



## **Transit Advisory Committee Agenda**

Lower Level Boardroom (LL-C)  
Regional Headquarters Building  
605 Rossland Road East, Whitby

**Tuesday, September 17, 2019**

**7:00 PM**

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**1. Declarations of Interest**

**2. Adoption of Minutes**

- A) Durham Region Transit Advisory Committee meeting –  
Tuesday, May 21, 2019

Pages 3-9

**3. Report back from sub-committee on the Recommendation of  
two Members at Large who use Public Transit**

**4. Presentations**

- 4.1 Michael Binetti, Supervisor, Service Design, Durham Region Transit -  
Stop Planning and Accessibility; September Service Changes

Pages 10-30

**5. Correspondence**

There are no correspondence items to be considered

**6. Information Items**

- 6.1 Durham Region Transit Automated Shuttle Pilot ([2019-DRT-12](#))  
6.2 Low Income Transit Assistance Program (LTAP) Pilot ([2019-DRT-14](#))  
6.3 Update on the Accessibility Advisory Committee (ACC) Meeting

**7. Reports**

There are no reports to consider

**8. Other Business**

**9. Dates of Next Meeting**

A) Tuesday, November 19, 2019 at 7:00 PM

**10. Adjournment**

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**The Regional Municipality of Durham**

**MINUTES**

**TRANSIT ADVISORY COMMITTEE**

**Tuesday, May 21, 2019**

A meeting of the Transit Advisory Committee was held on Tuesday, May 21, 2019 in the Lower Level Boardroom (LL-C), Regional Municipality of Durham Headquarters, 605 Rossland Road East, Whitby at 7:02 PM

Present: Commissioner Barton, Chair  
J. Beaton, Whitby  
R. Claxton-Oldfield, Clarington, attended the meeting at 7:07 PM  
G. Gormick, Oshawa  
A. Macci, Pickering  
J. Martin, Brock  
J. Nguyen, Student Association, UOIT, Durham College and Trent University representative  
G. Weddel, Uxbridge

Absent: C. Antram, Ajax

**Staff**

Present: C. Norris, Manager, Customer Service Experience, Durham Region Transit  
W. Holmes, Deputy General Manager, Operations, Durham Region Transit  
C. Tennisco, Committee Clerk, Corporate Services – Legislative Services

**1. Declarations of Interest**

Chair Barton provided a brief overview of the member's' responsibilities regarding stating a declaration of interest under the Municipal Conflict of Interest Act.

**2. Nomination for two (2) Members of Large who use Public Transit**

Discussion ensued regarding the applications received for the nomination of two Members at Large to the Transit Advisory Committee (TAC) for appointment at the June 5, 2019 Transit Executive Committee meeting.

Chair Barton suggested that a sub committee be formed with up to 5 members to review potential Members and perform telephone interviews to recommend applicants; and report back to the Transit Advisory Committee.

Moved by G. Weddel, Seconded by J. Beaton,  
That G. Gormick, A. Macci, J. Nguyen, Chair Barton and the DRT  
Staff liaison be appointed to the Member at Large nomination Sub-  
committee.

CARRIED

### **3. Adoption of Minutes**

Moved by J. Martin, Seconded by G. Weddel,  
That the minutes of the following meetings be adopted:

- Regular Transit Advisory Committee meeting held on February 13, 2018;
- Regular Transit Advisory Committee meeting held on April 3, 2018;
- Regular Transit Advisory Committee meeting held on May 15, 2018.

CARRIED

### **4. Introduction of Committee Members**

Chair Barton welcomed the Committee members and invited the members to introduce themselves; and provide a summary of their interests and goals for the next four years with respect to the TAC.

### **5. Presentations**

#### **5.1 Christopher Norris, Manager, Customer Experience, Durham Region Transit regarding Transit Advisory Committee Overview**

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Christopher Norris, Durham Region Transit, provided a PowerPoint presentation on the Durham Region Transit Advisory Committee. A copy of the presentation was provided in the Agenda.

Highlights of the presentation included:

- Terms of Reference
  - Goal
  - Mandate
- TAC Composition
  - 16 Member Committee
  - Vacancies
  - Officers
- Transit Knowledge Series
  - Each meeting will include a presentation on a unique group within the Durham Region Transit Commission
  - Objective to support advisory committee members in their roles, through education and awareness, with additional tools and knowledge about public transit
  - Potential Presentation
- 2019 Policy Initiatives

- 2019 Meeting Calendar
- Municipal Accessibility Committee

J. Beaton inquired whether he could be provided with an electronic copy of the presentation. C. Norris advised that the presentations will be emailed to the Committee.

Discussion ensued regarding the Grand River Transit network system in terms of innovational and accessible services including Light Rail Transit (LRT), and flexible transit services with conventional transit.

G. Gormick inquired whether an opportunity exists for the DRT to set up a site visit for the Committee of the Grand River Transit agency located in Kitchener, Ontario. C. Norris advised that Staff would look into this.

