



## Transit Executive Committee Agenda

Council Chambers  
Regional Headquarters Building  
605 Rossland Road East, Whitby

**Wednesday, June 3, 2020**

**1:30 PM**

*Please note: In an effort to help mitigate the spread of COVID-19, and to generally comply with the direction from the Government of Ontario whereby all organized public events of more than five people are prohibited, it is requested in the strongest terms that Members participate in the meeting electronically. Regional Headquarters is closed to the public, all members of the public may [view the Committee meeting](#) via live streaming, instead of attending the meeting in person. If you wish to register as a delegate regarding an agenda item, you may register in advance of the meeting by noon on the day prior to the meeting by emailing [delegations@durham.ca](mailto:delegations@durham.ca) and will be provided with the details to delegate electronically.*

1. **Roll Call**
2. **Declarations of Interest**
3. **Adoption of Minutes**
  - A) Durham Region Transit Executive Committee meeting –  
March 4, 2020 Pages 3-8
4. **Delegations**

There are no delegations
5. **Presentations**
  - 5.1 Bill Holmes, General Manager, Durham Region Transit, TEC Update Pages 9-15
  - 5.2 Christopher Norris, Deputy General Manager (Temp), Operations,  
Rural Review Pages 16-31
6. **Correspondence**
7. **Reports**
  - A) General Manager's Report –June 2020 (2020-DRT-09) Pages 32-45

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- |    |   |             |
|----|---|-------------|
| B) | Radio communications system: contract with Metrolinx for Radio Services (2020-DRT-10) | Pages 46-48 |
| C) | Resumption of Fare Collection (2020-DRT-11)   | Pages 49-56 |
| D) | Review of transit services in rural Durham (2020-DRT-12)                              | Pages 57-70 |

8. **Advisory Committee**

9. **Confidential Matters**

There are no confidential matters to be considered

10. **Other Business**

11. **Date of Next Meeting**

Wednesday, July 8, 2020 at 1:30 PM

12. **Adjournment**

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**The Regional Municipality of Durham**

**MINUTES**

**DURHAM REGION TRANSIT EXECUTIVE COMMITTEE**

**Wednesday, March 4, 2020**

A regular meeting of the Durham Region Transit Executive Committee was held on Wednesday, March 4, 2020 in the Council Chambers, Regional Headquarters Building, 605 Rossland Road East, Whitby, Ontario at 1:30 PM

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

Also

Present: Commissioner Crawford

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

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  
R. Inacio, Systems Support Specialist, Corporate Services – IT  
A. McKinley, Deputy General Manager, Maintenance, Durham Region Transit  
A. Naeem, Solicitor, Corporate Services – Legal  
C. Norris, Manager, Customer Experience, Durham Region Transit  
J. Phelan, Planner, Service Design, Durham Region Transit  
S. Pollock, Coordinator Communications, Durham Region Transit  
C. Tennesco, Committee Clerk, Corporate Services – Legislative Services

**1. Declarations of Interest**

There were no declarations of interest.

**2. Adoption of Minutes**

Moved by Commissioner Carter, Seconded by Commissioner Pickles,  
(14) That the minutes of the regular Durham Region Transit Executive  
Committee meeting held on Wednesday, February 5, 2020, be adopted.

CARRIED

**3. Delegations**

There were no delegations to be heard.

**4. Presentations**

There were no presentations to be heard.

**5. Correspondence**

There were no correspondence items to be considered.

**6. Reports**

A) General Manager's Update – March 2020 (2020-DRT-06)

Report #2020-DRT-06 from B. Holmes, General Manager, Durham Region Transit, was received.

B. Holmes responded to questions regarding the PRESTO Device refresh program for the replacement of all the devices. It was noted that the PRESTO devices are at the end of life.

At the request of the Committee, B. Holmes and E. Baxter-Trahair provided an update on the Durham Live Facility in Pickering. B. Holmes advised that in regard to the transportation component, DRT was advised that the Pickering Casino will operate a free shuttle service to and from Casino Ajax and the Ajax and Pickering GO Stations; and, that DRT would not be duplicating transportation service to the Casino. He provided an update on DRT's contingency plan to support public transportation needs, if required, for the Facility's opening.

E. Baxter-Trahair provided an update of the ongoing negotiations with the City of Pickering in terms of revenue sharing for Regional services to the Durham Live Facility and entertainment district. She also advised that the Durham Live casino shuttle buses will be restricted from using the bus-only lanes along Highway 2.

