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## The Regional Municipality of Durham

### MINUTES

#### DURHAM REGION TRANSIT EXECUTIVE COMMITTEE

Wednesday, June 3, 2020

A regular meeting of the Durham Region Transit Executive Committee was held on Wednesday, June 3, 2020 in the Council Chambers, Regional Headquarters Building, 605 Rossland Road East, Whitby, Ontario at 1:30 PM. Electronic participation was offered for this meeting.

#### 1. Roll Call

Present: Commissioner Collier, Chair  
Commissioner Barton, Vice-Chair  
Commissioner Anderson  
Commissioner Bath-Hadden  
Commissioner Carter  
Commissioner Drew  
Commissioner Mulcahy  
Commissioner Pickles attended the meeting at 1:34 PM  
Regional Chair Henry

**\* all members of Committee, except Regional Chair Henry, participated electronically**

Also

Present: Commissioner Crawford  
Commissioner Kerr

Staff

Present: E. Baxter-Trahair, Chief Administrative Officer  
W. Holmes, General Manager, Durham Region Transit  
J. Austin, Deputy General Manager, Business Services, Durham Region Transit  
D. Beaton, Commissioner of Corporate Services  
B. Bridgeman, Commissioner of Planning & Economic Development  
A. Haynes, Administrative Assistant, Durham Region Transit  
R. Inacio, Systems Support Specialist, Corporate Services – IT  
A. McKinley, Deputy General Manager, Maintenance, Durham Region Transit  
K. McDermott, Senior Solicitor, Labour & Employment, Corporate Services - Legal  
A. Naeem, Solicitor, Corporate Services – Legal  
C. Norris, Manager, Customer Experience, Durham Region Transit  
S. Pollock, Coordinator Communications, Durham Region Transit  
N. Taylor, Treasurer, Durham Region Transit, and Commissioner of Finance  
G. Williams, Director, Corporate Communications  
N. Prasad, Committee Clerk, Corporate Services – Legislative Services  
C. Tennisco, Committee Clerk, Corporate Services – Legislative Services

**2. Declarations of Interest**

There were no declarations of interest.

**3. Adoption of Minutes**

Moved by Commissioner Carter, Seconded by Commissioner Drew,  
(19) That the minutes of the regular Durham Region Transit Executive  
Committee meeting held on Wednesday, March 4, 2020, be adopted.

CARRIED

**4. Delegations**

There were no delegations to be heard.

**5. Presentations**

5.1 Bill Holmes, General Manager, Durham Region Transit, Re: Update

B. Holmes, Durham Region Transit, provided a PowerPoint presentation update on Durham Region Transit (DRT). A copy of the presentation was provided in the Agenda. A revised agenda page 14 was distributed electronically to the members.

Highlights of the presentation included:

- COVID-19 response through May
- Impacts of COVID-19 on ridership
- Resumption of fare collection
- 2019 DRT Safe Driver Awards

B. Holmes responded to questions regarding the timelines for the implementation of the On Demand services in the Fall in the Municipality of Clarington; and funding required from the Federal and Provincial levels of governments to offset the DRT revenue shortfall as a result of the COVID-19 impact on ridership. Chair Collier provided an update on the funding requests submitted by the Large Urban Mayor's Caucus of Ontario (LUMCO).

Commissioner Pickles inquired whether face masks will be mandatory for DRT transit customers and noted that as of July 2, 2020, it will be mandatory for customers of Brampton Transit to wear face masks. B. Holmes provided an overview on the modifications in place to support physical distancing including driver safety shields; and, that the wearing of face covering/masks will be highly recommended when using DRT and there will be an increasing education / information campaign promoting masks on transit.

B. Holmes also responded to questions regarding the initiative for the distribution of 4,000 free PRESTO cards for new PRESTO customers; the DRT PRESTO points of sale; how the costs for these cards will be mitigated; and whether registered PRESTO card holders could be tracked in the event of a COVID-19 incident.

Commissioner Kerr inquired about the level of the DRT Sunday services being offered; and, if DRT could look at more timely alternative services for front line workers, including Personal Support Workers (PSWs), who are dependent on transit to care for their clients. B. Holmes asked that these workers reach out to DRT directly to look at specific options.

J. Austin, Deputy General Manager, Business Services, advised of the 2019 Safe Driver Awards to the following recipients:

5-Years

Dave Canavan  
Collin D'Antimo  
John Fraser  
Michael Gradwell  
Laura Hu  
William Jankovski  
Kevin McEachern  
Thomas McLinton  
Mike Papanikolaou  
Lisa Schneider  
Susan Stoppard  
Ralon Wilson

10-Years

Miriam Ceron  
Rhonda Clarry  
Holly Cook  
Rossano Deluca  
Peter Kailasapillai  
Brendan McKeown  
Mellissa McWilliams  
Marilyn Osborn  
Douglas Owen  
Dusko\_Runevski  
Monica Zasadny

15-Years

Sue Abbott  
Abir Bayoumi  
Julie Cathcart

20-Years

Glen Brady

25-Years

Sheila Brady  
Debbie Christie

30-Years

Ray Kelly

Ray Kelly was invited to provide an overview of his 30 years of experience in the transit industry.

