



## Transit Executive Committee Agenda

Council Chambers  
Regional Headquarters Building  
605 Rossland Road East, Whitby

**Wednesday, May 8, 2019**

**1:30 PM**

**1. Declarations of Interest**

**2. Adoption of Minutes**

- A) Durham Region Transit Executive Committee meeting  
–[March 6, 2019](#)

Pages 3-9

**3. Delegations**

There are no delegations to be heard

**4. Presentations**

- 4.1 [Vincent Patterson, General Manager Update](#)

Pages 10-17

**5. Correspondence**

- A) TC-4  
Debbie Leroux, Director of Legislative Services/Clerk, The Corporation of the Township of Uxbridge, writing to Christopher Norris, Manager, Customer Experience, Durham Region Transit, advising that at their General Purpose and Administration Committee meeting held on March 18, 2019 the following motion was carried:

“THAT the General Purpose and Administration Committee appoint Glenn Weddel to the Durham Region Transit Advisory Committee.”

Staff Recommendation: Motion to Appoint  
(Confidential Attachment)

Under separate cover

**6. Reports**

- |  |             |
|--|-------------|
| A) Durham-Scarborough Bus Rapid Transit – Update<br>( <a href="#">2019-DRT-7</a> )   | Pages 18-20 |
| B) 2018 Durham Region Transit Annual Performance<br>Report ( <a href="#">2019-DRT-8</a> )                                  | Pages 21-30 |
| C) Sole source purchase of Trapeze PASS-IPA software<br>module for DRT Specialized Services ( <a href="#">2019-DRT-9</a> ) | Pages 31-33 |

**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, June 5, 2019 at 1:30 PM

**11. Adjournment**

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## **The Regional Municipality of Durham**

### **MINUTES**

#### **DURHAM REGION TRANSIT EXECUTIVE COMMITTEE**

**Wednesday, March 6, 2019**

A regular meeting of the Durham Region Transit Executive Committee was held on Wednesday, March 6, 2019 in the Council Chambers, Regional Headquarters Building, 605 Rossland Road East, Whitby, Ontario at 1:31 PM

Present: Commissioner Collier, Chair  
Commissioner Barton, Vice-Chair  
Commissioner Carter  
Commissioner Drew  
Commissioner Mulcahy  
Commissioner Pickles  
Regional Chair Henry

Also

Present: Commissioner Highet  
Commissioner Wotten

Absent: Commissioner Anderson  
Commissioner Bath-Hadden was absent due to municipal business

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  
W. Holmes, Deputy General Manager, Operations, Durham Region Transit  
A. McKinley, Deputy General Manager, Maintenance, Durham Region Transit  
A. Naeem, Solicitor, Corporate Services – Legal  
C. Norris, Manager, Customer Experience, Durham Region Transit  
N. Pincombe, Director of Business Planning, Budgets & Risk Management Finance Department  
S. Pollock, Communication Coordinator, Durham Region Transit  
N. Taylor, Treasurer, Durham Region Transit, and Commissioner of Finance  
S. Rashad, Systems Support Specialist, Corporate Services – IT  
A. Wak, Supervisor, Financial, Durham Region Transit  
C. Tennisco, Committee Clerk, Corporate Services – Legislative Services

**1. Declarations of Interest**

Commissioner Collier made a declaration of interest under the *Municipal Conflict of Interest Act* with respect to Item 6. B), Report #2019-DRT-6: 2019 Durham Region Transit Business Plan and Budget, as it pertains to the U-Pass, including fare revenues through U-Pass arrangements with Durham's post-secondary institutions fare adjustments and annualization. He indicated that his son attends the University of Ontario Institute of Technology and uses the U-Pass.

**2. Adoption of Minutes**

Moved by Commissioner Carter, Seconded by Commissioner Drew,  
(20) That the minutes of the regular Durham Region Transit Executive Committee meeting held on Wednesday, February 6, 2019, be adopted.  
CARRIED

**3. Delegations**

There were no delegations to be heard.

**4. Presentations**

**4.1 Vincent Patterson, General Manager, and Nancy Taylor, Treasurer, Durham Region Transit, Re: the Durham Region Transit 2019 Business Plan and Budget**

Vincent Patterson, General Manager, and Nancy Taylor, Treasurer, Durham Region Transit, provided a PowerPoint presentation regarding the Durham Region Transit 2019 Business Plan and Budget. A copy of the presentation was provided as a handout.

Highlights of the presentation included:

- Corporate Budget Overview
- Durham Region Transit Budget Overview
- 2018 Accomplishments
  - Customer Service
  - Customer Outreach
  - Service Improvements
- 2019 Proposed Expenditures & Financing
- 2019 Priorities & Highlights
  - Operating & Capital
  - Staffing
- 2019 Risks & Uncertainties
- 2019 Initiatives to Modernize & Find Service Efficiencies
- Future Budget Pressures
  - Impacts on 2020 Budget
  - Forecasted Pressure

V. Patterson responded to questions regarding opportunities for initiatives to adopt a low-income transit fare model, including conversations with agencies such as the Durham Region Non-Profit Housing and Durham Regional Local Housing Corporations; and the timelines to bring forth the data from the low-income travel study and subsequent recommendations for a pilot program. V. Patterson advised staff will report back in the Spring of 2019.

Discussion ensued regarding the newly announced provincial initiative, "Children 12 and Under Ride Free on GO Transit", to travel free on all GO Transits trains and buses beginning March 9, 2019; if DRT allowed children 12 and under to ride free, with a paid adult, could it generate additional ridership and future ridership habits; whether the opportunity exists for a DRT 6-month, "children 12 and under ride free" pilot program; and options for offering a reduced rate during off peak times. V. Patterson advised that DRT is looking at a pilot program for a reduction of about \$20.00 off the \$93.50 youth monthly pass, that would be offered over a 10-month period commencing in September 2019.

Staff responded to further questions regarding whether DRT has looked at electric buses as an option for future bus acquisitions; potential funding opportunities; and, the cost differentials of a diesel and electric bus. J. Austin provided an update on the Canadian Urban Transit Research and Innovation Consortium (CUTRIC) pilot programs for electric powered buses.

V. Patterson responded to questions regarding the OnDemand ridership numbers for the northern municipalities; what 6.3 per cent in DRT's U-Pass revenues equates to in actual ridership; and the purchase of new buses to address future growth demands, including low-floor minivans. Discussion followed on the options for contracted services to help serve the current demand for specialized services.

V. Patterson provided an update on the Investing in Canada Infrastructure Program; the support for the GO Rail service extension; and bus services along Highway 2 into Bowmanville.

B. Holmes responded to questions regarding the initiation of the Specialized Services two-year eligibility review. Commissioner Mulcahy inquired whether DRT would present to the Accessibility Advisory Committees on the two-year eligibility review process. B. Holmes advised yes.

