



Transit Executive Committee Agenda

Council Chambers
Regional Headquarters Building
605 Rossland Road East, Whitby

Wednesday, February 6, 2019

1:30 PM

1. Declarations of Interest

2. Adoption of Minutes

- A) Durham Region Transit Executive Committee meeting
–[January 9, 2019](#)

Pages 3-10

3. Delegations

- 3.1 Mr. Floyd Diaz, BAE Systems, regarding Report #2019-DRT-2
Preparing for Transit Innovations

4. Presentations

- 4.1 Vincent Patterson, General Manager Update

Pages 11-18

- 4.2 Vincent Patterson, General Manager, Durham Region Transit, and
Mary Simpson, Director, Financial Planning and Purchasing, Finance
Department, re: 2019 Durham Region Transit Servicing and Financing
Study

Handout

5. Correspondence

- A) TC-1
Mayor Dave Ryan, City of Pickering, writing to John Henry,
Regional Chair and CEO, advising that effective immediately,
David Pickles, Regional Councillor, has been appointed as his
designate to the Durham Region Transit Executive Committee.

6. Reports

- A) Joint Bus Procurement Results ([2019-DRT-3](#))
B) 2019 Durham Region Transit (DRT) Servicing and
Financing Study ([2019-DRT-4](#))

Pages 19-21

Pages 22-66

7. Advisory Committee

There are no advisory committee items to be considered

8. Confidential Matters

There are no confidential matters to be considered

9. Other Business

10. Date of Next Meeting

Wednesday, March 6, 2019 at 1:30 PM

11. Adjournment

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The Regional Municipality of Durham

MINUTES

DURHAM REGION TRANSIT EXECUTIVE COMMITTEE

Wednesday, January 9, 2019

A regular meeting of the Durham Region Transit Executive Committee was held on Wednesday, January 9, 2019 in Meeting Room LL-C, Lower Level, Regional Headquarters Building, 605 Rossland Road East, Whitby, Ontario at 1:30 PM

Present: Regional Chair Henry, Chair
Commissioner Collier, Vice-Chair
Commissioner Bath-Hadden attended the meeting at 1:32 PM
Commissioner Carter
Commissioner Collier
Commissioner Drew
Commissioner Mulcahy
Commissioner Ryan

Also

Present: Councillor Marimpietri left the meeting at 2:05 PM

Absent: Commissioner Anderson
Commissioner Barton

Staff

Present: E. Baxter-Trahair, Chief Administrative Officer
V. Patterson, General Manager, Durham Region Transit
J. Austin, Deputy General Manager, Business Services, Durham Region Transit
B. Eyre, Manager, Operations, Specialized Services, Durham Region Transit
L. Hatch, Marketing Assistant, Durham Region Transit
A. McKinley, Deputy General Manager, Maintenance, Durham Region Transit
A. Naeem, Solicitor, Corporate Services – Legal
C. Norris, Manager, Customer Experience, Durham Region Transit
S. Pollock, Communication Coordinator, Durham Region Transit
L. Ritchey, Systems Support Specialist, Corporate Services – IT
C. Tennisco, Committee Clerk, Corporate Services – Legislative Services

1. Declarations of Interest

There were no declarations of interest.

2. Election of Transit Executive Committee Vice-Chair

Regional Chair Henry called for nominations for the position of Vice-Chair of the Transit Executive Committee.

Moved by Commissioner Ryan, Seconded by Commissioner Carter,

- (1) That Commissioner Collier be nominated for the position of Vice-Chair of the Transit Executive Committee.

CARRIED

Moved by Commissioner Carter, Seconded by Commissioner Ryan,

- (2) That nominations be closed.

CARRIED

The Chair asked if Commissioner Collier wished to stand. Commissioner Collier indicated he would stand.

The Chair declared Commissioner Collier acclaimed as the Vice-Chair of the Transit Executive Committee.

Commissioner Collier, Vice-Chair, assumed the Chair for the remainder of the meeting.

3. Adoption of Minutes

Moved by Commissioner Carter, Seconded by Commissioner Ryan,

- (3) That the minutes of the regular Durham Region Transit Executive Committee meeting held on Wednesday, September 20, 2018, be adopted.

CARRIED

4. Delegations

- 4.1 Teri Norrie, Oshawa Resident, regarding transportation deficit experienced by a population in Oshawa
-

Ms. Teri Norrie and Ms. Rose Lee Fountain, BSW students, Trent University, appeared before Committee to explore solutions to resolve a public transportation deficit issue being experienced by the youth who utilize The Refuge agency in Oshawa. They provided a PowerPoint presentation titled, "The Refuge".

T. Norrie provided an overview of the Trent University BSW students' campaign, working in collaboration with The Refuge. She advised that the students have raised funds and awareness for youth that experience poverty and/or

homelessness and utilize this non-profit agency; and options to address The Refuge's immediate and ongoing need for public transportation for the youth in Oshawa.

T. Norrie stated that The Refuge services approximately 450 to 600 homeless youth each year and highlighted the services provided by The Refuge.

T. Norrie outlined the actions of Trent University students which include the delivery of a signed petition to local government officials in an on-going effort to increase awareness about poverty and homelessness youth in the Region and The Refuge's need for a long-term solution to the transportation deficits.

T. Norrie also stated The Refuge relies on external donations and funding to supplement youth transportation. She advised that funding for transportation is needed for youth to attend mental health appointments, employment interviews, and other various locations related to well-being.

- The Proposal
 - Counselling sessions, referrals, employment support, housing acquisition, and acquiring personal identification
 - Housing First and Co-op programs
 - Encouragement for youth to learn skill related to problem-solving, coping, teamwork, decision-making, learning from past experiences, self-esteem, trust, and boundaries through transformational programs

T. Norrie and R.L. Fountain asked that the Durham Regional Council, the Transit Executive Committee and Durham Region Transit Commission work with The Refuge on an immediate solution and a long-term resolution regarding the lack of funding for public transportation to the vulnerable youth who utilize The Refuge; and enhance the lives and well-being of our community members by assisting these youth to partake in employment searches, mental health appointments and daily activities.

Ms. Norrie and Ms. Fountain responded to questions.

In response to a question regarding the availability of funding for bus passes, V. Patterson advised that DRT does offer a subsidized Access Pass.

V. Patterson provided a brief overview of a low-income travel study conducted in conjunction with Social Services, to analyze targeted groups and determine their travel needs, and provide recommendations to address the transit needs for the low-income residents of Durham.

4.2 Vincenza Ronaldi, regarding review of the Durham Region Transit Specialized Services No Show and Late Cancellation Policy

Vincenza Ronaldi was not in attendance at the meeting.

5. Presentations

5.1 Vincent Patterson, General Manager, Durham Region Transit, Re: Update

Vincent Patterson, Christopher Norris, Audra McKinley and James Austin, Durham Region Transit, provided a PowerPoint presentation update on Durham Region Transit (DRT).

Highlights of the presentation included:

- Adults represent 45 percent of the DRT ridership
- Conventional Ridership is up 4.6 percent Over Last Year's, and 2.4 percent Above Budget Forecast
- About the fares our customers pay
- About fare pilots and incentives
- About technology in today's transit
- About contacts and feedback
- About passengers' comings and goings
- "Bus Full" occurrences
- "Empty buses"
- Demand analysis informs service reallocation and investment
- About cost drivers in service delivery
- Examples of service reallocation and investment
- About DRT's OnDemand service
- About DRT's North Service Strategy
- About today's specialized transit services
- About today's buses
- DRT's objectives for 2018 – 2020
- DRT's 8 key performance measures and standards
- Region's growth a challenge for area coverage
- Infrastructure: it's about the future
- Advancing transportation innovations

C. Norris responded to questions regarding the timelines and services proposed in the 2019 DRT budget for OnDemand services in the Township of Brock.

At the request of Commissioner Ryan, V. Patterson provided a brief overview of the scope of the Greater Toronto Area (GTA) specialized services working group. He advised that the group is comprised of representatives from the various transit agencies in the area, focusing on specialized services.

Commissioner Ryan expressed a concern regarding the long waiting times for specialized service passengers on inter-regional trips between the Toronto Transit Commission (TTC) and DRT, in particular along Highway 2 in the west end, in the City of Pickering.

Commissioner Ryan stated that it is unacceptable for DRT specialized services passengers to wait anywhere from 45 minutes up to 3 hours from or to a connecting TTC mini-bus.

Commissioner Ryan asked that TEC make it a priority to review this situation; and he suggested the potential to form an Ad Hoc Committee to review this situation and make recommendations on the necessary improvements.

Commissioner Ryan inquired whether DRT staff could make inter-connectivity for specialized services and the interactions with the Greater Toronto Area specialized services working group a focus of the February 6, 2019 TEC meeting. V. Patterson advised that staff could provide an update on the specifics and details of this working group and inter-agency transfers.

V. Patterson responded to questions regarding DRT Specialized Services pressures to meet projected growth increases.

Commissioner Collier, Vice-Chair, advised that Durham Region would be receiving \$8,866,900 in provincial Gas Tax funding for Durham Region Transit.

6. Correspondence

- A) Memorandum from Regional Clerk / Director of Legislative Services, re: Durham Region Transit Executive Committee Members for the 2018-2022 Term

Moved by Commissioner Carter, Seconded by Commissioner Drew,

- (4) That the correspondence dated December 18, 2018 from the Regional Clerk/Director of Legislative Services regarding the Transit Executive Committee members for the 2018 – 2022 term, be received for information.

CARRIED

7. Reports

- A) Proposed End-User Maintenance Agreement with INIT Innovations in Transportation, Inc. (INIT) (2019-DRT-1)

Report #2019-DRT-01 from V. Patterson, General Manager, Durham Region Transit, was received.

Moved by Commissioner Carter, Seconded by Commissioner Ryan,
(5) That approval be granted for the negotiation of an End-User Maintenance Agreement with INIT Innovations in Transportation, Inc., by Regional staff for DRT, to minimize risks associated with critical system failures at a total cost not to exceed \$1,458,970 over five years (July 1, 2018 to June 30, 2023) before applicable taxes, increasing the current contract value from \$5,792,731 (before taxes) to \$7,251,700, with the estimated 2019 cost of \$ 265,571 to be included in DRT's 2019 Business Plan and Budget.

CARRIED

This matter will be considered by the Finance & Administration Committee on January 15, 2019 and presented to Regional Council on January 30, 2019 as Item #4 of the First Report of the Finance & Administration Committee.

B) Preparing for Transit Innovations (2019-DRT-2)

Report #2019-DRT-2 from V. Patterson, General Manager, Durham Region Transit, was received. A revised page 1 and 7 was provided has a handout.

Moved by Commissioner Carter, Seconded by Commissioner Ryan,
(6) That Report #2019-DRT-2 of the General Manager, Durham Region Transit, be received for information.

CARRIED

8. Advisory Committee Resolutions

There were no advisory committee resolutions to be considered.

8.1 Durham Region Transit Advisory Committee

There were no advisory committee minutes to be considered.

9. Confidential Matters

There were no confidential matters to be considered.

10. Other Business

10.1 Durham Region Transit Executive Committee 2019 Meeting Schedule

Transit Executive Committee meetings for 2019 will be held on Wednesday commencing at 1:30 PM on the following dates:

- January 9, 2019
- February 6, 2019
- March 6, 2019
- April 3, 2019
- May 8, 2019
- June 5, 2019
- September 4, 2019
- October 2, 2019
- November 6, 2019
- December 4, 2019

10.2 Durham Region Transit Advisory Committee 2019 Meetings Schedule

Transit Advisory Committee meetings for 2019 will be held on Tuesday commencing at 7:00 PM on the following dates:

- January 22, 2019
- March 19, 2019
- May 21, 2019
- September 17, 2019
- November 19, 2019

Moved by Commissioner Carter, Seconded by Commissioner Ryan,
(7) That Items 10.1) and 10.2) inclusive, be received for information.
CARRIED

10.3 Durham Region Transit Executive Committee Composition

Moved by Regional Chair Henry, Seconded by Commissioner Carter,
(8) That the Rules of Procedure be suspended in order introduce a new motion regarding the appointment of the Chair for Transit Executive Committee.

CARRIED on a 2/3rds Vote

Regional Chair Henry discussed how the current economics and the demands on time will impact his ability to always be available for the scheduled TEC meetings. He suggested that Commissioner Collier be appointed as the Chair of the TEC, and that TEC members elect a new Vice-Chair.

Moved by Regional Chair Henry, Seconded by Commissioner Ryan,
(9) A) That the composition of the Transit Executive Committee be amended so that the Regional Chair can appoint a Regional designate to the Committee, and that the designate shall be the Chair of the Executive Committee; and

- B) That the Regional Clerk be directed to prepare the requisite by-law for approval by Regional Council.
CARRIED

11. Date of Next Meeting

The next regularly scheduled Durham Region Transit Executive Committee meeting will be held on Wednesday, February 6, 2019 at 1:30 PM in the Lower Level Boardroom (LL-C), Regional Headquarters Building, 605 Rossland Road East, Whitby.

As well, a Durham Region Transit Commission (DRTC) meeting will be held on Wednesday, January 30, 2019, prior to Council, at 9:00 AM in the Council Chambers.

Following the meeting it was determined that the Wednesday, January 30, 2019 DRTC meeting would commence at 8:30 AM, prior to Council, in the Council Chambers.

12. Adjournment

Moved by Regional Chair Henry, Seconded by Commissioner Ryan,
(10) That the meeting be adjourned.
CARRIED

The meeting adjourned at 2:47 PM.

