



## Transit Executive Committee Agenda

Council Chambers  
Regional Headquarters Building  
605 Rossland Road East, Whitby

**Wednesday, June 5, 2019**

**1:30 PM**

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**1. Declarations of Interest**

**2. Adoption of Minutes**

- A) Durham Region Transit Executive Committee meeting  
– [May 8, 2019](#)

Pages 3-8

**3. Delegations**

There are no delegations to be heard

**4. Presentations**

- 4.1 [Vincent Patterson, General Manager, Durham Region Transit, re: Update](#)

Pages 9-14

- 4.2 [Christopher Norris, Manager, Customer Experience, Durham Region Transit, re: Service Plan](#)

Pages 15-24

**5. Correspondence**

**6. Reports**

- A) Radio Communications System: One Year Extension of Contract with Metrolinx ([2019-DRT-10](#))

Pages 25-27

- B) Multi-Year Governance Agreement for Joint Procurements Facilitated by Metrolinx ([2019-DRT-11](#))

Pages 28-30

- C) Durham Region Transit Automated Shuttle Pilot ([2019-DRT-12](#))

Pages 31-34

- D) Policy Regarding Surveillance System in DRT Vehicles ([2019-DRT-13](#))

Pages 35-49

- E) Low Income Transit Assistance Program (LTAP) Pilot  
([2019-DRT-14](#))

Pages 50-69

**7. Advisory Committee**

**8. Confidential Matters**

There are no confidential matters to be considered

**9. Other Business**

**10. Date of Next Meeting**

Wednesday, September 4, 2019 at 1:30 PM

**11. Adjournment**

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## **The Regional Municipality of Durham**

### **MINUTES**

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

**Wednesday, May 8, 2019**

A regular meeting of the Durham Region Transit Executive Committee was held on Wednesday, May 8, 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 Anderson  
Commissioner Bath-Hadden  
Commissioner Drew  
Commissioner Mulcahy attended the meeting at 1:33 PM  
Regional Chair Henry

Also

Present: Commissioner Wotten

Absent: Commissioner Carter was absent due to municipal business  
Commissioner Pickles

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  
S. Pollock, Communication Coordinator, Durham Region Transit  
S. Rashad, 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. Adoption of Minutes**

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

**3. Delegations**

There were no delegations to be heard.

**4. Presentations**

**4.1 Vince Patterson, General Manager, Durham Region Transit, Re: Update**

Vincent Patterson, Durham Region Transit, provided a PowerPoint presentation update on Durham Region Transit (DRT). A copy of the presentation was provided in the Agenda.

Highlights of the presentation included:

- Conventional Ridership is up 1.0 percent above last year's, and 1.7 percent above Budget Target
- Of DRT's largest market segments, Adults and U-Pass, the U-Pass leads ridership growth at this time of year
- "Bus Full" Occurrences
- Express version of the 2018 Annual Performance Report
- Changes to the Provincial Gas Tax funding program
- Recent and on-going DRT activities

V. Patterson advised that to-date the intake process has yet to be announced on the project applications to be funded under the Investing in Canada Infrastructure Program for transit agencies in the 905 areas. He reviewed the Business Case phases for Bus Rapid Transit (BRT) in the Highway 2 and Simcoe Street corridors; the Public Information Centres (PIC) planned for June to advance the Preliminary Design Business Case (PDBC) work; and support work for the extension of the Lakeshore East GO rail line to Bowmanville, as well as any potential changes to the One Fare Agreement and bus services in the eastern and northern municipalities.

V. Patterson provided an update on delays with the device refresh project under the Metrolinx PRESTO electronic fare card system; and the new Fare Integration Forum toward more seamless transit travel.

V. Patterson responded to questions regarding the impacts from the elimination of the anticipated funding increases to the Provincial Gas Tax program for the years 2019 to 2022; and the scheduled increases in annual fees DRT pays to Metrolinx for the delivery of PRESTO services from the fare revenue collected. Discussion followed on the cost efficiencies being pursued by Metrolinx; the exclusion of the Toronto Transit Commission (TTC) from paying the same levels of fees to Metrolinx; and transit services and infrastructure along Highway 2 to Clarington.

Commissioner Barton inquired about the OnDemand services and ridership numbers for the northern municipalities. V. Patterson advised staff would look into the OnDemand ridership volumes and follow up with Commissioner Barton directly.

Commissioner Drew asked when the problems regarding the new Route 950 services in the town of Port Perry will be resolved. C. Norris advised the changes to the Route 950 services should take place in September 2019.

## **5. Correspondence**

- A) 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.”

Moved by Commissioner Barton, Seconded by Commissioner Bath-Hadden,  
(28) That Glenn Weddel be appointed as the Township of Uxbridge’s  
representative on the Durham Region Transit Advisory Committee.  
CARRIED

## **6. Reports**

- A) Durham-Scarborough Bus Rapid Transit – Update (2019-DRT-7)

Report #2019-DRT-7 from V. Patterson, General Manager, Durham Region Transit, was received.

At the request of the Committee, V. Patterson provided an overview on the recommended alignments of the Durham-Scarborough Bus Rapid Transit (BRT) infrastructure along Highway 2, as part of a hybrid alternative, as well as the potential treatment of pinch points and the extension to Scarborough Town Centre.

V. Patterson responded to questions regarding the BRT design and infrastructure; if the network can provide fast and reliable transit services; and the project costs.

Moved by Regional Chair Henry, Seconded by Commissioner Anderson,  
(29) That Report #2019-DRT-7 of the General Manager, Durham Region Transit, be received for information.

CARRIED

[This matter will be presented at the Committee of Whole meeting on May 15, 2019.]

B) 2018 Durham Region Transit Annual Performance Report (2019-DRT-8)

Report #2019-DRT-8 from V. Patterson, General Manager, Durham Region Transit, was received.

Moved by Regional Chair Henry, Seconded by Commissioner Anderson,  
(30) That Report #2019-DRT-8 of the General Manager, Durham Region Transit, be received for information.

CARRIED

C) Sole source purchase of Trapeze PASS-IPA software module for DRT Specialized Services (2019-DRT-9)

Report #2019-DRT-9 from V. Patterson, General Manager, Durham Region Transit, was received. W. Holmes responded to a question regarding whether the lack of reliable internet in the northern rural areas will impact the residents' ability to access the Trapeze PASS software.

Moved by Regional Chair Henry, Seconded by Commissioner Anderson,  
(31) That approval be granted for the negotiation of a sole source purchase of licences and implementation services for the Trapeze PASS-IPA module.

CARRIED

This matter will be considered by the Finance & Administration Committee on May 14, 2019 and presented to Regional Council on May 29, 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 Innisfil Transit On-Demand Services in Partnership with Uber**

Discussion ensued regarding reviewing a new Town of Innisfil transit model and possible steps toward providing on-demand transit services in the northern municipalities in partnership with Uber; the potential financial considerations; and the need to look at opportunities to partner with the municipal local taxi services.

Staff was requested to review the Town of Innisfil on-demand transit service model and report back to TEC on the potential for partnerships with Durham Region's local taxi services to provide on-demand transit services in the northern municipalities; and DRT's current costs to provide on-demand transit services to the northern municipalities. It was also requested that on-demand services be considered for the rural areas in the Municipality of Clarington.

The Chief Administrative Officer advised the Committee that staff is undertaking a full review of how transit services are delivered in the Region's northern municipalities. She advised that staff will look at the options available for partnerships with Uber and the local taxi services and report back by the end of the year.

### **9.2 Durham District School Boards – Yellow School Buses**

Chair Collier advised he had the opportunity to speak with the Durham District School Board (DDSB) in regard to their existing yellow bus servicing contracts; and the potential for the School Boards to enter into discussions with the Regional Chair and the General Manager of Durham Region Transit (DRT) to look at future options to get more students to travel on DRT buses.

Staff was directed to review the Kingston Transit model and report on opportunities for subsidization by the school boards to attract students to utilize existing DRT bus services.

### **9.3 Metrolinx PRESTO Agreements and Provincial Gas Tax Program**

Chair Collier advised the Committee of his past opportunities to speak with the Honourable Steven Del Duca, former Minister of Transportation, on the financial impacts resulting from the PRESTO Agreements with the transit agencies; future fees; and the recent elimination of the expected increases in the Provincial Gas Tax funding program.

It was suggested that the Chair of TEC write a letter to the Premier of Ontario outlining TEC's concerns on these matters.

Moved by Regional Chair Henry, Seconded by Commissioner Barton,

(32) A) That the Chair of the Transit Executive Committee be authorized to write a letter, on behalf of TEC, to the Premier of Ontario, expressing concerns regarding the financial impacts to the Durham Region Transit Commission resulting from the Metrolinx PRESTO Agreement scheduled fee increases in light of the recent elimination of expected increases in the Provincial Gas Tax funding in the years 2019 to 2022; and

B) That the Premier of Ontario be asked to review opportunities for transit funding equalization in the Regional Municipality of Durham as part of the 905 Greater Toronto and Hamilton Area.

CARRIED

**10. Date of Next Meeting**

The next regularly scheduled Durham Region Transit Executive Committee meeting will be held on Wednesday, June 5, 2019 at 1:30 PM in the Council Chambers, Regional Headquarters Building, 605 Rossland Road East, Whitby.

**11. Adjournment**

Moved by Regional Chair Henry, Seconded by Commissioner Mulcahy,

(33) That the meeting be adjourned.

CARRIED

The meeting adjourned at 2:14 PM

Respectfully submitted,

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S. Collier, Chair

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C. Tennisco, Committee Clerk