## **5. Correspondence**

- A) Resolution from the Municipality of Clarington adopted at their Council meeting held on February 4, 2019, regarding: Inadequate Public Transportation in Ward 4

Moved by Commissioner Carter, Seconded by Commissioner Drew,  
(21) That Correspondence Item TC-02 from J. Gallagher, Deputy Clerk, Municipality of Clarington, regarding a resolution adopted by their Council regarding Inadequate Public Transportation in Ward 4, be referred to staff for consideration.

CARRIED

- B) Alexander Harras, Manager of Legislative Services/Deputy Clerk, Town of Ajax, writing to Ralph Walton, Regional Clerk, The Regional Municipality of Durham, advising that at their meeting held on January 28, 2019, the Council of the Town of Ajax endorsed Caryn Antram as the Town of Ajax's representative on the Durham Region Transit Advisory Committee for the 2018-2022 term of Council.  
(T-3)
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Moved by Commissioner Barton, Seconded by Commissioner Carter,  
(22) That Correspondence Item TC-3 from A. Harras, Manager of Legislative Services/Deputy Clerk, Town of Ajax, regarding the appointment of Ajax's representative on the Durham Region Transit Advisory Committee, be referred to consideration of Report #2019-DRT-5.

CARRIED

## 6. Reports

- A) Appointment of members to the Durham Region Transit Advisory Committee  
(2019-DRT-5)
- 

Report #2019-DRT-5 from V. Patterson, General Manager, Durham Region Transit, was received.

Moved by Regional Chair Henry, Seconded by Commissioner Pickles,  
(23) A) That the following nominees be appointed to the Transit Advisory Committee (TAC) for the term of this Council:

- i) Nominated by local municipal Councils:
  - a) Town of Ajax Caryn Antram
  - b) Township of Brock Jean Martin
  - c) Municipality of Clarington Richard Claxton-Oldfield
  - d) City of Oshawa Greg Gormick
  - e) City of Pickering Abdul Macci
  - f) Town of Whitby Jeffrey Beaton;
- ii) One member of the Transit Executive Committee (the Chair or his/her designate) as the Chair of TAC:
  - Commissioner Barton;
- iii) Durham Region Transit General Manager's designate, as a non-voting member:

- DRT Manager, Customer Experience; and

- B) That TAC at its March 19, 2016 meeting be requested to recommend the two members at large for consideration by the Transit Executive Committee (TEC) at its next meeting.  
CARRIED

B) 2019 Durham Region Transit Business Plan and Budget (2019-DRT-6)

Report #2019-DRT-6 from V. Patterson, General Manager, Durham Region Transit, was received.

Moved by Regional Chair Henry, Seconded by Commissioner Carter,

- (24) That we recommend to the Finance and Administration Committee for subsequent recommendation to Regional Council that the 2019 Business Plan and Budget of Durham Region Transit be approved, including the following authorizations:

- A) That DRT's transit service level be approved at up to 529,911 revenue hours of service (a 0.6 per cent increase from 526,627 hours in 2018), including annualization of the 2018 service enhancements and based on service enhancements and efficiencies to be implemented in 2019;
- B) That effective May 1, 2019, the following transit fare increases be implemented, estimated to generate approximately \$128,000 in new fare revenue in 2019 based on DRT's 2019 ridership forecast of 10.7 million riders:
- i) The Adult single-ride PRESTO and Ticket fares to increase by \$0.05 from \$3.15 to \$3.20; and
  - ii) The Youth single-ride PRESTO and Ticket fares to increase by \$0.05 from \$2.80 to \$2.85; and
- C) That the Treasurer and General Manager of Durham Region Transit be authorized to execute a one-year extension to the existing U-Pass agreement with Durham College, the University of Ontario Institute of Technology and Trent University (Durham Campus), including an increase in the fee per eligible student from \$135.00 per semester to \$139.00 per semester for the period of September 1, 2019 to August 31, 2020.

CARRIED LATER IN THE MEETING  
(See Following Motions)

Moved by Regional Chair Henry, Seconded by Commissioner Carter,  
(25) That the main motion (24) of Regional Chair Henry and  
Commissioner Carter be divided in order to allow voting on Part B)  
separately from the remainder.

CARRIED

Part B) was then put to a vote and CARRIED ON THE FOLLOWING  
RECORDED VOTE:

<u>Yes</u>	<u>No</u>
Commissioner Barton	None
Commissioner Carter	
Commissioner Drew	
Regional Chair Henry	
Commissioner Mulcahy	
Commissioner Pickles	

Members Absent: Commissioner Anderson  
Commissioner Bath-Hadden

Declarations of Interest: Commissioner Collier

Parts A) and C) were then put to a vote and CARRIED.

This matter will be considered by the Finance & Administration Committee on  
March 19 and 20, 2019 and presented to Regional Council on March 27, 2019.

## **7. Advisory Committee Resolutions**

There were no advisory committee resolutions to be considered.

### **7.1 Durham Region Transit Advisory Committee**

There were no advisory committee minutes to be considered.

## **8. Confidential Matters**

There were no confidential matters to be considered.

## **9. Other Business**

### **9.1 Vincent Patterson, General Manager, Durham Region Transit, provided a Verbal Update regarding a Traffic Collision on January 15, 2019 in the Town of Ajax**

At the request of the Chair, V. Patterson an update on DRT's reaction to a  
vehicular accident on January 15, 2019 at the intersection of Westney Road and  
Millington Crescent, in the Town of Ajax; and the review of the bus location there.



**10. Next Meeting**

The next regularly scheduled Durham Region Transit Executive Committee meeting will be held on Wednesday, April 3, 2019 at 1:30 PM in the Lower Level Boardroom (LL-C), Regional Headquarters Building, 605 Rossland Road East, Whitby.

**11. Adjournment**

Moved by Commissioner Carter, Seconded by Commissioner Barton,  
(26) That the meeting be adjourned.