Respectfully submitted,

S. Collier, Vice-Chair

C. Tennisco, Committee Clerk



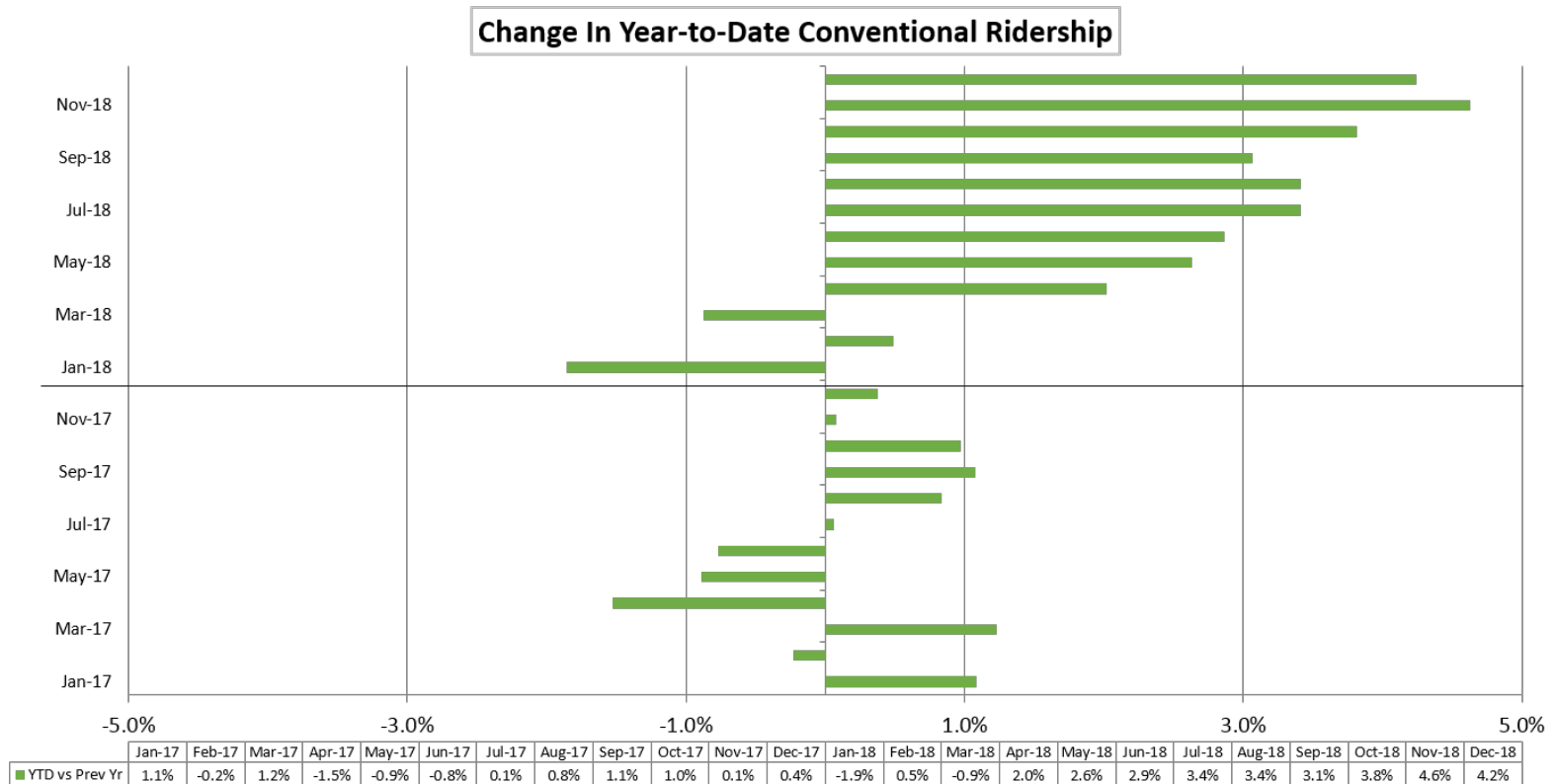
Update

**Transit Executive Committee
February 6, 2019**

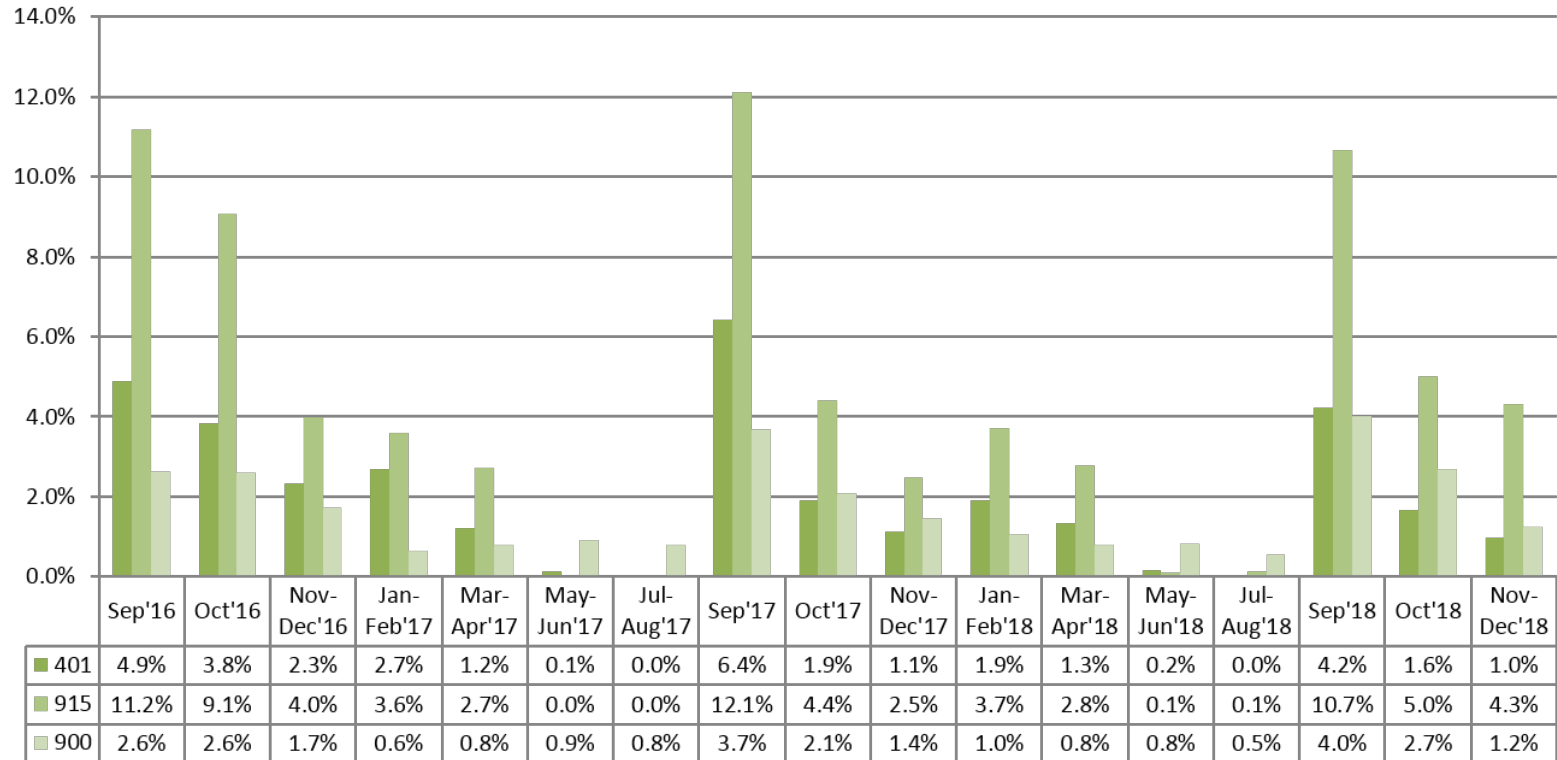


2018 ridership is up, highest but for 2014

- 2018 conventional ridership up 4.2 percent over 2017's, and 1.7 percent over forecast



“Bus full” occurrences



- Seasonal pattern
- No information on net impact on customers
- Expectations? Should it ever happen?



Overview of inter-regional travel on specialized transit services

- About 2 percent of trips on DRT specialized services are between the TTC and DRT – 350 in a typical month
- Depending on the customer's abilities, an inter-regional trip will involve a transfer between any two of these:
 - DRT PULSE bus
 - TTC bus
 - DRT Specialized minibus or minivan
 - TTC Wheel-Trans vehicle
 - Taxi
- Transfer locations
 - From/to a DRT PULSE bus : U of T Scarborough Campus
 - From/to a DRT Specialized vehicle : McDonald's on Kingston Road at Port Union
- A DRT Specialized vehicle entering further into Toronto to drop off a customer would reduce its availability for other trips, and productivity whenever returning empty to Durham



More about the inter-regional transfers from/to DRT Specialized Services

- Whenever a specialized trip is scheduled, the customer is provided with a “pick-up window” : 20 minutes on DRT Specialized, 30 minutes on Wheel-Trans
- The driver will wait up to 5 minutes for the customer to show up
- Booking process : customer first calls destination agency, which provides a pick-up window at the transfer location, then calls home agency, which will plan an arrival time at the transfer location as close as possible to the beginning of the pick-up window
- Average wait times at transfer location in November (typical month):
 - Drop-off by DRT : 14 minutes ahead of TTC pick-up
 - Pick-up by DRT : 13 minutes after TTC drop-off
- What can go wrong (up to and including missed connections):
 - Average wait times above exclude contracted taxis (no smart technology)
 - Congestion and other sources of delays on **each** leg of the trip
 - Coordination, communications (access to real-time info for Wheel-Trans customers; DRT’s plans for software upgrades)



GTHA Specialized Services Work Group

- All GTHA specialized service agencies actively represented
- Collaboration to remove barriers, harmonization for consistent customer experience
- Implemented standardized application questions, single-application requirement for inter-regional travel, standardized support person pass process
- Implemented dedicated communication channel and process between agencies' dispatchers for more effective communication around inter-regional trips
- Sharing of best practices on service models, on-line trip bookings, eligibility appeal panels
- Pilots (e.g. YRT and Peel)



Next steps for inter-regional transfers

- Work toward integrated use of a fully accessible, sheltered, heated and visible TTC-DRT transfer hub at Meadowvale and Sheppard
- Results of YRT-Peel pilot toward reducing wait times at transfer locations
- Group's work toward simplifying booking by customer with home agency only
- Both back-store and customer-facing software improvements

Questions ?



Durham Region Transit Report

To: Durham Region Transit Executive Committee
From: General Manager, Durham Region Transit
Report: [#2019-DRT-3](#)
Date: February 6, 2019

Subject:

Joint Bus Procurement Results

Recommendation:

That the Durham Region Transit Executive Committee approve the award of the 2018 Metrolinx-led RFP for seven-metre and eight-metre low floor para-transit buses.

Report:

1. Purpose

- 1.1 The purpose of this report is to advise the Transit Executive Committee (TEC) of the successful vendor selected through the latest round of the competitive Metrolinx-led Joint Transit Procurement Initiative for the supply of seven-metre and eight-metre low floor para-transit buses and seek approval to award to the successful vendor, for Durham Region Transit (DRT) vehicles for Specialized Services.

2. Financial Implications

- 2.1 Durham Region Transit participates in the Metrolinx-led Joint Transit Procurement Initiative along with other Ontario transit agencies, as per Council approved Report #2013-F-58 and 2017-COW-184. DRT has been participating in the development of the successive Requests for Proposals (RFP's) and in the evaluation of proposals. Joint procurement is permitted under Section 13 of the Region's Purchasing By-law.
- 2.2 The latest RFP for seven-metre and eight-metre low floor buses was issued by Metrolinx on July 12, 2018 and closed October 2, 2018. Two proposals were received: Creative Carriage and Crestline Coach.

The proposal from Crestline Coach was deemed non-compliant and therefore did not proceed to the evaluation phase.

The proposal from Creative Carriage was deemed compliant and a technical evaluation was performed. Pricing submissions were opened on conclusion of the technical evaluation. Technical and price scoring were weighted equally.

- 2.3 Metrolinx's agreement with Creative Carriage has a one-year term beginning November 14, 2018, with the option of two one-year extensions.
- 2.4 The base price of the low floor buses is \$158,255. The base price of the previous Metrolinx-awarded agreement for Specialized Transit Buses was with Overland Custom Coach (\$111,003) for high floor buses (a different model). There are benefits to switching to low floor buses for Specialized Services such as providing non-discriminatory accessible entrance that allows customers of all mobility capabilities the freedom and ease of boarding and exiting the vehicle. Each of the participating transit agencies has the opportunity of outfitting the bus with features, options and configurations (with corresponding price adjustment) for compatibility with their respective existing fleet.
- 2.5 The financing of the bus purchases will be subject to TEC and Council approval of the annual capital budgets.

3. Next Steps

- 3.1 A similar report will be presented to Finance and Administration Committee on February 12, 2019 to seek authorization to award the 2018 Metrolinx-led RFP for seven-metre and eight-metre low floor buses.
- 3.2 Upon execution of a Purchase Agreement with Creative Carriage, DRT will place order for buses as approved in the 2019 budget, with delivery to be based on production schedule.
- 3.3 This report has been reviewed by the DRT Treasurer who concurs with the recommendation.
- 3.4 For additional information, contact: Audra McKinley, DRT Deputy General Manager, Maintenance, at 905-668-7711, extension 3758.

Respectfully
submitted,

Original Signed by

Vincent Patterson, MCIP, RPP, MEng General
Manager, DRT

Recommended for Presentation to Committee

Original Signed by

Elaine C. Baxter-Trahair
Chief Administrative Officer



Durham Region Transit Report

To: Durham Region Transit Executive Committee
From: General Manager, Durham Region Transit
Report: [#2019-DRT-4](#)
Date: February 6, 2019

Subject:

2019 Durham Region Transit (DRT) Servicing and Financing Study

Recommendation:

That the Durham Region Transit Executive Committee (TEC) receive this report as background information to the forthcoming 2019 Durham Region Transit budget.

Report:

1. Introduction

- 1.1 The 2019 Durham Region Transit (DRT) Servicing and Financing Study provides an overview of DRT's service and investment priorities in keeping with Regional and organizational objectives, background information on the 2018 performance and initiatives, and highlights financial implications and risks.
- 1.2 The Region's vision of an integrated transportation system as set out in the Strategic Plan, Regional Official Plan and Transportation Master Plan (TMP), will continue to be pursued through ongoing collaboration amongst DRT, Regional Departments (including Planning, Finance and Works Departments), Provincial and Federal governments, and local area municipalities. The TMP, a multi-modal plan establishing Durham's strategy for achieving an integrated transportation network, seeks to elevate the role of public transit in addressing the Region's growth-related transportation impacts through 2031 recognizing the role of transit in "building a healthier and more inclusive community".
- 1.3 Improving transit access and availability are also instrumental to advancing other strategic priorities of Durham Region, including the Economic Development Strategy and Action Plan, Multi-year Accessibility Plan, Age-Friendly Strategy and

Action Plan, Community Climate Change Local Action Plan, and the forthcoming Community Energy Plan.