Discussion also ensued regarding the lack of quorum at the Transit Advisory Committee meetings held on February 13, 2018, April 3, 2018, and May 15, 2018; and the TAC composition, quorum, and absenteeism.

## 5.2

### Bill Holmes, General Manager, Operations, Durham Region Transit, re: Eligibility Review for Specialized Services

Bill Holmes, General Manager of Operations, Durham Region Transit, provided a PowerPoint presentation regarding the OnDemand/Specialized Eligibility Review Overview. A copy of the presentation was provided in the Agenda.

Highlights of the presentation included:

- Accessible features of conventional vehicles and service
- What is specialized transit
  - Public transit service for persons with disability
  - Specialized Service is not:
    - > Direct ride
    - > Attendant care service
- Equality versus Equity
- Integrated Accessibility Standards
- Eligibility Categories
- Eligibility Criteria
- Eligibility Review
- What to expect
  - Review process applies to active customers
  - Process expected to start with customers attending day programs
  - Process Summary
- Review outcomes
- Support Persons & Attendants
- Final Comments

Discussion ensued regarding the eligibility review process of the active customer files registered prior to January 2015 and receiving unconditional eligibility service. B. Holmes responded to questions regarding whether the purpose of the review is to reduce the number of active specialized transit customers; and, the projected eligible customers based on the current Accessibility for Ontarians with Disabilities Act, 2005 criteria.

The Chair queried the Committee's role in terms of DRT's Specialized, Conventional and OnDemand Services. C. Norris explained that DRT looks to the members for knowledge, input, informed decisions and putting forth recommendations to the Transit Executive Committee on transit matters.

Discussion followed on the potential for TAC to meet the Transit Executive Committee members.

**6. Correspondence Items**

There were no items of correspondence to consider.

**7. Information Items**

**7.1** Appointment of Members to the Durham Region Transit Advisory Committee (2019-DRT-5)

A copy of Report #2019-DRT-5 of the General Manager of Durham Region Transit was received.

**7.2** 2019 Durham Region Transit Business Plan and Budget (2019-DRT-6)

A copy of Report #2019-DRT-6 of the General Manager of Durham Region Transit was received.

**7.3** Vincent Patterson, General Manager, and Nancy Taylor Treasurer, Durham Region Transit, re: Durham Region Transit 2019 Business Plan and Budget

A copy of the Durham Region Transit 2019 Business Plans and Budget presentation was provided as a handout.

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

A copy of Report #2019-DRT-7 of the General Manager of Durham Region Transit was received.

C. Norris provided an overview of the approved \$10 million dollars in Provincial funds to advance the Durham-Scarborough BRT planning and design work; and the recommended hybrid alternative to provide the best value of investment.

C. Norris reviewed the Public Information Centres (PIC) planned for June to advance the Preliminary Design Business Case (PDBC) work.

C. Norris responded to questions regarding how the BRT corridor will negotiate pinch points, specifically along the Highway 401; options for a dedicated service extension to the Scarborough City Centre; a fare integration model; the opportunities for a future rapid transit system such as Light Rail Transit (LRT) versus Bus Rapid Transit (BRT); and the deployment of Transit Signal Priority (TSP) for BRT.

J. Beaton suggested that a member of the Traffic Control Centre be invited to present on the Transit Signal Priority (TSP) system at the September 17, 2019 TAC meeting. C. Norris advised he would confirm the details for the presentation.

B. Holmes responded to questions regarding the processes DRT has in place with Durham Regional Police Service for enforcement at the bus-only lane zones, particularly along Highway 2 in the Town of Ajax and City of Pickering.

Discussion ensued regarding the upcoming Metrolinx Public Information Centres (PICs) with respect to the Durham-Scarborough BRT corridor to be held in June 2019. C. Norris advised that staff will email the PIC details to the Committee.

7.5 2018 Durham Region Transit Annual Performance Report (2019-DRT-8)

A copy of Report #2019-DRT-8 of the General Manager of Durham Region Transit was received.

7.6 Update on the Accessibility Advisory Committee (AAC) Meeting

C. Norris advised that the Accessibility Advisory Committee (AAC) members have yet to be nominated.

Moved by G. Gormick, Seconded by G. Weddel,  
That Information Items 7.1 to 7.6, inclusive, be received for  
information.

CARRIED

**8. Discussion Items**

There were no discussion items to be considered.

**9. Other Business**

A) Transit Deficits to the Trent University Thornton Campus, and the University of Ontario Institute of Technology and Ontario Tech University in Downtown Oshawa

J. Nguyen, on behalf of the students, expressed concerns regarding the proposed increase to the U-PASS; the transit deficit being experienced by the Trent University Thornton Campus students; and, the University of Ontario Institute of Technology and Ontario Tech University downtown Oshawa students who are required to walk a longer distance to the bus stop locations along Simcoe Street and King Street in downtown Oshawa, particularly after a late evening class. She stated the longer walking distance makes the students feel uncomfortable and poses a safety concern for themselves and visiting students choosing a university. Discussion followed regarding a possible solution.

