

The Regional Municipality of Durham

MINUTES

DURHAM REGION TRANSIT EXECUTIVE COMMITTEE

Thursday, May 24, 2018

A regular meeting of the Durham Region Transit Executive Committee was held on Thursday, May 24, 2018 in Meeting Room LL-C, Lower Level, Regional Headquarters Building, 605 Rossland Road East, Whitby, Ontario at 9:31 AM.

Present: Regional Chair O'Connor, Chair
Commissioner Collier, Vice-Chair
Commissioner Henry
Commissioner Mitchell left the meeting at 10:31 AM
Commissioner Molloy
Commissioner Pickles attended the meeting at 9:32 AM
Commissioner Rowett
Commissioner Smith
Commissioner Woo attended the meeting at 9:32 AM

Staff

Present: V. Patterson, General Manager, Durham Region Transit
J. Austin, Deputy General Manager, Business Services, Durham Region Transit
L. Hatch, Marketing Assistant, Durham Region Transit
W. Holmes, Deputy General Manager, Operations, Durham Region Transit
A. McKinley, Deputy General Manager, Maintenance, Durham Region Transit
A. Naeem, Solicitor, Corporate Services – Legal
C. Norris, Manager, Customer Service, Planning, Durham Region Transit
K. O'Brien, Director of Income Support, Social Services Department
S. Rashad, Systems Support Specialist, Corporate Services – IT
M. Simpson, Acting Commissioner of Finance; and, Acting Treasurer of Durham Region Transit
A. Wismer, Economic Analyst 2, Finance Department
T. Fraser, Committee Clerk, Corporate Services – Legislative Services
C. Tennisco, Committee Clerk, Corporate Services – Legislative Services

1. Adoption of Minutes

Moved by Commissioner Henry, Seconded by Commissioner Rowett,
(28) That the minutes of the following Durham Region Transit Executive Committee meetings be adopted:

- Regular meeting held on Wednesday, April 26, 2018; and
- Closed meeting held on Wednesday, April 26, 2018.

CARRIED

2. Declarations of Interest

There were no declarations of interest.

3. Delegations

A) Julia Stevenson, Ajax Resident, re: Durham Region Transit Specialized Services integrated transit policy and the blind/visually impaired

Julia Stevenson, an Ajax resident, appeared before the Committee regarding the policy of Durham Region Transit Specialized Services (DRTSS) to move all clients to integrated service; and, how this policy is affecting those with vision loss. A copy of her presentation was provided to the Committee Clerk following the meeting.

J. Stevenson stated that there are problematic issues that can effect clients' safety which is why clients with vision loss should be left on door to door service.

J. Stevenson provided the following examples of some issues:

- The first time an individual with a guide dog used integrated service, the dog was stepped on. The driver first ignored her complaint and then advised her to keep her dog under better control so people would not step on it.
- The next time this individual used this service, the connecting bus never showed up and was left stranded at an unfamiliar bus stop. She did not know the area and could not afford a cab and had to wait until a passing pedestrian showed her to a store to phone her husband to come and get her. She will no longer use the service.

J. Stevenson explained how given their visual acuity, clients often are unable to see to the street in front of the bus shelter, forcing them to stand by the road at the bus stop as to not miss the bus; and that a bus driver will not stop for clients standing in a shelter, they must be out at the stop prior to the bus nearing it and often in inclement weather.

J. Stevenson remarked on a client who was dropped off at a bus stop and while waiting for the connecting bus, was confronted by a homeless person who believed the bus shelter was their home and the client was trespassing. The situation escalated, threats were made, the client's safety was in jeopardy, and the police were called. She stated that individuals with vision loss are an easy prey should anyone have a reason to perpetrate a crime.

J. Stevenson also expressed concerns with the DRT free support person program to assist clients.

J. Stevenson stated that clients feel they have been misunderstood and not responded to in a positive manner. She expressed concerns that DRT does not understand the unique complexities that people with vision loss face and the stress, anxiety and fear it causes when they travel using transit.