- 1.4 As such, transit continues to be a priority of Council supported by annual Regional investments and the allocation of Provincial and Federal investment when available. For 2019, Regional Council has recently approved a \$2.36 million (4.22 per cent) increase in the DRT net property tax budget guideline, bringing the guideline to \$58.2 million, from \$55.8 million in 2018. DRT continues to work towards meeting this property tax budget guideline through refinement of the 2019 service plan, fare structure and capital budgeting which will be presented as part of the 2019 Business Planning and Budget deliberations.

Transportation Master Plan (TMP)

The Durham Transportation Master Plan (TMP), approved by Council in December 2017, is a strategic planning document that defines the policies, programs and infrastructure modifications needed to manage anticipated transportation demands to the year 2031 and beyond.

The TMP is structured around seven Strategic Directions, with Goals and specific Actions identified for advancing each Direction. The Strategic Directions and Goals are listed on the following page. Caption textboxes throughout this report refer to relevant excerpts from the TMP.

The projects and programs that are recommended in the TMP are to be implemented through the annual Regional Financial and Business Planning process, including the Servicing and Financing studies for transportation and for transit (this report).

TMP Strategic Directions and Goals



Strengthen the bond between land use and transportation

- Neighbourhoods and employment areas will offer multi-modal options
- Key nodes and corridors will feature transit-oriented development



Elevate the role of integrated public transit including rapid transit

- Transit will be convenient and reliable across the Region
- Higher Order Transit will connect major destinations
- Transit will offer a superior user experience



Make walking and cycling more practical and attractive

- A comprehensive Region-wide cycling network will connect people to destinations with safe and comfortable facilities supporting both utilitarian and recreational cycling
- Cycling routes that provide access to major destinations, improve network connectivity, and enhance Regional cycling tourism will be prioritized to provide a cohesive network over a shorter-term horizon
- Built environments will support walking and cycling
- Walking and cycling to transit will be easier
- Programs will motivate Durham residents to walk and cycle



Optimize road infrastructure and operation

- Regional roads will be continuous and connected
- Regional roads will serve all modes and users
- Regional roads will grow with the Region
- Road operations will support a better quality of life



Promote sustainable travel choices

- Smart Commute Durham will increase its reach and effectiveness
- Residents will make sustainable travel choices more often
- New development will support sustainable travel choices



Improve goods movement to support economic development

- The built environment will support goods movement
- Collaboration will inform and support shared solutions
- Freight information will support policies, plans and practices



Invest strategically in the transportation system

- Phased transportation investments will support Regional objectives
- A life-cycle approach will optimize total costs
- Transportation funding will be adequate, stable and predictable
- Performance measurement will support evaluation and updates

2. Durham Region Transit's Objectives

2.1 Beyond day-to-day service delivery, DRT has developed organizational objectives for the 2018-2020 timeframe providing direction on priority initiatives that advance key customer, workforce and corporate interests. These objectives, which were presented to the Transit Executive Committee on September 20, 2018, include:

- a. Create value for transit customers:
 - Modernize DRT's website, the main window of DRT's electronic platforms;
 - Make navigating the DRT network more obvious (information, wayfinding, DRT and PULSE brands);
 - Disseminate information, and propose ridership incentive initiatives;
 - Leverage PRESTO's convenience and functionalities (in support of transit use, mobility integration);
 - Keep improving the bus stop environment (safety, accessibility, comfort, cleanliness);
 - Monitor, publish and increase on-time performance (reliability being transit's best selling feature); and
 - Refresh DRT's Service Strategy (focus on high-order transit, Regional growth, innovations like OnDemand).
- b. Enhance effectiveness at delivering transit services:
 - Focus and prioritize safety as the fabric of our organizational culture;
 - Continue cyclical training in customer service excellence and inclusiveness;
 - Strengthen employee engagement and internal communications;
 - Specify design requirements for DRT's new garage and start planning with a new division;
 - Keep honing our ability to deliver the services that have been planned (care of the fleet, recovery from incidents);
 - Continue to remove barriers to accessibility (improving processes, preserving effective use of resources); and,
 - Align with and measure against performance targets and standards.
- c. Identify, pursue and achieve financial efficiencies:
 - Strive for sustained fare revenue to protect our revenue-cost ratio (strategic at low-income, fare integration);
 - Strategically invest in required PRESTO and other fare collection

- equipment (open payment);
- Refine the asset plan to sustain needed and timely growth;
- Continue to replace our fleet and shape its composition (route productivity, energy efficiency, maintenance costs);
- Keep harmonizing service planning, delivery and administrative processes; and,
- Pursue external funding sources.

3. **Durham Region Transit's Five-Year Service Strategy (Approved in 2016)**

- 3.1 As part of DRT's objectives and actions, DRT's Council-approved Five-Year Service Strategy establishes multi-year goals for Durham's transit network based on strategic investments in transit services throughout the Region in support of anticipated growth and the evolving travel needs of residents and visitors. The aim is to achieve a transit network that is available, consistent, direct, frequent and seamless. Established through comprehensive engagement with partner agencies and the public, these goals guide DRT's service priorities and the investments in support thereof. For 2019, DRT is looking to implement service enhancements that continue to advance the goals of the Service Strategy, including more frequent service, expanded hours, realigned routes and early introduction of services in new growth areas.

4. **2019 Service and Financing Priorities**

- 4.1 Collectively, the strategic plans and objectives described above guide DRT's budget process in identifying key priorities for investment that support the delivery of safe, modern and reliable transit services and that provide value to our customers and Region taxpayers. In keeping with the goals of the Transportation Master Plan, DRT's organizational objectives, and Five-Year Service Strategy, the 2019 Servicing and Financing Study outlines DRT's efforts to provide greater value to our customers and the residents and businesses of Durham by:
- a. **Investing in service enhancements** to expand the reach of the Frequent Network, establish transit as an attractive travel option in growing communities and improve specialized service delivery.
 - b. **Strengthening transit services in Rural North Durham** by expanding scheduled and OnDemand service to provide more travel options and better connections to the regional transit network.
 - c. Building upon ongoing **customer amenity and outreach initiatives** toward

key market segments including low income persons, youth and post-secondary students.

- d. **Managing fleet assets and transit innovations** to address repair pressures, increase choice and add capacity (including the introduction of articulated buses).
 - e. Continuing to favour the **transition to electronic fare media** to leverage the convenience of PRESTO.
 - f. **Advancing higher-order transit** in Durham along high demand corridors, including Highway 2 and the Simcoe Street corridor in Oshawa.
- 4.2 The 2019 Transit Servicing and Financing Study provides an overview of DRT's efforts to advance these service priorities, and associated financial implications. Full details of budget implications will be included as part of DRT's proposed 2019 Business Plan and Budget.

5. Investing in Service Enhancements

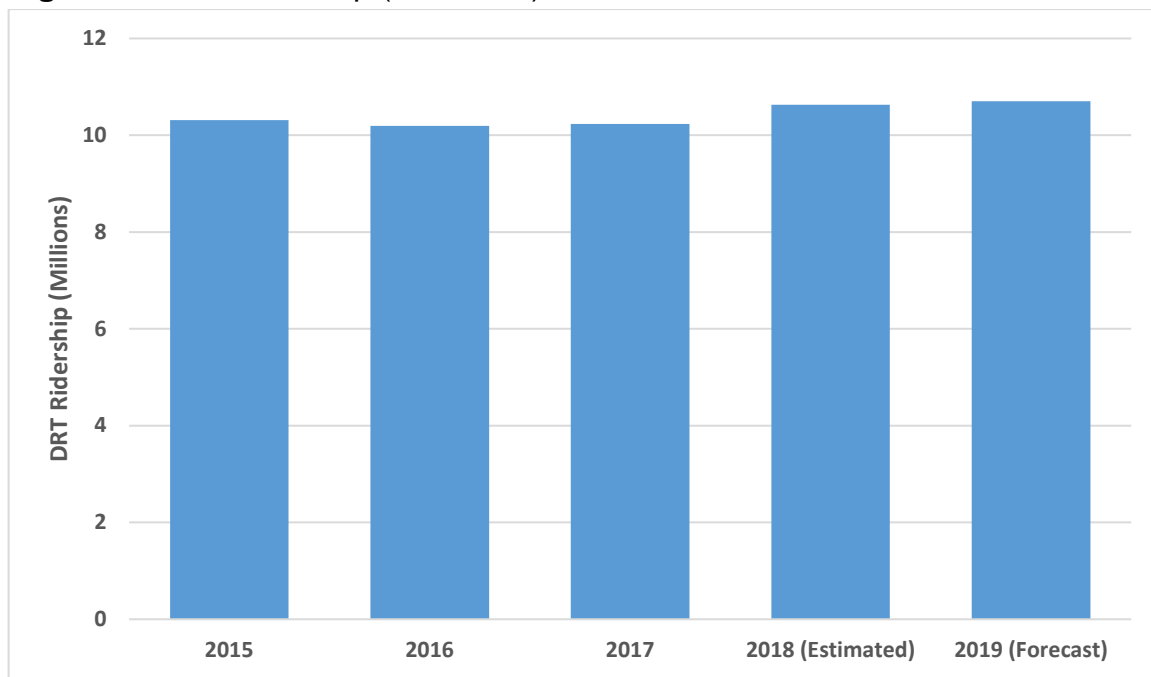
5.1 Conventional Service Ridership and Route Performance

On February 17, 2016, Regional Council approved the Five-Year Service Strategy (Report #2016-F-11). The strategy has provided a roadmap for the evolution of transit services in the Region of Durham towards a transit network that is more available, consistent, direct, frequent, and seamless. The positive effects on the Region of the Five-Year Service Strategy are evidenced by the one-million increase in boardings (including transfers), from 13.01M to 13.99M or eight per cent, since its approval in 2016. Two thirds of these new boardings have occurred on the Frequent Network which provides reliable and frequent service seven days a week to over 55 per cent of homes within the Lakeshore Service Area (Pickering to Courtice, including Brooklin).

For 2018, overall estimated ridership for DRT was 10.66 million, a 4.2 per cent increase over 2017 actual ridership (10.23 million) and 1.7 per cent above targeted. DRT is forecasting ridership of 10.7 million passengers for 2019, a 0.35 per cent increase over 2018.

Figure 1 below shows actual ridership since 2015, 2018 estimated ridership, and 2019 forecasted ridership. Since 2015, the year prior to the approval of the Five-Year Service Strategy, ridership has grown by three per cent. On a per capita basis, ridership has remained steady over this period at approximately 15.5 rides annually per Durham resident.

Figure 1: DRT Ridership (in millions)



In 2018, the largest portion of DRT's market continued to be Adults, but the greatest increase in ridership occurred in the U-Pass category which grew by approximately 343,000 rides, or 13.4 per cent. Youth ridership has decreased over the past three years in step with youth population decline, including a reduction of about 44,000 rides, or 3.7 per cent, in 2018. DRT is looking to continue ridership improvement initiatives targeting youth started in 2018 (described below).

Table 2: Durham Region Transit Ridership by rider category

Riders	2017 Actual	2017 Actual (Percent Distribution)	2018 Budget	2018 Est. Actual	2018 Est. Actual (Percent Distribution)	Difference (2018-2017 Actual)	% Change (2018-2017 Actual)
Adult	3,353,235	32.8%	3,436,151	3,365,737	31.6%	12,502	0.4%
U-Pass	2,563,016	25.1%	2,705,688	2,906,259	27.3%	343,243	13.4%
Co-Fare	1,240,213	12.1%	1,259,818	1,301,336	12.2%	61,123	4.9%
Youth	1,212,381	11.9%	1,218,425	1,168,067	11.0%	(44,314)	-3.7%
Senior	459,118	4.5%	469,184	474,769	4.5%	15,651	3.4%
Child	89,596	0.9%	89,799	99,968	0.9%	10,371	11.6%
Access	854,319	8.4%	841,099	877,386	8.2%	23,068	2.7%
GO Bus	132,792	1.3%	137,695	119,999	1.1%	(12,793)	-9.6%
Other ¹	325,726	3.2%	325,632	350,403	3.3%	24,677	7.6%
Total	10,230,396	100.0%	10,483,491	10,663,923	100.0%	433,527	4.2%

¹ Other includes underpayment fares, unclassified, ride-to-read, support persons, on-demand etc.

Further details regarding ridership trends and route performance are provided in Attachment #1 and #2.

5.2 Investing in Transit Services

DRT's proposed 2019 Business Plan and Budget would implement year four of the Five-Year Service Strategy, which has guided the evolution of DRT services since 2016. In 2019, DRT will initiate consultations to inform the development of the next Five-Year Service Strategy for the 2021 to 2025 period.

TMP Key Action:

Regularly publish a Five-Year Service Strategy identifying planned changes to transit routes and other service characteristics.

Through service resource reallocation, DRT would be looking for 2019 at service changes focused on:

- expanding and enhancing the Frequent Network,
- serving new growth areas,
- enhancing Saturday service,
- expanding OnDemand service
- optimizing late night service

To achieve service objectives for 2019 while minimizing property tax impacts, DRT will propose the reallocation of service hours from lightly utilized bus trips to high performing corridors, further strengthening the grid network of routes and improving service levels for the greatest number of passengers. Redirecting resources supports DRT's continuing efforts to build a transit network for Durham

Region which is more available, consistent, seamless, direct, and frequent. Any resulting scheduling changes are communicated to passengers and residents through DRT's website, traditional and social media, and on-board notifications ahead of the changes taking effect.

Service reallocation is part of DRT's annual review of route performance. When conducted in a way that negatively impacts the least number of passengers, while producing improved travel options for the largest number of passengers, service reallocation can produce favourable ridership and revenue results. As an example, in 2018 DRT removed 3,100 revenue service hours from Route 111, reducing boardings by 25,000, or an average of less than eight boardings per hour. At the same time, 3,700 new revenue service hours were allocated to Route 916 (Rossland), generating an average of 33 new boardings per hour invested (123,000 new boardings), a return of 413 per cent.

5.3 Enhancing Specialized Services

DRT Specialized Services provides a demand-responsive transit service that has no fixed routes or schedules. Specialized Services is a shared-trip service, meaning that passengers are not generally taken directly from origin to destination. Rather, there may typically be multiple passengers on board the same vehicle which may make multiple pick-up and drop-off stops. A reservation process serves to book and schedule passenger trips which may use a combination of internal resources and contracted service providers (such as taxi services).

DRT works closely with peer transit agencies in the GTHA to ensure specialized services policies and processes improve customer experience, are consistent, and that they comply with the *Accessibility of Ontarians with Disabilities Act* (AODA), Ontario Regulation 191/11 Integrated Accessibility Standards (IAS), and industry best practices. DRT estimates that since 2010, previously approved capital budgets have included over \$13.3 million in capital costs related to meeting IAS Transportation Standards.