C. Norris responded to questions regarding a potential transit loop to the Trent University Thornton Campus; the North Campus transit; and the opportunities to work with the local municipalities, the Durham District School Boards, and Universities on transit and land use planning matters.

The Committee suggested that J. Nguyen write a letter to the Transit Executive Committee expressing the concerns raised by the students attending the Trent University Thornton Campus; University of Ontario Institute of Technology and Ontario Tech University.

B) Durham Region Transit's "2-for-1 Youth Pass" is back!" Pamphlet

A copy of the Durham Region Transit's "2-for-1 Youth Pass" is back!" pamphlet was provided to the members in attendance.

**10. Date of Next Meetings**

- Tuesday, September 17, 2019 at 7:00 PM
- Tuesday, November 19, 2019 at 7:00 PM



**11. Adjournment**

Moved by G. Gormick, Seconded by G. Weddel,  
That the meeting be adjourned.  
CARRIED

The meeting adjourned at 8:38 PM.

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D. Barton, Chair, Transit Advisory Committee

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C. Tennisco, Committee Clerk

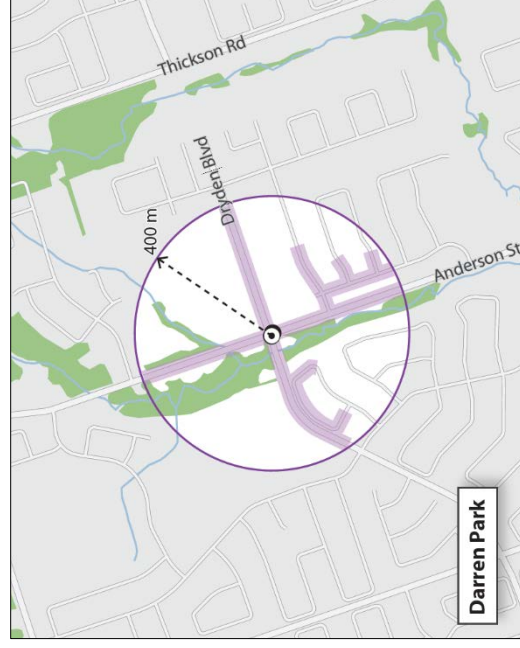
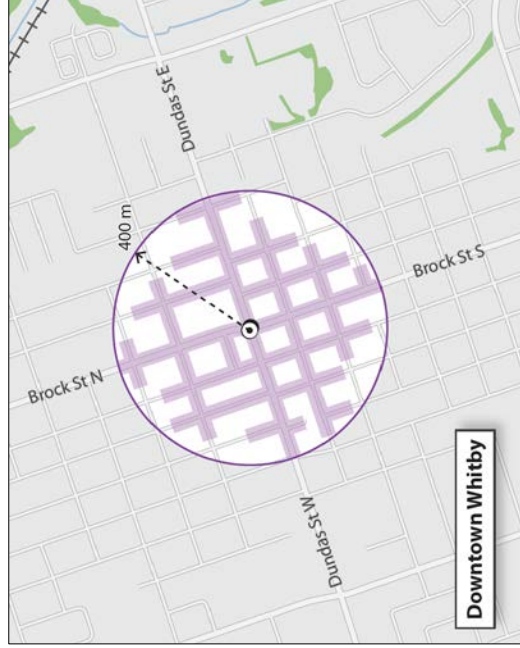
# Durham Region Transit

- **Stop planning & accessibility**
- **September service changes**

# Stop planning & accessibility

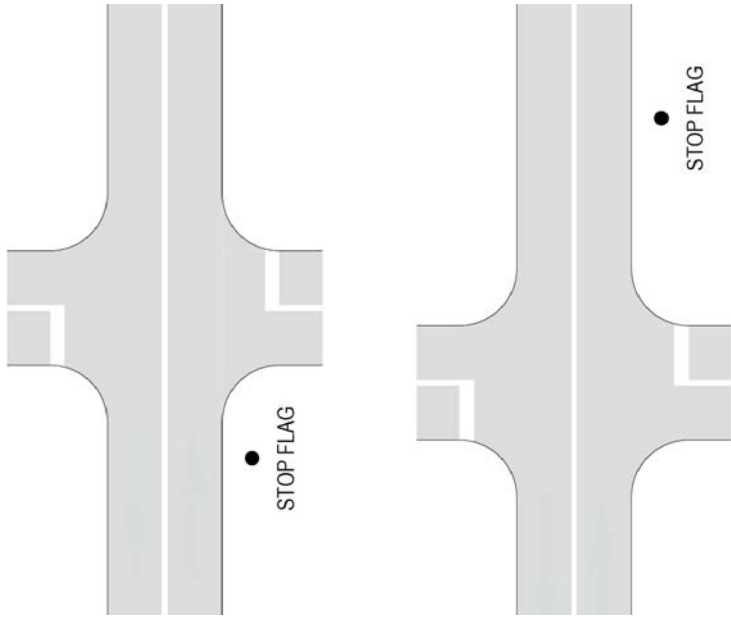
# Stop planning: spacing

- Stops are located so as many riders as possible are within a 400-600m walk of a bus stop
- Stop spacing can range from 150-300m depending on the road configuration, pedestrian connections and types of development.
- Spacing can be longer when routes travel through undeveloped areas, natural heritage areas or on major roads where pedestrian crossings are spaced farther apart



