bus is a public space, this policy is consistent with the principle of data minimization, which entails limiting the amount of personal information collected and retained to that which is necessary to fulfill the purposes of the lawfully authorized activity. DRT is committed to providing a safe and secure transit system for employees, passengers and pedestrians, and activities and systems that contribute to safety and crime prevention in the community.
- 1.3 While surveillance systems are installed on vehicles for criminal, safety, security, investigatory, and evidentiary reasons, DRT's Surveillance System is designed to minimize privacy intrusion. Proper surveillance, where deemed necessary, is one of the most effective means of helping to keep the DRT transit system operating in a safe, secure, and privacy protective manner.
- 1.4 This Policy has been developed to govern the Surveillance System for DRT vehicles, as more particularly set out in Section 2.1, and in accordance with the privacy provisions of the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) and the Privacy and Video Surveillance in Mass Transit Systems report (2008) from the Ontario Information and Privacy Commissioner.

2. Definitions

2.1 FOI Freedom of Information

MFIPPA Municipal Freedom of Information and Protection to Privacy Act

Monitor Active observation of Surveillance Recordings in real time, or systematic observation of Surveillance Recordings without a reasonable cause

Operational Matter Incident, event or occurrence in relation to a DRT vehicle or employee

Personal Information As defined by MFIPPA

Remote Access Access to an organizational information system by a user (or a process acting on behalf of a user) communicating through an external network (e.g., the Internet)

Surveillance Recordings Information, including audio and video, recorded by the Surveillance System and stored on a Digital Video Recorder (DVR) or other storage device.

Surveillance Records Copies of Surveillance Recordings, created for the purpose of:

- a) complying with any warrant, summons, court order or other legal process that requires disclosure of Surveillance Recordings;
- b) complying with Freedom of Information requests and MFIPPA;
- c) supporting investigations of personal injury and other legal claims and proceedings; and
- d) supporting investigations into Operational Matters.

Surveillance System The physical or other mechanical or digital components of the Surveillance System installed on the vehicle or in a building, that enable continuous video and audio recording, observing or monitoring of the inside and outside of the vehicle, and for viewing Surveillance Recordings and producing Surveillance Records

2.2 Surveillance System

A. DRT's Surveillance System may include the use of video and audio recording equipment/devices.

B. DRT may use its Surveillance System on transit vehicles, including conventional and specialized transit vehicles, and non-revenue vehicles.

- C. Surveillance System equipment/devices at facilities will be installed within secure locations

2.3 Application

- A. This Policy is implemented by DRT staff. DRT contractors and service providers, and any third party who have responsibilities related to the Surveillance System will be made aware of this Policy, given instruction in meeting the Policy's requirements, and be required to agree in writing to comply with the requirements of this Policy.
- B. Surveillance Recordings will be used only for the purposes of detecting, deterring and investigating unlawful and safety/security activities, investigating personal injury and other legal claims and proceedings, and investigating and resolving Operational Matters.
- C. DRT staff will not Monitor the Surveillance System.
- D. Surveillance Recordings will not be used to Monitor the performance of employees. Behaviors observed when reviewing Surveillance Recordings while investigating an Operational Matter will be managed according to established labour relations practices.

2.4 Exceptions

This policy does not apply to the following:

- a) Covert surveillance used for law enforcement purposes. In those circumstances, either a statutory authority exists and/or the authority for the surveillance is lawfully obtained through a search warrant. Covert surveillance is surveillance conducted using hidden devices. If covert surveillance is not implemented pursuant to the conditions in the preceding paragraph, extra diligence in considering the use of the technology is required.
- b) Surveillance System components installed at Regional buildings including transit facilities, which are managed by Facilities Management

3. Roles and Responsibilities

3.1 General Manager, DRT:

The General Manager may delegate responsibilities under this Policy.