Key highlights of 2018 enhancements on DRT Specialized Services include:

- Implementation of dedicated trip booking telephone lines in the fall of 2018 between member-agencies of the GTHA Specialized Services Working Group, increasing employee efficiency and reducing time on the telephone to book inter-regional trips.
- Upgrade trip booking and scheduling software for integrated and

OnDemand trips. The enhanced capabilities integrate the schedules of conventional and specialized services to streamline the trip planning process and provide a more effective trip schedule for customers. They also enable DRT to investigate mobile solutions to provide real-time service information for Specialized Services customers.

- Deployment of PRESTO devices on DRT Specialized Services vehicles, allowing customers to benefit from the convenience of electronic fare payment.

Further to report 2017-DRT-03, the Transit Executive Committee authorized DRT to continue to improve fairness and equity for all DRT Specialized Services customers, by completing an eligibility review of all active customers registered before 2015 based on historical criteria at the time of a non-accessible conventional transit system.

The eligibility review process is set to begin in 2019 and be managed by the Eligibility Unit at DRT Specialized Services. The process would require temporary support from a health care professional, specifically an Occupational Therapist, to ensure the review process is consistent with the regular and on-going processing of new applications. There are approximately 2,000 customer files to be reviewed, with an anticipated completion time of 18 to 24 months.

Further details regarding Specialized Services are provided in Attachment #3.

6. Strengthening Transit Services in Rural North Durham

6.1 On February 17, 2016 Regional Council approved the Rural-North Service Strategy as part of the 2016 Durham Region Transit Servicing and Financing Study (Report #2016-F-11) which included a set of service improvements in Brock, Scugog, and Uxbridge townships.

6.2 Scheduled service currently operates on high demand travel corridors, connecting Rural North Durham's largest urban settlement areas with each other, and to destinations in Oshawa and Pickering. In September 2017, DRT launched four new OnDemand services as part of the Rural-North Service Strategy, providing mobility from rural areas not served by scheduled service to urban settlement areas.

TMP Key Action:

When expanding service into rural parts of the Durham Region, consider introducing new demand-responsive services or expand nearby demand-responsive routes.

Customers who wish to use OnDemand services can pre-book a trip by contacting DRT no later than 14:00 one business day prior to the desired trip.

- 6.3 Between 2016 and 2017, revenue service hours in Rural North Durham increased by 52 per cent from 9,105 hours to 13,875. Given the significant changes made to Rural North Durham in earlier years, 2018 saw minor schedule adjustments only, allowing monitoring of the new services and giving customers the chance to familiarize themselves with the network changes made. Overall, ridership continues to increase on the scheduled service routes operating in the Rural North area. Compared to 2017, boardings from June to December 2018:

- Were stable on Routes 601 and 960.
- Increased by 28 per cent on weekdays, and 38 per cent on Saturdays on Route 950. (The Ontario college labour disruption led to decreased use of Route 950 in 2017).
- Increased by 69 per cent on Route 603.

The table below summarizes the average daily boardings on Rural North Durham scheduled service routes from June to December 2016, 2017 and 2018 (these months align with service improvements occurring in both June 2016 and 2017).

Table 3: Scheduled Service Average Daily Boardings

Average daily boardings June to December			
Route	2016	2017	2018
Weekday			
601 – Brock-Uxbridge	16	16	16
603 – Pickering-Uxbridge	No Service	13	22
950 – Reach-Simcoe North	223	227*	290
960 – Newmarket-Uxbridge	4	12	11
Saturday			
950 – Reach-Simcoe North	No Service	64	88

*The Ontario college labour disruption led to decreased use of route 950 in 2017.

- 6.4 When launching the OnDemand services, it was anticipated that early ridership would be modest. The benefit of OnDemand services is that no expenses are

incurred for services that are not requested. Continued ridership monitoring in 2019 will ensure service expansion leads to ridership growth. The table below summarizes OnDemand boardings for 2017 and 2018.

Table 4: Boardings - OnDemand

Route	Boardings September to December 2017	Boardings June to December 2018*
OnDemand 651 Uxbridge	0.0	50.0
OnDemand 652 Scugog	0.0	10.0
OnDemand 653 Brock-Orillia	41.0	28.0
OnDemand 654 Brock-Lindsay	15.0	63.0

*Includes first two weeks of December 2018.

- 6.5 Through service resource reallocation, DRT would be looking for increases to the service span and frequency on select scheduled service routes, expanding the availability of OnDemand service, and reviewing service levels to match demand. In consideration of DRT's overall long-term goals for delivering sustainable and quality rural transit services, promotion of the services will continue, and consultation with local municipalities and customers will be conducted. Monitoring of service connections and ridership levels will continue in 2019, and trip adjustments will be made to improve service with existing resources. Beyond 2020, service in Northern Durham will be guided by an updated Five-Year Service Strategy, building on the success of the current Five-Year and Rural-North service strategies.

7. Customer Amenity and Outreach Initiatives

7.1 Customer Amenity Initiatives

Customer satisfaction is a key performance measure of DRT's success. A key driver of customer satisfaction is the efforts DRT is making to engage with various market segments and invest in customer amenities that improve the transit experience. This includes the installation of hard surfaces at bus stops, the installation and relocation of bus shelters across the network, and the installation of other amenities such as shelter lighting and system information.

2018 achievements include:

- The launch of a new, modernized DRT website with easy links to system

information, trip planning tools and real time information on bus arrivals.

- The hard surfacing of bus stops to improve accessibility and the customer experience overall. The provincial accessibility requirements, *Accessibility for Ontarians with Disabilities Act*, set minimum standards to be achieved in Ontario by 2025. As of December 2018, approximately 80 per cent of stops have a hard surface.

Table 5: 2018 bus stops summary

Bus Stop Type	December 2018
Total Active Bus Stops	2,757
Total Hard surface	2,232
Connected to the sidewalk network	1,749
Hard surface, but no pedestrian network	483
No hard surface.	525

- Through a rural hard surfacing pilot, five DRT rural bus stops along Taunton Road between Audley Road and Middlecote Drive were upgraded to a hard surface waiting area, future shelter area, and connections to the sidewalk network. The goal is to overcome the challenges of stop locations along rural roads, where ditches, gravel shoulders, and the lack of pedestrian networks pose a barrier to accessing bus stops. Lessons learned from the pilot will inform DRT's ten-year capital plan for bus stop hard surfacing, including how to cost effectively address infrastructure needs at DRT's 232 rural bus stops.
- The launch of a new signage pilot at the Pickering Station / Pickering Parkway Terminal location by Metrolinx in collaboration with DRT. Valuable customer feedback will be gathered by Metrolinx to further inform GTHA-wide wayfinding decisions. DRT intends to leverage this project to update signage and customer information throughout its network.

DRT is looking to continue hard surfacing and shelter installations at new stop locations, along with retrofitting existing shelters with solar lighting. Signage and customer information improvements are also being planned, including a pilot of real-time bus arrival information displays at five major transfer points and terminals in the network. To ensure that the entire bus stop network is accessible by 2025, an

average of 90 transit stops per year would have to be hard surfaced.

7.2 Customer Outreach Initiatives

In In 2018, DRT undertook various ridership improvement initiatives, using \$50,000 approved by Council for that purpose. Following is a summary of the nature and outcome of these initiatives.

Table 6: 2018 Customer Outreach Initiatives

Initiative	Cost	Estimated Revenue Impact	Status
Low-Income Travel Study – a travel survey designed to understand the travel needs of Ontario Disability Support Program (ODSP) and Ontario Works (OW) recipients, toward informing a potential low-income travel support program	\$29,000*	\$8,000	Field work completed in fall 2018, analysis of results pending
U-Pass Travel Study – a travel survey designed to understand the travel patterns of U-Pass holders, toward price setting and future service design	\$19,800**		Field work completed in fall 2018, analysis of results pending
2-4-1 Youth Pass promotion – a fare incentive pilot through which any Youth purchasing the July monthly pass was able to travel during August for free		(\$7,700)***	The pilot was successful to the point of actually generating instantaneous increase in PRESTO revenue for DRT, with 82 per cent increase in Youth period pass sales compared to the same period in 2017

Initiative	Cost	Estimated Revenue Impact	Status
Family Weekend Travel for the summer – a fare incentive pilot through which any Adult monthly pass holder could travel on weekends during July and August with up to three other persons (adult, children) at no additional charge			This pilot generated some interest, but DRT was unable to properly measure the uptake due to technology limitations
High School Outreach – DRT staff visited the Whitby Youth Fair in May and selected high schools in October with giveaways to promote transit as a mode of travel	\$629		This outreach generated much interest, with staff engaging with over 1,100 youths
Total	\$49,429	\$300	

*Matching funding of \$26,900 was provided by Regional Social Services for the project.

**Additional funding of \$41,800 was provided from DRT consulting budget for the project.

***It is estimated that the 2-4-1 Youth Pass promotion generated \$7,700 in new revenue for DRT

In 2019, DRT will continue to identify and pursue creative, targeted and market-responsive fare incentive and market research initiatives, and will report back to TEC on their outcome. Key priorities will be to advance the recommendations resulting from the 2018 Low Income Travel Study, continue engagement with youth through schoolboards and selected schools, and negotiate a new U-Pass agreement with Durham's post secondary institutions

7.3 U-Pass Agreement

DRT's U-Pass program provides a significantly discounted transit pass to all full-time post-secondary students at Durham College, the University of Ontario Institute of Technology (UOIT) and Trent University (Durham Greater Toronto Area campus) through a fee levied by the participating institutions. This program has been

successful in growing transit ridership among post-secondary students and in helping to manage transportation and parking challenges at and around campus locations.

Effective September 1, 2018 the U-Pass fee increased from \$127/semester to \$135/semester, as per the terms of the Region's current multi-year U-Pass agreement which is in effect through August 31, 2019. The U-Pass fee amounts to 29 per cent of the price of a monthly adult pass.

In the fall of 2018, staff met with representatives of Durham's three post-secondary institutions participating in the U-Pass program to initiate discussions on a renewed U-Pass agreement to take effect in September 2019. A one-year extension of the existing U-Pass agreement was agreed to by the institutions with a \$4.00 fee increase from \$135/semester to \$139/semester (three per cent increase) to be in effect September 1, 2019 through August 31, 2020.

To support discussions on a new multi-year U-Pass agreement, a robust data collection exercise was undertaken in collaboration with the three institutions in the Fall of 2018. This included an on-line survey of student travel behaviours conducted in October 2018 with a total of 2,359 students responding. A smaller sample of 559 students was then provided with a pre-loaded PRESTO card for travel during November 2018 to collect data on student transit usage, including travel to campus and travel more broadly within and beyond the Region. Analysis of the data is underway.

On January 17, 2019 the provincial government announced its plan to reduce tuition for post-secondary students in Ontario. As part of these efforts students would be offered choice in whether to pay non-essential non-tuition fees. What would constitute essential and non-essential fees is being reviewed. At this time, the implications for the U-Pass program 2019 ridership and revenue forecasts are unknown.

7.4 Transit Needs of Low-Income Persons

In 2018 DRT and Regional Social Services initiated a travel study to better understand the transit usage and needs of low-income persons and gain insight into how best to target support for transportation to work, education, health care and any other destinations.

As part of the study, 400 Ontario Works and Ontario Disability Support Program clients completed a survey on their travel patterns at the end of September 2018.

Survey participants were then provided with a pre-loaded PRESTO card for travel on Durham Region Transit during the month of October. Analysis of the results of the survey and transit use is underway. A report back on the analysis and recommendations on how the Region can best support the transit needs of low-income and other vulnerable persons in Durham Region is expected in early 2019.

8. Managing Fleet Assets and Transit Innovations

8.1 Asset Management

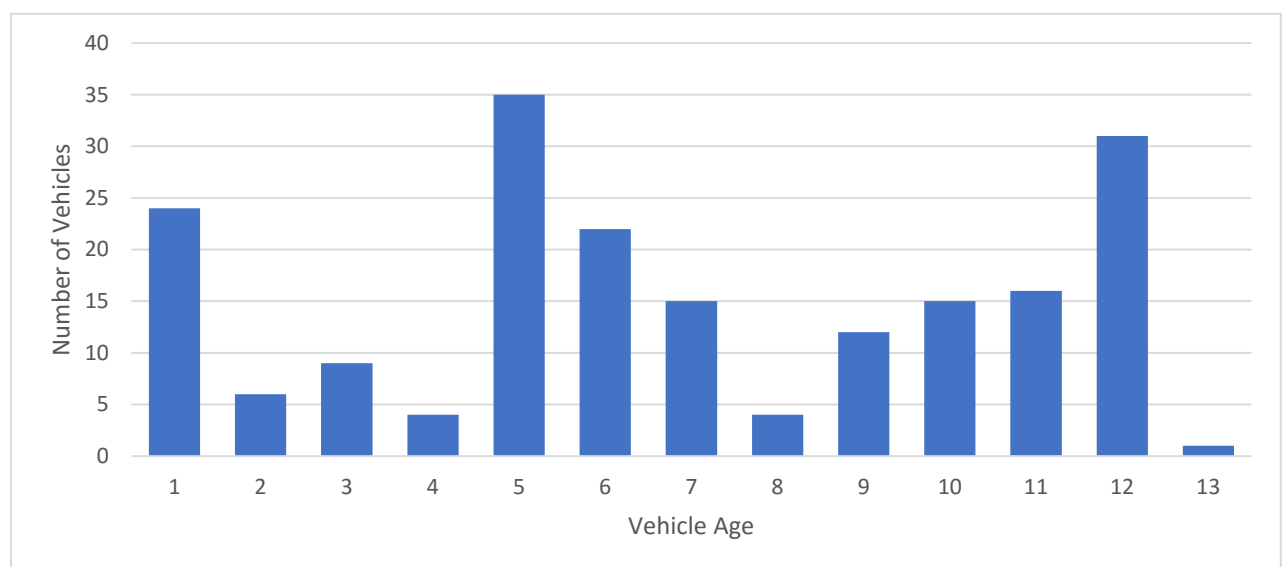
DRT's fleet replacement plan considers the current average age of the fleet, the economic useful life of vehicles, and sets a fleet replacement schedule to achieve target fleet age to efficiently deliver service while minimizing the risk of fleet failure.

TMP Key Action:

As part of developing the Five-Year Service Strategy, continue to assess the transit fleet needs and prepare a fleet expansion plan as needed.