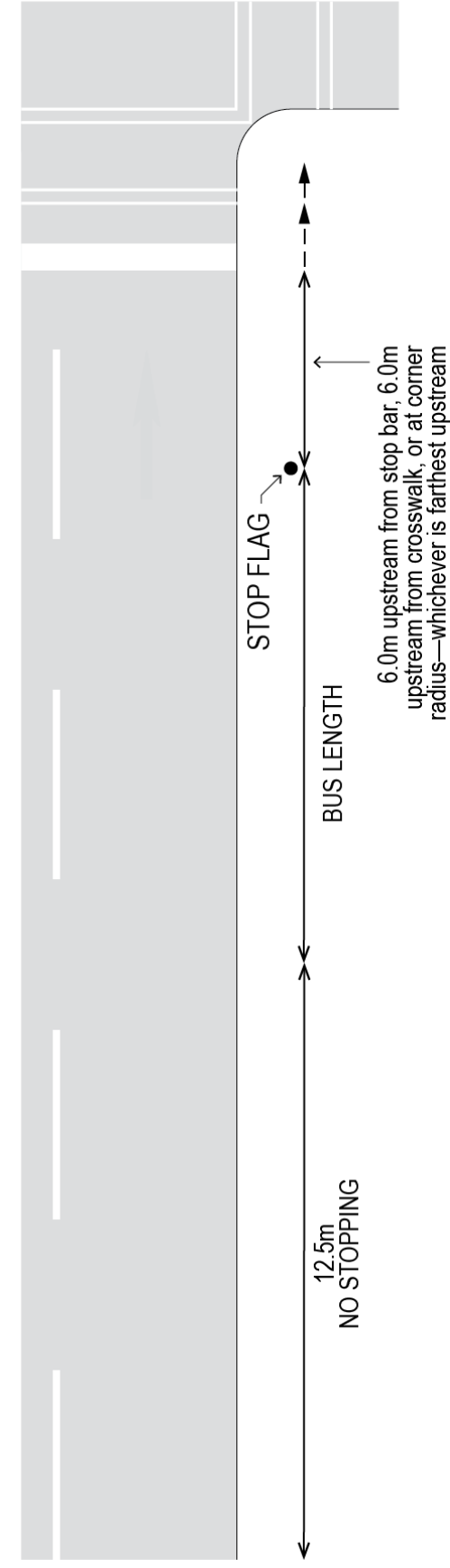
# Stop planning: intersections

- Locating a stop ahead of or beyond the intersection depends on
  - Traffic volumes on either side
  - Pedestrian infrastructure
  - Intersection operations and lane configuration
  - Major destinations
  - Transfers and other nearby routes
  - Whether the bus turns at the intersection
- Often decisions must balance a variety of factors



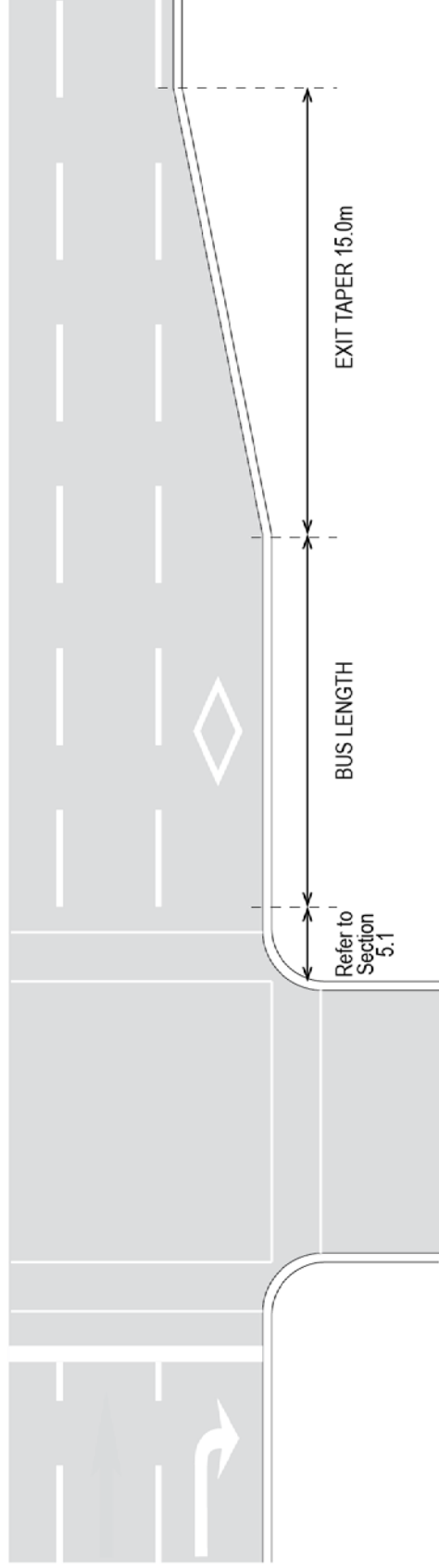
# Distances from intersections

- Stops are placed near intersections where pedestrian crossings are usually located
- Some situations, including where buses turn, require longer distances
- “No stopping” distances depend on circumstances, municipal by-laws