The Committee thanked the DRT General Manager and staff for the level of services and investments they have taken to ensure the safety of residents and employees throughout the COVID-19 pandemic.

5.2 Christopher Norris, Deputy General Manager (Temp), Operations, Durham Region Transit, Re: Rural Review

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C. Norris, Durham Region Transit, provided a PowerPoint presentation on the Rural Review study. A copy of the presentation was provided in the Agenda.

Highlights of the presentation included:

- Rural Review Process
- Case Study Highlights
- Technology Platform Highlights
- Engaging the Public and Stakeholders
- Recommendation – Technology Platform
  - Platform
  - In-vehicle
- Recommendation – Customer Facing Technology
  - Provide multiple channels
  - Mobile application
- Recommendation – Scheduled Service
  - Routes 506, 601 and 960
  - Route 603
  - Route 950
  - Expand inter-community service guidelines
- Recommendation – On Demand Service
  - Booking window
  - Delivery
  - Vehicles
  - On Demand operation
  - Service Area
  - Service Availability
  - Service Metrics
  - Fare
- Recommendation – Service Beyond Durham
  - York Region
  - Peterborough
  - Simcoe County (Orillia)
  - City of Kawartha (Lindsay)
- Recommendation – On Demand Connecting to Scheduled Service
  - Terminal Connections
- Recommendation – Rural Service Map
- Recommendation – Park and Rides
  - Locations
  - Characteristics

- Recommendation – Communications
- Deployment Strategy

Commissioner Anderson inquired whether it could be arranged for the Metrolinx GO Transit Route 88 travelling to Peterborough to stop in Orono to pick-up passengers. C. Norris advised that staff will engage with Metrolinx on that opportunity.

Discussion ensued regarding extending the DRT Route 950 service from the northern municipalities to the GO Train Lakeshore east line at the Whitby GO Train Station; and, the status of the Route 603 Pickering - Port Perry service, pre COVID-19. Commissioner Mulcahy questioned the timelines for the proposed Park and Ride Lot at Baldwin and Highway 407 GO Transit Bus Terminal. C. Norris advised he would follow up with Commissioner Mulcahy directly.

## 6. Correspondence

There were no correspondence items to be considered.

## 7. Reports

### A) General Manager's Update –June 2020 (2020-DRT-09)

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Report #2020-DRT-09 from B. Holmes, General Manager, Durham Region Transit, was received.

Moved by Commissioner Anderson, Seconded by Commissioner Barton,  
(20) That Report #2020-DRT-09 of the General Manager, Durham Region Transit, be received for information.

CARRIED

### B) Radio Communications System: Contract with Metrolinx for Radio Services (2020-DRT-10)

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Report #2020-DRT-10 from B. Holmes, General Manager, and N. Taylor, Treasurer, Durham Region Transit, was received.

Moved by Commissioner Mulcahy, Seconded by Commissioner Barton,  
(21) A) That staff be authorized to negotiate a sole source short-term contract no longer than five years from January 1, 2021 to December 31, 2025 for the existing Durham Region Transit (DRT) contract with Metrolinx to use Metrolinx's radio communication systems and receive regular maintenance service at an estimated annual operating cost of approximately \$200,000 per year, to be financed from DRT's annual Business Plans and Budgets; and

- B) That the General Manager of Durham Region Transit and the Commissioner of Finance/Treasurer of Durham Region Transit be authorized to execute the necessary agreements.

CARRIED

C) Resumption of Fare Collection (2020-DRT-11)

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Report #2020-DRT-11 from B. Holmes, General Manager, Durham Region Transit, was received.

Moved by Commissioner Drew, Seconded by Commissioner Anderson,

- (22) A) That in response to the COVID-19 pandemic, staff take the necessary steps to eliminate paper monthly passes (excluding the Access Pass) and paper transfers and limit availability of paper tickets effective the date DRT resumes collecting fares;
- B) That Durham Region Transit make available up to 4,000 PRESTO cards at no cost to the customer; and
- C) That Durham Region Transit investigate and implement, as soon as possible, additional alternative contactless fare payment technology strategies, such as a mobile ticketing solution.

CARRIED

D) Review of Transit Services in Rural Durham (2020-DRT-12)

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Report #2020-DRT-12 from B. Holmes, General Manager, Durham Region Transit, was received.

Moved by Commissioner Barton, Seconded by Commissioner Bath-Hadden,

- (23) That the recommendations and strategy outlined in Report #2020-DRT-12, including Attachment #1, be implemented and that funding requirements be considered during the applicable annual budget process.

CARRIED

**8. Advisory Committee Resolutions**

There were no advisory committee resolutions to be considered.

**9. Confidential Matters**

There were no confidential matters to be considered.

**10. Other Business**

There were no items of Other Business.

**11. Date of Next Meeting**

The next regularly scheduled Durham Region Transit Executive Committee meeting will be held on Wednesday, July 8, 2020 at 1:30 PM in the Council Chambers, Regional Headquarters Building, 605 Rossland Road East, Whitby.

**12. Adjournment**

Moved by Commissioner Pickles, Seconded by Commissioner Anderson,  
(24) That the meeting be adjourned.

CARRIED

The meeting adjourned at 2:43 PM

Respectfully submitted,

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S. Collier, Chair

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Committee Clerk