The average age of the current fleet of 194 conventional buses is 6.9 years, below the target of seven years. In 2017 and 2018, as part of the Regional Business Planning and Budget process, DRT purchased 37 new conventional buses using senior government funding and matching Regional funding to replace existing conventional buses. The Region's inventory of conventional buses now includes only one bus that exceeds 12 years of age, which is the expected useful life of the buses.

Figure 2: Age Distribution of DRT Conventional Fleet



However, DRT faces increased needs for major repairs of vehicles. With a typical lifecycle of 12 years, conventional buses require powertrain refurbishment at mid-life around year six (or earlier depending on kilometres accumulated). As Figure 3 shows, a significant share of DRT's fleet is either near end of life or approaching mid-life. Based on vehicle production timelines, it is not expected that DRT will receive new buses approved for order in the 2019 Budget until 2020. This will increase the need for repairs to keep older buses in service until the new buses arrive. Bus repair pressures are expected to ease somewhat in 2020 as two waves of bus orders are received based on both the 2019 and 2020 budget approvals, subject to the timing of the budget approvals.

At this stage of growth on the busiest routes, DRT now envisages for some replacement buses to be sixty-foot articulated buses. A first for DRT's fleet, these new articulated buses would replace existing BRT PULSE buses that would be repurposed to regular service allowing for the retirement of conventional buses that have exceeded their useful life.

BRT PULSE buses serving the Highway 2 corridor accumulate kilometres at a faster rate than buses on regular service due to the length of the route between Oshawa and Scarborough, as well as increased service frequency and larger passenger loads. BRT buses, with six years remaining of useful life, experience increased wear and tear having accumulated higher mileage of up to 100,000 km per year in comparison to buses serving regular routes of up to 78,000 kms per year. The replaced BRT buses would be re-purposed to travel fewer kilometers per year while serving on regular routes for the remainder of their useful life.

Articulated buses provide increased capacity for 86 passengers, accommodating greater loads than regular conventional buses (with capacity for 54 passengers). The introduction of articulated buses would help address passenger crowding issues and alleviate the need to dispatch additional buses at peak times when full bus loads are regularly experienced. The recent expansion of the Raleigh garage in Oshawa was designed in consideration of diversifying the fleet to include articulated buses and features one maintenance bay to accommodate a sixty-foot vehicle.

- 8.2 Keeping pace with growth also means expanding storage and maintenance facilities to accommodate the fleet expansion and support efficient operations. Over the next five years DRT has identified a need for new facilities,

TMP Key Action: Identify new operations and maintenance facility needs to support service expansion as early as possible in the planning process.

including an Indoor Bus Storage/Servicing Facility (\$50 million in 2020) and a new Transit Facility in Seaton (\$25.0 million in 2023).

DRT is expected to finalize land acquisition for a new Indoor Bus Storage/Servicing Facility in north Oshawa that will allow for more efficient servicing of vehicles in closer proximity to the routes they serve. Funding for the land acquisition was approved in DRT's 2018 capital budget (\$4.25 million). Engineering and design assessments would follow, with construction expected to begin in 2020, subject to funding availability.

8.3 Transit Innovations

Durham Region's rich history of automotive excellence and its emergence as Ontario's energy capital make it well-positioned to be a leader in preparing for and initiating the transition to new transportation innovations. These efforts help profile Durham as being at the leading edge of mobility and energy advancement to attract new investment, employers and skilled labour. It also positions Durham to benefit from the customer service and financial benefits that these innovations offer.

Governments worldwide are attempting to understand and navigate the potential benefits and disruptive impact of several transportation advancements, including:

- a. The electrification of transportation in personal, passenger and commercial sectors supporting the shift to zero-emission vehicles and alternative fuels;
- b. The adoption of microtransit solutions that target specific geographic areas or mobility barriers with smaller vehicles and flexible routes;
- c. The arrival of Transportation Network Companies, such as Uber and Lyft, that enable on-demand ride hailing or sourcing through a smart phone app;
- d. The advancement of autonomous and connected vehicle technologies promising safer roads through automated operation and navigation; and
- e. The development of analytical and visualization tools identifying meaningful trends in transit data to better inform the public, passengers and planners.

For public transit, understanding how new technologies and mobility options integrate with current services is essential to maintaining a modern transit service responsive to customer expectations. DRT and Durham Region are actively engaging with industry, government and academic

TMP Key Action:

Leverage new and cost-effective mobility services and technologies that can support and complement DRT's route network by addressing the "last mile" needs of transit riders.

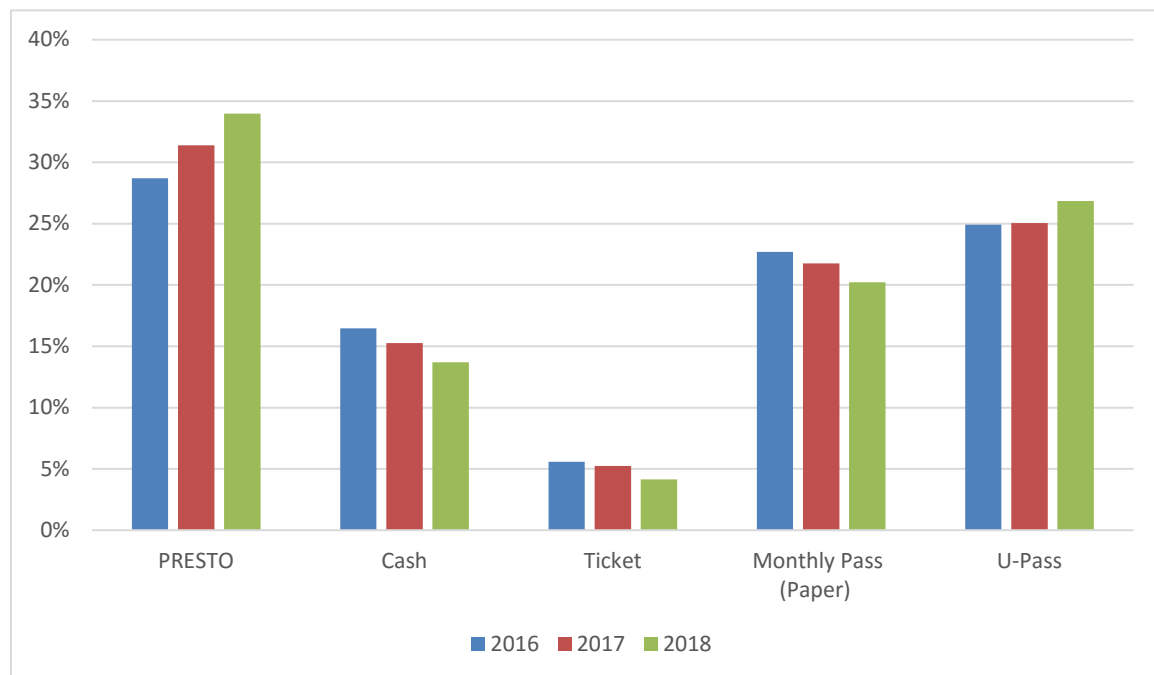
partners to monitor, inform and, where applicable, test emerging technologies. This includes exploring electric bus trials, autonomous and connected vehicle technology demonstrations, on-demand and microtransit service delivery models, and data analytics to track performance levels and enhance the customer experience.

DRT continues to assess the operational feasibility, risks and financial commitments necessary to advance these and related innovation initiatives. Costs associated with participating in these initiatives are anticipated to be covered in large part through funding contributions from industry and government partners. DRT's contributions are expected to be primarily in-kind through the provision of assets such as buses or data for testing purposes.

9. Transition to Electronic Fare Media

9.1 2018 Fare Media and Revenue

DRT fare media trends have evolved with transit customers increasingly adopting the PRESTO card. The use of PRESTO reached an estimated 34 per cent of fares paid (using PRESTO e-purse or period pass) in 2018, compared to 31 per cent in 2017, and 29 per cent in 2016. Meanwhile, cash and paper fare (ticket or pass) ridership has experienced a corresponding decline.

Figure 3: Ridership Distribution by Fare Media Type

PRESTO and U-Pass revenues are trending to budget surplus positions for 2018, offsetting a large share of a deficit generated by lower-than-budgeted cash fare, ticket and paper pass sale revenue. Overall, a 1.5 per cent variance (up to \$400,000 deficit) is estimated on budgeted fare revenues of \$27.3 million for 2018.

DRT's revenue-cost ratio for 2018 is estimated to remain constant with that of 2017 at 38 percent.

9.2 PRESTO

DRT continues to build awareness of PRESTO card benefits with passengers and the general public, including seamless travel on GTHA transit systems, on-line account management, customer loyalty discounts and card registration protections against lost funds. This is part of a tiered action plan to encourage the ongoing transition to PRESTO along with the phase-out of legacy paper-based fares and minimizing of cash transactions.

Under the PRESTO master agreement with the 905 GTHA transit agencies, annual fees paid by Durham Region to Metrolinx for the delivery of PRESTO services provided by Metrolinx, including a suite of services known as "905 Core services", are scheduled to increase from the current four per cent of revenue (\$0.4 million) collected through PRESTO in 2018 to the following:

- 2019: five per cent of revenue collected through PRESTO (estimated \$0.5 million);
- 2020: six per cent of revenue collected through PRESTO (estimated \$0.7 – \$0.8 million); and
- 2021 to 2027: nine per cent of revenue collected through PRESTO (estimated over \$1 million per year).

DRT is striving for a 70 per cent market share of PRESTO use by January 1, 2021, or later depending on the timing of the delivery of enabling functionalities and the supporting upgrading of on-board PRESTO devices. As PRESTO use continues to grow, DRT should realize administrative savings associated with the discontinuation of legacy fares.

Based on the minimum revenue protections in the agreement, if DRT does not achieve PRESTO ridership and revenue targets, then there is a potential risk DRT could incur additional costs if the actual aggregate fee generated by all participating transit agencies, as a group (except the TTC), is below target. Similarly, should 905 Common Core service costs exceed 3.5 per cent of PRESTO revenues following the upgrading of PRESTO devices expected to begin in 2020, then Metrolinx and 905 Transit Agencies will work in good faith to develop a strategy to address the resulting cost pressures. Potential cost saving measures being implemented at Metrolinx have not yet been addressed as to whether they would translate into any fee reduction for the participating transit agencies.

The current PRESTO devices in place on DRT vehicles are now ten years old and approaching end of life. The capital cost of replacing all devices is borne by transit agencies but not yet known, representing a substantial risk to DRT's capital budget given the current fleet of approximately 194 conventional buses. Depending on the useful life of the new devices, they may be required to be replaced more than once in the next ten years, which would also result in additional capital replacement costs.

The Region's receipt of Provincial Gas Tax Funding (discussed below in section 11) is dependant on DRT's adoption of the PRESTO system. Proposed increases to Provincial Gas Tax funding are still subject to Provincial Government approvals. Should the proposed increases not materialize, PRESTO capital costs, and other capital costs will need to be financed from other sources. Further details regarding the Operating Agreement for PRESTO were provided in Report #2017-DRT-22.

9.3 Consideration for 2019 Fares

In 2018, the only DRT fares that increased were for Adult single rides, which

increased by 5-cents from \$3.10 to \$3.15. DRT's adult cash fare of \$3.75 has not increased since May 1, 2016, when a 25-cent increase was applied, following a 25-cent increase in 2015. Like other GTHA transit agencies, DRT cash fares are priced to provide a higher rate than non-cash fares recognizing the lower revenue certainty they offer compared to electronic fare payments, monthly passes and tickets.

DRT also continues to provide reduced fares for low-income and other vulnerable groups including the monthly Access Pass for eligible Ontario Disability Support Program clients (at \$46 or 39 per cent of the price of an adult monthly pass) and reduced fares for seniors and children.

DRT's proposed fare adjustments for 2019 are being refined and will be included in the 2019 Budget and Business Plan for TEC and Council consideration. Any proposed adjustments to fares will be on the basis of supporting continued transition to electronic fare media and to help maintain DRT's target revenue-cost ratio of 35 per cent to 40 per cent.

10. Advancing Rapid Transit

- 10.1 Attractive and seamless rapid transit is integral to Durham Region's economic competitiveness (including congestion and emission reductions), and in connecting Durham residents to employment opportunities within and beyond the region. A key strategic direction of the Durham Region TMP is to "elevate the role of public transit in Durham including rapid transit.
- 10.2 Ridership growth on DRT's Frequent Network of routes established through the Five-Year Service Strategy underpins the demand for improved frequent transit connections in Durham. The Transportation Master Plan (TMP) identifies the Lakeshore East GO extension to Bowmanville as a critical component of the Region's rapid transit network. Modelling work carried out for the TMP confirms that the extension has significant transportation and mobility benefits. The TMP also sets out a Higher-Order Transit Network integrating planned rapid transit and frequent routes to and from the existing and planned GO Stations along the extension.
- 10.3 The Durham-Scarborough and Simcoe Street rapid transit corridors are priority projects for the Region's Higher-Order Transit Network and are outlined in Metrolinx's 2041 Regional Transportation Plan. In support of these efforts, the Region of Durham is seeking a commitment from the Province and Metrolinx to invest in the delivery of the Durham-Scarborough Bus Rapid Transit project and

prepare the Initial Business Case for the Simcoe Street Rapid Transit corridor.

TMP Key Action:

Work with Provincial and Federal Governments to maximize senior government grant funding opportunities to obtain sustainable, dedicated funding sources for financing transportation infrastructure and services.