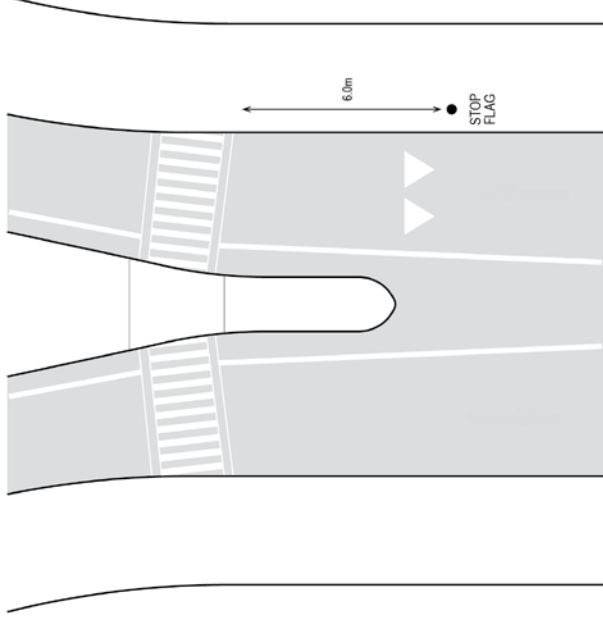
# Open bus bays

- Open bus bays allow buses to pass through the intersection into a bus stop
- Allows for stops on the far side of the intersection, while keeping them close to the intersection



# Roundabouts

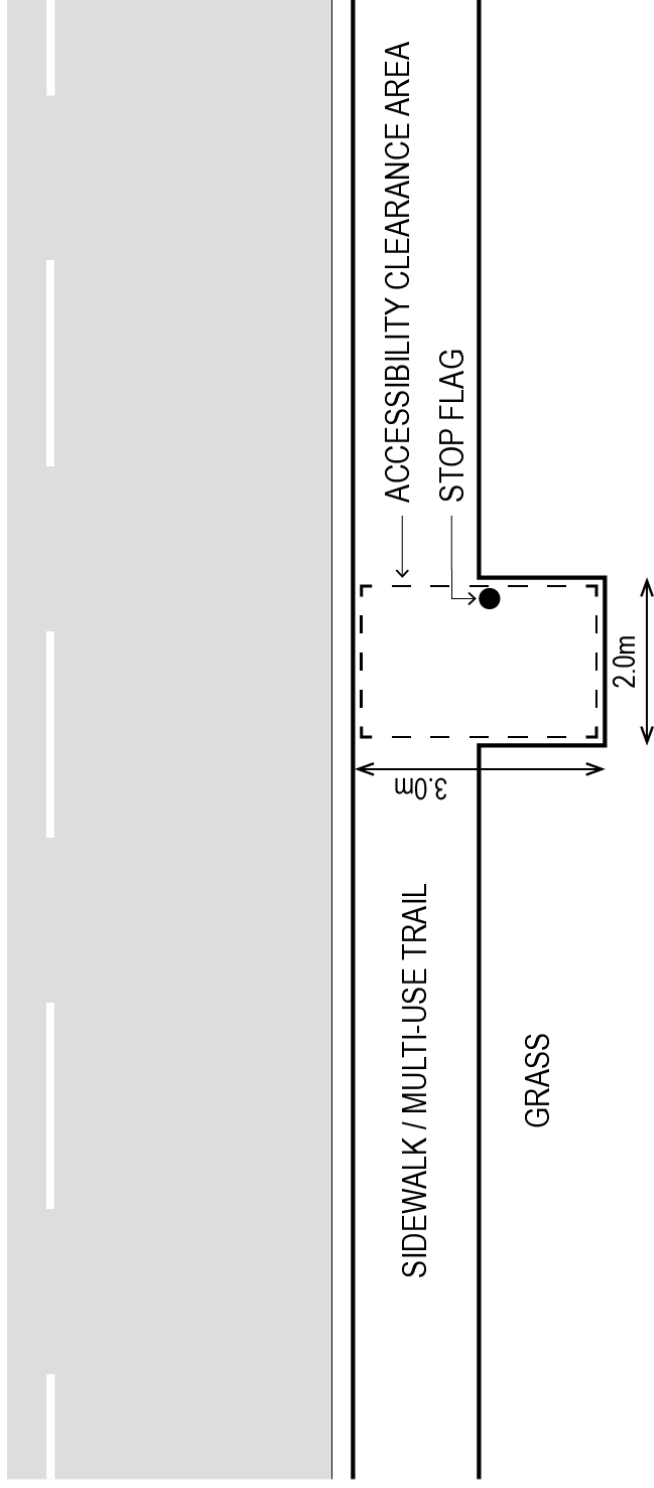
- Stops near roundabouts depend on the number of lanes
- Walking distance to the pedestrian crossing and road user safety are both major factors