CARRIED

The meeting adjourned at 2:32 PM

Respectfully submitted,

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S. Collier, Chair

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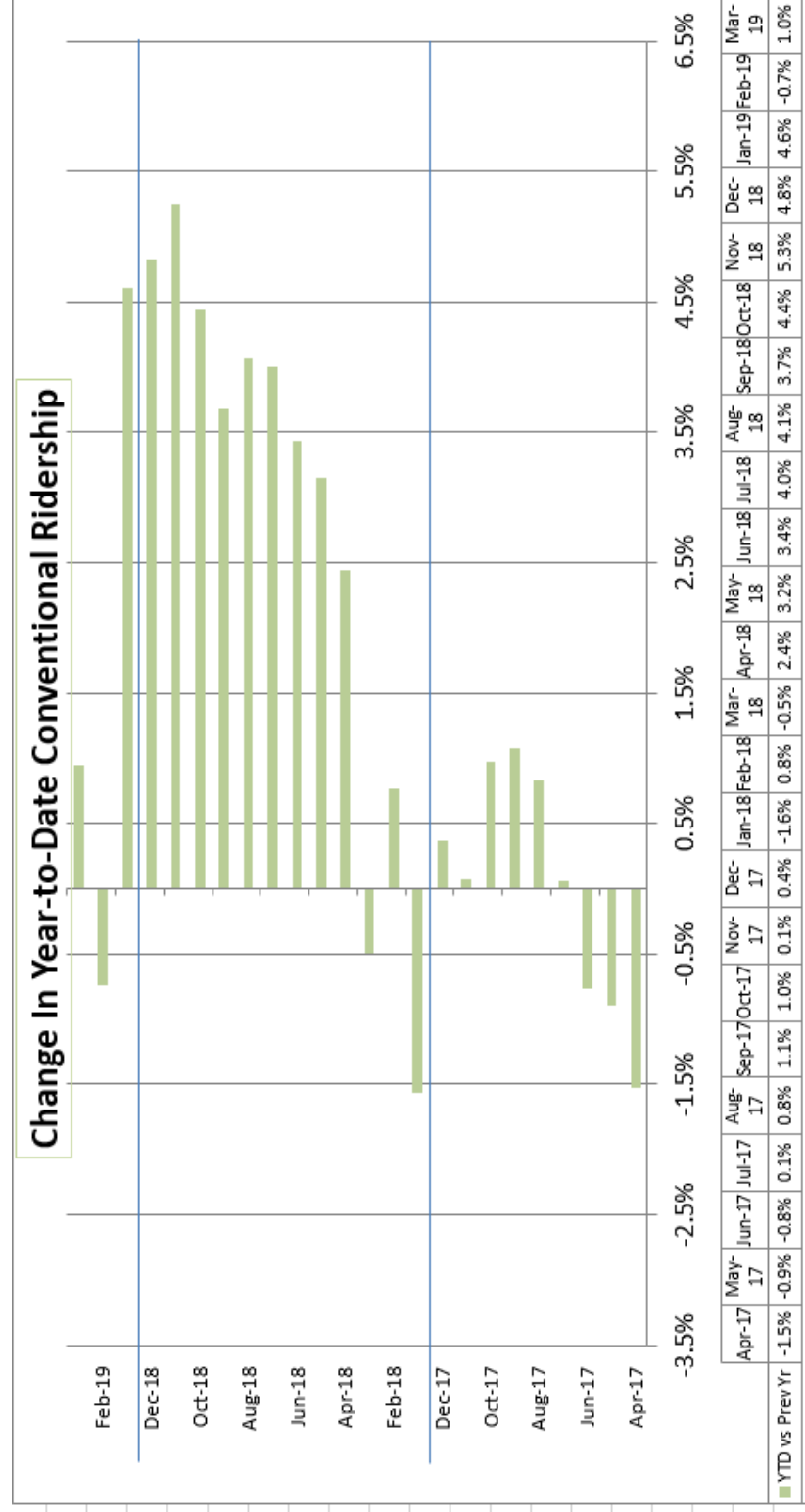
C. Tennisco, Committee Clerk