Discussion ensued regarding the preliminary traffic control plans in place along Church Street from Bayly Street north of Mill Street, north of Highway 401, for the opening weeks of the Durham Live casino.

Moved by Commissioner Barton, Seconded by Commissioner Anderson,  
(15) That Report #2020-DRT-06 of the General Manager, Durham Region Transit, be received for information.

CARRIED

B) Durham Region Transit Automated Shuttle Pilot (2020-DRT-07)

Report #2020-DRT-07 from B. Holmes, General Manager, Durham Region Transit, was received.

J. Austin responded to questions regarding whether an attendant will be on board the automated shuttle during and after the pilot period; the long term benefits and costs of an automated electric shuttle versus an electric bus; the passenger size of the shuttle. Discussion followed on opportunities that may exist to utilize the automated shuttle technology to provide future transit access within the communities that would compliment DRT services.

Discussion ensued regarding the contributions from the Region and the Town of Whitby, along with the roles and funding agreements provided by the project partners; the potential to broaden the automated shuttle service within the area municipalities; the risk strategy plans should the Pilot encounter failure issues, including the project partners; and DRT's obligations with Smart Cone Technologies Inc.

Chair Collier announced that the TEC members will be invited to attend an event for the launching of the Transit Automated Shuttle.

Moved by Commissioner Mulcahy, Seconded by Commissioner Anderson,  
(16) That the General Manager of Durham Region Transit, working with Regional staff partners, be authorized to:

- i) Deliver a one-year automated shuttle pilot starting June 1, 2020 in partnership with the Town of Whitby, SmartCone Technologies Inc., Pacific Western Transportation and the Ontario Centres for Excellence;
- ii) Negotiate and execute the necessary agreements with project partners including the Town of Whitby, SmartCone Technologies Inc. and Pacific Western Transportation subject to approval of the Region of Durham Legal Services, with substantive terms as identified herein; and
- iii) Report back to the Transit Executive Committee at the conclusion of the pilot on the results and key learnings.

CARRIED

C) DRT Transit Stop Guidelines (2020-DRT-08)

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Report #2020-DRT-08 from B. Holmes, General Manager, Durham Region Transit, was received.

Discussion ensued regarding the DRT transit stop guidelines for bus stop locations where the standard bus stop cannot be accommodated, including the rural areas.

Moved by Commissioner Carter, Seconded by Commissioner Barton,  
(17) That Report #2020-DRT-08 of the General Manager, Durham Region Transit, be received for information.

CARRIED

**7. Advisory Committee Resolutions**

There were no advisory committee items to be considered.

**8. Confidential Matters**

There were no confidential matters to be considered.

**9. Other Business**

9.1 Durham Region Transit's (DRT) Role in Managing COVID-19 (Novel Coronavirus)

B. Holmes responded to a question regarding whether the COVID-19 has impacted the Durham Region Transit ridership.

A. McKinley provided an overview of the measures that DRT have implemented to ensure the safety of their employees and customers in response to COVID-19, including the process to clean and disinfect the buses. It was noted that the regular cleaning efforts would be enhanced to include the cleaning and disinfection of hard surfaces within the operator and passenger areas of the revenue vehicles.

B. Holmes advised that Durham Region Transit is in daily contact with the General Managers and staff of the Greater Toronto Hamilton Area (GTHA) transit agencies who are also monitoring the COVID-19 closely. He noted that DRT and the transit agencies, are using the same approach, and are taking their directions from the local Public Health Departments.

Discussion ensued regarding how DRT would notify its customers if a person with COVID-19 boarded a DRT bus. B. Holmes explained that DRT does not track the movement of its customers; and that Public Health may be able to identify customers through PRESTO if they registered their PRESTO card. It was noted that in the event of a COVID-19 issue or incident involving a DRT bus, customers could refer to the DRT website and social media for further information.

9.2 Construction Timelines for Dedicated Bus-Only Lanes along Highway 2

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Commissioner Pickles inquired when DRT will be constructing dedicated bus-only lanes along Highway 2, between Glenanna and Brock Roads, in the City of Pickering. B. Holmes advised staff would look into the timelines for the construction of the dedicated bus-only lanes and email Commissioner Pickles directly.

9.3 Metrolinx Meeting in Port Perry, in the Township of Scugog

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B. Holmes confirmed that a meeting will be held on Friday, March 6, 2020, between Metrolinx officials and Members of the Provincial Parliament (MPP), in Port Perry, in the Township of Scugog. He advised the meeting is to discuss Metrolinx's plans for transit services (Route 81) in the rural areas, including the northern municipalities and the Municipality of Clarington. Durham Region Transit staff will be in attendance.