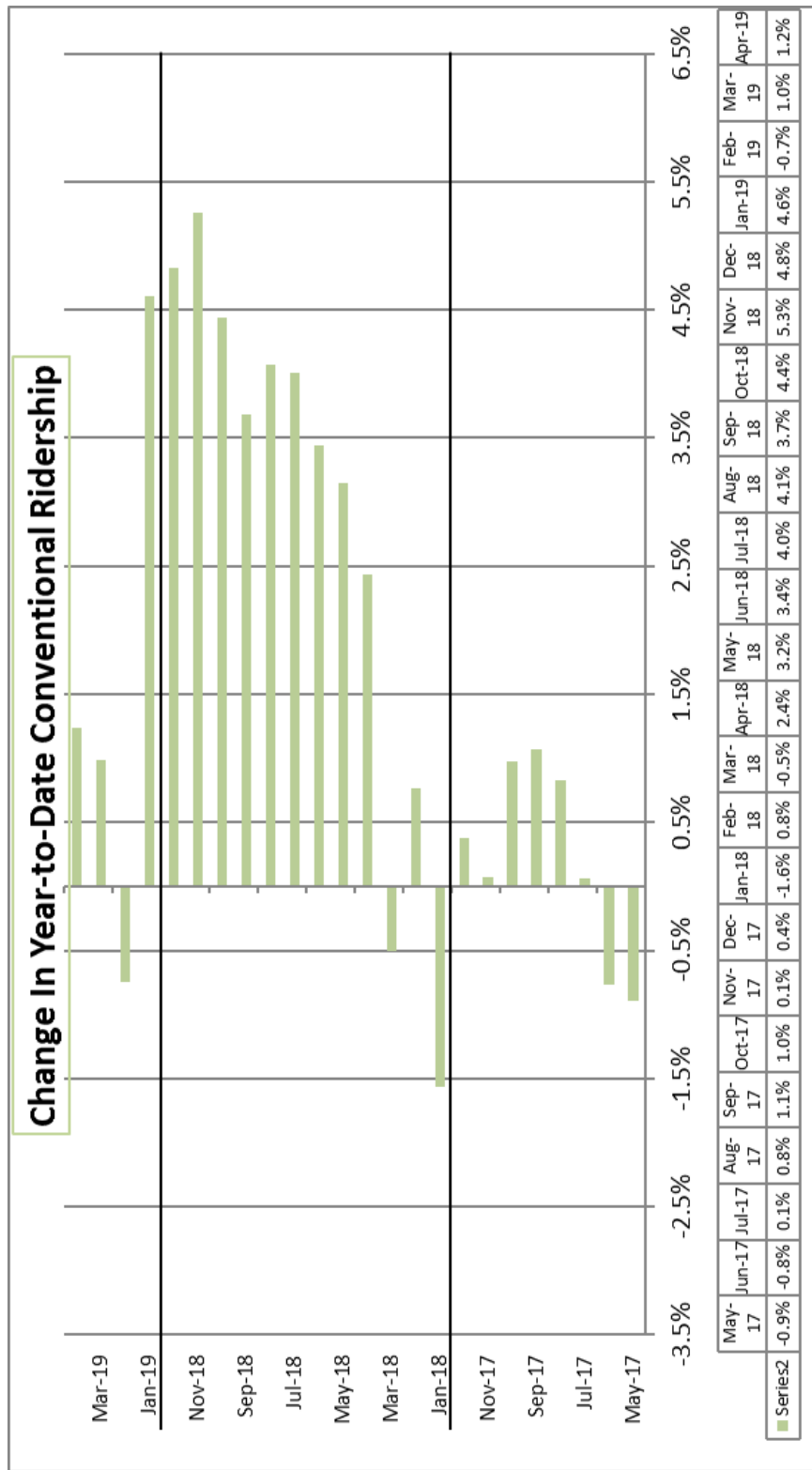
# Update

**Transit Executive Committee**

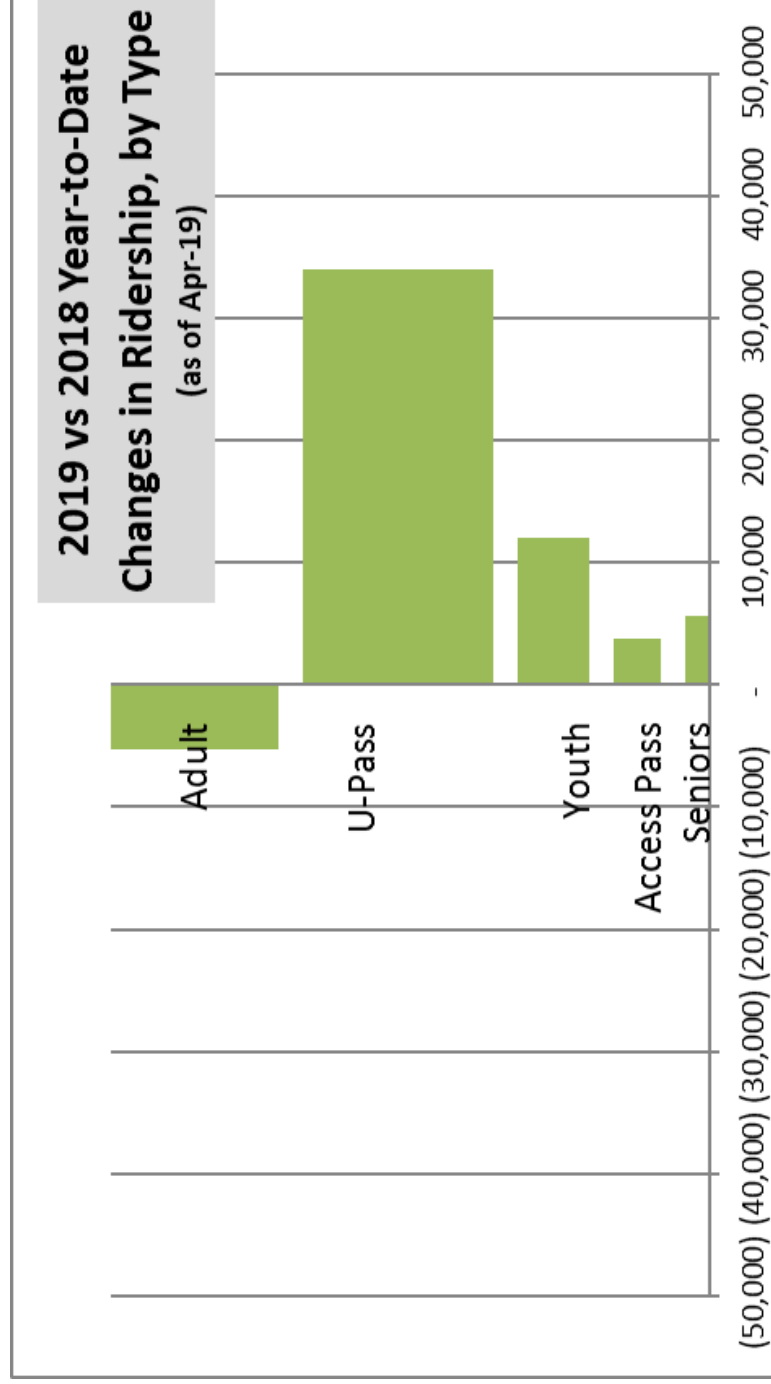
**June 5, 2019**



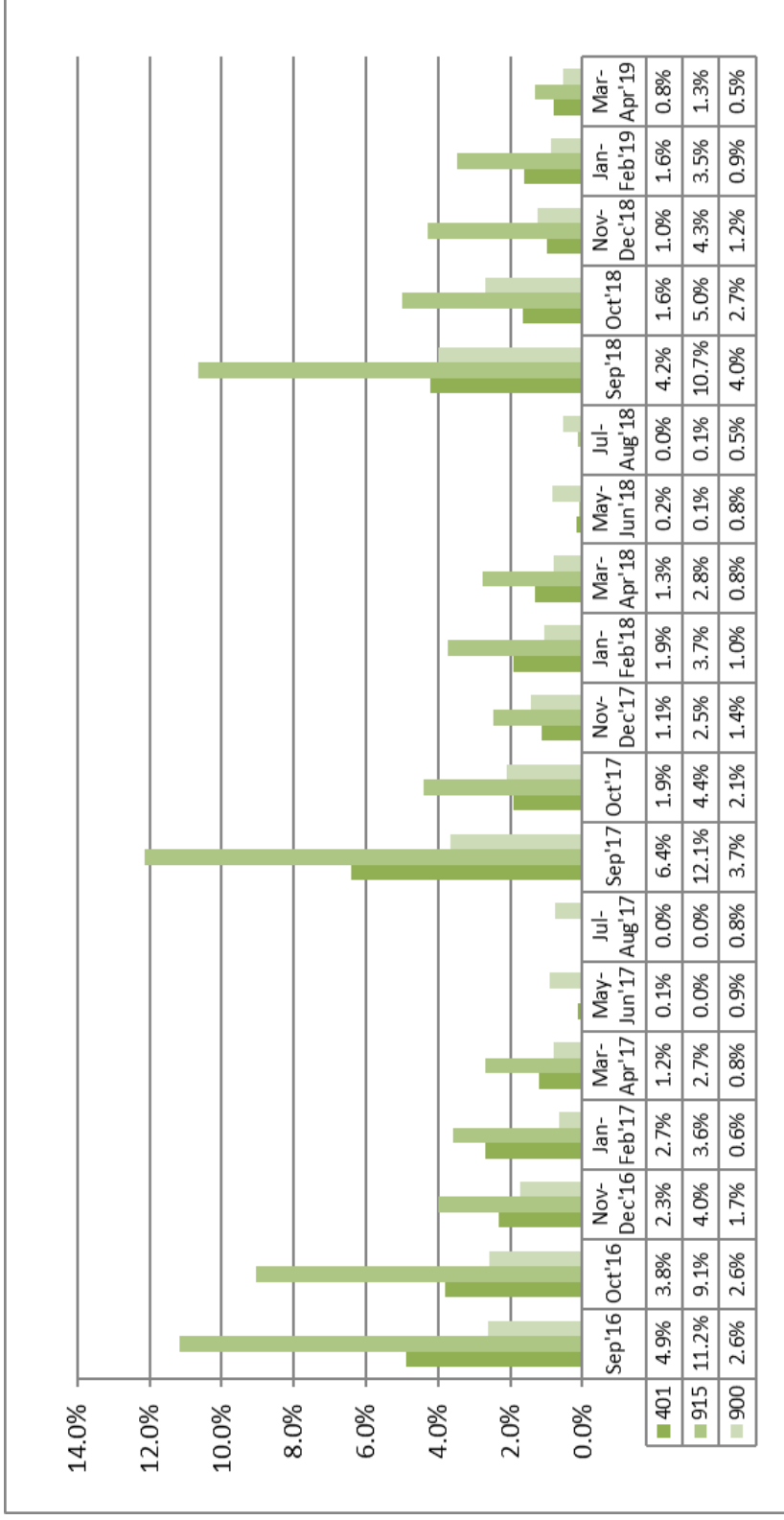
# Year-to-date ridership is 1.2 percent above last year's, 2.2 percent above budget target



# Every DRT market segment sees year-to-year ridership increase except Adults

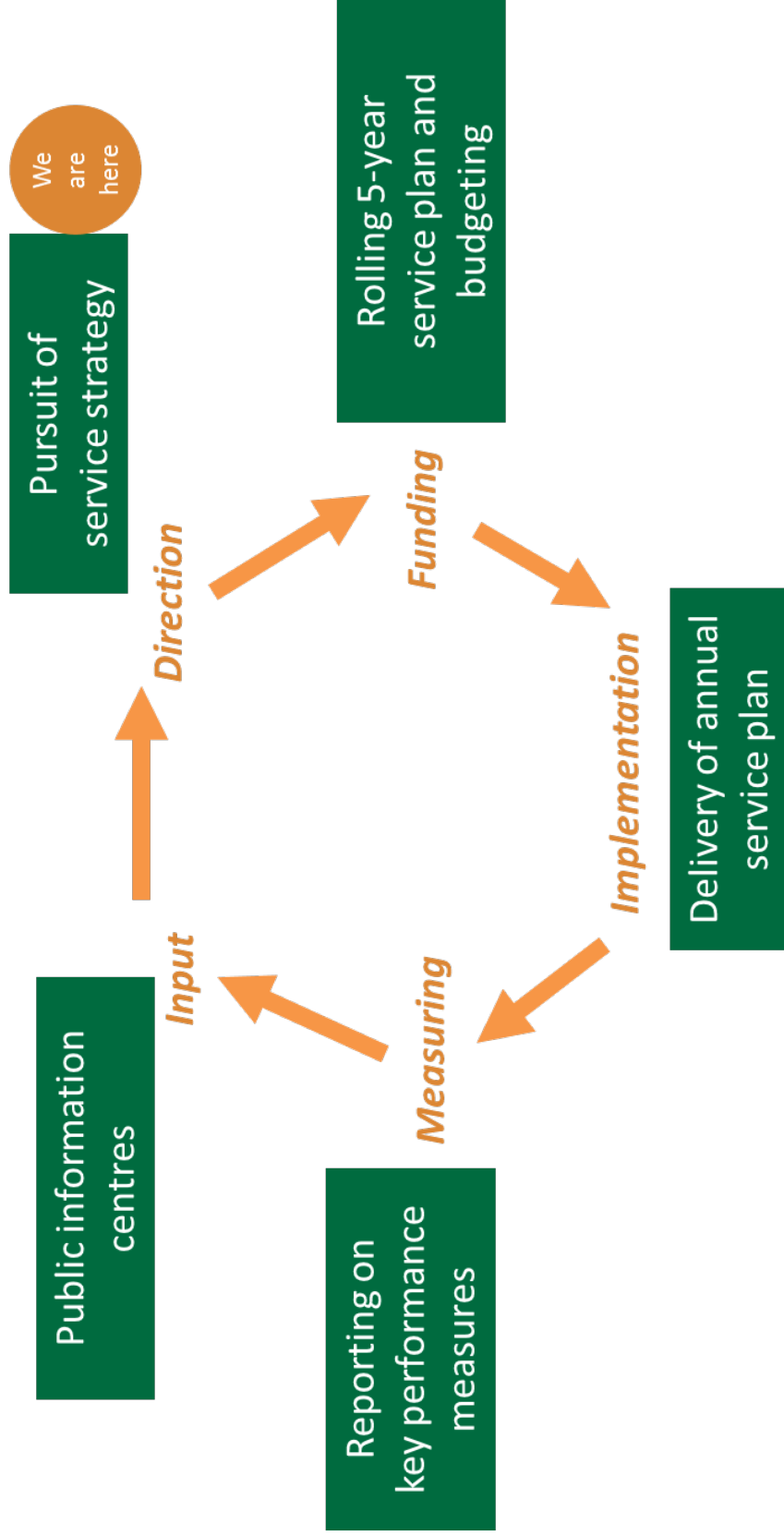


# “Bus full” occurrences



- Seasonal pattern
- Additional service hours have been reducing “bus full” occurrences, but ridership increases on DRT’s busiest routes, with the resulting heavier loads, lead to negative impact on customers

# DRT's annual service planning cycle



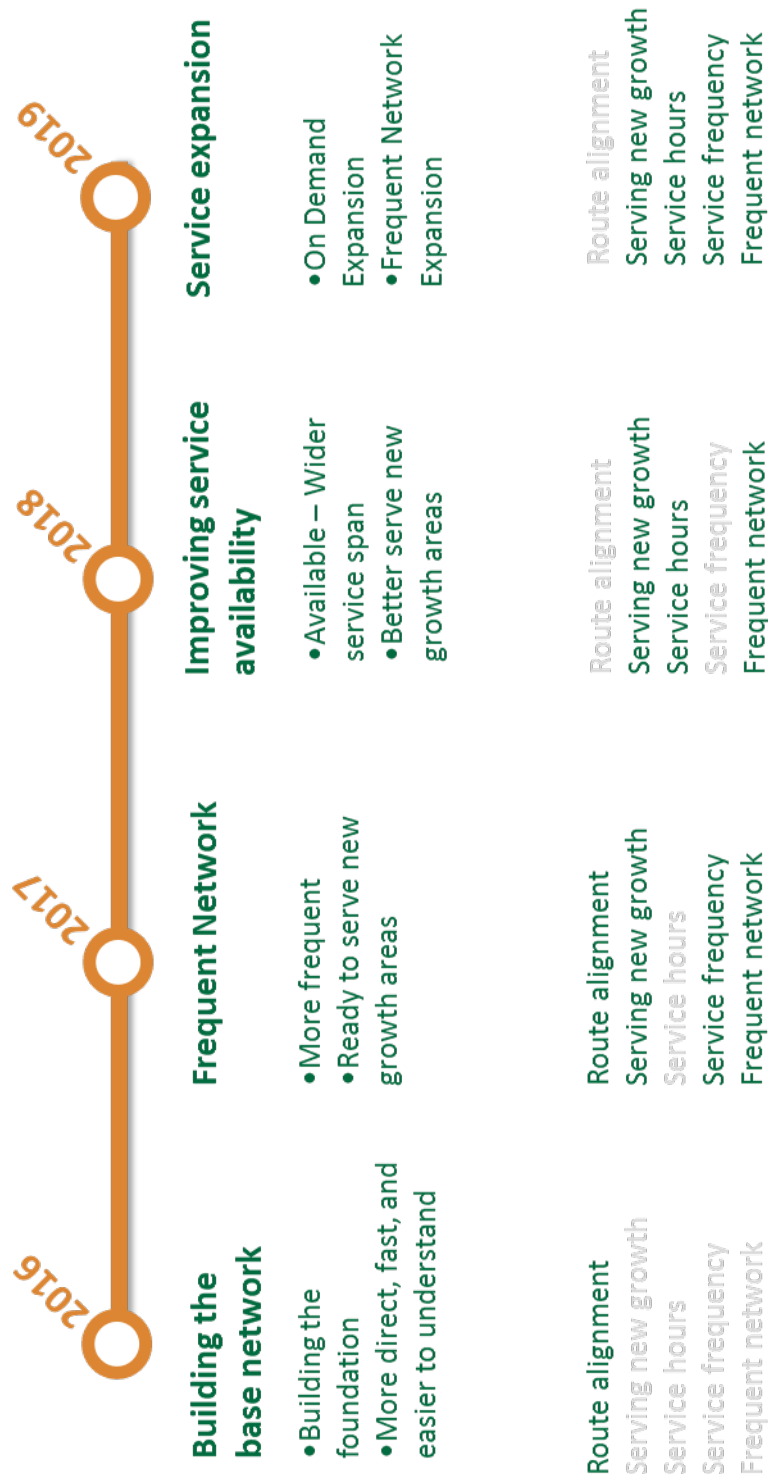
# Questions?