# Update

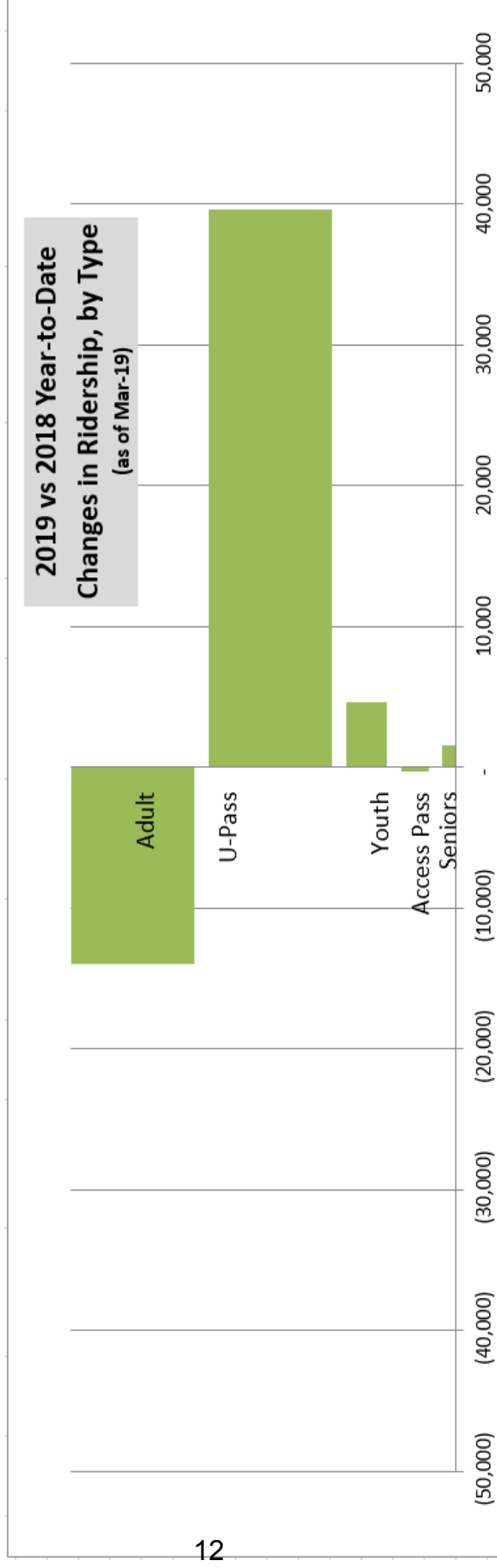
**Transit Executive Committee**

**May 8, 2019**

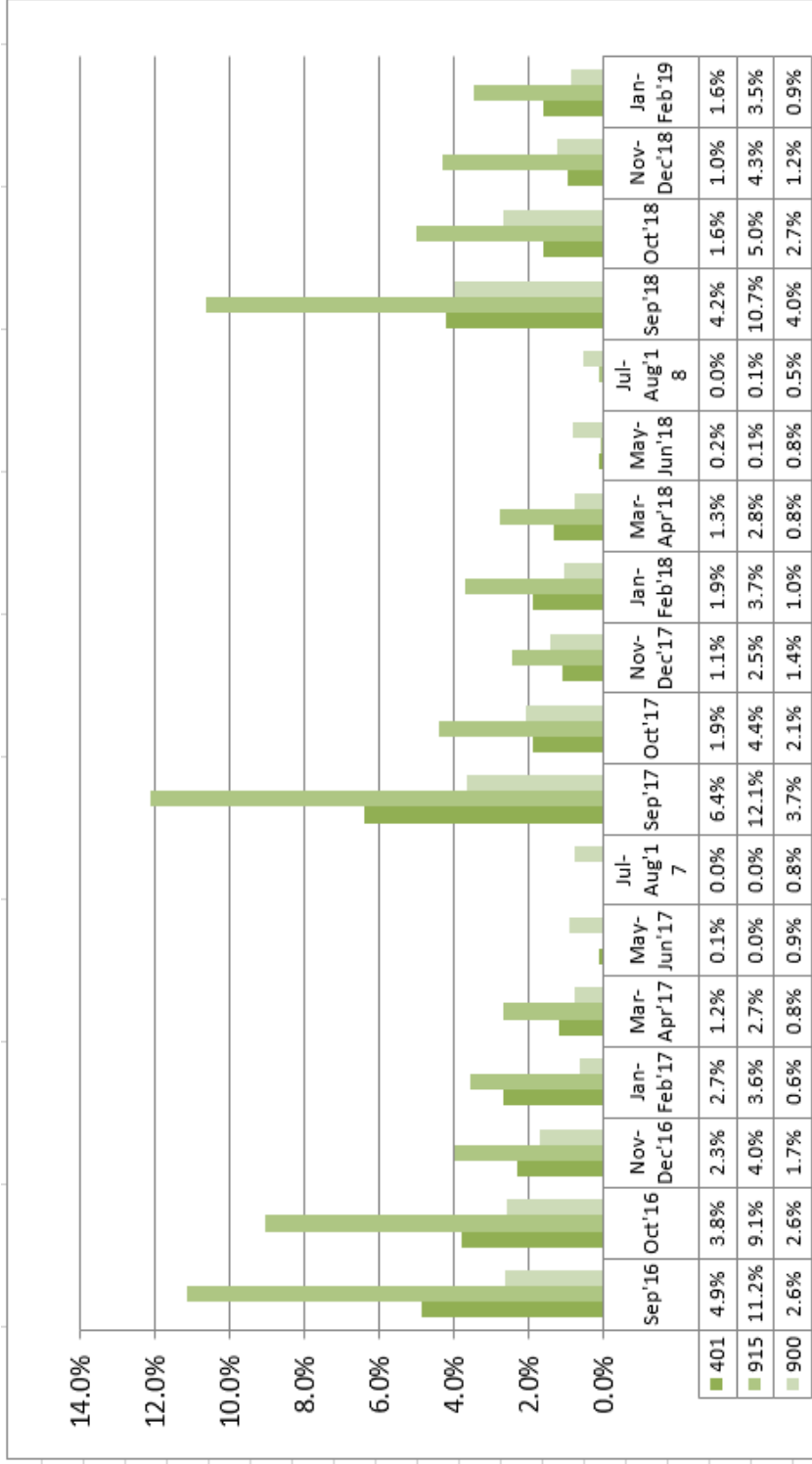
# Year-to-date ridership is 1 percent above last year's, 1.7 percent above budget target



# Of DRT's largest market segments, Adults and U-Pass, the latter leads ridership growth at this time of year



# “Bus full” occurrences



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

# Express version of 2018 Annual Performance Report

- Ridership up (highest but for 2014)
- Customer satisfaction down (to about 2016 level)
- Area coverage maintained (though more and more challenging)
- Service availability – new (less than anticipated)
- Service reliability – new (more than anticipated)
- Safety up (best ever, again in 2018)
- Revenue-cost ratio maintained within 35-40 percent range

# Changes to the Provincial gas tax funding program

- Province not moving forward with previous government's plan to increase gas tax funding from 2 to 4 cents per litre by 2021/2022
- Province to consult with municipalities to review program parameters

<b>Forecasted Provincial gas tax revenues under the plan now cancelled</b>			
	Actual	Estimated forecast	
	2018/2019	2019/2020	2020/2021
Municipal share (per litre)	2 cents	2.5 cents	3 cents
Ontario-wide funding to municipalities	\$364M	\$401M	\$482M
Durham Region's allocation	\$8.87M	\$9.77M	\$11.74M
			\$15.64M

## Recent and on-going DRT activities...

- New TAC members
- Work to improve inter-regional travel on specialized transit
- Fare incentive initiatives
- Metrolinx initiatives



Questions?



## Durham Region Transit Report

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To: Durham Region Transit Executive Committee  
From: General Manager, Durham Region Transit  
Report: [#2019-DRT-7](#)  
Date: May 8, 2019

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### **Subject:**

Durham-Scarborough Bus Rapid Transit – Update

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### **Recommendation:**

That this report be received for information.

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### **Report:**

#### **1. Purpose**

- 1.1 Ahead of public consultation to start next month, this report provides an update on the project development work completed to date for the Bus Rapid Transit (BRT) infrastructure supporting Durham Region Transit (DRT) PULSE Route 900 along Highway 2, the spine of the DRT network.

#### **2. Background**

- 2.1 The BRT PULSE Route 900 on Highway 2 has been a strong ridership success ever since its launch in June 2013.
- 2.2 In August 2016, the Province of Ontario approved \$10 million in funding for Metrolinx to advance project development work for the Durham-Scarborough BRT in collaboration with Durham Region, the City of Toronto and the Toronto Transit Commission (TTC). Terms of Reference have been developed for this collaboration (TEC Report 2017-DRT-08).
- 2.3 Work was completed in April 2018 on the Initial Business Case (IBC). An IBC is a review of data and analysis to justify an investment. The IBC examined alignment alternatives for BRT in the corridor and reviewed, at a high level, possible ways to support BRT reliability along the constrained sections in Pickering Village, downtown Whitby and downtown Oshawa.

- 2.4 The IBC recommended a hybrid alternative (a mix of centre median, curbside and mixed traffic lane) to be included in the next phase of planning. This hybrid alternative is considered to provide the best value of investment, with the potential of 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), at an estimated total capital cost of \$450 million (including Durham and Toronto segment costs and fleet costs), for a benefit-cost ratio of 1.29, higher than the other alternatives (TEC Report 2018-DRT-08).
- 2.5 Completing the infrastructure supporting BRT along Highway 2 is part of the Region's integrated vision for transit and therefore a transit priority of the Region.

### **3. Discussion**

- 3.1 The next phase of planning was launched earlier this year with the award of a consulting assignment by Metrolinx to a consortium of IBI Group and Parsons. The work undertaken will confirm the most appropriate infrastructure along the corridor, including its constrained sections, by identifying levels of transit priority, road space requirements, transit stop locations, and vehicle and storage requirements, through more detailed design, analysis, and consultations with the public and local municipalities, toward final design and cost estimate.
- 3.2 The assignment is structured in two phases, both of which include public consultation opportunities.
- 3.3 Phase One focuses on developing the 15-20 percent preliminary design for the corridor and the completion of a Preliminary Design Business Case (PDBC). It will use the Durham-Scarborough BRT IBC objectives and analysis and its hybrid alternative recommendation as a starting point. Public and stakeholder consultation during this phase of work will serve to introduce the project and work to date, set out the evaluation process and criteria, present the preliminary design and PDBC concepts, and set the stage for Phase Two work.
- 3.4 Phase Two consists of advancing the preliminary design, conducting the background environmental studies and impact assessment, developing an implementation plan and conducting the Transit Project Assessment Process (TPAP), which will work towards approval of the Environmental Project Report and the preliminary design.
- 3.5 Four series of public information centres (PIC) will be held at multiple locations along the corridor to engage the public on the project. The first series of PICs are

planned for June 2019. Several working groups are also planned to engage stakeholders along the corridor, including the local area municipalities.

