



Transit Advisory Committee (TAC) Agenda

Tuesday, May 21, 2024

7:00 PM

Meeting Room 1B

Regional Headquarters Building

605 Rossland Road East, Whitby

Please note: The Region of Durham continues to hold electronic meetings for Advisory Committees with limited in-person attendance at this time. Members of the public may [view the Committee meeting](#) via live streaming. If you wish to register as a delegate regarding an agenda item, you may register in advance of the meeting by noon on the day prior to the meeting by emailing delegations@durham.ca and will be provided with the details to delegate electronically.

1. Roll Call

2. Declarations of Interest

3. Adoption of Previous Minutes

A) Durham Region Transit Advisory Committee meeting – February 20, 2024

Pages 3 – 6

B) Special Durham Region Transit Advisory Committee meeting – May 1, 2024 Pages 7 – 11

4. Presentations

A) Presentation by Zefe Osime-Fakolade, Program Manager, Community Engagement and Change Management, Durham Region Transit, re: Sunflower Program

5. Delegations

There are no delegations

6. Correspondence

There are no communication items to be considered

7. Information Items

There are no information items to be considered

8. Discussion items

- A) AODA Standards (Wayne Henshall)
- B) Review of Identified Priority Focus Areas
- C) Motion Re: Construction of Stations for the Lakeshore East
Go Train Extension to Bowmanville (Jim McEwen)

9. Other Business

10. Date of Next Meeting

Tuesday, September 17, 2024

11. Adjournment

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The Regional Municipality of Durham

MINUTES

TRANSIT ADVISORY COMMITTEE

February 20, 2024

A meeting of the Transit Advisory Committee was held on Tuesday, February 20, 2024 in Meeting Room 1-B, Regional Municipality of Durham Headquarters, 605 Rossland Road East, Whitby at 7:00 PM. Electronic participation was offered for this meeting.

1. Roll Call

Present: Commissioner Crawford, Chair
M. Bonk, Brock
R. Claxton-Oldfield*, Member at Large
P. Gunti*, Clarington, Vice-Chair
W. Henshall*, AAC
J. McEwen*, AAC
T. Ralph, Whitby
T. Smale, Member at Large
R. Smith, Community Group, Durham Association for Family Resources
*** denotes members of the Committee participating electronically**

Absent: A. Ali, Ajax
A. Andrus, Community Group, Participation House
I. Giffin, Uxbridge
A. Mujeeb, Pickering

Staff

Present: F. Amin*, Administrative Assistant, Durham Region Transit
S. Ciani*, Committee Clerk, Corporate Services – Legislative Services
S. Dessureault, Committee Clerk, Corporate Services – Legislative Services
B. Holmes, General Manager, Durham Region Transit
R. Inacio, Systems Support Specialist, Corporate Services – IT
N. Lysaght*, Manager, Policy and Planning, Durham Region Transit
Z. Osime-Fakolade*, Program Manager, Engagement and Change Management, Durham Region Transit
*** denotes staff participating electronically**

2. Declarations of Interest

There were no declarations of interest.

3. Adoption of Minutes

Moved by T. Smale, Seconded by J. McEwen,
That the minutes of the regular Durham Region Transit Advisory
Committee meeting held on Tuesday November 21, 2023, be adopted.
CARRIED

4. Presentations

A) January Service Optimization

B. Holmes, General Manager, Durham Region Transit, provided a PowerPoint presentation with regards to January Service Optimization.

Highlights of the presentation included:

- Network Performance, January Service Change
- Reliability – Early January 2024
- Capacity – Early January 2024
- 3 Route Adjustments Implement

B. Holmes responded to questions with regards to the effects of the network optimization; the relocation of routes from the Harmony terminal in Oshawa; the communication process for informing Durham Region Transit (DRT) ridership about route changes; delivery of new buses to replace the buses lost during the fire in August and nine leased buses that will be added to the DRT fleet, and if this addition supports the resumption of service on routes that have been impacted by optimization; the process followed by DRT when receiving requests for new or revised routing requests through Customer Service; and a concern that optimization of the network supporting cross boundary services between Durham and Toronto have caused diminishing service levels within urban areas across the Region of Durham.

Discussion ensued with regards to carbon taxes on DRT diesel fuel; and ensuring DRT service information is available in a more accessible way.

5. Delegations

There were no delegations.

6. Correspondence Items

There were no communication items to be considered.

7. Information Items

There were no information items to be considered.

8. Discussion Items

A) AODA Standards

W. Henshall advised that the Ontario government has released revisions to the Accessibility for Ontarians with Disabilities Act (AODA) and questioned if DRT is meeting the new requirements.

B. Holmes advised that DRT complies to the requirements of the Integrated Accessibility Standards of the AODA, and the bus stop hard surfacing program is planned to meet the 2025 deadline.