# 2020 Service Priorities

**Customer Experience  
Durham Region Transit**

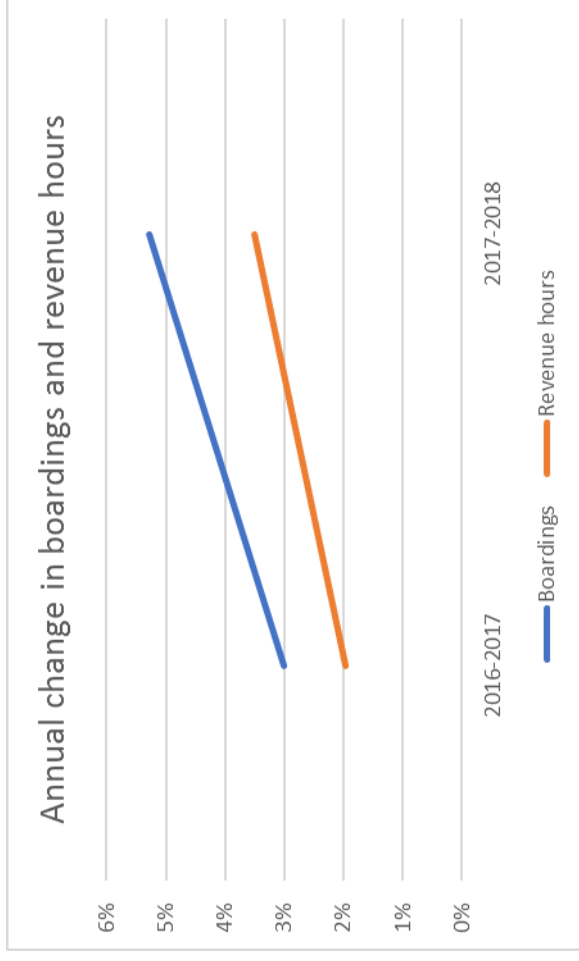
**June 5, 2019**

# 2016-2020 service strategy

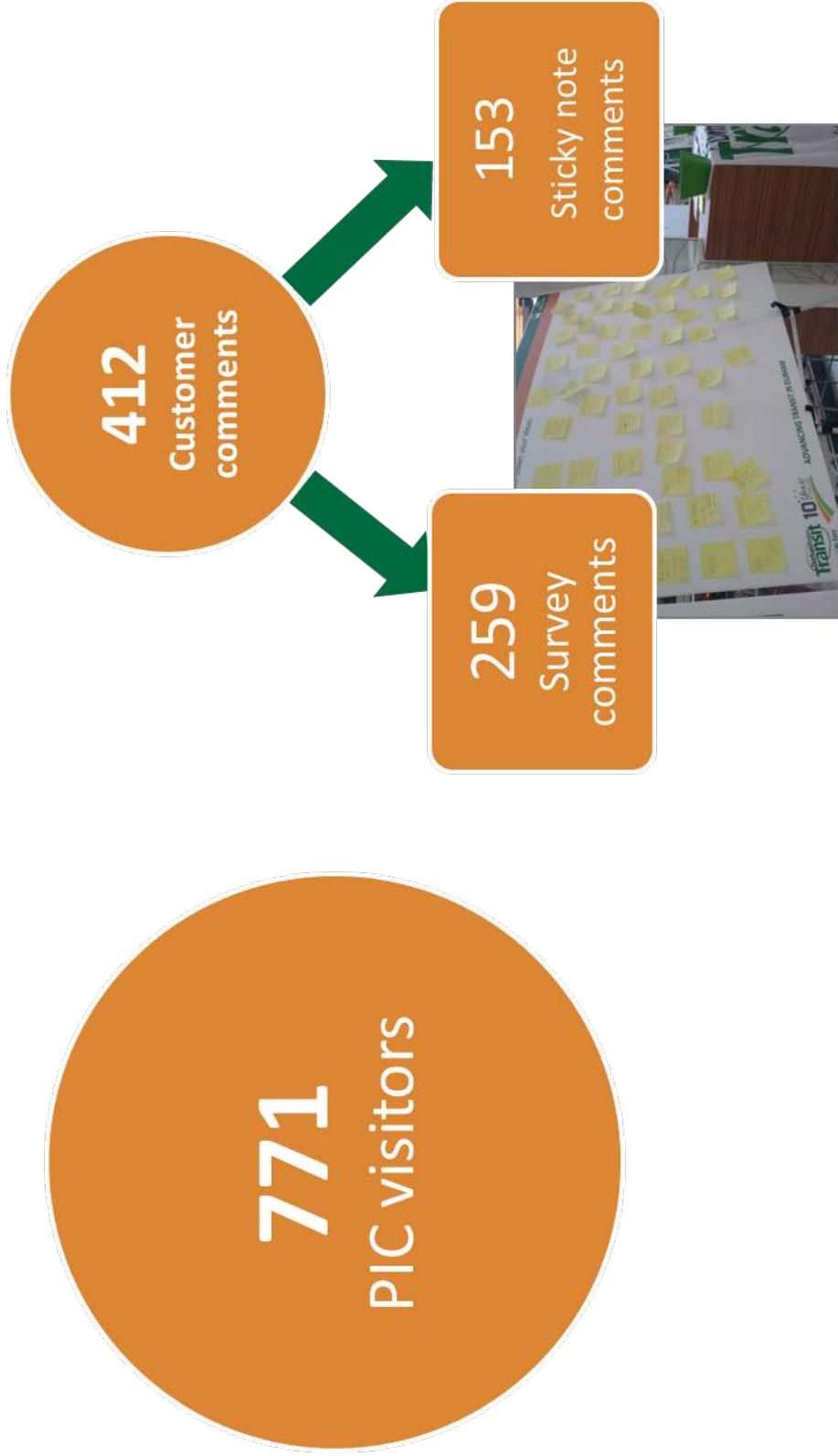


# 2016-2020 service strategy - cont'd

- 1 million new boardings from 2016 to 2018
- Growth in boardings on the network has outpaced increase in service year over year



# 2020 service priorities Engagement – annual PICs



# 2020 service priorities

## What we heard

	2019 comments	2018 comments	2019 vs. 2018
Bus Stop and customer information	31%	15%	↑
Service realignment	18%	18%	-
Span and frequency	18%	33%	↓
Other	12%	8%	↑
Connections and schedules	10%	13%	↓
Service reliability	7%	6%	↑
Fares	3%	2%	↑
Growth and capacity	1%	4%	↓

# 2020 service priorities

## Connecting to the GO train

- Improving frequencies on busy routes with new Lakeshore East Express trains
  - 120 Whites
  - 215 Salem North
  - 216 Harwood North
  - 223 Bayly
  - 224 Harwood-Salem
  - 305 Thickson
  - 915 Taunton
  - 916 Rossland
- Improving access to the Oshawa GO Station: faster and more frequent connections
  - 403 Park, 405 Wilson, 410 Olive-Harmony, 411 South Courtice, 422 Simcoe
  - Review 922 east of Oshawa GO Station
- New all-day, all-week service to Rouge Hill GO Station
  - Connect Finch (Pickering) and West Pickering to Rouge Hill GO Station

# 2020 service priorities

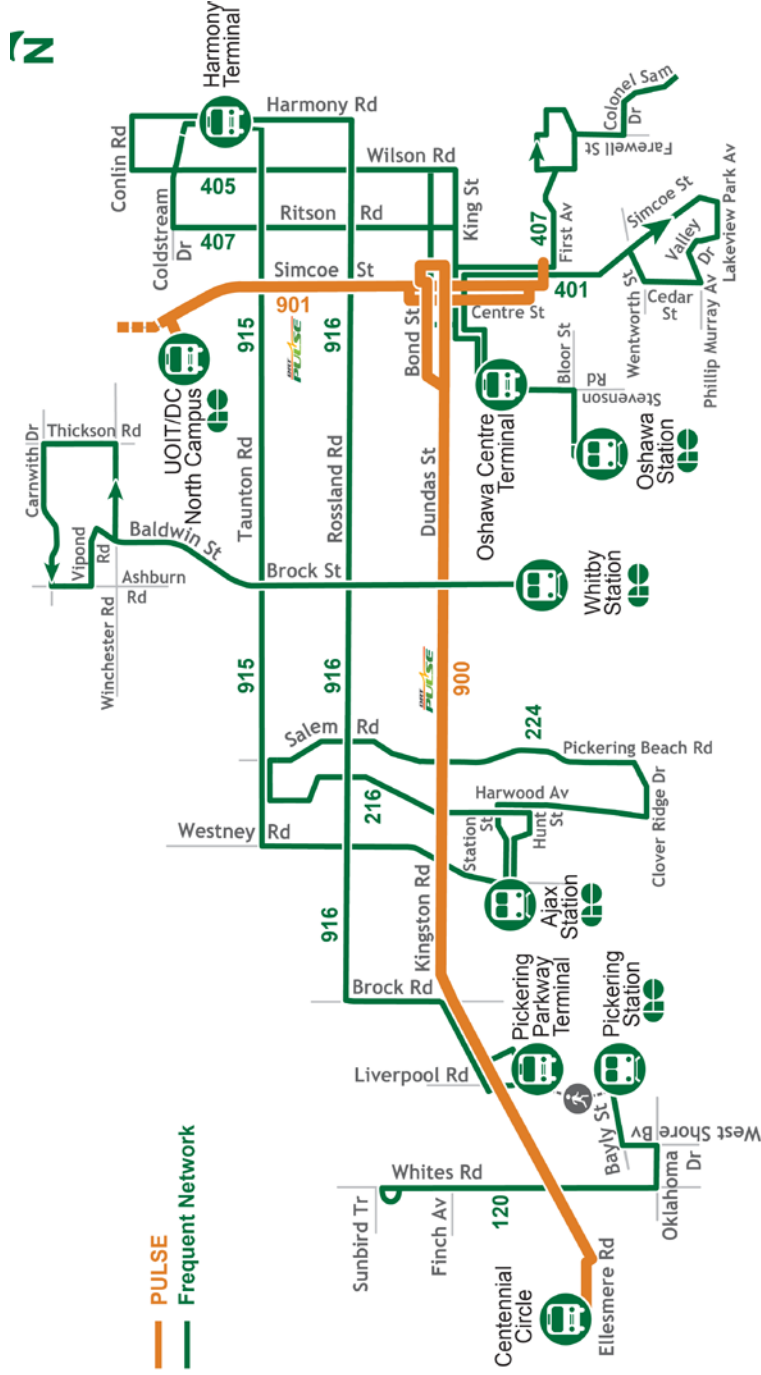
## Growth and employment

- Growing communities
  - Seaton (Pickering)
  - West Whitby (Whitby)
  - Brooklin (Whitby)
  - Kedron (Oshawa)
- Strengthening access to employment
  - Employment Surveys in partnership with local economic development
    - Summer 2019: Wentworth Corridor (Oshawa)
    - Fall 2019: Ajax, Pickering, Whitby
  - Propose service levels and schedules that align to shift times, meeting demand that is not currently met

# 2020 service priorities

## Frequent network

- Increasing capacity
  - PULSE 900 Highway 2 frequency improvements: Weekday peak and Saturday afternoons
  - 401 Simcoe and 915 Taunton during post-secondary classes
- Missing link
  - Highway 2 East: Oshawa Station – Oshawa Centre – Bowmanville



# 2020 service priorities

## Rural

- Rural service review
  - Determine the optimal service delivery model best suited to provide mobility in rural areas of Durham Region
  - Propose communication and outreach tactics that can successfully reach residents of Durham Region's rural areas to promote awareness of transit mobility options
  - Next steps
    - 2020: recommend changes to service delivery in rural areas
    - 2021+: Determine the feasibility of implementing the retained operating model for rural areas in place of lower use services in Pickering, Ajax, Whitby, Oshawa, and Clarington

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## Durham Region Transit Report

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To: Durham Region Transit Executive Committee  
From: General Manager, Durham Region Transit  
Report: [#2019-DRT-10](#)  
Date: June 5, 2019

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### **Subject:**

Radio Communications System: One Year Extension of Contract with Metrolinx

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### **Recommendation:**

THAT the Durham Region Transit Executive Committee approve:

Negotiation of a one-year extension from January 1, 2020 to December 31, 2020 to the existing contract with Metrolinx for Durham Region Transit (DRT) to continue to use Metrolinx's radio communication systems at an estimated annual operating cost of \$310,000 to be financed from DRT's 2020 annual Business Plans and Budgets.