- a) Review the Policy every two years and when required forward recommendations to the Transit Executive Committee
- b) Receive and review status updates and annual audit results regarding staff compliance to this Policy
- c) Designate appropriate staff to produce Surveillance Records
- d) Immediately contact the Corporate Privacy Office and work with privacy staff to investigate any alleged privacy breach of this Policy

3.2 Deputy Manager, Business Services

- a) Ensure assigned staff comply with this Policy as it relates to privacy, storage, dissemination and documentation for disclosure of information.
- b) In consultation with the appropriate staff, develop training for DRT and contract staff regarding obligations and compliance with the MFIPPA and this Policy.

- c) In consultation with the appropriate staff, coordinate technical requirements and activities related to design, functionality, installation and upgrades to the Surveillance System.
- d) Immediately report all alleged privacy breaches of this Policy to the General Manager and in their absence, the Corporate Privacy Office.
- e) Undertake an annual self-assessment audit to ensure adherence to this Policy within areas of responsibility

3.3 Deputy General Manager, Operations

- a) Ensure assigned staff comply with this Policy as it relates to privacy, storage, dissemination and documentation for disclosure of information.
- b) Approve the locations on vehicles for installation of the Surveillance System in accordance with this Policy.
- c) Review requests for Surveillance Records and where such requests comply with MFIPPA and this Policy, authorize the Administrator to produce a copy of the appropriate Surveillance Recording(s).
- d) Consult with the Regional Clerk/Director of Legislative Services and /or Legal Services, for any issues related to MFIPPA requests.
- e) Support the Deputy Manager, Business Services, to develop training for DRT and contract staff regarding obligations and compliance with the MFIPPA and this Policy.
- f) Immediately report all alleged privacy breaches of this Policy to the General Manager and in their absence, the Corporate Privacy Office.
- g) Undertake an annual self-assessment audit to ensure adherence to this Policy within areas of responsibilities.

3.4 Deputy General Manager, Maintenance

- a) Ensure assigned staff comply with this Policy as it relates to privacy, storage, dissemination and documentation for disclosure of information.
- b) Ensure that Surveillance System equipment on DRT vehicles is maintained in a state of good repair.
- c) Delegate day-to-day maintenance of the Surveillance System on DRT Vehicles to designated staff, as appropriate.
- d) Support the Manager, Business Services, to develop training for DRT and contract staff regarding obligations and compliance with the MFIPPA and this Policy.
- e) Immediately report all alleged privacy breaches of this Policy to the General Manager and in their absence, the Corporate Privacy Office.
- f) Undertake an annual self-assessment audit to ensure adherence to this Policy within areas of responsibilities

3.5 Managers, Operations and Maintenance & Equipment

- a) Manage daily operational requirements for the Surveillance System.
- b) Ensure records of activities related to accessing Surveillance Recordings are maintained as outlined in this Policy.
- c) In consultation with the Deputy General Manager, Support Services, ensure relevant staff

are trained in compliance with the MFIPPA and this Policy.

3.6 Supervisors, Operations

- a) Report any Surveillance System defects to maintenance staff.
- b) Document required information when accessing Surveillance Recordings.
- c) Ensure no personal information obtained from Surveillance Recordings are disclosed to anyone without the approval of the applicable Manager.
- d) Forward requests for a Surveillance Record to the Deputy General Manager, Operations

3.7 Administrator

- a) When approved by the Deputy General Manager, Operations, create required Surveillance Records
- b) Monitor and track requests and copies of Surveillance Records according to MFIPPA, this Policy, and corporate records management requirements.
- c) Oversee all documentation required and generated to implement this Policy

3.8 Director, Human Resources Departmental Services

- a) In consultation with the General Manager or designate, authorize release of Surveillance Records where employee information has been captured, when appropriate.
- b) Provide guidance on use of Surveillance Recordings in investigations where employee information has been captured.