#### **4. Financial implications**

- 4.1 The planning and design work described above is fully funded by the Province through the approved \$10 million funding. There is no financial cost to Durham Region or the City of Toronto for this work.

#### **5. Next steps**

- 5.1 The first of four series of PIC sessions is scheduled for June 2019. Locations, dates, and times will be confirmed.
- 5.2 Several working groups will be struck by the consultant consortium and Metrolinx to engage with municipal and community stakeholders along the corridor.
- 5.3 This work continues in conjunction with ongoing service and infrastructure improvements under way by DRT and the Region of Durham along the Highway 2 corridor.
- 5.4 This consulting assignment is expected to be completed by February 2021.

Respectfully submitted,

Original signed by

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



## Durham Region Transit Report

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To: Durham Region Transit Executive Committee  
From: General Manager, Durham Region Transit  
Report: [#2019-DRT-8](#)  
Date: May 8, 2019

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**Subject:**

2018 Durham Region Transit Annual Performance Report

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**Recommendation:**

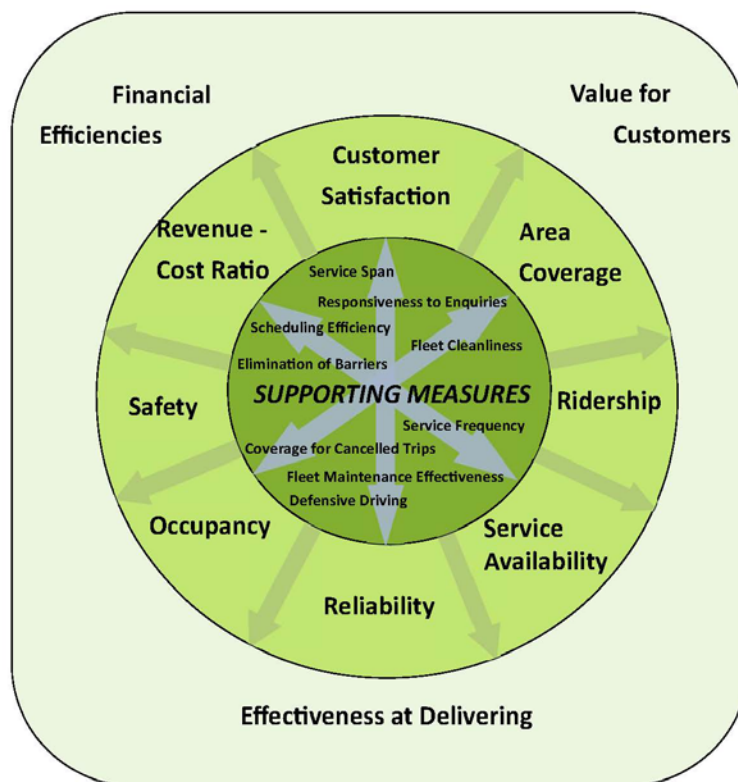
That Report #2019-DRT-8 be received for information.

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**Report:**

**1. Purpose**

- 1.1 This is the third Durham Region Transit Annual Performance Report on how DRT is doing against the standards first introduced in Report 2016-DRT-01 of February 2016 of the Transit Executive Committee.
- 1.2 DRT's eight key performance measures appear in the figure below. The figure illustrates how these measures serve to pursue our three Council-approved objectives, shown in the outer frame: create value for transit customers, enhance effectiveness at delivering services, and achieve financial efficiencies. At the same time, the figure shows, in the inner circle, that DRT monitors a range of internal measures encompassing all aspects of our activities, in support of our eight key performance measures.



## 2. Discussion

2.1 Each of our eight key performance measures is associated with a specific and measurable standard and a target that is realistic and achievable.

### a. Customer Satisfaction

Overall customer satisfaction has decreased from 76 percent in 2017 to 73 percent in 2018, while the percentage of surveyed customers who find DRT employees to be “caring” or “very caring” has decreased from 80 percent in 2017 to 75 percent in 2018. For both of these scores, the 2018 results are much in line with those of 2016, highlighting the possible effects of an alternative survey methodology used for 2017.

Of note, “convenient and reliable” continues to be picked the most as the characteristic that best represents DRT, by 36 percent of respondents. “Safe and secure” follows, being picked by 26 percent of respondents. While customer satisfaction scores may be influenced by a number of reasons at play all at the same time, bus operator cyclical training emphasizes customer service excellence and is anticipated to keep being a key contributor to customer satisfaction going forward.

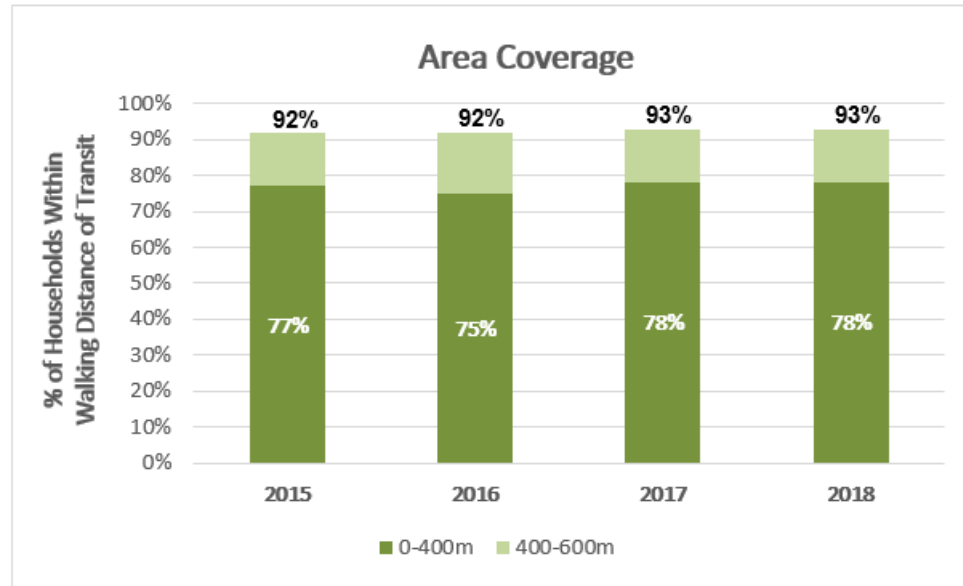


The target for customer satisfaction is for the overall rating of our conventional transit system by surveyed customers to be better than in the previous year, with the baseline established by the results obtained in 2015.

b. **Area Coverage**

This measures the reach of transit service, that is the extent to which transit is within walking distance. In 2018, DRT was able to maintain the proportion of households in the southern urbanized area of the Region that are within a 5-minute walk or 400 metres of a bus stop during the morning peak. The proportion of households within 600 metres was also maintained. This was achieved despite the accelerating pace of residential development in the Region, as part of the future-looking orientations and route changes set forth in DRT's 5-Year Service Strategy.