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### **Report:**

#### **1. Discussion**

- 1.1 Before entering into the original contract with Metrolinx in January 2010, DRT evaluated radio system options, including potential collaborative efforts with the Region's radio system, and concluded that entering into a service agreement with Metrolinx utilizing GO Transit's system was the most favorable option for DRT. Further investigation was undertaken at that time to identify DRT's operational needs and confirm specific radio communication system requirements.
- 1.2 DRT and Metrolinx entered into amendment #1 of the contract in March 2011 to provide radio system maintenance services for equipment and other devices and materials. The amended agreement ensured a turnkey radio communication solution for DRT.
- 1.3 Amendment #2 of the original contract was for an additional five-year term, January 1, 2015 through December 31, 2019, for an annual value of approximately \$310,000.

- 1.4 Amendment #3 to the original contract provided for the replacement of 242 radios because of end of service support by the radio manufacturer. Metrolinx replaced the radios at no cost to Durham Region Transit and retained ownership of these radios.
- 1.5 The Region of Durham P25 trunked radio system, referred to as NextGen, has been operated by Durham Region Police Services since 2014, with Regional departments (such as Works) and several municipal and provincial partners throughout the Region now using the NextGen radio service. NextGen partners share the cost to operate and maintain the radio system and to purchase and maintain their radio equipment and related infrastructure.
- 1.6 This one-year contract extension, amendment #4, will enable DRT to complete a thorough operational and financial review of requirements for current and future communication systems and an analysis of options (including the NextGen system), This will also ensure an uninterrupted communication service through December 31, 2020.

## **2. Financial Implications**

- 2.1 Service and maintenance costs for the one-year extension with Metrolinx remain the same as the current agreement (\$310,000) to be financed from the 2020 DRT operating Business Plan and Budget.
- 2.2 Legal services have reviewed and endorsed the contract amendment for a one-year extension.

## **3. Next Steps**

- 3.1 A similar report will be presented to Finance and Administration Committee on June 11, 2019, and to Regional Council on June 26, 2019 to seek authorization to execute the agreement extension.

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

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To: Durham Region Transit Executive Committee  
From: General Manager, Durham Region Transit  
Report: [#2019-DRT-11](#)  
Date: June 5, 2019

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### **Subject:**

Multi-Year Governance Agreement for Joint Procurements Facilitated by Metrolinx

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### **Recommendation:**

That the Durham Region Transit Executive Committee authorize:

- A) Durham Region Transit (DRT), subject to Council authorizing the appropriate contract execution, to participate in joint competitive Request for Proposals (RFP) for the procurement of transit related vehicles, equipment, technologies, facilities and related supplies and services in conjunction with Metrolinx and other participating transit agencies in the province for a five-year period beginning in 2019 and ending 2024, with an option to renew until 2029; and
  - B) To meet Metrolinx's requirements, the Deputy General Manager, Maintenance, or a designate, to be DRT's representative in the process.
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### **Report:**

#### **1. Purpose**

- 1.1 The purpose of this report is to seek approval for DRT to continue to participate in Metrolinx sponsored procurement of vehicles, equipment, technologies, facilities and related supplies and services with other transit agencies in the province.

#### **2. Discussion**

- 2.1 Along with other transit agencies in the province, DRT has participated in several joint procurement initiatives for transit vehicles, equipment and technologies through the Metrolinx Transit Procurement Initiative (TPI) group, which manages and coordinates the process.

In addition to purchasing cost savings, Metrolinx joint transit procurement initiatives provide additional benefits to transit agencies such as: 1) services of an on-site vehicle inspector during bus manufacturing and 2) a fairness commissioner (as required) during bid evaluations. Historically there has been no cost to the transit agencies for these services.

The professional technical expertise of the Metrolinx TPI group combined with the industry expertise and knowledge of municipal requirements from the transit agency representatives, has produced well defined RFP documents and valuable input during bid evaluation processes.

Further, additional benefits of Metrolinx joint procurement initiatives include buying power, standardization of products, knowledge sharing among transit agency peers and reduced pressure on staff to create and evaluate RFP's and submissions in isolation. With each new RFP, specification benchmarks have been enhanced.

A similar report was approved by the Durham Region Transit Executive Committee on June 12, 2013 and an amendment for a one-year extension to the agreement was approved at Committee of the Whole on June 7, 2017.

### **3. Financial Implications**

- 3.1 The Region's Purchasing By-Law Section 13.0 permits the Region to enter into Cooperative Purchasing arrangements with public bodies provided that the method of acquisition used is a competitive process and awarding and reporting of such contracts is in accordance with the Region's Purchasing by-law.

DRT capital purchases through Metrolinx TPI competitive RFP procurements will be determined annually through the Region's Business Planning and Budget process.

### **4. Conclusion and Next Steps**

- 4.1 Participating in joint competitive RFP procurement initiatives provides many benefits, as listed above, and allows for timely acquisitions.
- 4.2 A similar report will be presented to the Finance and Administration Committee on June 11, 2019 to seek authorization to execute the necessary contracts.
- 4.3 For additional information, contacts: Audra McKinley, Deputy General Manager Maintenance, at 905-668-7711, extension 3758.

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



## Durham Region Transit Report

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To: Durham Region Transit Executive Committee  
From: General Manager, Durham Region Transit  
Report: [#2019-DRT-12](#)  
Date: June 5, 2019

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### **Subject:**

Durham Region Transit Automated Shuttle Pilot

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### **Recommendations:**

That the Transit Executive Committee authorize the General Manager of Durham Region Transit, working with Regional staff partners, to:

- A) Further discussions with Pacific Western Transportation on potential development of an automated shuttle demonstration pilot;
  - B) Identify and pursue funding sources to enable pilot deployment including other orders of government and in-kind and/or funding contributions from public and private sector partners; and
  - C) Report back to the Transit Executive Committee for approval of the terms of the pilot, including timelines, risk management, contract and funding arrangements with all contributing partners as necessary.
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### **Report:**

#### **1. Purpose**

- 1.1 This report updates the Transit Executive Committee (TEC) on ongoing efforts to pilot the application of automated, driverless shuttle technology in Durham Region, and to seek approval to continue discussions with the existing transit delivery contractor in Whitby on arrangements for a demonstration project.

#### **2. Background**

- 2.1 At its meeting of January 9, 2019, TEC received an information report outlining the

steps Durham Region Transit (DRT) is taking to better assess and prepare for the arrival of transportation innovations. This includes understanding how innovative technologies and service models can be leveraged to create value for DRT customers by benefiting the transit experience and/or producing financial efficiencies.

2.2 The report further identified four key areas of focus with respect to innovation including electric vehicles, ride sourcing and microtransit, data analytics, and autonomous and connected vehicles. With respect to automated vehicles the report highlighted that DRT is liaising with industry, transit and government partners on potential technology demonstrations and trials to further understand the benefits and challenges associated with the planning and application of these technologies.

2.3 DRT's efforts are reflective of broader interest across transit and transportation agencies to understand and prepare for the disruptive impacts of emerging technologies such as autonomous and connected vehicles. In many parts of the world transportation automation is underway, capitalizing on the reported operational, financial and customer service benefits the technology offers. Waymo, a subsidiary of Google's parent company Alphabet Inc., launched the world's first commercial driverless car service in the United States in late 2018.

### **3. Demonstration Project Objectives and Concepts**

3.1 DRT's interest in deploying an automated shuttle demonstration project, working in collaboration with the Region and other partners, is:

- a. To pilot the application of automated, driverless shuttle technology over a one-year period to better understand technology performance in a range of weather and traffic conditions;
- b. To assess the operational, financial and customer service benefits and implications of automated shuttle technology in community transit and first mile/last mile applications;
- c. To improve the Region's understanding of the necessary physical and digital infrastructure necessary to support safe and efficient operation of connected and automated/autonomous vehicles; and
- d. To raise the profile of Durham Region as a forward-looking jurisdiction preparing for coming changes in transportation and mobility.

3.2 DRT has contracted with Pacific Western Transportation (PWT) since 2017 to deliver transit services within the Town of Whitby and North Durham. This arrangement for third party transit service delivery in Whitby has been in place since

before Durham Region Transit was established in 2006. Under the current agreement, all vehicles operated by PWT in Whitby are owned by DRT. The current agreement does not include terms for the provision of automated vehicle service.

- 3.3 PWT has been deploying a fully accessible 12-person automated electric vehicle in partnership with municipalities in western Canada since September 2018. This includes successful controlled, short term deployments in Calgary, Edmonton, Vancouver and Surrey carrying a combined total of more than 11,000 passengers over 108 days and nearly 1,700 kilometres. The next shuttle deployment will be taking place over an extended period in Beaumont, Alberta between May and October 2019.
- 3.4 The shuttle is manufactured by EasyMile, which has deployed automated shuttles in over 70 cities and 20 countries in Asia, the Middle East, North America and Europe.
- 3.5 DRT has had preliminary concept discussions with PWT regarding a potential test of its fully driverless automated shuttle in the delivery of passenger transportation services over a one-year period in Durham Region in a first mile/last mile role, connecting south Whitby with GO and DRT transit services at Whitby Station. Metrolinx has expressed interest in partnering with DRT and contributing to the deployment of an automated shuttle at Whitby Station.
- 3.6 Under any demonstration project, the shuttle would be staffed with an on-board attendant at all times. The attendant will assist passengers with boarding, fare payment and other customer service needs. In the event of any technical or operational issues with the vehicle, the attendant is able to disengage the automated navigation system and assume control of the vehicle.

#### **4. Financial Implications**

- 4.1 Cost estimates associated with a potential pilot are under development. A business case analysis will be completed prior to implementation of a pilot of automated vehicle technology.
- 4.2 A thorough analysis of risk considerations is underway including assessment of the appropriate insurance for the pilot service.

#### **5. Next Steps**

- 5.1 DRT will work with Finance, Works and other Regional staff partners, to further define the terms of an automated shuttle demonstration project with PWT in

accordance with the Region's purchasing by-law. This includes timelines, funding, insurance and risk management requirements, connectivity and technology needs, road and traffic requirements along the proposed route, and vehicle charging and storage.

- 5.2 Prior to finalizing any arrangements with PWT and other contributing partners, DRT will report back to TEC to secure necessary approvals.
- 5.3 DRT is also advising on the development of a separate automated shuttle pilot being led by SmartCone Technologies Inc. in partnership with the Town of Whitby as a pilot project. This proposed project will link Iroquois Park Sports Centre with Downtown Whitby via an automated shuttle with the goal of relieving downtown parking pressures. Opportunities for synergies between the two demonstration projects will continue to be explored.

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



## Durham Region Transit Report

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To: Durham Region Transit Executive Committee  
From: General Manager, Durham Region Transit  
Report: [#2019-DRT-13](#)  
Date: June 5, 2019

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### **Subject:**

Policy regarding Surveillance System in DRT Vehicles

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### **Recommendation:**

THAT the Transit Executive Committee approve the revised policy attached regarding the Surveillance System in DRT Vehicles, effective June 6, 2019.

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### **Report:**

#### **1. Background**

- 1.1 Installation of video and audio recording systems in new DRT vehicles started with the introduction of the PULSE bus fleet in 2013. The Durham Region Transit Commission approved the original Onboard Security Video Surveillance Policy, Report 2012-DRT-28, on September 5, 2012, and further directed that the DRT's surveillance policy be separate from the Region's facility-related video surveillance policy.
- 1.2 TEC Report 2018-DRT-20 informed the Transit Executive Committee that through the Metrolinx Transit Procurement Initiative (TPI) process, a contract had been awarded to Seon Design Inc. for the procurement and installation of an onboard video surveillance system throughout the entire DRT revenue fleet (conventional and specialized buses). Installation of the new system is expected to be completed by the end of August 2019.
- 1.3 The original Onboard Security Video Surveillance Policy needs to be updated to reflect the current DRT organization and capabilities of the new surveillance system.

## **2. Discussion**

- 2.1 Principles of the original policy remain unchanged, balancing an individual's right to privacy and the need to protect the safety and security of the public transit network and the community, specifically passengers, pedestrians and DRT employees and assets, to investigate personal injury and other legal claims and proceedings, and to investigate and resolve operational matters as they may occur.
- 2.2 The proposed policy has been enhanced to be consistent with industry best practices.
- a. Updates responsibilities consistent with current organization
  - b. Applies to video and audio recordings
  - c. Extends policy requirements, where applicable, to third-party users such as contracted service providers
  - d. References existing labour relations practices that are relevant to the use of surveillance recordings for operational matters
  - e. Enables secure remote access (through the internet) to retrieve and view recordings
  - f. Provides for the use of an electronic system to automatically track and log all access to recordings
  - g. Specifies mandatory training for all persons authorized to use or maintain the surveillance system
- 2.3 There is an option to provide remote access, otherwise described as secure internet access, to Durham Regional Police Services (DRPS) through a separate Memorandum of Understanding. For investigative purposes, DRPS have the legal authority to request copies of records from DRT, including copies of surveillance recordings. Remote access would result in significant operational efficiencies for DRT by providing DRPS access to view surveillance recordings as part of their investigations. The process for DRPS to request copies of recordings would remain the same.
- 2.4 The proposed policy has been reviewed by Legal Services, Labour Relations, and the office of the Regional Clerk.