B) TAC Action Plan

W. Henshall requested that the Transit Advisory Committee (TAC) establish a concise list of priorities for this term of the TAC.

B. Holmes advised that DRT could support the initiative by scheduling a special TAC meeting and provide an independent facilitator to assist TAC to discuss and agree to their priorities.

C) On Demand vehicles currently experiencing delays due to traffic and the possible use of bus lanes

R. Smith requested an update with regards to the ability for On Demand vehicles to use transit lanes due to the Region of Durham's Traffic and Parking By-law.

B. Holmes advised DRT staff will review the matter and provide a response to the committee at a future meeting.

D) Accessibility Awareness Training Program for Durham Region Transit Employees and Contractors

R. Smith raised concerns regarding the specific training DRT staff and staff of the On Demand contractor, Voyago, receive related to assisting riders with accessibility issues, and who provides this training to staff.

B. Holmes advised that DRT has identified the required training to be provided and delivered by Voyago, which is consistent with the standards expected by DRT for its staff. B. Holmes also advised that more details related to the specifics of accessibility training can be provided at the May 21, 2024, Transit Advisory Committee meeting.

Discussion ensued regarding enhanced tactics that could assist both DRT staff and riders with identifying an individual with an accessibility issue. Staff advised that in 2024 they will implement the Sunflower program, where transit users can choose to wear a sunflower pin or lanyard when using transit which signals to the bus operator and others that the person has a hidden disability and may require additional support or understanding. Staff identified that options are being explored to enhance DRT staff awareness and understanding of the transit

experience of persons with various disabilities, which is being considered to coincide with the launch of the Sunflower program.

E) Transit Fare Rates

T. Smale raised concerns regarding affordability with the fare increase that is proposed for 2024, and the sustainability of annual fare increases to support DRT's growth model.

B. Holmes advised that Report #2024-DRT-03 2024: Transit Fares, has been approved by the Transit Executive Committee and will be on the agenda for the February 28, 2024, Regional Council meeting. The proposed fare increase for this year is 7.5% and ensures the DRT fare table remains consistent with fares across the Greater Toronto Hamilton Area (GTHA). The proposed fare increase considers the 2024 budget guideline and will ensure DRT can maximize the 2024 revenue service hours to respond to record ridership demands across both scheduled and On Demand services and reliability challenges experienced across the network.

9. Other Business

A) Ten Year Expansion Plan

T. Ralph raised concerns with regards to an article in the media that stated that the DRT 10-year transit growth strategy is being negatively impacted by budget decisions at the Region which do not fully fund DRT to reach the intended service targets.

Staff advised some articles may not accurately reflect decisions or expected outcomes. Staff also advised that the 2024 DRT Business Plan and Budget will be presented at the Transit Executive Committee scheduled on March 6, 2024.

10. Date of Next Meeting

Tuesday, May 21, 2024 at 7:00 PM

11. Adjournment

Moved by T. Smale, Seconded by M. Bonk,
That the meeting be adjourned.
CARRIED

The meeting adjourned at 8:39 PM.

M. Crawford, Chair, Transit Advisory Committee

S. Dessureault, 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

SPECIAL TRANSIT ADVISORY COMMITTEE

May 1, 2024

A Special meeting of the Transit Advisory Committee was held on Wednesday, May 1, 2024 in Meeting Room 1-B, Regional Municipality of Durham Headquarters, 605 Rossland Road East, Whitby at 7:02 PM. Electronic participation was offered for this meeting.

1. Roll Call

Present: Commissioner Crawford, Chair
A. Ali, Ajax* attended the meeting at 7:05 PM and left the meeting at 8:48 PM
A. Andrus*, Community Group, Participation House
M. Bonk, Brock
R. Claxton-Oldfield*, Member at Large
I. Giffin, Uxbridge* attended meeting at 7:25 PM
P. Gunti*, Clarington, Vice-Chair
W. Henshall*, AAC
J. McEwen, AAC
A. Mujeeb*, Pickering
T. Ralph*, Whitby
T. Smale, Member at Large
J. Westerman, Oshawa

*** denotes members of the Committee participating electronically**

Absent: R. Smith, Community Group, Durham Association for Family Resources

Staff

Present: M. Fitzgibbon, Policy Advisor, Innovation
B. Holmes, General Manager, Durham Region Transit
R. Inacio, Systems Support Specialist, Corporate Services – IT
J. Lopez-Wilson, Policy Advisor, Innovation
E. McGarry Ware, Manager, Innovation and Research
S. Dessureault, Committee Clerk, Corporate Services – Legislative Services

*** denotes staff participating electronically**

2. Declarations of Interest

There were no declarations of interest.