9.4 Automated Speed Enforcement (ASE) Cameras

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Discussion ensued regarding the upcoming implementation of the automated speed enforcement (ASE) cameras and the issuing of automated speed enforcement tickets in school and community safety zones throughout Durham Region within the next 90 days. B. Holmes advised that all DRT operators and staff have been informed on the upcoming ASE cameras; and that Regional and DRT staff are working together to ensure a consistent approach to manage tickets that may be issued to the Region or DRT.

9.5 Durham Region Transit Operator Appreciation Day – March 18, 2020

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B. Holmes announced that on March 18, 2020 DRT will recognize their Transit Operators for the important work they do everyday and he noted that this well-deserved day of thanks will also be promoted on the various social media channels.

9.6 Durham Region Transit Adventure Challenge Pilot – March 18, 2020

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Chair Collier announced that he has organized a Transit Adventure Challenge Pilot in follow-up to Metrolinx's proposed reserved paid parking at GO Stations. He advised that the challenge will be held on Wednesday, March 18, 2020; it will commence at Union Station in Toronto; and, includes four people. One person will drive their vehicle to the final destination point and the other three people will take the GO Train to Ajax. Upon arrival at the Ajax GO Train Station, one person will get on a DRT bus, one person will get in their car parked in the GO Station garage; and one will walk to their car parked at the back of the GO parking lot. The pilot is intended to demonstrate the travel time for the same trip between Ajax and downtown Toronto, using a personal vehicle and public transit.

**10. Date of Next Meeting**

The next regularly scheduled Durham Region Transit Executive Committee meeting will be held on Wednesday, April 8, 2020 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 Drew,  
(18) That the meeting be adjourned.

CARRIED

The meeting adjourned at 2:00 PM

Respectfully submitted,

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S. Collier, Chair

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Committee Clerk





# Update

**Transit Executive Committee**  
**June 3, 2020**



# COVID-19 response through May

March 19	safety measures implemented <ul style="list-style-type: none"><li>• rear door boarding, suspended fares, for physical distancing</li><li>• limited number of passengers (maximum half load)</li><li>• daily Level 1 cleaning</li></ul>
March 23	service change - 20 per cent reduction
→ April 20	operational changes in response to MOL order and opinion
May 8	Internal communication June 8 service change
June 8	Service change – 15 per cent service reduction, current demand + capacity for moderate ridership increases
	Suspended routes averaged one or less riders per trip, access to service generally within 10-15 minute walk
On going	Advocacy for funding, industry best practices, restoring ridership



# Impacts

- 70 per cent ridership reduction
- 20 per cent trips no riders
- Year end net deficit projection scenarios
  - Current service level, current ridership, no fare collection \$20.4 million
  - Mitigation measures outlined \$6.8 million
    - Fare collection starting July \$5.5 million
    - Cost avoidance measures \$8.3 million  
(service reductions avoid \$5 million)
- As conditions develop, estimates of financial implications and DRT's budget status will continue to evolve



## Resumption of fare collection

- July 2 implementation
- Pandemic has highlighted need to shift rapidly to contactless electronic fare collection options that reduce the risk of contagion transmission
- Front door boarding required at this time
- Temporary driver COVID-19 barrier



## Resumption fare collection continued

- Impact to issuing transfers for cash/ticket payment
- Elimination of transfers for cash and ticket fare payment
- Distribute up to 4,000 free PRESTO cards
- PRESTO and E-ticketing offer contactless transfers
- Customers save by using PRESTO
  - \$10 savings for every 14 trips
- Temporary E-ticketing solution as soon as possible
- 2020 fares



## 2019 DRT safe driver awards

### 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



Questions?



# Rural Review

**June 3, 2020**

**Durham Region Transit**





# Overview

- Rural Review Process
- Case study highlights
- Technology platform highlights
- Engaging the public and stakeholders
- Recommendations
- ↳ • Next steps



# Rural Review Process

- Researched existing mobility options
- Background review of existing context
- Ridership forecasting
- Review of existing service models used in other jurisdictions
- 81 • Case studies of alternative transit service models
- Review information on technology platform providers
- Identify feasibility of implementing model
- Public and stakeholder engagement

## Case study highlights

- Five peer municipalities were reviewed
- Majority of services provided by contracted contractor: vehicles and operators
- Service delivery a mix of transit stop, curb and hub for pickup and drop-offs
- Where On Demand is integrated into scheduled services regular fares apply
- Customer interface is provided through a mobile application and in some cases website and phone
- Service delivery costs generally operate on an hourly rate
- Accessible services can be integrated