J. Stevenson encouraged the Committee and staff to utilize the Canadian National Institute for the Blind (CNIB) "iSimulator" app; and then challenge themselves to walk outside and try to find the nearest bus stop in order to understand how challenging vision loss can be.

J. Stevenson responded to questions of the Committee.

At the request of the Chair, B. Holmes provided an overview of the eligibility and re-assessment processes to transfer from Specialized transit services to integrated Conventional transit services; and the role of DRT in assisting the riders to transition to integrated Conventional transit services.

[This matter was discussed later in the meeting. Refer to Item 10. C) on page 9 of these minutes.]

- B) Elizabeth Pierce, Executive Director, Catholic Family Services of Durham, speaking on behalf of herself; Emma Harvey, Clinic Program Manager, DRIVEN; Janet Chappelle, Executive Director, Rose of Durham; and Carol Barkwell, Executive Director, Luke's Place, regarding the Simcoe Street South Oshawa bus route
-

E. Pierce provided a PowerPoint presentation regarding the Hope Centre of Durham Region to request that the Committee consider reinstating the bus services for Simcoe Street South in the City of Oshawa. She noted that Emma Harvey, Clinic Program Manager, DRIVEN, was not in attendance. A copy of their presentation and the letters submitted by the Catholic Family Services of Durham, the Rose of Durham, Luke's Place and DRIVEN were provided as a handout.

Highlights from the presentation included:

- Background
 - CFSD purchased L'Amicale (707 Simcoe Street South) to retrofit into a Hub for key services to support some of the most vulnerable in our Region
- Populations Impacted
- The Specifics:
 - 450 young parents who already identify transit as a barrier, due to cost and difficulty in inclement weather with babies / strollers
 - 1/3 of all DRIVEN and Luke's Place clients (approximately 200 each) – have been victims of violence already

- 2/3 of all Catholic Family Services of Durham (CFSD) clients (approximately 1,600) – over half of whom are victims of violence, the other half being trauma survivors and those from low income situation requiring public transit
- Benefits
 1. Safety
 2. Accessibility of core services
 3. Community wellness

E. Pierce stated that The Hope Centre of Durham Region is asking that DRT re-instate the bus stop outside of the Hub at 707 Simcoe Street South, in the City of Oshawa, so that transit is not an additional barrier to those seeking the services offered at this address to enhance community wellness. E. Pierce later clarified that The Hope Centre moves into 707 Simcoe Street South on August 15, 2018.

E. Pierce responded to questions from the Committee.

C. Norris responded to questions regarding why the original Route 401 Simcoe services were removed from the area of 707 Simcoe Street South; when it was removed; and the potential to reinstate the services.

Discussion ensued with respect to Simcoe Street South being a major north / south route in the City of Oshawa and being an identified Health Priority Neighbourhood Area; the potential for a temporary bus stop; and integrating route services as part of the new GO Transit Park and Ride commuter lot initiatives in south Oshawa.

Staff was requested to report back to the Transit Executive Committee in a timely fashion on the proposed changes for reinstating the bus service along Simcoe Street South, specifically 707 Simcoe Street South in Oshawa.

4. Presentations

- A) Vincent Patterson, General Manager, and Christopher Norris, Manager, Customer Service, Planning, Durham Region Transit, Re: Durham Region Transit Update and Service Planning 2018 - 2019
-

Vincent Patterson and Christopher Norris, Durham Region Transit, provided a PowerPoint presentation with an update on Durham Region Transit (DRT). A revised page 17 of the agenda was provided as a handout.