3. Discussion Items

A) Creating a Workplan for the Transit Advisory Committee

J. Lopez-Wilson, Policy Advisor, Innovation, provided introductory remarks for the Design Dash Workshop, and outlined the purpose of the session.

B. Holmes, General Manager, Durham Region Transit, provided a PowerPoint presentation regarding background and context of the Transit Advisory Committee.

Highlights from the presentation included:

- Role of the Transit Advisory Committee
- Durham Region Transit Vision
- Background: Strategic Priorities
- Strategic Priorities
 - Economic Prosperity
 - Social Investments
 - Service Excellence
- Key Information – Looking forward

J. Lopez-Wilson provided a presentation with regards to creating a Workplan for the Transit Advisory Committee.

J. Lopez-Wilson asked committee members to participate in an exercise by answering 'One thing they love about Durham Region Transit (DRT)'. Members provided the following responses:

- potential;
- accessible;
- cleanliness;
- economical;
- opportunity; and
- available to our community.

J. Lopez-Wilson provided guiding principles for creating a workplan.

The guiding principles included:

- Everyone has wisdom
- We need everyone's wisdom for the best results
- There are no wrong answers
- Together, Alone
- Stay Focused

J. Lopez-Wilson asked committee members to participate in an exercise to help formulate a practical vision, by answering 'What do we want the impact of our efforts (TAC) to look like in 3-5 years'.. Members provided the following responses:

- active communication through all levels;
- ensuring feasible, affordable, and equitable transportation;
- continuous empirical assessments of needs;

- a reliable network;
- accountability resulting in concrete changes in DRT services and delivery;
- public engagement;
- affordable transit ensuring everyone can afford to ride a barrier-free transit system;
- accessibility for all;
- a frequent, convenient, multiuse system;
- real-time transmission of changes;
- fostering diversity, employment, and continuous training;
- system models reflecting the Region of Durham; and
- a usable system with empathy at its core for the community of the Region of Durham.

J. Lopez-Wilson clustered all responses from the committee members into themes regarding the practical vision into distinct groups to sharpen the focus. Committee members collaborated and unanimously concurred on a vision to assist TAC to identify their key priorities.

J. Lopez-Wilson asked committee members to participate in an exercise by answering 'What are DRT's strengths and assets that can help achieve our vision'. Members provided the following responses:

- leveraging technology;
- fostering connections with the community;
- acknowledging the potential for change and improvement in current road infrastructure;
- forming partnerships with other regional entities;
- recognizing the valuable contributions of staff, volunteers, and leaders at DRT;
- the Transit Advisory Committee;
- ensuring well trained, professional staff;
- enhancing communication; and
- ability to recognize challenges and find workable solutions.

J. Lopez-Wilson compiled the top responses from committee members regarding strengths and assets to refine the focus. Committee members collaborated and identified the primary strengths and assets of DRT.

J. Lopez-Wilson asked committee members to participate in an exercise by answering 'What challenges and barriers do TAC members feel are blocking DRT from achieving our vision'. Members provided the following responses:

- limited financial resources;
- reliability issues;
- communication challenges;
- ensuring long-term goals address underlying issues;
- overcoming infrastructure limitations;
- addressing workforce concerns and preparing for technological transitions;

- addressing scheduling challenges with Metrolinx;
- providing adequate staff training; and
- scheduling to meet the needs of riders.

J. Lopez-Wilson clustered all responses from committee members regarding challenges and barriers into distinct groups to refine the focus. Committee members collaborated and unanimously agreed upon the primary challenges and barriers facing DRT.

J. Lopez-Wilson asked committee members to participate in an exercise by answering 'What are the top priorities for DRT to overcome the challenges, build on strengths and move towards the TAC vision'. Members provided the following responses:

- keeping up with technology, engaging with the community to understand needs;
- staffing;
- strengthening funding;
- transparent communication;
- focusing on affordability through long-term goals and targets;
- community communication and advocacy for improving ridership; and
- infrastructure.

J. Lopez-Wilson clustered all response from committee members regarding the priorities for the Transit Advisory Committee into distinct groups. Committee members collaborated to identify the top priority areas of focus for the Transit Advisory Committee for the remainder of the current term. Members top responses were the following:

- Consistent and, reliable service is the face of transit for the public and should be a top priority;
- Engage with community to understand the needs; and
- Technology and infrastructure.

Chair Crawford concluded the meeting and advised that the prioritized focus areas will be reviewed by members at the next regular meeting on May 21, 2024.

4. Date of Next Meeting

Tuesday, May 21, 2024 at 7:00 PM

5. Adjournment

Moved by J. McEwen, Seconded by M. Bonk,
That the meeting be adjourned.

CARRIED

The meeting adjourned at 8:52 PM.

M. Crawford, Chair, Transit Advisory Committee

Sarah Dessureault, Committee Clerk