## **3. Attachment**

- 3.1 Attachment #1: Surveillance System in DRT Vehicles, revision date June 6, 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 Baxter-Trahair  
Chief Administrative Officer



## Policy Manual

<b>Title: Surveillance System in DRT Vehicles</b> <b>(original titled DRT Onboard Security Video Surveillance Policy)</b>	
<b>Issued: September 5, 2012</b>	<b>Page #: 1 of 12</b>
<b>Revised: July 1, 2019</b>	
<b>Approved by: General Manager</b>	

### 1. Policy Statement

- 1.1 It is the policy of Durham Region Transit (DRT) to utilize a Surveillance System on transit vehicles to
  - Ensure the safety and security of passengers, pedestrians, and DRT employees and assets;
  - Investigate personal injury and other legal claims and proceedings; and
  - Investigate and resolve Operational Matters.
- 1.2 DRT recognizes the need to balance an individual's right to privacy and the need to ensure the safety and security of the public transit network and the community. Although a transit bus is a public space, this policy is consistent with the principle of data minimization, which entails limiting the amount of personal information collected and retained to that which is necessary to fulfill the purposes of the lawfully authorized activity. DRT is committed to providing a safe and secure transit system for employees, passengers and pedestrians, and activities and systems that contribute to safety and crime prevention in the community.
- 1.3 While surveillance systems are installed on vehicles for criminal, safety, security, investigatory, and evidentiary reasons, DRT's Surveillance System is designed to minimize privacy intrusion. Proper surveillance, where deemed necessary, is one of the most effective means of helping to keep the DRT transit system operating in a safe, secure, and privacy protective manner.
- 1.4 This Policy has been developed to govern the Surveillance System for DRT vehicles, as more particularly set out in Section 2.1, and in accordance with the privacy provisions of the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) and the Privacy and Video Surveillance in Mass Transit Systems report (2008) from the Ontario Information and Privacy Commissioner.

## 2. Definitions

### 2.1 FOI Freedom of Information

	MFIPPA	Municipal Freedom of Information and Protection to Privacy Act
	Monitor	Active observation of Surveillance Recordings in real time, or systematic observation of Surveillance Recordings without a reasonable cause
	Operational Matter	Incident, event or occurrence in relation to a DRT vehicle or employee
Personal Information		As defined by MFIPPA
Remote Access		Access to an organizational information system by a user (or a process acting on behalf of a user) communicating through an external network (e.g., the Internet)
Surveillance Recordings		Information, including audio and video, recorded by the Surveillance System and stored on a Digital Video Recorder (DVR) or other storage device.
Surveillance Records		Copies of Surveillance Recordings, created for the purpose of: <ul style="list-style-type: none"> <li>a) complying with any warrant, summons, court order or other legal process that requires disclosure of Surveillance Recordings;</li> <li>b) complying with Freedom of Information requests and MFIPPA;</li> <li>c) supporting investigations of personal injury and other legal claims and proceedings; and</li> <li>d) supporting investigations into Operational Matters.</li> </ul>
Surveillance System		The physical or other mechanical or digital components of the Surveillance System installed on the vehicle or in a building, that enable continuous video and audio recording, observing or monitoring of the inside and outside of the vehicle, and for viewing Surveillance Recordings and producing Surveillance Records

### 2.2 Surveillance System

- A. DRT's Surveillance System may include the use of video and audio recording equipment/devices.
- B. DRT may use its Surveillance System on transit vehicles, including conventional and specialized transit vehicles, and non-revenue vehicles.

- C. Surveillance System equipment/devices at facilities will be installed within secure locations

### 2.3 Application

- A. This Policy is implemented by DRT staff. DRT contractors and service providers, and any third party who have responsibilities related to the Surveillance System will be made aware of this Policy, given instruction in meeting the Policy's requirements, and be required to agree in writing to comply with the requirements of this Policy.
- B. Surveillance Recordings will be used only for the purposes of detecting, deterring and investigating unlawful and safety/security activities, investigating personal injury and other legal claims and proceedings, and investigating and resolving Operational Matters.
- C. DRT staff will not Monitor the Surveillance System.
- D. Surveillance Recordings will not be used to Monitor the performance of employees. Behaviors observed when reviewing Surveillance Recordings while investigating an Operational Matter will be managed according to established labour relations practices.

### 2.4 Exceptions

This policy does not apply to the following:

- a) Covert surveillance used for law enforcement purposes. In those circumstances, either a statutory authority exists and/or the authority for the surveillance is lawfully obtained through a search warrant. Covert surveillance is surveillance conducted using hidden devices. If covert surveillance is not implemented pursuant to the conditions in the preceding paragraph, extra diligence in considering the use of the technology is required.
- b) Surveillance System components installed at Regional buildings including transit facilities, which are managed by Facilities Management

## 3. Roles and Responsibilities

### 3.1 General Manager, DRT:

The General Manager may delegate responsibilities under this Policy.

- a) Review the Policy every two years and when required forward recommendations to the Transit Executive Committee
- b) Receive and review status updates and annual audit results regarding staff compliance to this Policy
- c) Designate appropriate staff to produce Surveillance Records

- d) Immediately contact the Corporate Privacy Office and work with privacy staff to investigate any alleged privacy breach of this Policy

### 3.2 Deputy Manager, Business Services

- a) Ensure assigned staff comply with this Policy as it relates to privacy, storage, dissemination and documentation for disclosure of information.
- b) In consultation with the appropriate staff, develop training for DRT and contract staff regarding obligations and compliance with the MFIPPA and this Policy.
- c) In consultation with the appropriate staff, coordinate technical requirements and activities related to design, functionality, installation and upgrades to the Surveillance System.
- d) Immediately report all alleged privacy breaches of this Policy to the General Manager and in their absence, the Corporate Privacy Office.
- e) Undertake an annual self-assessment audit to ensure adherence to this Policy within areas of responsibility

### 3.3 Deputy General Manager, Operations

- a) Ensure assigned staff comply with this Policy as it relates to privacy, storage, dissemination and documentation for disclosure of information.
- b) Approve the locations on vehicles for installation of the Surveillance System in accordance with this Policy.
- c) Review requests for Surveillance Records and where such requests comply with MFIPPA and this Policy, authorize the Administrator to produce a copy of the appropriate Surveillance Recording(s).
- d) Consult with the Regional Clerk/Director of Legislative Services and /or Legal Services, for any issues related to MFIPPA requests.
- e) Support the Deputy Manager, Business Services, to develop training for DRT and contract staff regarding obligations and compliance with the MFIPPA and this Policy.
- f) Immediately report all alleged privacy breaches of this Policy to the General Manager and in their absence, the Corporate Privacy Office.
- g) Undertake an annual self-assessment audit to ensure adherence to this Policy within areas of responsibilities.

### 3.4 Deputy General Manager, Maintenance

- a) Ensure assigned staff comply with this Policy as it relates to privacy, storage, dissemination and documentation for disclosure of information.

- b) Ensure that Surveillance System equipment on DRT vehicles is maintained in a state of good repair.
- c) Delegate day-to-day maintenance of the Surveillance System on DRT Vehicles to designated staff, as appropriate.
- d) Support the Manager, Business Services, to develop training for DRT and contract staff regarding obligations and compliance with the MFIPPA and this Policy.
- e) Immediately report all alleged privacy breaches of this Policy to the General Manager and in their absence, the Corporate Privacy Office.
- f) Undertake an annual self-assessment audit to ensure adherence to this Policy within areas of responsibilities

### 3.5 Managers, Operations and Maintenance & Equipment

- a) Manage daily operational requirements for the Surveillance System.
- b) Ensure records of activities related to accessing Surveillance Recordings are maintained as outlined in this Policy.
- c) In consultation with the Deputy General Manager, Support Services, ensure relevant staff are trained in compliance with the MFIPPA and this Policy.

### 3.6 Supervisors, Operations

- a) Report any Surveillance System defects to maintenance staff.
- b) Document required information when accessing Surveillance Recordings.
  - c) Ensure no personal information obtained from Surveillance Recordings are disclosed to anyone without the approval of the applicable Manager.
  - d) Forward requests for a Surveillance Record to the Deputy General Manager, Operations

### 3.7 Administrator

- a) When approved by the Deputy General Manager, Operations, create required Surveillance Records
- b) Monitor and track requests and copies of Surveillance Records according to MFIPPA, this Policy, and corporate records management requirements.
- c) Oversee all documentation required and generated to implement this Policy

### 3.8 Director, Human Resources Departmental Services

- a) In consultation with the General Manager or designate, authorize release of Surveillance Records where employee information has been captured, when appropriate.

- b) Provide guidance on use of Surveillance Recordings in investigations where employee information has been captured.
- 3.9 Municipal Freedom of Information and Protection of Privacy Coordinator
  - a) Administer requirements of MFIPPA
  - b) Ensure DRT follows MFIPPA and meets their statutory obligations.
  - c) Respond to any inadvertent disclosures of personal information or any privacy complaints made to the Region or DRT, or Information and Privacy Commissioner (IPC)/Ontario and comply with Orders issued.
- 3.10 Corporate Services – Information Technology (CS-IT)
  - a) Service and support of the computer and Windows operating system used for the Surveillance System.
  - b) Service and support of the DRT network such as to facilitate remote access, except where the network is a component of the Surveillance System
- 3.11 Authorized Users, Contracted Service Providers
  - a) View Surveillance Recordings when investigating relevant Operational Matters
  - b) Prohibited to disclose, access or use information recorded by the Surveillance System, its components, files, or database for personal reasons, nor disclose, dispose, destroy, erase or alter any record without proper authorization from the Deputy General Manager, Operations, and without following the terms and conditions contained in this Policy.
- 3.12 Employees
  - a) Prohibited to disclose, access or use information recorded by the Surveillance System, its components, files, or database for personal reasons, nor disclose, dispose, destroy, erase or alter any record without proper authorization from the Deputy General Manager, Operations, and without following the terms and conditions contained in this Policy.

#### **4. Guidelines: Implementation of a Surveillance System**

##### **4.1 Designing Installing and Using Surveillance System Equipment**

When designing a Surveillance System and installing related equipment, the following must be considered:

- a) The ability to adjust cameras will be restricted to designated maintenance staff, so that cameras cannot be manipulated to overlook spaces that are not intended to be monitored by the surveillance program.

- b) Reception/recording equipment must be in a strictly controlled access area or system. Only staff designated by the appropriate Deputy General Manager will have access to the controlled access area/system and the reception/recording equipment.
- c) Every reasonable attempt should be made to ensure Surveillance System equipment is not in a position that enables the public and/or unauthorized staff to view images.
- d) Surveillance Recording components and related equipment will be installed at locations set out in Section 2.1 of this Policy, which may be amended from time to time.

#### 4.2 Notice of Use of Video Recording System

- a) DRT will post decals, visible to members of the public, at all entrances and/or prominently displayed on the perimeter of the vehicles with a Surveillance System installed.
- b) The notification requirements of this decal must inform individuals of the legal authority for the collection of personal information; the principal purpose(s) for which the personal information is intended to be used; and the title, business address, and telephone number of someone who can answer questions about the collection.

#### 4.3 Personal Authorized to Operate and Maintain Surveillance System Equipment

Only authorized agents assigned by the General Manager or designate, as specific in Schedule A, will be permitted to operate the Surveillance System to view Surveillance Recordings, create Surveillance Records and maintain the Surveillance System installed on DRT vehicles. All employees and representatives of third parties with responsibilities outlined in this Policy, will acknowledge in writing that they have received training with respect to their confidentiality obligations and that they understand those obligations.

#### 4.4 Breach of Policy

The General Manager, Municipal Freedom of Information and Protection of Privacy Coordinator, Director Human Resources and Legal Services, as needed, will investigate and respond to any breach or alleged breach of this Policy.

### 5. Surveillance Equipment/Records

#### 5.1 Types of Recording Devices:

DRT may use a Digital Video Recorder system (DVR) and may implement technology replacements and/or upgrades, as required. As recommended by the Information and Privacy Commissioner of Ontario, the following retention periods will apply.

- Information collected by the Surveillance System that has not been used will be retained for use, unless otherwise required as outlined in the Policy, for a period of 72 hours.

## 5.2 Record Identification

All Surveillance Records will be clearly identified (labelled) as to the date and location of origin including being labelled with a unique, sequential number or other verifiable symbol. On a vehicle or in a facility with a DVR that stores recordings/information directly on a hard drive, the computer time and date stamp will be understood to be this identification.

Each user or facility, as applicable, will maintain records of activities related to recording devices and records according to the Region's Records Retention By-law. The activities include information regarding the use, maintenance, access and storage of recorded material.

## 5.3 Remote Access

DRT may use remote access to retrieve, view, operate, maintain or audit all or part of the Surveillance System. DRT further reserves the right to provide remote access to law enforcement agencies for law enforcement purposes. Any remote access provided to law enforcement agencies will contain a provision allowing DRT to conduct annual audits relating to the use and disclosure of information obtained through the Surveillance System and any such audits will be performed in accordance with this Policy.

Where the Surveillance System does not provide appropriate electronic recording of user activities, physical logbooks will be maintained at each site location to record all activities related to Surveillance System devices and records. The activities include all information regarding the use, maintenance and storage of records; and all instances of access to, and use of, recorded material. All entries will include name of authorized agent, date, time and activity. The logbook or electronic alternative must remain in a safe and secure location at the remote access site location, where applicable.

# 6. Audit to Surveillance Recordings

## 6.1 Annual Audit

DRT will undertake an annual risk-based, self-assessment audit to ensure adherence to this Policy. Auditing may include verification that reported incidents were properly recorded, procedures on security, retention and disposal of equipment and recorded information have been followed and requests for information have been tracked and responded to accordingly. Any deficiencies or concerns identified will be resolved.

# 7. Access to Surveillance Recordings

## 7.1 Access

Access to Surveillance Recordings will be restricted to authorized agents specified in Appendix A, to comply with the roles and responsibilities as outlined in this Policy.