3.9 Municipal Freedom of Information and Protection of Privacy Coordinator

- a) Administer requirements of MFIPPA
- b) Ensure DRT follows MFIPPA and meets their statutory obligations.
- c) Respond to any inadvertent disclosures of personal information or any privacy complaints made to the Region or DRT, or Information and Privacy Commissioner (IPC)/Ontario and comply with Orders issued.

3.10 Corporate Services – Information Technology (CS-IT)

- a) Service and support of the computer and Windows operating system used for the Surveillance System.
- b) Service and support of the DRT network such as to facilitate remote access, except where the network is a component of the Surveillance System

3.11 Authorized Users, Contracted Service Providers

- a) View Surveillance Recordings when investigating relevant Operational Matters
- b) Prohibited to disclose, access or use information recorded by the Surveillance System, its components, files, or database for personal reasons, nor disclose, dispose, destroy, erase or alter any record without proper authorization from the Deputy General Manager, Operations, and without following the terms and conditions contained in this Policy.

3.12 Employees

- a) Prohibited to disclose, access or use information recorded by the Surveillance System, its components, files, or database for personal reasons, nor disclose, dispose, destroy, erase or alter any record without proper authorization from the Deputy General Manager, Operations, and without following the terms and conditions contained in this Policy.

4. Guidelines: Implementation of a Surveillance System

4.1 Designing Installing and Using Surveillance System Equipment

When designing a Surveillance System and installing related equipment, the following must be considered:

- a) The ability to adjust cameras will be restricted to designated maintenance staff, so that cameras cannot be manipulated to overlook spaces that are not intended to be monitored by the surveillance program.
- b) Reception/recording equipment must be in a strictly controlled access area or system. Only staff designated by the appropriate Deputy General Manager will have access to the controlled access area/system and the reception/recording equipment.
- c) Every reasonable attempt should be made to ensure Surveillance System equipment is not in a position that enables the public and/or unauthorized staff to view images.
- d) Surveillance Recording components and related equipment will be installed at locations set out in Section 2.1 of this Policy, which may be amended from time to time.

4.2 Notice of Use of Video Recording System

- a) DRT will post decals, visible to members of the public, at all entrances and/or prominently displayed on the perimeter of the vehicles with a Surveillance System installed.
- b) The notification requirements of this decal must inform individuals of the legal authority for the collection of personal information; the principal purpose(s) for which the personal information is intended to be used; and the title, business address, and telephone number of someone who can answer questions about the collection.

4.3 Personal Authorized to Operate and Maintain Surveillance System Equipment

Only authorized agents assigned by the General Manager or designate, as specific in Schedule A, will be permitted to operate the Surveillance System to view Surveillance Recordings, create Surveillance Records and maintain the Surveillance System installed on DRT vehicles. All employees and representatives of third parties with responsibilities outlined in this Policy, will acknowledge in writing that they have received training with respect to their confidentiality obligations and that they understand those obligations.

4.4 Breach of Policy

The General Manager, Municipal Freedom of Information and Protection of Privacy Coordinator, Director Human Resources and Legal Services, as needed, will investigate and respond to any breach or alleged breach of this Policy.

5. Surveillance Equipment/Records

5.1 Types of Recording Devices:

DRT may use a Digital Video Recorder system (DVR) and may implement technology replacements and/or upgrades, as required. As recommended by the Information and Privacy Commissioner of Ontario, the following retention periods will apply.

- Information collected by the Surveillance System that has not been used will be retained for use, unless otherwise required as outlined in the Policy, for a period of 72 hours.

5.2 Record Identification

All Surveillance Records will be clearly identified (labelled) as to the date and location of origin including being labelled with a unique, sequential number or other verifiable symbol. On a vehicle or in a facility with a DVR that stores recordings/information directly on a hard drive, the computer time and date stamp will be understood to be this identification.

Each user or facility, as applicable, will maintain records of activities related to recording devices and records according to the Region's Records Retention By-law. The activities include information regarding the use, maintenance, access and storage of recorded material.