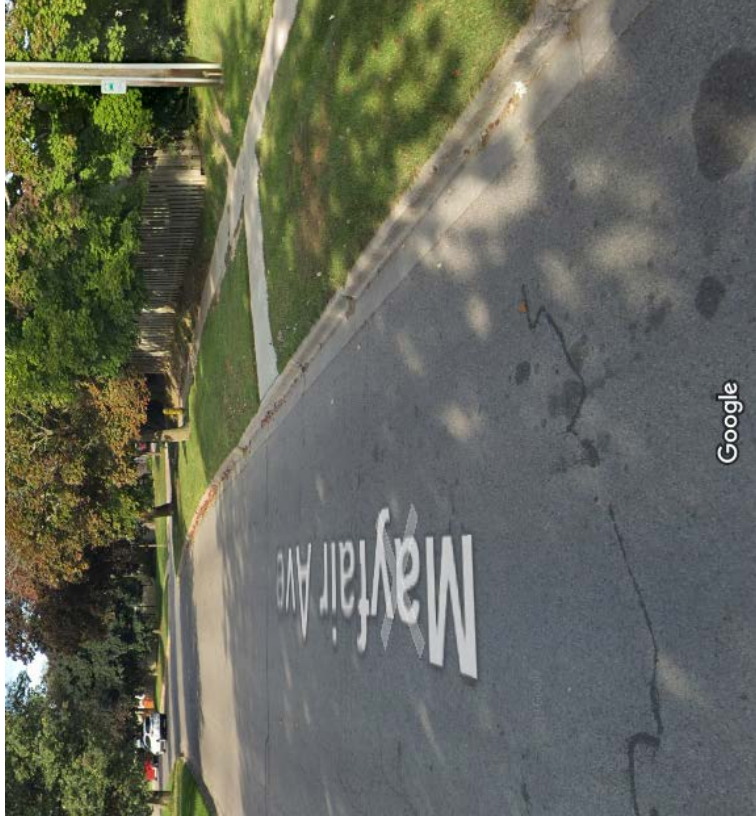
# Stop design: clearance area

- At the front door of the bus, space is provided to deploy a ramp and give space to maneuver
- At stops where the sidewalk is at the curb, building behind the sidewalk may be required