## 7.2 Storage

All storage devices that are not in use must be stored securely in a locked receptacle located in an access-controlled area.

## 7.3 Viewing Surveillance Recordings

Only authorized personnel or agents listed in Schedule A, are permitted to view and retrieve Surveillance Recordings. Surveillance Recordings will be viewed in a controlled area. Every reasonable attempt will be made to ensure that recordings are not viewable or can be heard by other individuals.

## 7.4 Access to Information Requests

All requests for Surveillance Records where disclosure may be inconsistent with the principle purposes of the collection will be directed to the Regional Clerk/Director of Legislative Services for processing. A person requesting access to a Surveillance Record is required to follow the requirements of the Region of Durham in making a Freedom of Information (FOI) request (available at [www.Durham.ca](http://www.Durham.ca) or by contacting the Regional Clerk/Municipal Freedom of Information and Protection of Privacy Coordinator).

DRT will comply with any warrant, summons, court order or other legal process that requires disclosure of surveillance images or information, subject to consultation with the Regional Solicitor and Municipal Freedom of Information and Protection of Privacy Coordinator.

## 7.5 Surveillance Records – Law Enforcement, Security, Safety and Evidentiary Purposes

Release of Surveillance Records must support the purposes of this Policy and requires the approval of the General Manager or designate. The General Manager or designate will consult, as required, with the Region's Municipal Freedom of Information and Protection of Privacy Coordinator, Legal Services or Director Human Resources, prior to releasing Surveillance Records.

Requests, including law enforcement agencies or regulatory agencies, will be in writing and must identify the legal authority under which the agency is requesting disclosure unless the agency requests immediate access for reasons including imminent danger, hot pursuit or serious threat to public and/or worker health and safety. In this case, provided the images and information are logged for tracking purposes, the information may be disclosed by the General Manager or designate without a written request.

For each Surveillance Record DRT will record the following information:

- a) The date and time of the original, recorded incident including the designated name/number of the applicable hardware, vehicle, property, requester, type of incident and associated tracking numbers.
- b) The name of the Administrator creating the record.

- c) The time and date the record was sealed.
- d) The time and date the sealed record was provided to the requester.
- e) The name and signature of an authorized person representing the requester.

DRT will maintain a copy of all Surveillance Records, in accordance with the requirements of this Policy.

#### 7.6 Custody, Control, Retention and Disposal of Video Records/Recordings

DRT retains custody and control of all original Surveillance Recordings. Surveillance Records are subject to the access and privacy requirements of the MFIPPA, which includes but is not limited to the prohibition of DRT employees and contractors from access, or use of information from the Surveillance System, its components, files, or database for personal reasons.

Surveillance Records produced from the Surveillance System will be retained for two (2) years from the date the information was used by DRT as part of a labour relations activity or other legal claim or proceeding, a law enforcement agency as part of a criminal, safety, or security investigation or for evidentiary purposes; and for thirty days if used for operational purposes.

DRT will take all reasonable efforts to ensure the security of records in its control / custody and ensure their safe and secure disposal. Old storage devices will be disposed in accordance with Regional policy 14.21, System Acquisition, Maintenance, and Disposal, and applicable technology asset disposal processes ensuring personal information is erased prior to disposal and cannot be retrieved or reconstructed. Disposal methods may include shredding, burning, or erasing depending on the type of storage device.

Except for records retained for labour relations, criminal, safety, or security investigations or for evidentiary purposes, Surveillance Recordings will not be available to be used after 72 hours.

#### 7.7 Unauthorized Access and/or Disclosure (Privacy Breach)

A DRT Employee or contractor who becomes aware of any unauthorized disclosure of a Surveillance Record in contravention of this Policy and/or a potential privacy breach will immediately notify the General Manager through their respective Manager or Deputy General Manager.

Upon confirmation of the existence of a privacy breach, the General Manager will notify the Corporate Privacy Office who will notify the Information and Privacy Officer of Ontario (IPC) and work constructively with the IPC staff to mitigate the extent of the privacy breach and to review the adequacy of privacy protection within the existing Policy.

The Deputy General Manager will inform the General Manager of events that have led up to the privacy breach. The employee or contractor will work with the Deputy General Manager or designate to take all reasonable actions to recover the record and limit the record's disclosure.

The Corporate Privacy Office will notify, where possible, affected parties whose Personal Information was inappropriately disclosed. The General Manager, in consultation with the Deputy General Manager or designate will investigate the cause of the disclosure with the goal of eliminating potential future occurrences.

A breach of this Policy by an employee of DRT may result in discipline, up to and including dismissal. A breach of this Policy by a third party with responsibilities under this Policy will result in the appropriate and applicable accountability measures.

#### 7.8 Public Inquires about the Policy

An employee receiving an inquiry from the public regarding this Policy will direct the person to [www.durhamregiontransit.com](http://www.durhamregiontransit.com) for information and to provide feedback.

#### 7.9 Review of Surveillance System in DRT Vehicles Policy

This Policy will be reviewed every two years by the General Manager who will forward recommendations for update, if any, to the Transit Executive Committee for approval.

### 8. Reference Sources

- a) Municipal Freedom of Information and Protection of Privacy Act;
- b) Ontario Information Privacy Commissioner Privacy Investigative Report MC07-68, Privacy and Video Surveillance in Mass Transit Systems, March 3, 2008.
- c) Guidelines for the Use of Video Surveillance, October 2015, Information and Privacy Commission of Ontario
- d) Region of Durham Policy 14.21, System Acquisition, Maintenance, and Disposal

## **SCHEDULE “A” - DESIGNATED PERSONNEL**

For this policy, the personnel designated as authorized agents shall be as follows and includes any successor positions and other Regional employees or agents authorized under privacy legislation.

### **Approve the release of information for law enforcement or legal proceedings**

- General Manager, DRT or designate
- Regional Solicitor

### **Approved to view information**

- General Manager, DRT or designate
- Director, Human Resources Departmental Services or designate
- Regional Solicitor
- Municipal Freedom of Information and Protection of Privacy Coordinator
- Manager of Contracted Service Provider or designate

### **Approved to retrieve and view information**

- Deputy General Manager, Operations, DRT
- Deputy General Manager, Maintenance, DRT
- Deputy General Manager, Business Services, DRT
- Manager, Customer Experience, DRT
- Manager, Operations, DRT
- Manager, Specialized Services, DRT
- Supervisor, Operations, DRT
- Supervisor, Specialized Services, DRT
- Administrative Assistant to the General Manager, DRT or designate

### **Approved to create surveillance records**

- Administrative Assistant to the General Manager, DRT or designate



## Durham Region Transit Report

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To: Durham Region Transit Executive Committee  
From: General Manager, Durham Region Transit  
Report: [#2019-DRT-14](#)  
Date: June 5, 2019

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### **Subject:**

Low Income Transit Assistance Program (LTAP) Pilot

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### **Recommendations:**

That the Transit Executive Committee authorize the General Manager of Durham Region Transit (DRT) to implement the Low Income Transit Assistance Program (LTAP) pilot, subject to the following:

- A) Effective November 1, 2019 and for the duration of the pilot up to March 31, 2021, the current Access pass be replaced with a special concession on the PRESTO card providing unlimited free trips on DRT in any given month after 14 trips have been paid for at the PRESTO Adult fare in the same month;
- B) The eligibility for this LTAP pilot be open to all social assistance beneficiaries of the Ontario Disability Support Program and Ontario Works;
- C) \$30,000 for the provision of free PRESTO cards to program participants be funded from within DRT's approved 2019 budget for ridership incentive initiatives, program revenue impacts be monitored and reported in subsequent budget status reports, and DRT to include all 2020 pilot costs in its 2020 budget submission; and
- D) DRT and Durham Social Services, in collaboration with Finance, to report back through the 2021 budget process on LTAP pilot uptake and proposed modifications as the case may be, including potential pilot expansion to cover additional low income residents of Durham Region.

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**Report:****1. Purpose**

- 1.1 This report presents the results of the low income travel study conducted in the Fall of 2018 by DRT and Durham Social Services. To better meet the needs of low income travelers, it also proposes replacing the current DRT Access pass program with a Low Income Transit Assistance Program (LTAP) pilot that would expand access to reduced transit fares to all social assistance recipients under the Ontario Disability Support (ODSP) and Ontario Works (OW) programs. The current DRT Access pass program is available to ODSP recipients only.

**2. Background**

- 2.1 The Access pass program offers Ontario Disability Support Program (ODSP) beneficiaries a monthly pass for unlimited travel on DRT discounted to \$46.00 per month, equivalent to 39 percent of an Adult monthly pass at \$117.00. The Access pass is a paper fare, which an eligible customer purchases by visiting one of 28 points of sale in Durham Region with his/her monthly ODSP statement as proof of eligibility. The customer is currently able to travel on all DRT conventional and specialized services, in addition to GO bus services in Durham Region covered by the DRT-Metrolinx “One Fare” agreement, by presenting the pass to the operator when boarding.
- 2.2 Access pass ridership on DRT has increased significantly since its introduction in 2006. Over the ten years from 2008 to 2018, Access pass ridership increased from 285,000 rides to nearly 958,000 – or 235 percent. In 2018, the Access pass represented about nine percent of DRT’s overall ridership and four percent of annual revenue (\$1.1M). On average DRT sells 1,900 Access passes each month, amounting to a total discount value of \$1.3M annually. DRT receives an annual allocation of \$350,000 in Regional funding through the Non-Departmental Budget as a partial offset to the discounted Access pass fare.
- 2.3 Many jurisdictions in Ontario currently have in place transit incentive/discount programs for low income residents. A summary is provided in Attachment 1. Some programs target social assistance recipients only while others are open to the broader low income population. Many programs leverage community/social services departments or third party community agencies to administer the program outside of the transit agency (including eligibility determination). Financing often leverages broader funding sources external to the transit agency, recognizing both the limited

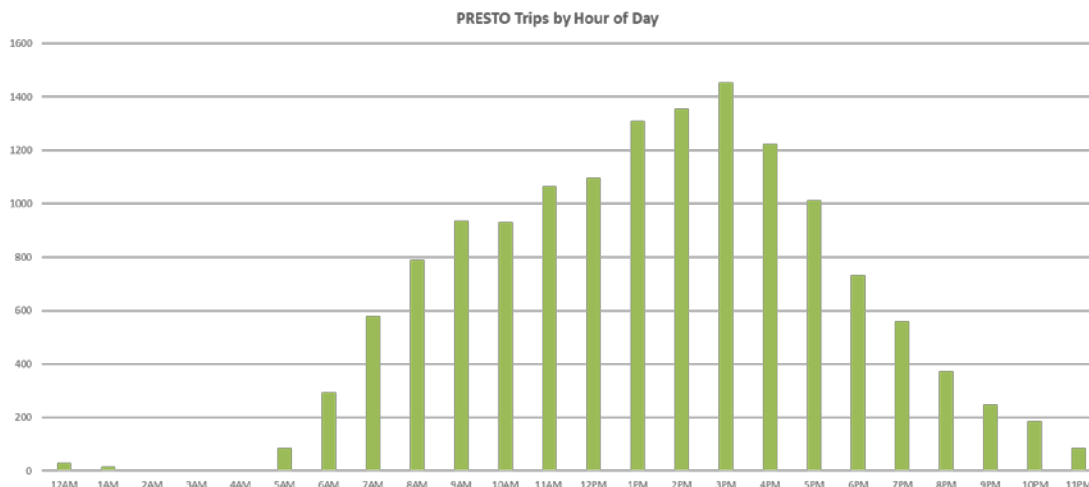
capacity of transit agencies to fund robust income support incentives, as well as the system wide benefits that access to transportation can provide in connecting persons with low incomes with employment, education and health care opportunities.