As we are about to undertake public consultations for DRT's next 5-Year Service Strategy, further growth and development at the edges of the southern urbanized area of the Region will continue to present a challenge to our ability to maintain the current levels of area coverage by conventional fixed-route services. By contrast, growth and development within existing built-up areas allows new residents to be more efficiently and cost effectively served with existing transit services and infrastructure. This in turn helps improve area coverage and DRT's revenue-cost ratio by limiting costs to extend transit services and infrastructure to new developments at the urban periphery.

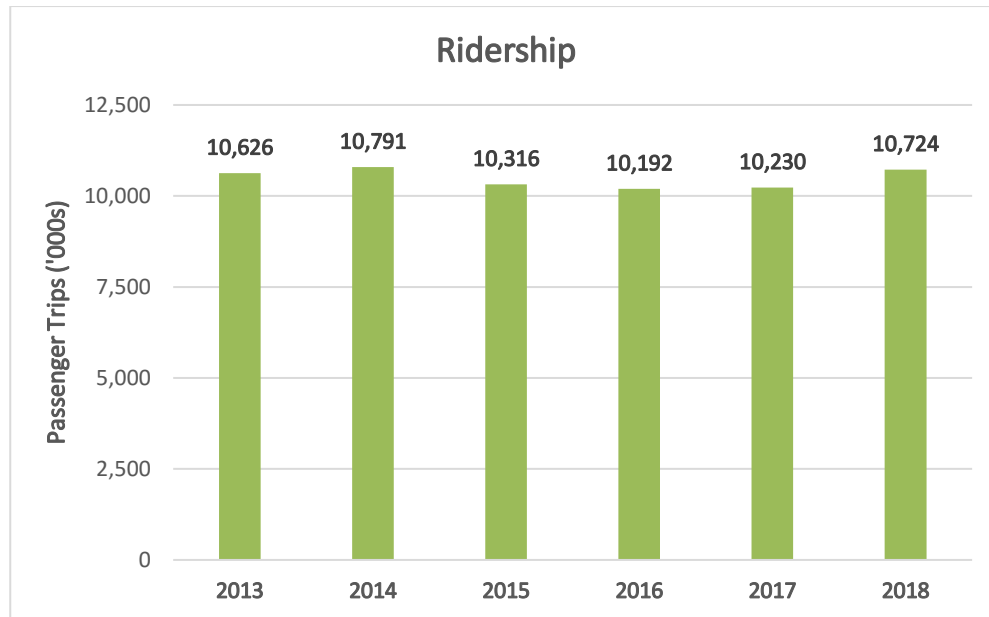


The target for area coverage is for 80 percent of households in the southern urbanized area of the Region to be within walking distance (a five-minute or 400-metre walk) of a bus stop during the morning peak.

c. Ridership

There was a healthy increase in overall ridership of 4.8 percent from 2017 resulting in the second highest level of transit ridership since 2013. 2018 saw an increase in ridership across every fare category, with the exception of Youth ridership, which continues to decline in step with the year-over-year high school enrolment in the Region. U-Pass ridership, in particular, increased almost 350,000 over last year. Building on successful 2018 ridership outreach initiatives and pilots (e.g. 2-4-1 youth summer pass), DRT will propose further incentives in 2019 for targeted ridership segments, including children, youth, and low income passengers.

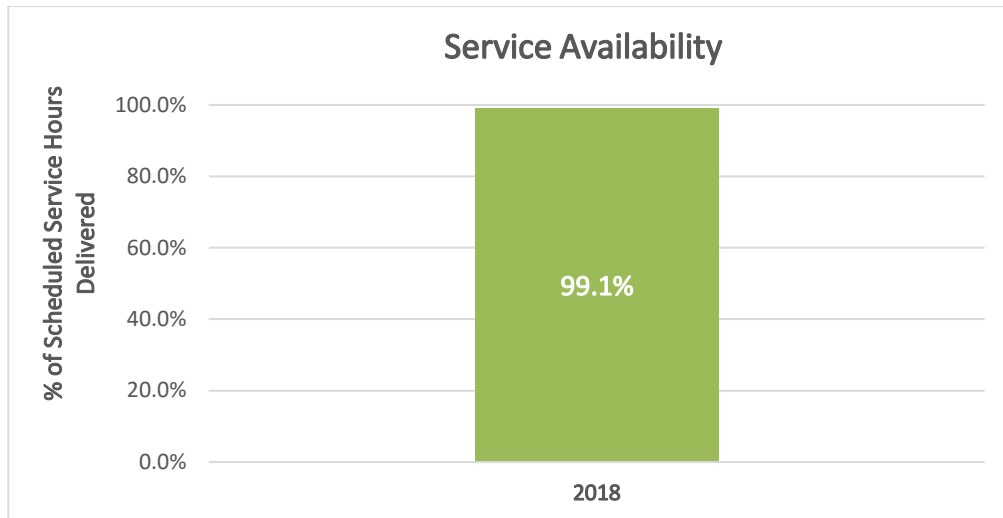




The target for ridership is for the annual number of passenger trips made on DRT to be higher than in the previous year, with the baseline set by the ridership recorded in 2015.

d. **Service Availability**

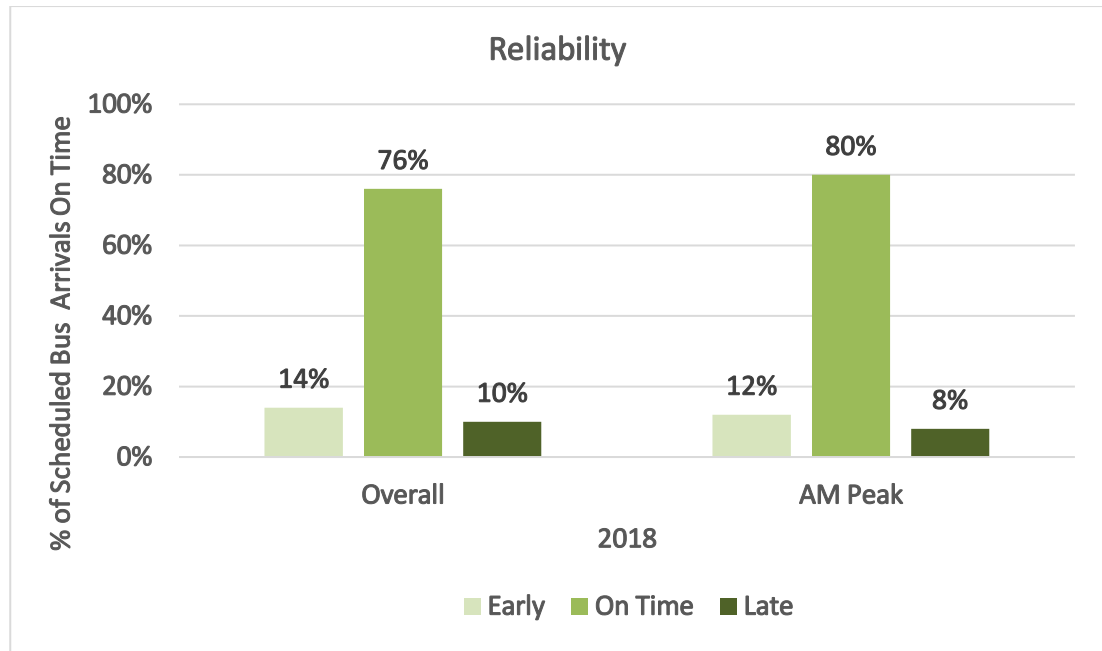
This measures the ability of DRT's Maintenance and Operations to "make service", that is to provide the buses and the bus operators required for all scheduled services. At 99.1 percent in 2018, DRT's scheduled service hours delivered is below the targeted 99.5 percent. Staffing challenges over the summer months adversely impacted service availability, but since then, refinements to operator recruitment processes and training framework have buoyed service availability levels in late 2018 and the first quarter of 2019. Stronger service availability performance is already anticipated to continue in 2019.