5.3 Remote Access

DRT may use remote access to retrieve, view, operate, maintain or audit all or part of the Surveillance System. DRT further reserves the right to provide remote access to law enforcement agencies for law enforcement purposes. Any remote access provided to law enforcement agencies will contain a provision allowing DRT to conduct annual audits relating to the use and disclosure of information obtained through the Surveillance System and any such audits will be performed in accordance with this Policy.

Where the Surveillance System does not provide appropriate electronic recording of user activities, physical logbooks will be maintained at each site location to record all activities related to Surveillance System devices and records. The activities include all information regarding the use, maintenance and storage of records; and all instances of access to, and use of, recorded material. All entries will include name of authorized agent, date, time and activity. The logbook or electronic alternative must remain in a safe and secure location at the remote access site location, where applicable.

6. Audit to Surveillance Recordings

6.1 Annual Audit

DRT will undertake an annual risk-based, self-assessment audit to ensure adherence to this Policy. Auditing may include verification that reported incidents were properly recorded, procedures on security, retention and disposal of equipment and recorded information have been followed and requests for information have been tracked and responded to accordingly. Any deficiencies or concerns identified will be resolved.

7. Access to Surveillance Recordings

7.1 Access

Access to Surveillance Recordings will be restricted to authorized agents specified in Appendix A, to comply with the roles and responsibilities as outlined in this Policy.

7.2 Storage

All storage devices that are not in use must be stored securely in a locked receptacle located in an access-controlled area.

7.3 Viewing Surveillance Recordings

Only authorized personnel or agents listed in Schedule A, are permitted to view and retrieve Surveillance Recordings. Surveillance Recordings will be viewed in a controlled area. Every reasonable attempt will be made to ensure that recordings are not viewable or can be heard by other individuals.

7.4 Access to Information Requests

All requests for Surveillance Records where disclosure may be inconsistent with the principle purposes of the collection will be directed to the Regional Clerk/Director of Legislative Services for processing. A person requesting access to a Surveillance Record is required to follow the requirements of the Region of Durham in making a Freedom of Information (FOI) request (available at www.Durham.ca or by contacting the Regional Clerk/Municipal Freedom of Information and Protection of Privacy Coordinator).

DRT will comply with any warrant, summons, court order or other legal process that requires disclosure of surveillance images or information, subject to consultation with the Regional Solicitor and Municipal Freedom of Information and Protection of Privacy Coordinator.

7.5 Surveillance Records – Law Enforcement, Security, Safety and Evidentiary Purposes

Release of Surveillance Records must support the purposes of this Policy and requires the approval of the General Manager or designate. The General Manager or designate will consult, as required, with the Region's Municipal Freedom of Information and Protection of Privacy Coordinator, Legal Services or Director Human Resources, prior to releasing

Requests, including law enforcement agencies or regulatory agencies, will be in writing and must identify the legal authority under which the agency is requesting disclosure unless the agency requests immediate access for reasons including imminent danger, hot pursuit or serious threat to public and/or worker health and safety. In this case, provided the images and information are logged for tracking purposes, the information may be disclosed by the General Manager or designate without a written request.

For each Surveillance Record DRT will record the following information:

- a) The date and time of the original, recorded incident including the designated name/number of the applicable hardware, vehicle, property, requester, type of incident and associated tracking numbers.
- b) The name of the Administrator creating the record.
- c) The time and date the record was sealed.
- d) The time and date the sealed record was provided to the requester.
- e) The name and signature of an authorized person representing the requester.

DRT will maintain a copy of all Surveillance Records, in accordance with the requirements of this Policy.

7.6 Custody, Control, Retention and Disposal of Video Records/Recordings

DRT retains custody and control of all original Surveillance Recordings. Surveillance Records are subject to the access and privacy requirements of the MFIPPA, which includes but is not limited to the prohibition of DRT employees and contractors from access, or use of information from the Surveillance System, its components, files, or database for personal reasons.