### **3. DRT Social Services Low Income Travel Study**

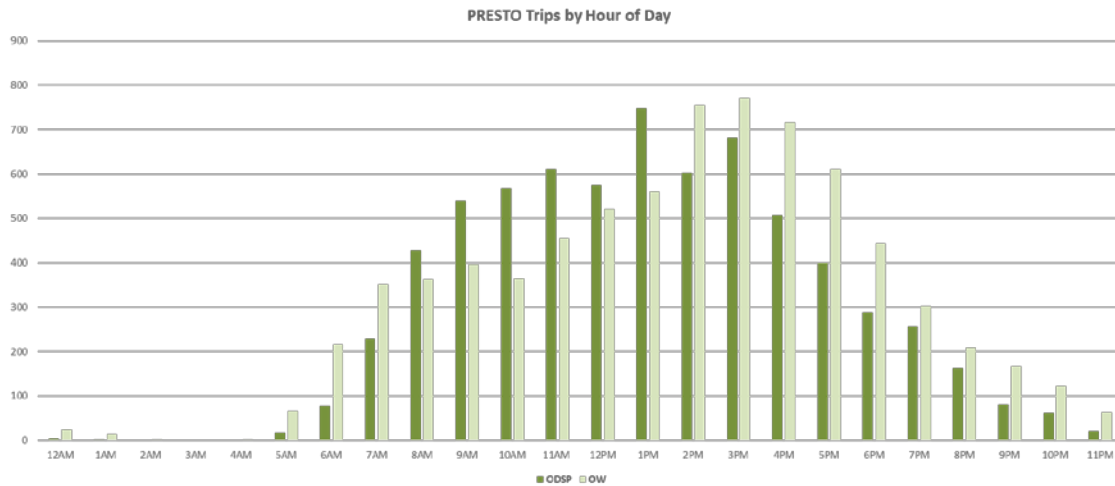
- 3.1 In the Fall of 2018, DRT, in collaboration with Durham Region Social Services, undertook a study to better understand the travel needs of low income residents of the region. Data collection for the study was conducted in two phases. The first phase consisted of a random intercept survey of ODSP and OW clients in late September aimed at understanding typical travel needs and choices. Surveying was conducted on site at three locations including the OW offices at Durham Region Headquarters in Whitby and 200 John Street West in Oshawa, and at the ODSP office at 850 King Street West in Oshawa. For phase 2, participants were provided with a PRESTO card pre-loaded with a monthly Access Pass for use on DRT throughout the month of October.
- 3.2 A total of 398 social assistance recipients completed the phase one survey and were provided with a PRESTO card for phase two. This consisted of 161 ODSP and 237 OW recipients. Of these, a total of 295 PRESTO records compiled during phase two were deemed useable for the purposes of further analysis, including 129 ODSP and 166 OW recipients. Reasons for removal of the other records included an absence of recorded trips, data irregularities and lost cards.
- 3.3 In total, the study participants took 6,859 trips on DRT during the month, an average of 23.3 trips per participant. Additionally, the median number of trips taken during the study was 18, meaning 50 percent of participants took transit fewer than 18 times while the other half travelled on transit more than 18 times. The graph below illustrates actual trip frequencies for ODSP and OW study participants:



- 3.4 With respect to transit trips by time of day, the majority of trips by study participants were made during mid-day with peak travel occurring between the hours of 1:00 pm and 3:00 pm:



- 3.5 The data also suggests that the travel profiles of ODSP and OW recipients differ in their daily patterns. For ODSP participants, travel most frequently took place during the hours of 1:00 pm and 3:00 pm, while peak period trended later in the day for OW participants between 2:00 pm and 4:00 pm. The graph below highlights this profile:



- 3.6 The study findings also suggest that social assistance recipients over 40 years of age make more frequent use of transit. Age 51 to 60 was the most frequent user making an average of 27 trips followed by 41 to 50 (26 trips) and 61 and over (25 trips). This compares to the less frequent transit use of younger age groups including those aged 31 to 40 (21 trips), 25 to 30 (22 trips) and 18 to 24 (19 trips).
- 3.7 With respect to household composition, couples with children was the most frequent transit user type with an average of 25 trips. Singles were the largest household composition type accounting for 52 percent of all study participants, with an average transit trip rate of 23.6. Single parents were the second most frequent household type at 26 percent of respondents with an average of 21.4 transit trips, while couples (no children) averaged just 14.9 trips.

#### 4. Low Income Transit Assistance Program (LTAP)

- 4.1 In considering the results of the low income travel study, the following key principles were established to guide the review, consideration and proposal of appropriate supports and program updates:
- Provide added value to low income customers to improve transit access and affordability;
  - Leverage all means available to reduce the stigma associated with the validation and display of the current paper Access pass;
  - Keep the program simple and easy for customers and DRT staff to understand eligibility and usage requirements;
  - Minimize program costs and administration requirements for the Region and DRT; and

- e. Make the program scalable to enable eligibility adjustments based on program uptake and impact.
- 4.2 DRT is proposing the establishment of a new Low Income Transit Assistance Program (LTAP) pilot toward replacing the current Access pass. In developing LTAP, DRT in collaboration with Social Services and Finance, reviewed several pilot design options offering a range of eligibility, administrative and fare product solutions. This included:
- a. Maintaining eligibility to Ontario Disability Support Program (ODSP) recipients only versus expanding to include Ontario Works (OW) beneficiaries and the broader working poor;
  - b. Various program administration and pass distribution options between direct DRT delivery and delivery via ODSP and OW offices;
  - c. Monthly validation and renewal requirements for program access versus extended eligibility periods that minimize administration for both the Region and customers;
  - d. Assessment of fare product options including continuation of monthly paper pass, PRESTO card monthly pass and PRESTO card e-purse solutions (including confirmation with Metrolinx on feasibility of technology solutions); and
  - e. Financial implications resulting from eligibility, administration and fare adjustments.
- 4.3 Through this analysis and consultation with Social Services and Finance, pilot design was further refined in an effort to optimize benefits while minimizing administrative demands. The resulting LTAP pilot design outlined below best addresses the key principles established in Section 4.1 above. Key components of the pilot include:
- a. Expand eligibility from ODSP recipients only under the current Access pass program to include all social assistance recipients (ODSP and OW).
  - b. Shift from the current paper-based monthly Access pass to an electronic PRESTO card with a capped e-purse solution. Each month an eligible customer will be eligible for unlimited travel after 14 single Adult fare paid trips. A customer would pay \$44.80 to reach unlimited rides, \$1.20 less than the current \$46.00 monthly cost of an Access pass and a 62 percent discount on the monthly Adult pass.
  - c. The PRESTO card would be loaded with a low income concession which is

valid for six months. After initial eligibility determination with the customer's ODSP or OW statement, eligibility would only need to be re-validated every six months. The customer can continue to add e-purse value to their card through all PRESTO sales channels during the six-month period. If a customer exited social assistance within the six-month period they would continue to be eligible as a transition support. A sticker would be applied to the card at initial eligibility determination as a reminder to the customer of the concession expiry date. After the low income concession expires the card would default to an Adult concession with no cap, for continued use and loading of e-purse funds or standard monthly pass products.

- d. The PRESTO card would need to be registered for the low income concession to be activated. Card registration reduces the possibility of card misuse and provides protection for the value loaded on the card should the card be lost or stolen.
- e. All members of a family unit in accordance with the ODSP or OW statement would be eligible for the program. Children aged 12 and under travel free on all DRT services since May 1, 2019, per 2019 budget approval.
- f. The PRESTO card acquisition fee of \$6.00 would be waived for the first card provided to each eligible individual and family member participating in the pilot during initial start-up in November and December 2019. Replacement cards will continue to be charged a \$6.00 fee.
- g. As part of pilot start-up, including education and awareness efforts, DRT would embed a customer service representative at the Durham Social Services' John Street location in Oshawa to assist with card loading and registrations

4.4 As designed, the proposed LTAP pass would offer a number of benefits for eligible customers, DRT and Social Services. These include:

- a. Program eligibility of about 20,000 ODSP beneficiaries per month expanded to include an additional 15,000 OW beneficiaries, while removing discrepancy in transit supports available between social assistance programs.
- b. Reduced stigma for eligible customers associated with having to display the current paper Access pass each time the customer boards the bus. With a PRESTO card based program, the customer will simply tap their card as other passengers do.
- c. Under the current Access Pass program, many eligible customers may lack

sufficient funds to purchase a full month's pass at one time. The shift to PRESTO card e-purse combined with a monthly cap allows eligible customers to either pay all at once for the month or add funds as required. A total of 14 trips could be made before reaching the \$44.80 cap. Based on the results of the low income travel study, about 45 percent of OW and ODSP clients who use transit make fewer than 15 trips on transit per month. Any unused funds added remain on the card and can be used for travel the following month.

- d. For customers who travel more, the pilot would provide certainty that will benefit unlimited travel after 14 single trip fares are paid. For Ontario Works clients who are currently not eligible for the Access pass program, the cost for a full month of unlimited travel on DRT would be reduced to \$44.80 from \$117.00 for an adult monthly pass.
- e. Leveraging the PRESTO card for the pilot would enable eligible customers to add card value incrementally through any PRESTO point of sale as funds become available to them. This includes on-line and in-person at DRT PRESTO locations and third party points of sale such as Shoppers Drug Mart (allowing for cash payments). The cap would continue to apply under either scenario. The PRESTO card also enables eligible customers to benefit from a lower single trip fare compared to the higher cash fare.
- f. Moving to eligibility determination every six months would reduce the need for the customer to bring in their social assistance statement to a point of sale each month for validation as is current practice with the Access pass. This also reduces the administrative requirements for DRT and third party point of sale staff.
- g. The six-month concession also means that customers who exit social assistance within that window would continue to be eligible for the program providing an important transitional support as they look to solidify new employment opportunities and while waiting to receive initial pay cheques.
- h. Administration of program eligibility would remain straightforward based on social assistance eligibility (OW or ODSP) which can be verified with a monthly statement. The move to validation every six months may help to reduce the current level of administration.
- i. The administrative approach would maintain eligibility open to all social assistance recipients based on individual needs rather than being dependent upon availability of transportation supports under OW or ODSP. This would help to safeguard transportation access against potential OW or

ODSP program eligibility changes.

- j. For Durham Social Services, expanding program eligibility to OW recipients would mean that more than twice as many OW clients can be assisted with available transportation benefits (i.e. OW clients could be allocated \$44.80 instead of \$117.00 for monthly transportation).
  - k. Based on the travel time profiles of OW and ODSP clients collected through the low income travel study, DRT would be able to leverage the residual capacity currently available on the transit system to meet potential travel increases.
  - l. Use of PRESTO would leverage the data collection capability of electronic fare cards with respect to concession usage, trip frequency and travel patterns to inform program monitoring and future program adjustments, including potential future expansion to other low income groups.
- 4.5 In order to implement a PRESTO-based LTAP pilot, DRT will need to introduce accommodations and/or build awareness of the limited circumstances in which PRESTO cannot be used to access DRT services. This includes trips on GO bus services within Durham under the “One Fare” arrangement with Metrolinx (including service between Courtice and Bowmanville, and between Whitby and Beaverton), and on specialized transit trips delivered through private taxi carriers.
- 4.6 Additionally, under a PRESTO-based system initial program eligibility determination and subsequent six month validation could only take place at locations with a PRESTO sales terminal. This will only be able to take place at two locations within Durham Region, including DRT’s Customer Service Office at 110 Westney Road South (Ajax GO Station) and the proposed location at the Durham Region Social Service Office at 200 John Street in Oshawa. DRT is also exploring the possible addition of another location at the provincial ODSP Office at 850 King Street West in Oshawa.

## **5. Financial Implications**

- 5.1 The direct financial implications from the proposed pilot roll-out are expected to be relatively small given that LTAP would leverage existing residual capacity on the transit system. As a result, no new funding would be required for additional service hours.
- 5.2 The provision of free PRESTO cards to program participants is to be funded using a \$30,000 allocation from within DRT’s approved 2019 budget for ridership incentive

initiatives. This is sufficient funding to provide 6,000 PRESTO cards to social assistance recipients.

- 5.3 The impacts of the pilot on DRT fare revenue will be dependent on pilot uptake. Uptake and fare revenue impacts will be monitored and reported in subsequent budget status updates.
- 5.4 All 2020 program expenses and revenue impacts will be considered as part of the 2020 business plan and budgets.
- 5.5 No funding is provided by the Province for subsidized transit passes by social assistance recipients. Through the Ontario Works program, Social Services staff can access 100 percent provincial funding for specific travel by OW clients on an as needed basis. These typically include transit fare for trips for medical purposes or employment training. About \$1.9 million is budgeted for this purpose in 2019 and provides for other forms of public transportation in areas not served by DRT.
- 5.6 Due to the ongoing pressure on the Social Services budget from provincial restructuring of program delivery and municipal cost-sharing requirements, there are no available Regional funds within that budget to underwrite the cost of a transit pass for non-OW-eligible purposes.
- 5.7 DRT would monitor revenue impacts of the pilot over the first year of implementation and report back with Durham Social Services through the 2021 budget process on financial impacts, program uptake and any recommended adjustments. As part of this report back, and given potential revenue risks and implications for DRT's revenue-cost ratio, DRT would work with Social Services and Finance on long term financing solutions that may be necessary to sustain the program going forward.

## **6. Next Steps**

- 6.1 The LTAP pilot is part of a number of incentives proposed in 2019 toward more attractive transit fares for DRT customers and families. These include:
  - i) Children 12 and under ride free on DRT as of May 1, 2019;
  - ii) The roll out of the Youth Summer 2-4-1 pass on July 1, 2019 providing unlimited travel on DRT for July and August for youth aged 13 to 19 at the price of a single monthly pass;
  - iii) Proposed Youth loyalty pilot program under development to be introduced in

September 2019 and specially geared towards secondary school students;

- iv) The proposed launch of the LTAP pilot on November 1, 2019 providing expanded eligibility for discounted transit access to all social assistance recipients.

6.2 The target launch date of November 1, 2019 for LTAP is recommended to allow sufficient lead time for system updates and communications, including:

- a. PRESTO concession programming and set-up of e-purse cap protocols;
- b. Staff training and education on program changes at DRT, OW and ODSP offices; and
- c. Customer awareness and education campaign on LTAP pilot eligibility, PRESTO card usage and registration.

6.3 DRT and Social Services would also establish a cross organizational project team with the Ministry of Children, Community and Social Services to review administrative processes that could further streamline the payment for, and provision of, LTAP PRESTO cards to ODSP and OW beneficiaries. This may include the provision of PRESTO card loading capabilities at the ODSP office in Oshawa.

6.4 Over the first twelve months of the pilot, DRT would monitor and review uptake, administration, ridership and cost/revenue impacts. As part of the review DRT would work with Social Services and Finance to consider the need for and implications of adjustments. This may include possible expansion of eligibility – e.g. extending eligibility to include all persons below Statistic's Canada's Low Income Cut-Off would increase the target population from 35,000 to 38,000 or 62,000 based on the Low Income Measure (50 percent of the median income) – and long term financing solutions should the program be established on a permanent basis. The results of the review and any recommended adjustments would be included as part of DRT's 2021 budget submission.

