

The Regional Municipality of Durham

MINUTES

TRANSIT ADVISORY COMMITTEE

Tuesday, February 13, 2018

A meeting of the Transit Advisory Committee was held on Tuesday, February 13, 2018 in the Lower Level Boardroom (LL-C), Regional Headquarters, 605 Rossland Road East, Whitby, Ontario at 7:02 PM

Present: Commissioner Collier, Chair
C. Antram, Ajax, Vice-Chair
M. Barba-Flores, Member at Large
D. Dowsley, Oshawa
J. Gaw, Pickering
J. Martin, Brock
M. Roche, AAC
M. Sutherland, AAC

Absent: B. Howes, Clarington

Staff

Present: W. Holmes, Deputy General Manager, Operations, Durham Region Transit
C. Norris, Manager, Customer Service Planning, Durham Region Transit
D. D'Aliesio, Communications Coordinator, Durham Region Transit
C. Tennisco, Committee Clerk, Corporate Services – Legislative Services

1. Adoption of Minutes

Moved by C. Antram, Seconded by J. Gaw,
That the minutes of the following Durham Region Transit Advisory
Committee meetings be adopted:

- Regular meeting held on Tuesday, September 19, 2017; and
- Regular meeting held on Tuesday, December 12, 2017.

CARRIED

2. Declarations of Interest

There were no declarations of interest.

3. Delegations

There were no delegations to be heard.

4. Presentations

A) Christopher Norris, Manager Customer Service Planning, Durham Region Transit, Re: 2018 Durham Region Transit Servicing and Financing Study

Christopher Norris, Manager, Customer Service Planning, Durham Region Transit, provided a PowerPoint presentation on the 2018 Durham Region Transit Servicing and Financing Study.

Highlights of the presentation included:

- 2018: Continue Implementation of DRT's Service Strategy, Address Cost Pressures
- "Bus Full": Strike and Adjusted College Terms Have Contributed To Reduction in the Fall (2016-2018)

C. Norris responded to questions regarding whether the 2017 province-wide college faculty strike impacted the number of bus-full occurrences on the buses servicing the DRT transit hub at UOIT / Durham College.

B) Christopher Norris, Manager, Customer Service Planning, Durham Region Transit, Re: 2018 Service Plan

Christopher Norris, Manager, Customer Service Planning, Durham Region Transit, provided a PowerPoint presentation on the Durham Region Transit (DRT) draft 2018 Service Plan. A copy of the presentation was provided as a handout.

Highlights of the presentation included:

- 2018 Service Plan
- 2018 Service: Strengthening the High-Frequency Network
- 2018 Service: Expanding Into New Growth Areas of the Region
- 2018 Service: Improved Service to Employment and Commercial Sites
 - Extension of service span
- 2018 Service
 - Pickering
 - Ajax: Late Night Shuttles
 - Whitby: Garden and West Lynde (Whitby)
 - Clarington: Wilmot Creek
 - Construction
 - Rossland Road Closure
 - Brock Street Highway 401 overpass
 - Highway 2 BRT improvements

C. Norris responded to questions regarding the Route 110 service reductions; the new growth and feeder routes improvements for the Route 301, 303, and 506 services; and the restructuring of the Routes 112 and 225 services to Rex Health and, along Turnerbury Avenue in the Town of Ajax, respectively.

5. Correspondence Items

There were no items of correspondence to consider.

6. General Manager's Reports

There were no reports of the General Manager to consider.

7. Items of Information

A) Update on the Accessibility Advisory Committee (AAC) Meeting

M. Sutherland advised that at the January 23, 2018 AAC meeting the members asked that the following two questions be presented to the Transit Advisory Committee for a response:

- 1) The comparables between Conventional holiday services and the Specialized holiday services:

Is there, or was there this year, or has there ever been a disparity of the levels of Christmas and New Year holiday services between the two branches of service?
- 2) The collected data and statistical data on the handling of complaints from the members of the public.

Is there a difference between the way issues are handled by the Conventional Services branch of the organization versus the Specialized Services branch of the organization such as, the time taken to respond to and address any issues?

B. Holmes provided an update on the answers to the questions submitted by the AAC. A copy of the questions and answers were provided as a handout.

At the request of the Committee, B. Holmes reviewed the DRT process for responding to and investigating a DRT Customer Care inquiry, received as an email or voice message; and the Lagan program.

Discussion ensued regarding DRT's response time to handle a customer request received by phone; the customer's expectation as to how quickly a response should be received; and whether DRT's Customer Care calls are placed in a queue.

The Committee suggested that staff look at setting up an auto-reply for all DRT's Customer Care inquiries received through email confirming to the customer that their inquiry has been received.

8. Other Business

A) Durham Region Transit Specialized Services – Customer Newsletter

B. Holmes invited the Committee members to submit articles of interest regarding projects or changes that may affect customers for inclusion in future editions of the Customer Newsletter.

M. Sutherland also invited the staff of DRT to contact the Accessibility Advisory Committee (AAC) staff liaison in regards to presenting at the AAC meetings on any upcoming DRT projects / services.

B) Enforcement of Bus-only and Bike-only Lanes along Highway 2

Chair Collier questioned when the enforcement for the BRT bus-only lane zones along Highway 2 in the Town of Ajax will commence. The Committee expressed concerns regarding the lane markings for the designated bus-only and bike-only lanes, specifically the two lanes for cars being separated from the bus-only lane to the right by a solid line, and the bike-only lane separation from the bus-only lane.

B. Holmes responded to questions regarding the process in place for a public education campaign and the enforcement of the bus-only lane zones along Highway 2.

9. Date of Next Meeting

Tuesday, April 3, 2018

10. Adjournment

Moved by M. Sutherland, Seconded by J. Martin,
That the meeting be adjourned.
CARRIED

The meeting adjourned at 7:35 PM.

S. Collier, Chair, Transit Advisory Committee

C. Tennisco, Committee Clerk