The target for service availability is for 99.5 percent of scheduled bus hours to be delivered to the streets. This is based on preliminary measures estimated internally in recent past and on existing targets in the industry.

e. Reliability

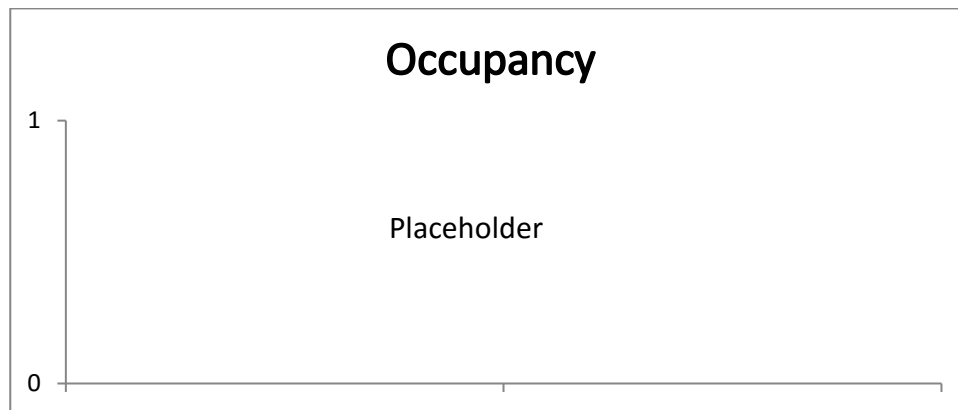
DRT's on-time performance (or schedule adherence) is the key expression of our reliability. It is measured as the percentage of buses arriving at bus stops no more than 0 minutes early and 5 minutes late. In 2018, DRT achieved an overall 76 percent on-time performance for all scheduled routes throughout weekday and weekend service days. DRT scheduled services reached 80 percent on-time during the peak morning weekday service hours of 6am to 9am, when passengers are most sensitive to timeliness to get to work, appointments and other important daily events and activities.



Based on the strength of our reliability in 2018, the target that had been provisionally set at 70 percent of scheduled bus trips to run on time will be reviewed.

f. **Occupancy**

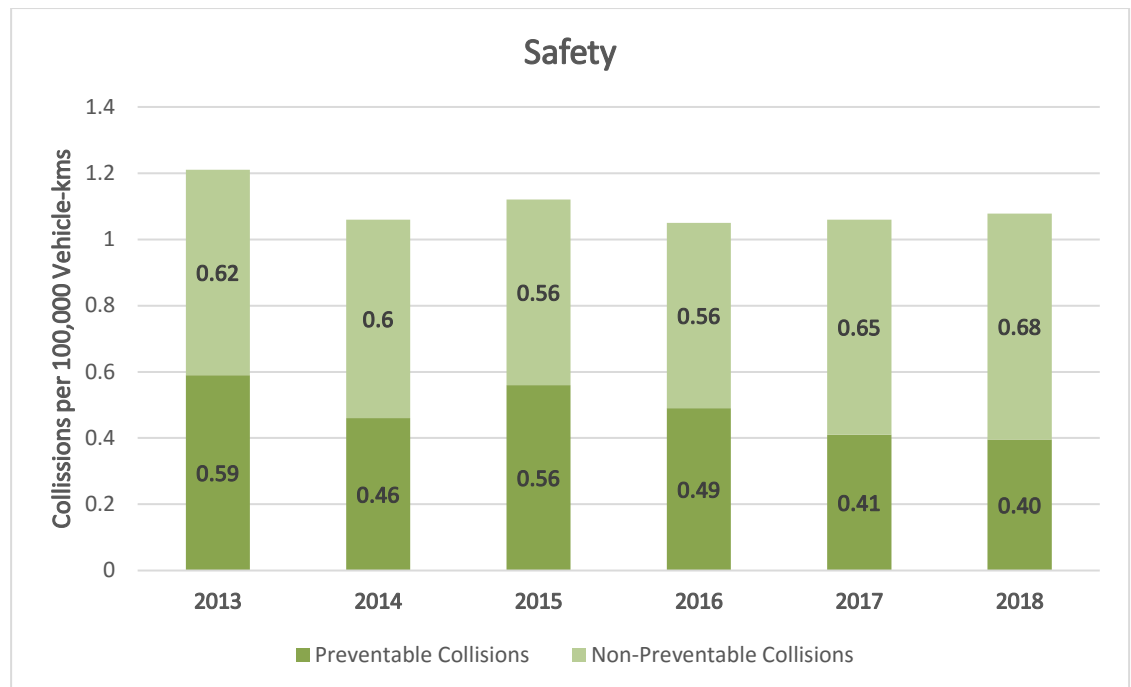
This will be a measure of our effectiveness at balancing supply and demand, reflecting how many of the “offered” seats are “taken up” by customers along our bus routes. It will be expressed in passenger-kilometres per seat-kilometre. The proposed target will be for the average passenger-kms per seat-km in the peak direction of travel during the morning peak, for each given route type (e.g. Bus Rapid Transit, High Frequency Network, feeder), to be better than in the previous year.



g. Safety

Following a notable 27 percent decrease in preventable collisions between 2015 and 2017, 2018 continued the decline with a small reduction in the rate of preventable collisions per 100,000 kilometres from 0.41 to 0.40. This has contributed to 2018 being both the lowest year ever in terms of the overall rate of preventable collisions and the ratio of preventable to non-preventable collision rates.

The continuing increase in non-preventable collisions per 100,000 vehicle kilometres is of significance. This is primarily attributable to increasing traffic on Durham Region roadways and poor and/or dangerous driving behaviours among other road users. In this context, DRT continues to prioritize safety as an integral part of its organizational culture. Efforts such as our Safe Driving Awards program, ride checks by trainers, and cyclical driver training focus on heightening safety awareness and defensive driving skills to improve bus operator performance and keep reducing preventable collisions.