6.5 This report has been prepared with the assistance of the Finance Department.

## **7. Attachment**

Attachment #1: Environmental scan of transit assistance programs

Respectfully submitted,

Original Signed by

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

Original Signed by

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Dr. Hugh Drouin  
Commissioner of Social Services

Recommended for Presentation to Committee

Original Signed by

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Elaine C. Baxter-Trahair  
Chief Administrative Officer

<b>Municipality</b>	<b>Low-income Subsidy</b>	<b>Criteria</b>	<b>Funding source</b>	<b>Capped</b>	<b>Comments</b>
<b>Brampton</b> Monthly Pass: \$124.00 – Adult \$52.00 – Senior \$107.00 – Youth \$84.00 – Child	<b>Affordable Transit Pass</b> The program subsidizes 50% of the cost of an adult or senior monthly registered PRESTO pass  <b>Affordable Transit Pass</b> \$64.00 – Adult \$26.00 – Senior \$64.00 – Child/Youth	Any individual currently living in Brampton and earning an income below the Low-Income Measure (LIM) thresholds are eligible for the program. Applicants must be a Canadian citizen, a landed immigrant, or have applied for permanent residency, sponsorship, or refugee protection in Canada	Region of Peel provides funding to support subsidized transit for low-income	Unknown	Fare Increase effective May 12: \$128.00 Adult Pass Began May 1, 2018 Partnership between the Region of Peel, the City of Brampton, and the City of Mississauga
<b>Brantford</b> Ticket \$3.00 (Adult/Seniors/Students) Monthly pass \$73.50 Adult	<b>Affordable Transit Pass</b> Effective Jan 2019 The City of Brantford offers an unlimited monthly adult bus pass to individuals in receipt of Ontario Works (OW)/Ontario Disability Support Program (ODSP) for \$55.50	Individuals must present their OW/ODSP statement of assistance to purchase the discounted bus pass	Brantford transit funds discounted bus passes for eligible individuals	No cap	No comment
<b>Burlington</b> Adult Pass: \$100.00 monthly	<b>Subsidized Passes for Low Income Transit (SPLIT)</b> <b>Starting May 1, 2019</b> SPLIT passes will be <b>free</b> to those customers eligible for the program. Customers using the SPLIT program will receive a free PRESTO monthly pass. Tickets will no longer be offered in the SPLIT program	LICO	Cost of \$108,200, funded from Provincial Gas Tax; Pursuing 100% funding towards Split passes from Halton Region	Unknown	No comment

Municipality		Low-income Subsidy		Criteria	Funding source	Capped	Comments
<b>Cornwall</b> Adult Fares: \$3.00 Cash \$3.00 Ticket \$65.00 Monthly	<b>Community Bus Pass Program</b> \$46.00 monthly A photo pass will be issued for initial purchase (\$8 fee applies for replacement photo)	Persons receiving benefits from ODSP and OW Assistance.  Must provide their statement of assistance	Municipal tax base and transit budget	175 passes per month – first come, first serve	No application process - Photo ID with an original or photocopied OW or ODSP cheque stub, drug or dental card required for every purchase	No comment	
<b>Durham</b> Adult Pass: \$117.00 Monthly Access Pass \$46.00 Monthly	<b>ACCESS Pass</b> Only ODSP beneficiaries are eligible to purchase an Access Pass	The dental portion of a current ODSP statement of direct deposit or cheque stub is required at time of purchase  Pass must be signed on the back to be valid ODSP statement is stamped prior to every purchase	Municipal tax base and transit budget	No cap	No comment	No comment	
<b>Elliot Lake</b> Adult Fares: \$2.50 Cash \$2.00 Ticket \$62.00 Monthly	<b>Affordable Access Policy</b> The City of Elliot Lake's Affordable Access Policy outlines the City's commitment to providing affordable access to municipal services and references discounts to transportation for low-income residents Monthly pass cost ranges from \$6.20 - \$31	Family income below LICO.  The gross annual income amount will dictate if the individuals are eligible for step one (\$31), step two (\$15.50), or step three (\$6.20) for the discount	Municipal tax base	No cap	No comment	No comment	
<b>Guelph</b> Adult Fares: \$3.00 Cash \$2.80 Ticket \$80.00 Monthly	<b>Affordable Bus Pass Program</b> Adult: \$37.50 Youth: \$32.00 Seniors: \$31.00	Family income below LICO	Guelph transit operating budget	No cap	No comment	No comment	

Municipality		Low-income Subsidy		Criteria	Funding source	Capped	Comments
<b>Hamilton</b> Adult Pass: \$105.60 Monthly	<b>Affordable Transit Pass Program</b> Available to working individuals 50% of adult monthly transit Pass	Must meet all of the following criteria: Currently working • 18 to 64 • Receiving OW/ODSP (no transportation benefits being received) • Income under LICO	Municipal tax base	Unknown	No comment		
<b>Kingston</b> Monthly Pass: \$76.00 Adult \$56.50 Youth/Senior	<b>Affordable Transit Pass</b> \$38.00Adult \$28.25 Youth/Senior	LICO	Municipal tax base	No cap	No comment		
<b>London</b> Monthly Pass: \$81.00 Adult	<b>Income-Related Transit Program</b> \$52.00 monthly	Must meet all of the following criteria: 1. Resident of London 2. 18+ years of age 3. Current income is below Low Income Cut Off After-Tax (LICO-AT)	Municipal tax base	Unknown	Began Jan. 1, 2018		
<b>Loyalist</b> Under Contract with City of Kingston Monthly Pass: \$76.00 Adult \$56.50 Youth/Senior	<b>Affordable Transit Pass</b> \$38.00 Adults \$28.25 Youth/Senior	Family income under LICO	Municipal tax base	No cap	No comment		
<b>Milton</b> Monthly Pass: \$81.00 Adult \$52.00 Senior \$60.00 Youth Tickets: \$30.00 Adult \$21.00 Senior \$22.00 Youth	<b>Subsidized Passes for Low Income Transit (SPLIT)</b> The SPLIT program provides a subsidy equivalent to 50% of the cost of a monthly transit pass or sheet of transit tickets.	Income under LICO	Subsidy paid for by Halton Region	Unknown	No comment		

<b>Municipality</b>	<b>Low-income Subsidy</b>	<b>Criteria</b>	<b>Funding source</b>	<b>Capped</b>	<b>Comments</b>
<b>Mississauga</b> Monthly Pass: \$135.00 Adult \$65.00 Senior	<b>MiWay Affordable Transit Pass Program</b> Registered PRESTO card 50% discount of adult or senior monthly pass Card setting provides for approval period of 12 months after which full price applies.	Must meet all of the following criteria: <ul style="list-style-type: none"> <li>Canadian citizen, a landed immigrant, or have applied for permanent residency, sponsorship, or refugee protection in Canada</li> <li>Live in Mississauga</li> <li>Have an after-tax income below the low-income measure</li> </ul>	Region of Peel provides funding to support subsidized transit for low-income	Capped	Permanent program launched February 1, 2018. Partnership between the Region of Peel, the City of Brampton, and the City of Mississauga
<b>Niagara Region</b> Adult Fares: \$3.00 Cash \$7.00 Ticket \$80.00 Monthly	<b>VIP Access Pass</b> Individuals who are in receipt of OW/ODSP are able to purchase a discounted VIP access pass (equivalent to senior's pass) for \$65.00	Must be in receipt of OW/ODSP Must provide statement of assistance to purchase discounted monthly pass	Municipal tax base	No cap	No comment
<b>Oakville</b> Monthly Pass: \$129.00 Adult \$61.80 Senior \$82.40 Youth	<b>Subsidized Passes for Low Income Transit (SPLIT)</b> The SPLIT program provides a subsidy equivalent to 50% of the cost of a monthly transit pass.	Income under LICO	Subsidy paid for by Halton Region; program	Unknown	No comment

Municipality		Low-income Subsidy	Criteria	Funding source	Capped	Comments
<b>Ottawa</b> Adult Fares: \$3.45 e-purse \$116.50 monthly	<b>Community Bus Pass</b> \$43.25 monthly pass or \$1.75 e-purse PRESTO card required <b>Low income Equipass</b> \$58.25 monthly pass or \$1.75 e-purse With PRESTO card (fee waived)	<b>Community Bus Pass</b> Ottawa resident who receives benefits under ODSP Equipass Family income below low-income threshold set by the Government of Canada, and DO NOT receive transportation benefits from Social Services	Municipal tax base	Unknown	OC Transpo is a federal carrier and not subject to provincial regulations regarding fare parity.	
<b>Peterborough</b> Adult Fares: \$2.50 Cash \$8.00 Ticket Monthly Pass: \$60.00 Adult \$40.00 Senior \$55.00 Youth	<b>Affordable Transit Pass</b> Recipients of OW/ODSP are eligible to purchase a discounted bus pass for \$26.00 per month.	Must provide statement of assistance to purchase Cannot be receiving assistance with transportation through OW/ODSP (verified on monthly statement of assistance)	OW/ODSP discretionary benefits	No cap	No comment	
<b>Sarnia</b> Tickets: \$47.00 -20 tickets Monthly Pass: \$74.00 Adult \$60.00 Senior	<b>Inn of the Good Shepherd</b> \$54.00 Monthly pass \$32.00 – 20 tickets <b>Ontario Works subsidized passes</b> Offered to OW recipients for free or \$5.00	<b>Inn of the Good Shepherd</b> Working poor, unemployed, homeless OW recipients case by case basis	Inn of the Good Shepherd funded by municipal tax base OW subsidy funded through Province (OW)	Unknown	No comment	
<b>Sault Ste. Marie</b> Monthly Pass: \$67.00 Adult \$57.00 Senior \$29.00 Youth	11-month pilot	OW approved by social services case manager	District of Sault Ste. Marie Social Services Administration Board (DSSAB)	\$450K	No comment	

Municipality		Low-income Subsidy		Criteria	Funding source		Capped	Comments
<b>Stratford</b> Adult \$2.75 cash \$2.50 ticket \$63.00 monthly \$65.00 30-day	<b>Affordable transit rates:</b> (equivalent to senior/student) \$2.50 cash \$2.25 ticket \$53.00 monthly \$55.00 30-day	ODSP and OW Clients. Identification will be required.	Municipal tax base	Unknown	No comment			
<b>Sudbury</b> Adult: \$3.40 cash \$2.70 single ride \$93.00 Adult 31-day pass	<b>Disability Pensioner</b> \$2.50 cash \$2.10 single ride \$56.00 31-day pass	Disability Pensioner Resident and currently receiving one of the following: ODSP or Assistance for Children with Severe Disabilities (A.C.S.D.) or Canada Pension Plan Disability (C.P.P.D.) or Veterans' Disability Pension or Registered with the C.N.I.B.	Municipal tax base	Unknown	Concluded an Affordable Transit Pass Pilot Program for 50% discount of 31-day transit pass to workers between the ages of 18 and 64 living with a low income and do not receive any other subsidies Adult rates July 1, 2019 \$3.50 cash \$2.90 single ride \$88.00 monthly pass			
<b>Thunder Bay</b> \$77.00 Adult monthly	Discount Monthly Pass \$66.00	Transit accessibility ID card required Proof of disability: doctor's letter, ODSP statement, or CRA disability tax credit statement. ID cards good for three years	Municipal tax base	Unknown	No comment			
<b>Timmins</b> \$78.00 Adult \$63.00 Student	Discounted Monthly Pass \$56.00	Discounted monthly passes Proof of ODSP benefits along with valid identification	Municipal tax base	Unknown	No comment			

<b>Municipality</b>	<b>Low-income Subsidy</b>	<b>Criteria</b>	<b>Funding source</b>	<b>Capped</b>	<b>Comments</b>
<b>Toronto</b> Adult Fares: \$3.10 e-purse \$151.15 monthly	<b>Fair Pass Program</b> Eligible residents will receive a 12-month Fair Pass discount programmed onto a PRESTO card \$115.50 monthly pass or \$2.00 e-purse	Adult residents who meet all the following criteria: <ul style="list-style-type: none"> <li>• Living in Toronto; and</li> <li>• In receipt of OW or ODSP; and</li> <li>• Not receiving transportation supports equal to or greater than \$100 in the current month (i.e. Employment or Medical Related) through OW or ODSP</li> </ul>	Municipal tax base	Unknown	No comment
<b>Waterloo</b> Adult Fares: \$3.25 cash \$2.76 ticket \$86.00 monthly	<b>Transit Affordability Pass Program TAPP</b> Free monthly pass	<b>Transit Affordability Pass Program TAPP</b> available to OW Adult participants who attend St. Louis School (both Cambridge and Kitchener campuses) on a full-time basis	Unknown	Unknown	Concluded a study for Transit for Reduced Income Program (T.R.I.P) Monthly pass at \$42.00 Cost shared with the Province (OW)
<b>Windsor</b> Monthly Pass: \$95.7 Adult \$66.00 Student \$48.40 Senior	<b>Affordable Pass Program</b> 50% discount \$48.40	<b>Resident of Windsor-Essex</b> OW/ODSP beneficiaries (no transportation benefits being received) Or Income under LICO Proof of benefit and total income required	Municipal tax base	Unknown	No Comment

Municipality	Low-income Subsidy	Criteria	Funding source	Capped	Comments
<b>York Region</b> Monthly Pass: \$150.00 Adult (Eff. July 2019: \$154.00 Adult)	<b>Transit Assistance Program (Pilot)</b> 50% discount of Adult Monthly Pass \$75.00 monthly Effective July 2019: \$77.00 monthly PRESTO Card only	<ul style="list-style-type: none"> <li>•York Region residents between the ages of 18 to 64 years old</li> <li>•Currently not receiving transit assistance through Ontario Works or the Ontario Disability Support Programs</li> <li>•Agree to take part in surveys to evaluate the pilot</li> <li>•Have income at or below LICO</li> </ul>	Unknown	Limited availability	The pilot program will run from April 2018 to December 2019