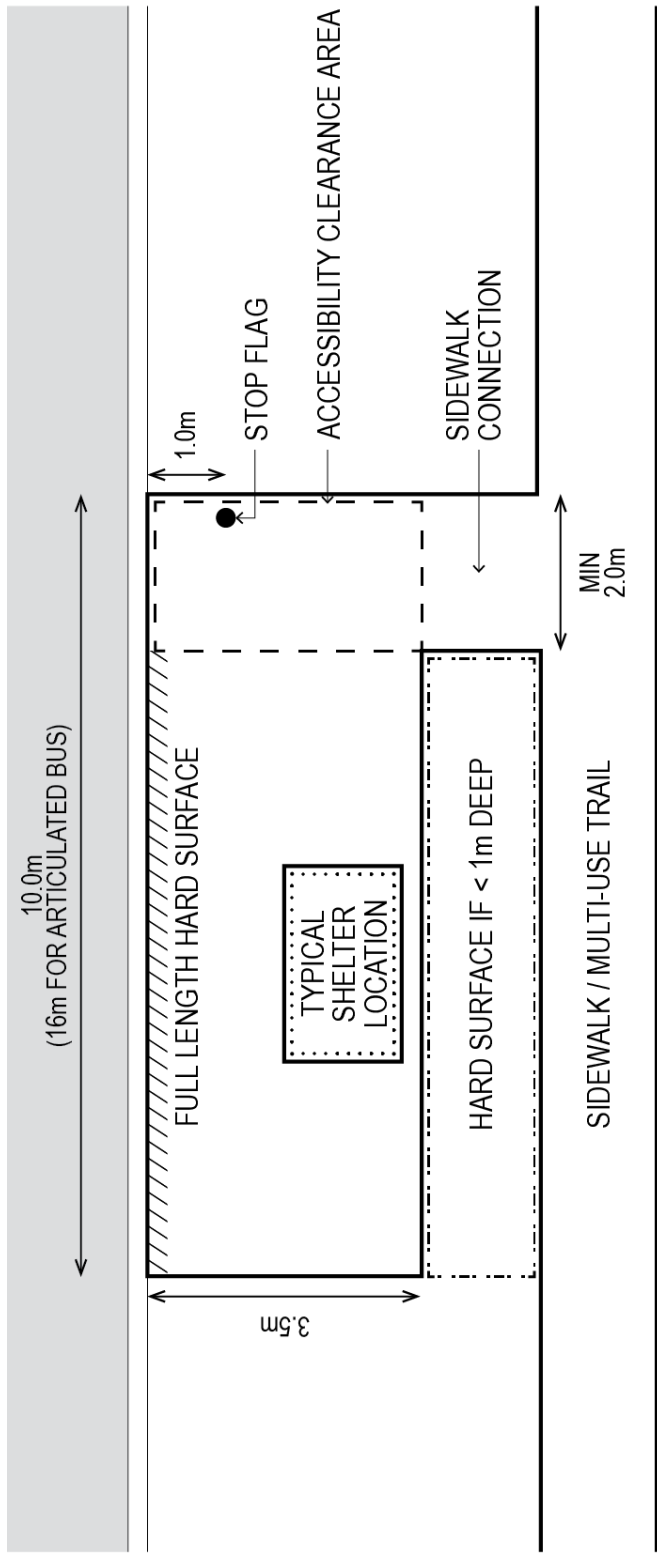
# Stop design: front-door

- Some stops are only hard-surfaced at the front door
- The stop is fully accessible for boarding
- Getting off is accessible at the front door
- Moving forward, we will place a 10m pad where space permits
- Residential streets with frequent driveways, trees, and infrastructure sometimes require 2m pads



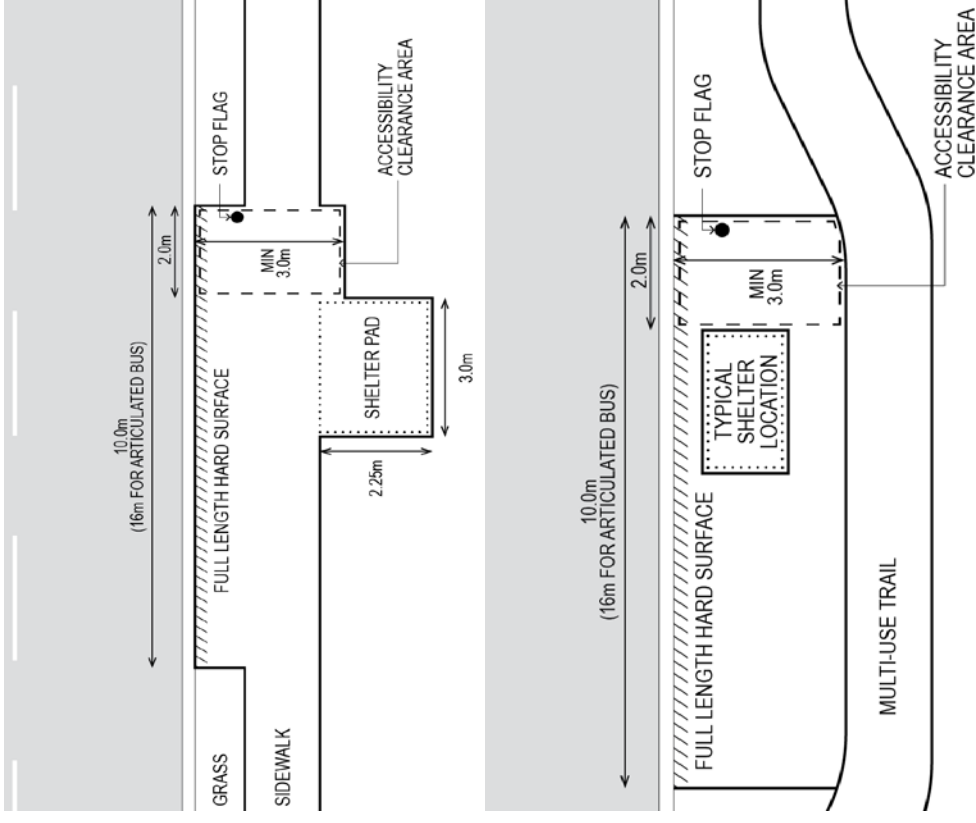
# Stop design: waiting area

- Newly constructed stops are typically 10m long to provide accessible, comfortable access through both doors
- Specific designs vary by boulevard depth



# Stop design: alternatives

- Conditions throughout Durham Region vary and other stop configurations are sometimes required.
- Maintaining the accessibility clearance area and rear-door hard surface are priorities



# Stop design: rural cross-section

- Where no curb and sidewalk exists, transit-specific pedestrian infrastructure may be required
- Ditches next to the road might mean more complex engineering



# Shelters

- Shelters are placed at stops with 25+ boardings on an average weekday and new shelters are prioritized by the number of people who board at a stop
  - Exceptions are made for hospitals and similar destinations where space is available
  - Existing shelter locations are re-evaluated and shelters may be relocated to higher ridership stops
- Many stops with high ridership have no space for a shelter because of property availability, road right-of-way width, road user safety concerns
- Various sizes of shelters may be used depending on available space and boardings
  - Standard shelter
  - Canopy shelter for space-constrained locations
  - Large shelters for high-ridership stops