V. Patterson provided an overview of the DRT operational considerations. Highlights of the presentation included:

- Conventional Ridership is 1.8% Above Last Year's, 1.5% Above Forecasted Target
- Decrease in "Bus Full" Occurrences, in Spite of Surge in U-Pass Ridership
- 2017 Annual Performance Report
- Region's Growth: Challenges for Transit Area Coverage

C. Norris provided an overview of the DRT service planning for 2018 and 2019. Highlights of the presentation included:

2018 Service Plan

- Continued Focus on Expansion
- High Frequency Network Map
- High Frequency Network Construction Map
- Expansion of High Frequency Network
- Expansion in New Growth Areas
- Extension of Service Hours in Employment/Commercial Areas

2019 Service Plan Priorities

- What We Heard From Customers: Public Information Centres
- 2019 Priorities in the Five-Year Service Strategy
- Serving New Growth Areas
- Extending Service Hours
- Increasing Frequency
- Preparing High Frequency Network For 15-Minute GO Lakeshore East Service
- Planning for the Future - GO Rail Extension Network Map

C. Norris responded to questions regarding the expansion of transit services into the Seaton Community area to the GO Transit Station; and whether staff has communicated with the City of Pickering regarding the timelines for occupancy in the new development areas and the expansion of transit services.

Commissioner Pickles inquired whether Metrolinx has responded to the request for the GO bus route to be re-located from Brock Road in Pickering to the Brougham carpool lot. C. Norris advised that DRT will be making this change on June 25, 2018.

C. Norris responded to further questions regarding the success of the On-Demand Service routes in Scugog and Uxbridge; and the need to communicate the flexibility of the service. V. Patterson responded to a question regarding the requirement to book a trip by 2:00 PM the previous business day.

Discussion ensued regarding the potential for DRT to provide services in the northern municipalities similar to those offered by UBER elsewhere.

5. Correspondence

- A) (TC-03) Vincenza Ronaldi, Pickering resident, writing to Vincent Patterson, General Manager, Durham Region Transit, regarding Transit Specialized Services, as it relates to its No-Show and Late Cancellation Policy, Customer Service, and Suspension
-

A copy of Correspondence Item 5. A) was provided has a handout.

Moved by Commissioner Smith, Seconded by Commissioner Henry,
(29) That Correspondence Item TC-03 from Vincenza Ronaldi, Pickering resident, be received for information.

CARRIED

6. General Manager's Reports

- A) Amendment to Durham Region Transit Commission By-Law #27-2007
([2018-DRT-14](#))
-

Report #2018-DRT-14 from V. Patterson, General Manager, Durham Region Transit, was received.

Moved by Commissioner Henry, Seconded by Commissioner Rowett,
(30) A) That By-law #27-2007 be amended to change the meeting schedule for the Durham Region Transit Executive Committee to a monthly meeting schedule effective January 1, 2019; and

- B) That Corporate Services – Legal Services be directed to prepare an amending by-law to By-law #27-2007, generally in the form included as Attachment #1 to Report #2018-DRT-14, for presentation to Regional Council for passage.

CARRIED

This matter will also be considered by the Durham Region Transit Commission and Regional Council on June 13, 2018.

- B) Update on Innovation Initiative for Understanding Transit Needs of Low-Income Persons ([2018-DRT-15](#))
-

Report #2018-DRT-15 from V. Patterson, General Manager, Durham Region Transit, and H. Drouin, Commissioner of Social Services, was received.

In response to a question, V. Patterson provided an overview of the cross-departmental initiatives and timeframes for the two-phase market research being conducted to determine the travel needs of persons with low income.

Discussion followed on the recently adopted Toronto Transit Commission (TTC) program for both a discounted monthly pass and discounted single-trip fare for low income persons, and the Metrolinx / PRESTO forum for electronically facilitating support.

K. O'Brien and V. Patterson responded to questions regarding staffs' intent to report back at the September 20, 2018 TEC meeting on the market research findings, and staffs' options and recommendations for implementing a low-income travel support program.

M. Simpson reviewed the financial pressures of implementing a low-income travel program on the 2019 DRT budget; and the opportunities for future funding dialogue with the Ministry of Community and Social Services in the fall of 2018.

Moved by Commissioner Collier, Seconded by Commissioner Henry,
(31) That Report #2018-DRT-15 of the General Manager, Durham Region Transit, and the Commissioner of Social Services, be received for information.

CARRIED

C) 2017 Durham Region Transit Annual Performance Report ([2018-DRT-16](#))

Report #2018-DRT-16 from V. Patterson, General Manager, Durham Region Transit, was received.