Surveillance Records produced from the Surveillance System will be retained for two (2) years from the date the information was used by DRT as part of a labour relations activity or other legal claim or proceeding, a law enforcement agency as part of a criminal, safety, or security investigation or for evidentiary purposes; and for thirty days if used for operational purposes.

DRT will take all reasonable efforts to ensure the security of records in its control / custody and ensure their safe and secure disposal. Old storage devices will be disposed in accordance with Regional policy 14.21, System Acquisition, Maintenance, and Disposal, and applicable technology asset disposal processes ensuring personal information is erased prior to disposal and cannot be retrieved or reconstructed. Disposal methods may include shredding, burning, or erasing depending on the type of storage device.

Except for records retained for labour relations, criminal, safety, or security investigations or for evidentiary purposes, Surveillance Recordings will not be available to be used after 72 hours.

7.7 Unauthorized Access and/or Disclosure (Privacy Breach)

A DRT Employee or contractor who becomes aware of any unauthorized disclosure of a Surveillance Record in contravention of this Policy and/or a potential privacy breach will immediately notify the General Manager through their respective Manager or Deputy General Manager.

Upon confirmation of the existence of a privacy breach, the General Manager will notify the Corporate Privacy Office who will notify the Information and Privacy Officer of Ontario (IPC) and work constructively with the IPC staff to mitigate the extent of the privacy breach and to review the adequacy of privacy protection within the existing Policy.

The Deputy General Manager will inform the General Manager of events that have led up to the privacy breach. The employee or contractor will work with the Deputy General Manager or designate to take all reasonable actions to recover the record and limit the record's disclosure.

The Corporate Privacy Office will notify, where possible, affected parties whose Personal Information was inappropriately disclosed. The General Manager, in consultation with the Deputy General Manager or designate will investigate the cause of the disclosure with the goal of eliminating potential future occurrences.

A breach of this Policy by an employee of DRT may result in discipline, up to and including dismissal. A breach of this Policy by a third party with responsibilities under this Policy will result in the appropriate and applicable accountability measures.

7.8 Public Inquires about the Policy

An employee receiving an inquiry from the public regarding this Policy will direct the person to www.durhamregiontransit.com for information and to provide feedback.

7.9 Review of Surveillance System in DRT Vehicles Policy

This Policy will be reviewed every two years by the General Manager who will forward recommendations for update, if any, to the Transit Executive Committee for approval.

8. Reference Sources

- a) Municipal Freedom of Information and Protection of Privacy Act;
- b) Ontario Information Privacy Commissioner Privacy Investigative Report MC07-68, Privacy and Video Surveillance in Mass Transit Systems, March 3, 2008.
- c) Guidelines for the Use of Video Surveillance, October 2015, Information and Privacy Commission of Ontario
- d) Region of Durham Policy 14.21, System Acquisition, Maintenance, and Disposal

9. SCHEDULE “A” - DESIGNATED PERSONNEL

For this policy, the personnel designated as authorized agents shall be as follows and includes any successor positions and other Regional employees or agents authorized under privacy legislation.

Approve the release of information for law enforcement or legal proceedings

- General Manager, DRT or designate
- Regional Solicitor

Approved to view information

- General Manager, DRT or designate
- Director, Human Resources Departmental Services or designate
- Regional Solicitor
- Municipal Freedom of Information and Protection of Privacy Coordinator
- Manager of Contracted Service Provider or designate

Approved to retrieve and view information

- Deputy General Manager, Operations, DRT
- Deputy General Manager, Maintenance, DRT
- Deputy General Manager, Business Services, DRT
- Manager, Customer Experience, DRT
- Manager, Operations, DRT
- Manager, Specialized Services, DRT
- Supervisor, Operations, DRT
- Supervisor, Specialized Services, DRT
- Administrative Assistant to the General Manager, DRT or designate

Approved to create surveillance records

- Administrative Assistant to the General Manager, DRT or designate