- 10.4 The Durham-Scarborough Rapid Transit project is identified as an “In Development” Project in the Metrolinx Regional Transportation Plan (2018). In August 2016, the Ontario Government committed \$10 million to Metrolinx to work with Durham Region and the City of Toronto to advance planning, design, and engineering work for the Durham-Scarborough Highway 2 BRT vision (discussed in section 10 above). Metrolinx established a steering group of Durham Region and the City of Toronto staff and retained a consultant to undertake the work. The Initial Business Case analysis portion of the work was completed in 2018, and the Environmental Assessment using the Transit Project Assessment Process (TPAP) is anticipated to be completed in 2020/21. Regional staff will report back at key milestones to the Transit Executive Committee as this work progresses.
- 10.5 Completion of Durham-Scarborough Rapid Transit between downtown Oshawa and the Scarborough City Centre would offer frequent and reliable transit service through median lanes and other priority measures. It would also include completion of BRT infrastructure along Highway 2 as part of the Durham portion of the corridor. The project has an estimated total capital cost of \$450 million (including Durham and Toronto segment costs and fleet costs).
- 10.6 The Project would connect regional destinations to the planned Scarborough Subway Extension, Simcoe Rapid Transit corridor in Oshawa, and the Lakeshore East Extension to Bowmanville. The Initial Business Case for the Durham-Scarborough BRT completed by Metrolinx has estimated there could be more than \$686 million in economic benefits resulting from BRT completion along Highway 2 with extension to Scarborough Centre (over 30 years, shared between Durham and Toronto). Metrolinx has tentatively awarded a contract for the completion of the Preliminary Design Business Case, work that is expected to start in 2019.
- 10.7 The Simcoe Street Rapid Transit corridor is identified as a future project in the Metrolinx Regional Transportation Plan (2018). Within the City of Oshawa, this link would connect the new communities along the 407 corridor, the future 407 Transitway, the growing University of Ontario Institute of Technology/Durham College north campus, downtown Oshawa, the Durham-Scarborough BRT, and the

new downtown Oshawa GO station that is part of the planned Lakeshore East extension. This initiative is key to achieving an integrated rapid transit network in Durham. Initiating feasibility and preliminary design studies is an important first step to determining required investment and economic benefits.

11. Operating Cost Pressures and Risks

11.1 DRT is facing a number of potential operating cost pressures including:

- Maintaining and improving service levels in communities experiencing rapid population growth and development (will be exacerbated if transit-supportive land use densities are not achieved);
- Timely repair and replacement of aging fleet required to mitigate upward trending of major repair costs;
- Volatility of winter maintenance services at DRT bus pads, stops and shelters due to potential for severe weather impacts during fall and early spring;
- Fuel price volatility representing a risk to future DRT operating budgets;
- Increasing PRESTO fees and unknown device replacement capital costs; and
- Impact on future operating budgets of debt charges relating to major facility expansion plans;

12. Capital Cost Pressures and Risks

12.1 A financing challenge facing DRT is the need for replacement vehicles. Conventional buses purchased in large one-time purchases in 2006-2008 and 2013 (BRT buses) will have to be replaced within the ten-year forecast and beyond.

12.2 A similar significant financing challenge is the need for capital to meet growth demands in the Region over the forecast period. If the growth forecasts of the Transit DC Background study are achieved, DRT will be required to expand its fleet.

TMP Key Action: Identify new operations and maintenance facility needs to support service expansion as early as possible in the planning process.

12.3 There is a risk of vehicle procurement cost increases over the next ten years as manufacturers experience an increase in demand as a result of senior government funding programs. Vehicle procurement is also subject to currency risk.

12.4 Keeping pace with growth also means expanding storage and maintenance facilities

to accommodate the growing fleet and support efficient operation.

13. Federal and Provincial Funding

13.1 Provincial Quick Win Program

Total funding for Quick Win projects included \$82.3 million in provincial funding and over \$22 million in Regional funding.

Through the Provincial Quick Win program, the Region has advanced curbside Bus Rapid Transit along Highway 2 through priority segments in the City of Pickering and the Town of Ajax. Construction of the Quick Win projects are substantially complete. In total, the Quick Win project provided for improvements to the Westney and Raleigh Facilities, enhanced passenger amenities, intelligent transportation systems, traffic signal priority technologies, new Bus Rapid Transit (BRT) bus purchases, and road widenings along Highway 2 at the six key intersection locations across Whites Road, Liverpool Road, Brock Road, Westney Road, Harwood Avenue, and Salem Road. In total, close to five km of bus only lanes along Highway 2 in Pickering and Ajax were constructed through the Quick Win Program. DRT 900 PULSE BRT service has been operating since 2013. The Quick Win program funded environmental assessment addressed approximately ten km along Highway 2 and will enable future construction of additional bus-only lanes when funding becomes available.

TMP Key Action:

Pursue additional sustainable funding from provincial and federal governments.

13.2 Public Transit Infrastructure Fund (PTIF)

On March 31, 2017, the federal government announced that Durham Region's application to receive \$17.5 million in Federal Government funding through the Public Transit Infrastructure Program (PTIF) was approved to cover 50 per cent of eligible transit and active transportation project costs. Projects that have been funded by PTIF include vehicle purchases, equipment, facility upgrades and road related projects. The Region's 50 per cent share of project costs were funded as part of DRT's 2017 and 2018 capital budgets.

Currently all PTIF projects are expected to be completed in time to meet the new program spending deadline of March 31, 2020.

Table 7: Public Transit Infrastructure Fund (PTIF) Projects

Project	Total Project Cost	Project Status
Conventional Bus Replacements (24 buses)	\$11,792,289	Project completed.
Conventional Bus Replacements (4 buses)	\$2,402,531	Project completed.
Conventional Bus Replacements (4 buses)	\$2,326,960	Project completed.
Specialized Services Fleet Replacements (8 vehicles)	\$1,080,289	Project completed.
Mini- Bus Fleet Expansion (2 buses)	\$242,661	Project completed.
On Board Bus Security Cameras	\$2,600,000	Installation scheduled for completion by March 31, 2019.
Construction of BRT Curbside Lanes on Highway 2-Westney to Harwood	\$8,950,000	Detailed design and some construction has been completed. Project is expected to be completed prior to the March 31st, 2020 deadline.
Design & Critical Utility Relocations for Highway 2 BRT Curbside Expansion-Brock Road to Glenanna Road	\$1,000,000	Detailed design is underway. All property required for road works has been purchased. Additional significant utility (Veridian) relocations will be required in the next phase to make this segment ready for widening construction.
Additional design of Bus Rapid Transit roadwork and utility investigations on Highway 2	\$1,662,000	Detailed design for Delta to Merritton, Dixie to Liverpool and Salem to Galea is underway. Project is expected to be completed prior to March 31st, 2020.
Raleigh Garage Site Construction	\$2,175,500	Garage doors have been replaced. Demolition and soil treatment expected to begin in Spring 2019 and completed in Summer 2019.
Construction of On Road Cycling lane on Highway 2-Lake Ridge to Galea	\$535,000	Project completed.
North Simcoe Commuter Lot-Simcoe and Reg. Rd. 12	\$293,000	Project Completed.
TOTAL	\$35,060,228	

13.3 Investing in Canada Infrastructure Program, Transit Stream (Phase 2 of PTIF)

In March 2018, the Canadian and Ontario Governments released their Canada-Ontario Bilateral Infrastructure Agreement 2018, which included a stream of funding for transit infrastructure projects. Through the program, about \$233 million could be spent in Durham Region to expand and improve the transit system over the next nine years. The federal government is contributing almost \$95 million, the provincial government is contributing \$78

million, and Durham Region will be required to contribute about \$60 million. Additional program details were provided in Report #2018-COW-94.

TMP Key Action:

Work with Provincial and Federal Governments to maximize senior government grant funding opportunities to obtain sustainable, dedicated funding sources for financing transportation infrastructure and services.

An interdisciplinary team of staff of Durham Region Transit, the Works Department, and the Finance Department continue to develop plans and budgets for projects that could be implemented by the program's 2027 deadline, would qualify for the funding, and reflect priorities of the recent Transportation Master Plan and DRT's service strategy. Preliminary plans have included the advancement of BRT on Highway 2, transit facility construction and vehicles.

Table 8: Preliminary Investing in Canada Infrastructure Program, Transit Stream Project Cost Estimates (\$ million)*

	Eligible Costs	Ineligible Costs **	Total
Advancement of Highway 2 BRT	172.0	48.0	220.0
A new central facility	55.0	-	55.0
Articulated buses	8.0	-	8.0
Preparatory activities for rapid transit on Simcoe Street	2.5	-	2.5
Total Cost Estimates	237.5	48.0	285.5
* Estimates are subject to change as plans are further developed and more information on ineligible costs becomes available.			
** Amounts shown do not include \$5 million that was approved in the 2018 transportation capital budget for property acquisition for BRT projects along Regional Highway 2, or \$4.25 million for property acquisition for a new facility that was approved in the DRT 2018 capital budget, in anticipation of potential funding opportunities from senior levels of government.			

Ineligible costs will include land acquisition and project delivery costs associated with planning, engineering, architecture, supervision, management and other activities normally carried out by Regional staff.

Staff continue to anticipate a draft Transfer Payment Agreement from the Province, which is administering the funding program. Project submission procedures and submission deadlines are not yet available.

Staff continue to work towards project plans and financing strategies for the Investing in Canada Infrastructure Program and will report back to the Transit Executive Committee and Committee of the Whole with proposed projects and financial implications, after further details of the program and project submission procedures are known.

13.4 Provincial Gas Tax

In January 2017, the Province of Ontario proposed increasing funding for local transit through an enhancement to the existing Provincial Gas Tax program starting in 2019. Funding will increase from two cents per litre to four cents per litre by 2021/2022, resulting in Durham's share increasing as follows:

Table 9: Provincial Gas Tax Revenues

Provincial Gas Tax	Actual	Forecast*		
	2018/2019	2019/2020	2020/2021	2021/2022
Municipal Share (per litre)	\$0.020	\$0.025	\$0.030	\$0.040
Ontario-wide Funding for Municipalities (millions)	\$364	\$401	\$482	\$642
Durham Region's Allocation (millions)	\$8.87	\$9.77	\$11.74	\$15.64

*The forecasted municipal shares and Ontario wide revenues for municipalities shown are as estimated and reported by the Province January 27, 2017. Durham Region's forecasted allocations have been estimated based on Durham's 2018/19 share of Ontario-wide funding for municipalities.

- 13.5 It will be recommended that the Region's share of the Provincial Gas Tax increase be used to support service improvements, among other funding priorities.

14. Conclusion and Next Steps

- 14.1 DRT will continue to monitor ridership and route performance and pursue initiatives to grow transit ridership.
- 14.2 DRT's service plan and capital budget are being refined and will be presented as part of the 2019 Business Planning and Budget deliberations.
- 14.3 A similar report will be presented to the Finance and Administration Committee on February 12, 2019 and Regional Council on February 19, 2019.

15. Attachments

Attachment #1: Ridership Details

Attachment #2: Route Performance Details

Attachment #3: Specialized Services Details

Respectfully submitted,

Original Signed by

Vincent Patterson, MCIP, RPP, MEng
General Manager, DRT

Original Signed by

Nancy Taylor, BBA, CPA, CA
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Recommended for Presentation to Committee

Original Signed by

Elaine C. Baxter-Trahair
Chief Administrative Officer

Ridership Trends

1. Background

Durham Region Transit (DRT) collects ridership data via a number of sources including electronic fare boxes, smart card technology and invoice data. Importantly, DRT's level of ridership (which refers to the number of passengers making one-way trips from their starting point to their final destination) has implications for the financial sustainability of DRT through the fare revenue that DRT collects. Ridership trends are also tracked so that DRT can evaluate performance against objectives and make informed decisions regarding services and fares.

2. System Wide Ridership Trends

DRT ridership has increased every year but in 2015 and 2016. Projected year-end ridership for 2018 is 10.66 million passengers, an increase of more than 400,000 over 2017 or 4.2 percent, and 180,000 or 1.7 percent above the budget target. While a good portion of this increase in ridership is attributable to the increase in winter semester U-pass passengers compared to the previous year and the impact of the labour disruption experienced at Durham College, increases are observed in every fare category but Youth and GO Bus.

Figure 1: DRT Ridership (millions)

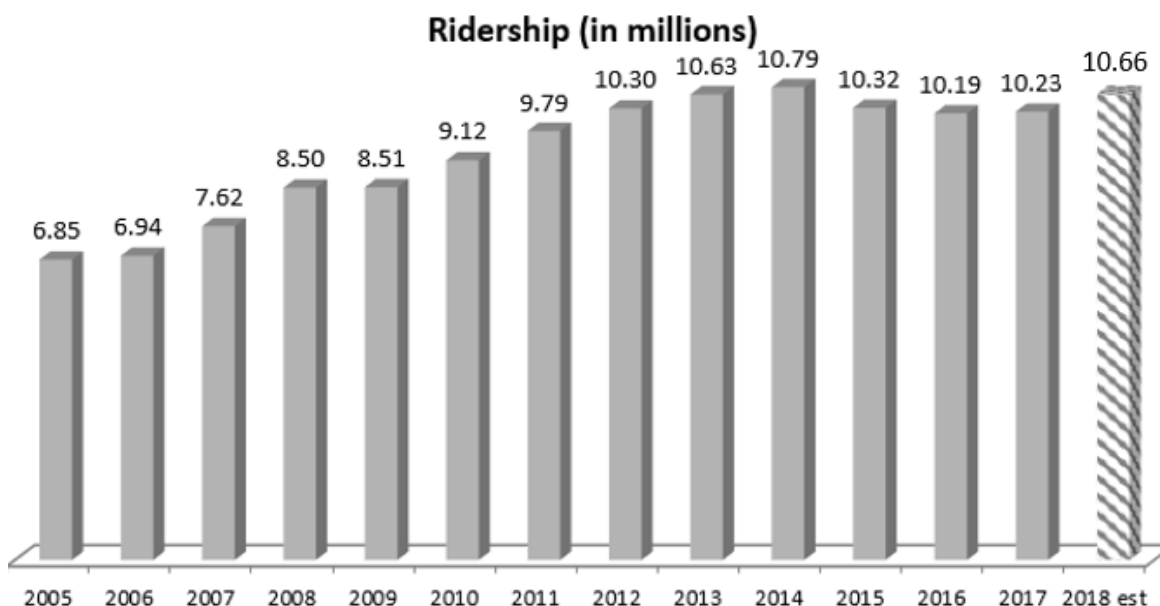


Table 1 compares 2018 estimated actual ridership to 2017 and 2016 levels, as well as 2018 budgeted levels, for each fare category. DRT's largest market segment continues to be Adults.