Moved by Commissioner Henry, Seconded by Commissioner Rowett,
(32) That Report #2018-DRT-16 of the General Manager and Treasurer of Durham Region Transit be received for information.

CARRIED

D) Revised Terms of Reference for the Specialized Services Eligibility Appeal Process ([2018-DRT-17](#))

Report #2018-DRT-17 from V. Patterson, General Manager, Durham Region Transit, was received.

Moved by Commissioner Henry, Seconded by Commissioner Rowett,
(33) That Report #2018-DRT-17 of the General Manager of Durham Region Transit be received for information.

CARRIED

E) Durham Region Transit Budget Status Report to April 30, 2018 and Full Year Forecast ([2018-DRT-18](#))

Report #2018-DRT-18 from M. Simpson, Acting Treasurer, Durham Region Transit, was received.

V. Patterson responded to questions regarding the \$100,000 deficit projected for conventional and specialized fare revenues for 2018; the decrease in DRT paper pass and ticket sales revenue; and, the phase out of the DRT paper fare media.

V. Patterson and C. Norris responded to questions with respect to the GO One-Fare-Anywhere agreement; the timelines to implement the PRESTO fare card services at the Shoppers Drug Mart locations in the Township of Scugog; and promotional PRESTO cards.

M. Simpson remarked on the recent migration of the DRT cash and paper fares to the PRESTO card.

C. Norris advised that staff anticipates the PRESTO fare card services at Shoppers Drug Mart locations should be available in Port Perry by September of 2018.

Moved by Commissioner Collier, Seconded by Commissioner Henry,
(34) That Report #2018-DRT-18 of the Acting Treasurer of Durham Region Transit be received for information

7. Confidential Matters

There were no confidential matters to be considered.

8. Advisory Committees

A) Durham Region Transit Advisory Committee Minutes

There were no advisory minutes to be considered.

9. Outstanding Items

There were no outstanding items to be considered.

10. Other Business

A) Durham Region Transit Commission on Wednesday, June 13, 2018

Moved by Commissioner Henry, Seconded by Commissioner Woo,
(35) That a Durham Region Transit Commission meeting be held prior to Council at 9:00 AM on Wednesday, June 13, 2018, for the purpose of considering Report #2018-DRT-14 regarding an amendment to Section 5. (f) of the Durham Region Transit Commission By-law #27-2007.

CARRIED

B) Public Transit Infrastructure Fund (PTIF) Phase II Program

Commissioner Henry questioned if the upcoming 2018 Provincial election could jeopardize the Region's funding opportunities and result in changes to its current programs, specifically the PTIF Phase II Program; and the need for a financial forecast regarding any potential costs. M. Simpson provided an overview on the possible impacts to the PTIF proposed Federal and Provincial funding contributions, along with the Region's contribution of \$64.1 million over ten years for eligible capital costs under the PTIF; the Provincial agreement for Dedicated Gas Tax Funds; and, the transit related funds for Quick-Win projects.

C) Lobbying in and around Durham Region Transit (DRT) Bus Shelters

In response to questions by Commissioner Collier regarding a transit shelter being occupied by a homeless person, as expressed by the delegate earlier in the meeting, under Item 3. A), on page 2 of these minutes. B. Holmes provided an overview on the DRT procedures in place, in conjunction with the Durham Regional Police Services, to deter criminal activity and vulnerable persons lobbying and trespassing in and around a DRT bus shelter.

11. Date of Next Meeting

The next regularly scheduled Durham Region Transit Executive Committee meeting will be held on Thursday, September 20, 2018 at 9:30 AM in Meeting Room LL-C, Lower Level, at Regional Headquarters, 605 Rossland Road East, Whitby.

12. Adjournment

Moved by Commissioner Woo, Seconded by Commissioner Henry,
(36) That the meeting be adjourned.

CARRIED

The meeting adjourned at 11:04 AM.

G. O'Connor, Regional Chair and CEO

C. Tennisco, Committee Clerk