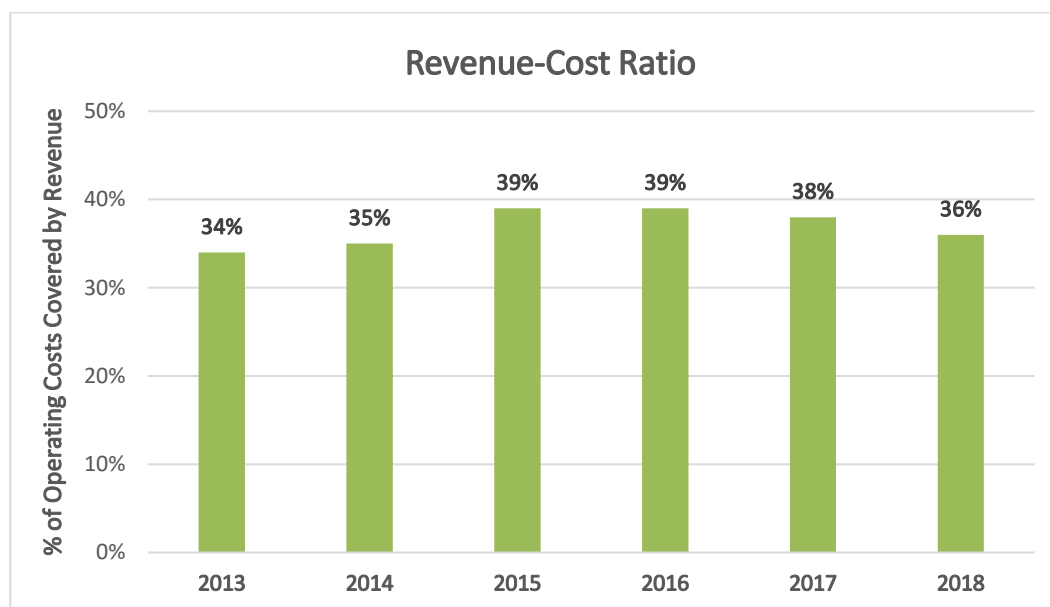


The proposed target for safety is for the annual number of preventable collisions per 100,000 kilometres to be lower than in the previous year, with the baseline established by the rate of collisions of 2015.

#### h. Revenue-Cost Ratio

This indicator expresses the portion of our operating costs covered by passenger fares and other operating revenue, such as advertising. Factors such as ridership density (passengers per service area size) and the level of service offered (passengers per bus kilometre) have an intrinsic influence on the revenue-cost ratio of a transit system. In the context of Durham Region, it is reasonable for the proposed target for this indicator to reside within the 35 to 40 percent range.

DRT's revenue-cost ratio decreased in 2018, although still within the expected target range. The decrease is tied to continued service level increases in 2018 and various cost pressures, while fare revenue was dampened by marginal fare increases and fare freezes. This approach was easily defensible in light of the soft ridership demand patterns of recent years both in Durham and right across the country. In light of the strong increase in ridership in 2018, the needs for growth in services going forward will have to be balanced along with various fare increases.



### 3. Next Steps

- 3.1 DRT's continuing investments in developing its analytical abilities is expanding available tools and opportunities to derive more actionable insights from the wealth of our smart technology data, including reporting for the first time in 2018 on two key performance measures (reliability and service availability) not available in previous years. DRT will continue on its continuous improvement journey to

move towards reporting on the full set of eight key performance measures as well as additional supporting measures and indicators in the future.

Respectfully submitted,

Original Signed by

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



## Durham Region Transit Report

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To: Durham Region Transit Executive Committee  
From: General Manager, Durham Region Transit  
Report: [#2019-DRT-9](#)  
Date: May 8, 2019

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### **Subject:**

Sole source purchase of Trapeze PASS-IPA software module for DRT Specialized Services

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### **Recommendation:**

That the Durham Region Transit Executive Committee approve negotiation of a sole source purchase of licences and implementation services for the Trapeze PASS-IPA module.

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### **Report:**

#### **1. Discussion**

- 1.1 Trapeze is the current provider of Trapeze PASS, the automated trip reservation and scheduling system that DRT Specialized Services has been using since 2007.
- 1.2 DRT is seeking the necessary approvals toward the purchase of the Trapeze PASS-IPA (Itinerary Planning Assistant) software module, to enhance the Trapeze PASS scheduling system. The PASS-IPA module will enable the automation of the process currently performed manually by Specialized Services dispatchers of planning and scheduling integrated trips, that is trips using both conventional fixed-route buses and specialized vehicles.
- 1.3 The module is an analysis and real-time tool that will automatically provide information on DRT's fixed-route alternatives for integrated trips requested either on OnDemand and specialized services and ensure the comparability of integrated trips to fixed-route options.
- 1.4 The module will also enable OnDemand and specialized services customers to use PASS-Web, which DRT is already upgrading. PASS-Web is the on-line trip booking

solution that supports independently scheduling one's own OnDemand and integrated trips.

- 1.5 The 2018 capital budget that Council approved for DRT included \$260,000 to fund the purchase of additional Trapeze modules, including PASS-IPA. This project was delayed as the PASS scheduling system first needed to be upgraded to the most current version.
- 1.6 The investment in PASS-IPA and PASS-Web will position DRT to pursue a customer software application to provide real-time information to customers including the ability for them to track where their assigned vehicle is.

## **2. Financial Implications**

- 2.1 Section 8.0 of the Region's Purchasing By Law permits negotiations for sole source acquisitions under certain circumstances.
- 2.2 Trapeze PASS trip reservation software is proprietary to the Trapeze Software Group. Therefore, the Trapeze Software Group is the only vendor who offers technologies that are fully compatible with their trip reservation and scheduling product without purchasing an interface module.
- 2.3 DRT's Specialized Services experience with Trapeze over more than 10 years has been very good in terms of system performance and on-going support, and the Trapeze Software Group continues to enhance the PASS software to meet the customer-focused services and information expected by public transit agencies today.
- 2.4 Financing for the supply of software and licenses for this project, estimated at \$150,000, was included in DRT's 2018 capital budget. The software licenses do not have a date of expiry.
- 2.5 The first year of software maintenance is not expected to exceed \$7,000. For subsequent annual renewals, the annual maintenance fee will be subject to Trapeze's future pricing.
- 2.6 This report has been reviewed by the DRT Treasurer who concurs with the recommendation.



### **3. Next Steps**

- 3.1 A similar report seeking the necessary approvals will be presented to Finance and Administration Committee on May 14, 2019 and to Regional Council on May 29, 2019.

Respectfully submitted,

Original Signed by

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

Recommended for Presentation to Committee

Original Signed by

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Elaine C. Baxter-Trahair  
Chief Administrative Officer