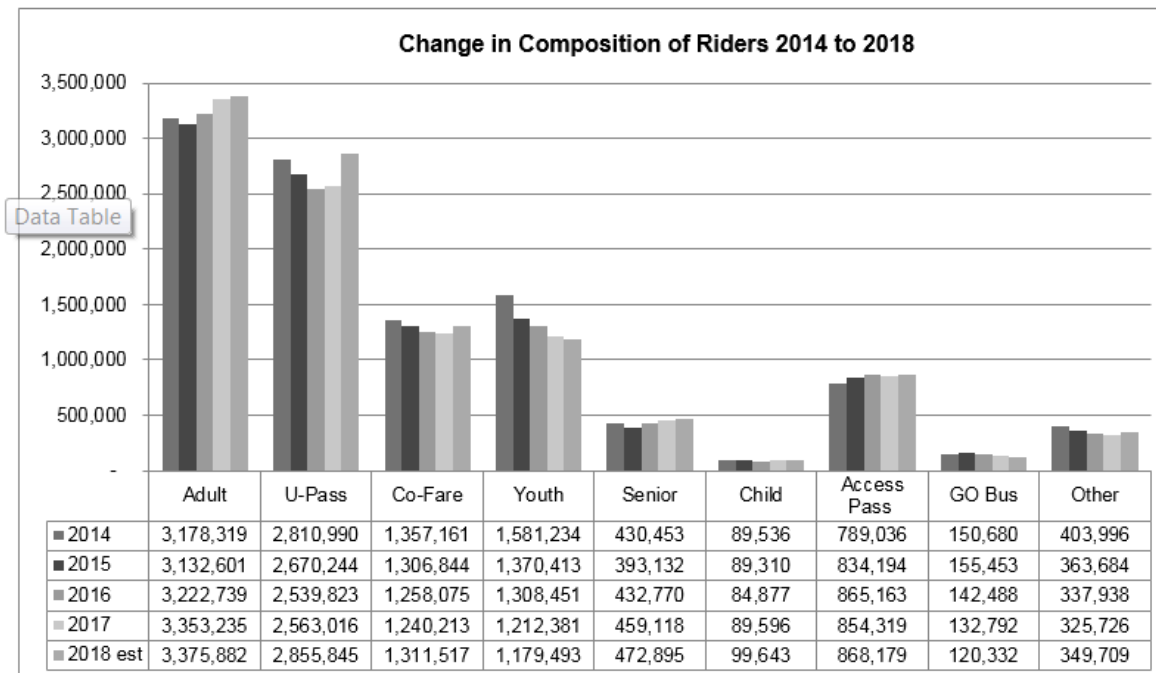
Table1: 2018 Estimated DRT Ridership by Fare Categories

Riders	2017 Actual	2017 Actual (Percent Distribution)	2018 Budget	2018 Est. Actual	2018 Est. Actual (Percent Distribution)	Difference (2018-2017 Actual)	% Change (2018-2017 Actual)
Adult	3,353,235	32.8%	3,436,151	3,365,737	31.6%	12,502	0.4%
U-Pass	2,563,016	25.1%	2,705,688	2,906,259	27.3%	343,243	13.4%
Co-Fare	1,240,213	12.1%	1,259,818	1,301,336	12.2%	61,123	4.9%
Youth	1,212,381	11.9%	1,218,425	1,168,067	11.0%	(44,314)	-3.7%
Senior	459,118	4.5%	469,184	474,769	4.5%	15,651	3.4%
Child	89,596	0.9%	89,799	99,968	0.9%	10,371	11.6%
Access	854,319	8.4%	841,099	877,386	8.2%	23,068	2.7%
GO Bus	132,792	1.3%	137,695	119,999	1.1%	(12,793)	-9.6%
Other ¹	325,726	3.2%	325,632	350,403	3.3%	24,677	7.6%
Total	10,230,396	100.0%	10,483,491	10,663,923	100.0%	433,527	4.2%

¹ Other includes underpayment fares, unclassified, ride-to-read, support persons, on-demand etc.

Figure 2 illustrates the changes in each of DRT's fare categories over the past five years. Significant growth has been achieved in the Adult and U-Pass ridership categories.

Figure 2: Changes in Ridership Composition from 2014 to 2018



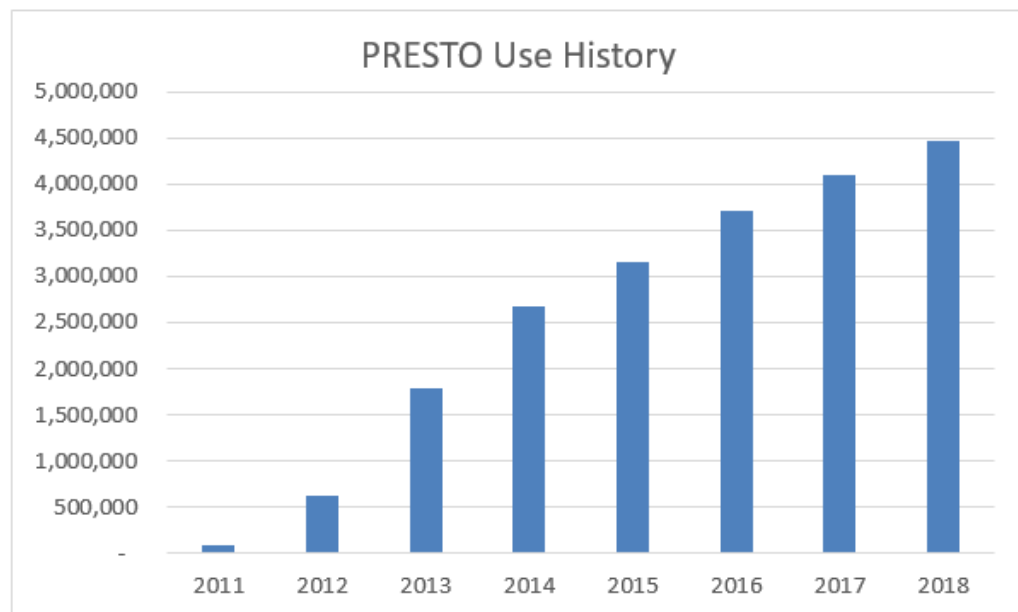
3. Fare Payment Trends

PRESTO is the electronic fare card system available to all GTHA transit customers. PRESTO users can load value onto their PRESTO card either in the form of money onto their “e-purse” (and they then pay one trip at a time off their card balance), or in the form of a monthly period pass (and they then pay once a month for unlimited travel on DRT).

The use of PRESTO on DRT continues to rise since the implementation of the electronic fare system in June 2011. A total of 3.6 million trips were validated with the PRESTO system in 2018.

The use of PRESTO represents as much as 46 percent of non U-Pass ridership. The majority of PRESTO-paid passenger trips are paid for using the e-purse option (91 per cent) while the rest (9 per cent) are paid for using the monthly period pass option.

Figure 3: PRESTO Use History



In 2018, forecasted trips paid with PRESTO account for about 34 per cent of all DRT passenger trips, compared to 31 per cent in 2017. Meanwhile, trips paid by cash, monthly paper pass and ticket trips have experienced a corresponding decline, as expected given the lesser convenience and the premium on cash fares.

2018 Fare Payment Distribution

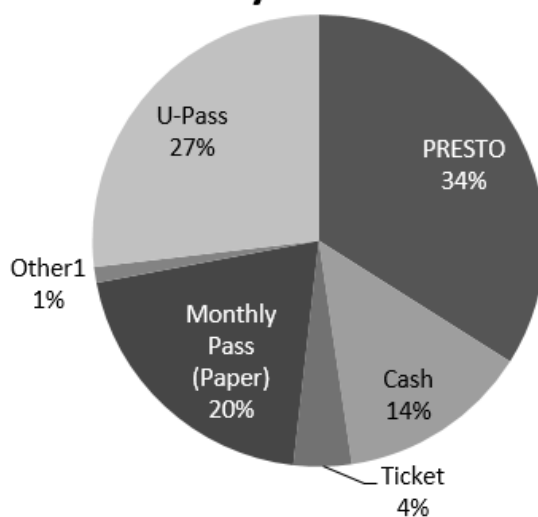
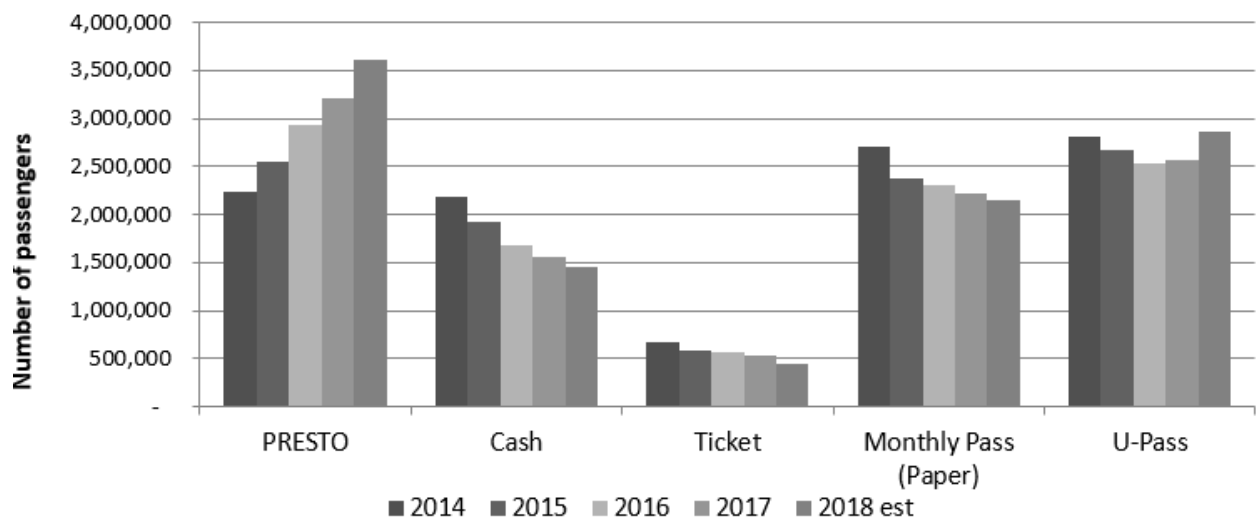
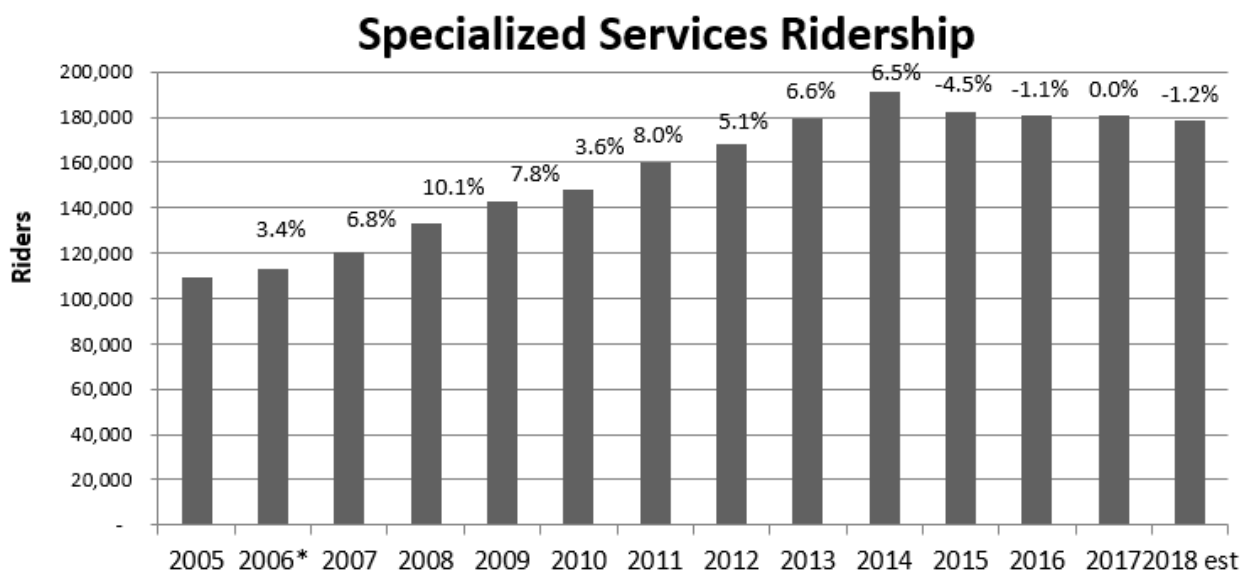


Figure 4: 2017 Fare Payment Distribution

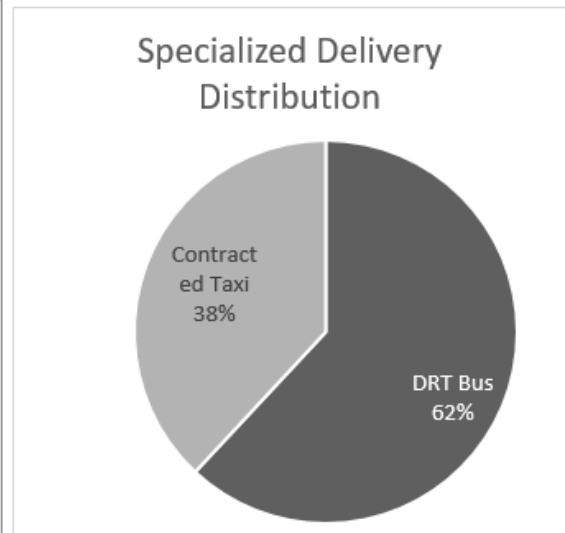
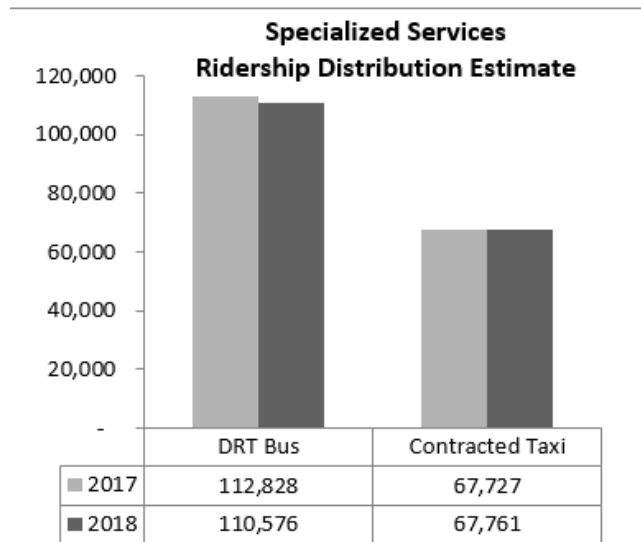


4. Ridership on Specialized Services

Ridership on specialized services represents less than two per cent of DRT ridership but these services are critical for eligible customers. Year-end ridership on DRT specialized services for 2018 is projected to be 178,000 rides, approximately 2,200 or 1.2 per cent less than 2017 and 4,700 or 2.6 per cent less than budgeted. Trip demand continues to soften year over year, largely attributable to expansion of integrated accessible services with conventional transit.



DRT manages to accommodate 99 per cent of requests made by eligible customers for travel on specialized services. As at October 2018, DRT Specialized Services accommodated 62 per cent of trip requests on its own vehicles while 38 per cent of the trip requests were accommodated through contracted taxi arrangements.