# Hard surface retrofitting

- Our objective is for all DRT stops to be accessible by 2025
  - Stops will have at least a 2 metre wide hard surface
  - Accessibility clearance area – 3m depth from curb
  - Connections to the pedestrian network where available
- Approximately 10% of stops remain without a hard surface as of 2019
- Sequence of retrofits is based on ridership at the stop

# September 2019 service changes



# Earlier and later service

- Earlier Saturday service on various routes serving Oshawa and nearby commercial areas in Whitby

302 305 403 910  
916 PULSE 900

- Later Sunday service in Industrial area south of Highway 401

403

- Morning service improvements to commercial/industrial in southeast Oshawa

406

# How often the bus arrives

- Additional Saturday evening trips
- Saturday daytime service improved to every 30 minutes
- Sunday service improved to every 15 minutes
- Weekday early afternoon service improved to every 15 minutes

302 403 916

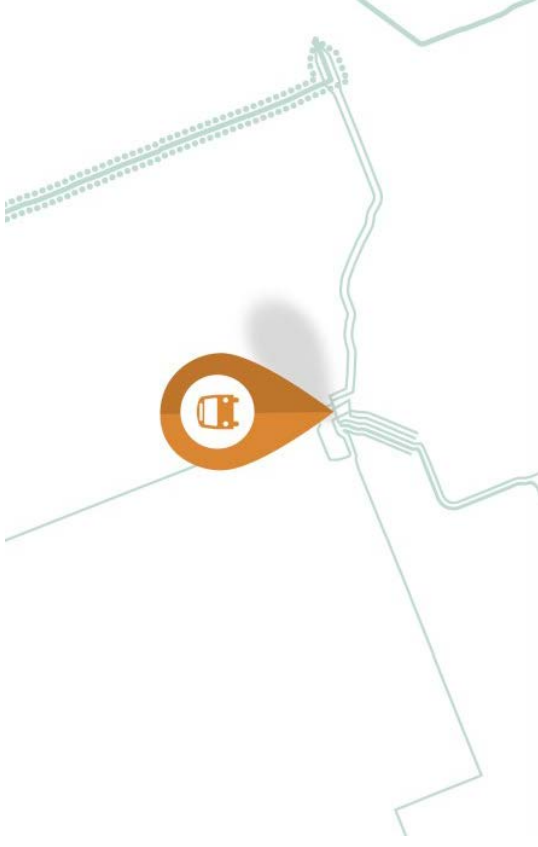
305 910

PULSE 900

916

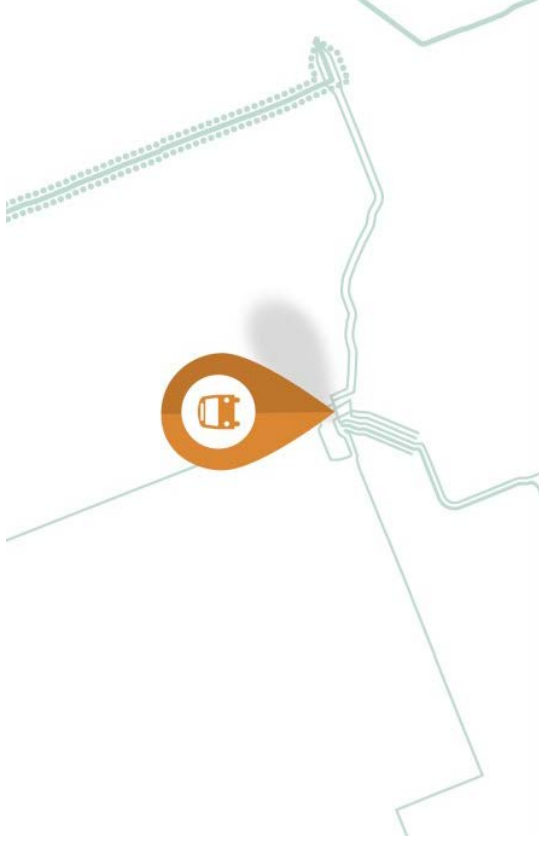
# Rural Durham improvements

- Sunday service on 950 Reach-Simcoe North
  - Oshawa-Port Perry-Uxbridge
- Expanded On Demand service to Brock Township
- Extended Lindsay and Orillia On Demand services to Port Perry
- Rural transit review is underway



# Rural transit review

- Reviewing how we deliver service in rural areas of Durham Region
- Includes all rural areas in the Region
- Expected to inform service plans beginning in 2020



# Service reliability and connections

Schedules updated to align with updated GO Train schedules and to improve service reliability

|     |     |     |     |     |     |     |     |     |     |
|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| 103 | 107 | 110 | 111 | 120 | 181 | 215 | 216 | 219 | 223 |
| 224 | 225 | 232 | 301 | 302 | 305 | 308 | 403 | 405 | 408 |
| 422 | 603 | 910 | 915 | 916 | 922 |     |     |     |     |

# Upcoming service changes – December 2019

- Earlier Saturday service and improved frequency on many routes

110 112 120 223

401

- 15-minute weekday service on 915 Taunton to operate during July, August and December

915