5. Conclusion

In the context of ridership growth observed to October 2018, DRT is forecasting ridership of 10.7 million passengers for 2019, a 0.35 per cent increase over 2018 projected ridership. The anticipated increase reflects ridership gains from 2018 service improvements and takes into account three additional full-service calendar weekdays in 2019.

Route Performance

Durham Region Transit (DRT) continuously monitors the performance of all its routes. The purpose is to identify opportunities to improve efficiency and potentially re-allocate resources from under-performing routes to busier routes to help meet capacity requirements and to address growth in the Region.

The service standard currently used to evaluate route performance is the number of boardings per hour (bph). Boardings capture all occurrences of a passenger stepping on a DRT bus, including transfers.

The Regional Council-approved minimum boardings per hour by route type are summarized as follows:

Table 1: Boardings per Hour Service Standard per Route Type

Type of Route	Below Standard	Meets Standard	Exceeds Standard
Community	4	4 to 10	10
Frequent	Note 1	Note 1	Note 1
Local	7	7 to 28	28

Notes:¹ Performance standard does not apply to Frequent routes since service is required to maintain base coverage

Details on the performance of each route are identified in the table below.

Route	Time	Service Change in 2018	Total Boardings Jan – Oct 2018	Revenue Service Hours Jan – Oct 2018	Boardings Per Hour	Performance Standard
Frequent						
401 - Simcoe	All	Yes	1,409,431	29,076	48.5	N/A
PULSE 900 Highway 2	All	No	2,480,414	58,469	42.4	N/A
915 - Taunton	All	Yes	1,029,065	26,779	38.4	N/A
120 - Whites	All	Yes	152,202	6,262	24.3	N/A
302 - Baldwin - Brock	All	Yes	319,882	13,635	23.5	N/A
916 - Rossland	All	Yes	552,290	24,711	22.3	N/A
224 - Harwood South - Salem South	All	Yes	255,328	11,597	22.0	N/A
Local						
910 - Campus Connect	All	No	533,770	14,115	37.8	Exceeds
216 - Harwood North	All	No	285,691	7,747	36.9	Exceeds
402 - King	All	No	277,162	7,675	36.1	Exceeds
407 - Ritson Colonel Sam	All	Yes	386,424	12,527	30.8	Exceeds
403 - Park	All	Yes	277,322	8,995	30.8	Exceeds
410 - Olive Harmony	All	Yes	260,200	9,718	26.8	Meets
405 - Wilson	All	Yes	344,813	13,283	26.0	Meets
215 - Salem North	Weekday	No	29,296	1,174	25.0	Meets
223 - Bayly	All	Yes	283,798	12,668	22.4	Meets
305 - Thickson	All	Yes	152,073	6,854	22.2	Meets
101 - Bay Ridges	All	No	61,874	2,815	22.0	Meets
112 - Brock	All	No	184,583	8,519	21.7	Meets
417 - Conlin	All	Yes	97,120	4,809	20.2	Meets
219 - Ravenscroft	All	No	146,382	7,360	19.9	Meets
411 - South Courtice	All	Yes	196,649	10,101	19.5	Meets
409 - Garrard - Stevenson	All	Yes	56,902	2,982	19.1	Meets
412 - Adelaide	All	No	172,928	9,761	17.7	Meets
218 - Pickering Beach	Weekday	No	14,637	841	17.4	Meets
502 - North Bowmanville	All	No	44,178	2,577	17.1	Meets
232 - Church	All	No	80,714	4,744	17.0	Meets
420 - Britannia West	Weekday	Yes	15,918	957	16.6	Meets
225 - Audley North	All	No	169,505	10,469	16.2	Meets
408 - Garrard	Weekday and Saturday	No	36,851	2,322	15.9	Meets
301 - West Lynde	All	Yes	88,639	5,594	15.8	Meets
303 - Garden	All	Yes	83,216	5,266	15.8	Meets
308 - Whitby Shores	All	No	70,591	4,570	15.4	Meets
103 - Glenanna	All	No	73,768	5,031	14.7	Meets
110 - Finch West	All	Yes	131,658	9,723	13.5	Meets
312 - Central Whitby	All	No	74,633	5,615	13.3	Meets
304 - Anderson	All	No	91,239	6,909	13.2	Meets
226 - Westney South	All	No	62,153	4,817	12.9	Meets
107 - Rosebank	Weekday	No	16,680	1,290	12.9	Meets
111 - East Pickering	All	No	91,758	7,764	11.8	Meets
310 - Winchester	All	Yes	24,644	2,135	11.5	Meets
217 - Monarch	All	Yes	62,786	5,601	11.2	Meets
922 - Bloor-Townline	Weekday	No	70,496	6,283	11.2	Meets
501 - South Bowmanville	All	No	33,372	3,498	9.5	Meets
950 - Reach - Simcoe North	Weekday and Saturday	No	54,824	7,006	7.8	Meets
406 - Wentworth	All	No	3,659	501	7.3	Meets
603 - Pickering - Uxbridge	Weekday	No	4,145	1,214	3.4	Below
960 - Newmarket - Uxbridge	Weekday	No	2,291	1,083	2.1	Below
601 - Brock - Uxbridge	Weekday	No	3,223	1,902	1.7	Below
Community						
291 - Ajax Community Route	All	No	43,479	3,077	14.1	Meets
292 - Ajax Community Route	Weekday and Saturday	No	27,182	2,087	13.0	Meets
193 - Pickering Community Route	Weekday and Saturday	No	15,187	1,497	10.1	Meets
414 - Oshawa Community Route	Weekday and Saturday	Yes	6,224	739	8.4	Meets

Route	Time	Service Change in 2018	Total Boardings Jan – Oct 2018	Revenue Service Hours Jan – Oct 2018	Boardings Per Hour	Performance Standard
506 - Clarington Community Route	Weekday	Yes	3,143	742	4.2	Meets
On Demand						
654 Cannington – Lindsay	Fridays Only	No	78	N/A	N/A	N/A
653 – Beaverton – Orillia	Thursdays Only	No	52	N/A	N/A	N/A
651 – Uxbridge	Weekday	No	36	N/A	N/A	N/A
652 – Scugog	Weekday	No	10	N/A	N/A	N/A

DRT's 2018 route performance review has identified only three conventional routes subject to service standards, which do not currently meet the general performance standard for minimum boardings per hour

Table 3: Under-performing Routes and Recommended Actions for Approval

Route	Minimum Boarding Per Hour Standard	2018 Boardings per Hour	Recommended 2018 Action
Local			
601 – Brock – Uxbridge	7	1.7	This route provides essential base level of transit service in Brock/Uxbridge. In 2019, schedule adjustments will be made to replace low ridership trips with OnDemand service. Continue service and monitor performance.
603 - Pickering – Uxbridge	7	3.4	This route provides essential base level of transit service in Uxbridge and Pickering. In 2019, schedule adjustments will be made to increase the attractiveness of the service for a greater number of customers. Continue service and monitor performance.
960 – Newmarket-Uxbridge	7	2.1	This route provides a basic link between Uxbridge and Newmarket. Continue service and monitor performance.

601 – Brock-Uxbridge

Route 601 has an average of 1.7 boardings per hour, below the minimum standard of seven boardings per hour for local routes. The route currently operates limited weekday service to provide essential base transit service for passengers in the townships of Brock and Uxbridge. Three weekday round trips operate on this route, providing limited opportunities for travel. DRT will look at replacing low ridership trips with OnDemand service.

603 – Pickering-Uxbridge

Route 603 has an average of 3.4 boardings per hour, below the minimum standard of seven boardings per hour for local routes. The route currently operates limited weekday service via Brock Road from downtown Uxbridge, through Claremont and the Highway 407 GO Park and Ride lot on Brock Road to the Pickering Parkway Terminal. Due to the operating territory, ridership requires more time to materialize and mature. It is recommended to continue service and monitor performance. In

2019 schedule modifications are planned to improve the attractiveness of the service to increase the number of passengers.

960 Newmarket-Uxbridge:

Route 960 has an average of 2.1 boardings per hour, which is below the minimum standard of seven boardings per hour for local routes. Introduced in June 2016, its service coverage is predominant in rural areas between the Town of Uxbridge and Newmarket. It is expected that ridership on the route will take greater time to grow and attain minimum standard boarding levels.

Specialized Services

1. Background

- 1.1 Durham Region Transit (DRT) Specialized Services provides a demand-responsive transit service that has no fixed routes or schedules. Specialized Services is a shared trip service, meaning that passengers are not generally taken directly from origin to destination. Rather, there may typically be multiple passengers onboard the same vehicle which may make multiple pick-up and drop-off stops. A reservation process serves to book and schedule passenger trips.

DRT Specialized Services is delivered using a combination of internal resources and contracted taxi services (refer to Attachment #1).

DRT Specialized Services schedule “subscription” and “casual” trips. Subscription trips are trips required by customers that are frequent and recurring according to a consistent pattern. They generally include but are not limited to participation in day programs provided by various community organizations (e.g. ARC Industries, Community Living). Subscriptions account for approximately 70 per cent of all trips, and these trips are generally assigned to DRT vehicles strategically to transport multiple passengers to the same location in a single vehicle.

Customers are required to book individual casual trips with a dispatcher or reservationist within a booking window of up to seven-days in advance of the intended day of travel. During peak periods, there is limited capacity for casual bookings because the system is at or close to capacity with subscription bookings. Casual trips are usually accommodated outside the peak periods or when capacity becomes available due to cancellation of a subscription trip.

1.2 Service Delivery Model

DRT works closely with peer transit agencies in the GTHA to ensure specialized services policies and processes improve customer experience, and consistent, and comply with the *Accessibility of Ontarians with Disabilities Act* (AODA), Ontario Regulation 191/11 Integrated Accessibility Standards (IAS), and industry best practices.

DRT’s integrated service delivery has increased the available capacity of specialized services by shifting portions of trips to conventional transit services, for those customers who are able to use the conventional service for part or all of their travel.

DRT Specialized Services regularly integrate trips with DRT conventional buses, the GO Train and GO Bus, York Region conventional and specialized vehicles, and Wheel-Trans.

Passengers unable to safely and independently use public transit may require additional support or assistance, which could include a support person/ attendant. When provided, a support person/attendant generally removes barriers to public transit and, where appropriate, conventional services may become a viable option for many customers.

1.3 *Accessibility for Ontarians with Disabilities Act, 2005, Integrated Accessibility Standards, Ont Reg. 191/11*

To comply with the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)*, DRT has implemented a number of measures that have improved accessibility for persons with disabilities.

The purpose of the *Accessibility for Ontarians with Disabilities Act, 2005 (AODA)* is to achieve full accessibility by 2025 for citizens with disabilities with respect to goods, services, facilities, accommodations, employment, buildings, structures and premises by developing, implementing and enforcing accessibility standards.

The Integrated Accessibility Standards (IAS) became law in June 2011. The IAS includes the Transportation Standards and applies to organizations providing various forms of transportation under provincial jurisdiction.

The long-term objective of the regulation is to make passenger transportation conveyance and services under provincial and municipal jurisdictions in Ontario fully accessible for persons with disabilities.

DRT estimates that since 2010, previously approved capital budgets have included over \$13.3 million in capital costs related to meeting IAS Transportation Standards.

Equity is key in delivering public transit services for passengers, and one person should not be advantaged over another person. Public transit services apply equally to all customers, regardless of the trip purpose, origin or destination, or type of booking (templated or casual). The IAS established standards for physical (grab bars, designated mobility aid locations, visual and auditory next stop announcements) and administrative (eligibility categories, no fare charged for a support person, hours of service, fare parity) requirements for all providers of public

transit, including Specialized Services.

DRT Specialized Services deployed PRESTO devices on DRT Specialized Services vehicles during the second quarter of 2018, allowing customers to benefit from the convenience of electronic fare payment. These devices were funded from previously approved budgets. Although previously funded, DRT will not be proceeding at this time to purchase the additional 41 devices for use by contracted taxi providers. PRESTO is updating all hardware devices to enable enhanced functionality, such as open payment, at which time new devices will be required. The previously approved funding will be reserved to purchase the new devices, when available.

1.4 Scheduling Efficiencies and Enhancing the Customer Experience

Scheduling of integrated and on-demand trips is currently completed manually by a Specialized Services dispatcher. A dispatcher can spend between 10 to 40 minutes scheduling an integrated or OnDemand trip. When using the telephone to book a trip, customers usually stay on the phone with the dispatcher to ensure the details of the trip(s) are assembled and scheduled.

Through 2017, approximately 50 per cent of all new applicants qualify for integrated trips. As the number of integrated trips increases and with the implementation of OnDemand services, Specialized Services require enhancements to the scheduling system.

Previously approved funding has enabled Specialized Services to enhance the booking and scheduling system to realize efficiencies for customers and staff. By the end of 2018, the trip booking and scheduling system was be upgraded to the most current software version. Once completed, an enhanced scheduling solution will follow to automate integrated and OnDemand trip bookings. These enhanced capabilities integrate the schedules of conventional and specialized services to streamline the trip planning process. The enhancements will also enable DRT to investigate mobile solutions to provide real-time service information for Specialized Services customers.

Specialized Services will also upgrade PASS WEB, the on-line trip booking system, to enable customers to automatically schedule and manage trips and to leverage the automated trip booking process. DRT installed the original version of PASS WEB in 2014. PASS WEB Responsive is the third version of the Trapeze on-line booking system that offers customers accessibility enhancements, improved

functionality and the ability to automatically schedule integrated trips.

1.5 Eligibility Review Process

Further to report 2017-DRT-03, the Transit Executive Committee authorized DRT to continue to improve, fairness and equity for all DRT Specialized Services customers by completing an eligibility review of all active customers registered before 2015 based on historical criteria at the time of a non-accessible conventional transit system.

The eligibility review process will begin in 2019 and will be managed by the Eligibility unit at DRT Specialized Services. The process requires temporary support from a health care professional, specifically an Occupational Therapist, to ensure the review process is consistent with the regular and on-going processing of new applications. There are approximately 2,000 customer files to be reviewed, an anticipated completion time of 18 to 24 months.

1.6 Enhancing Inter-Regional Trip Scheduling

Implemented in the fall of 2018, members of the GTHA Specialized Services Working Group collaboratively implemented dedicated trip booking telephone lines that has improved employee efficiency and enhanced the customer experience by reducing the time on the telephone to book an inter-regional trip.