## Technology platform highlights

- Four technology platforms were reviewed
- All offer online, app, and dial in booking
- All platforms can integrated On Demand and Specialized trip management and deployment
- Costs are a combination of a monthly fee and a per revenue vehicle fee



# Engaging the public and stakeholders

## Engagement tactics

- Four drop-ins: 137 sticky note comments
- Seven one-on-one interviews with community partners
- Four local council delegations
- Online survey: 618 responses

## ↳ What we heard

- Expand and improve On Demand service within the rural areas of Durham Region
  - more favourable option over infrequent scheduled service
- Improve when service starts and ends
- DRT branded vehicles and uniformed drivers
- Single fare within the Region
- Maximum trip booking window of two hours
- Improve local service within Port Perry and Uxbridge; On Demand or scheduled
- Increase availability of transit within all of Clarington
- Market services to everyone.

# Recommendation – Technology platform

- **Platform**

- Deploy an On Demand technology platform that is complementary with and has the capability to schedule and dispatch both Specialized Services and On Demand

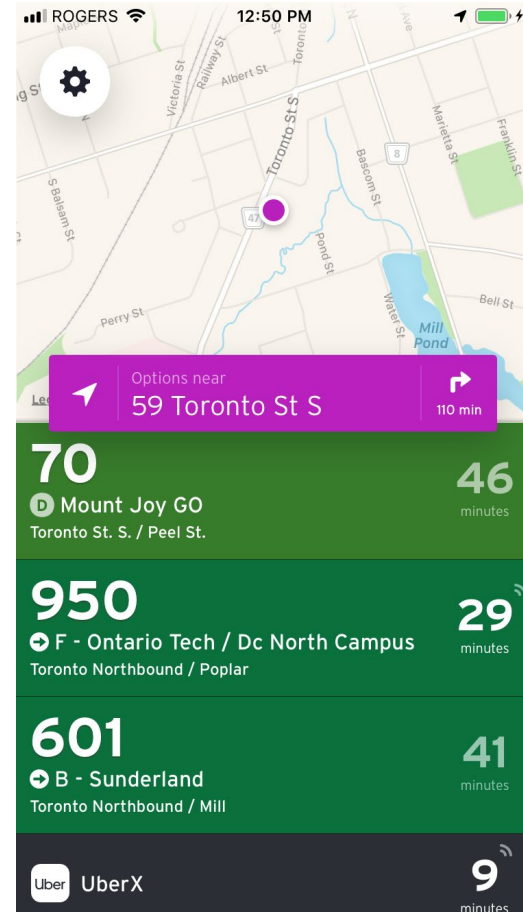
- **In-vehicle**

- Tablet based interaction for operators
- Must be able to run On Demand platform and PRESTO platform

# Recommendation – Customer Facing Technology

- **Provide multiple channels**
  - Mobile application
  - Web desktop
  - Phone / IVR
- **Mobile application**
  - One DRT: for all customers (Scheduled, On Demand, Specialized)
  - Plan, book and pay for trip
    - Protect for future PRESTO e-ticketing
    - Bridge gap with third party e-ticketing
  - One Stop for Mobility:
    - Integrate and protect for future alternative transportations (TNCs, bike share, scooters)
  - Contract with third party application
  - Integrate On Demand trip requests

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## Recommendation – Scheduled Service

- **Route 506 , 601, 960**
  - Cancel and replace with On Demand
- **Route 603**
  - Review level of service between Port Perry and Uxbridge
  - Review level of service between Uxbridge and Brock / 407 Park and Ride
- **Route 950**
  - Extend to GO Train Lakeshore East line
  - Review level of service between Port Perry and Uxbridge
  - Review service model within Port Perry
  - Review service model within Uxbridge
- **Expand inter-community service guidelines**



# Recommendation – On Demand Service

- **Booking window**
  - Maximum two hours
- **Delivery**
  - Integrate all On Demand and Specialized under a single umbrella
- **Vehicles**
  - Branded dedicated vehicles
  - Fleet mix to meet trip demands (accessibility, infants and toddlers)
- **On Demand operation**
  - Curb-to-curb within rural area
  - Curb-to-stop between rural area and urban area
  - Stop-to-stop within urban area
- **Service Area**
  - Expand availability of On Demand to all areas beyond the urban boundary as defined by the Official Plan, except within 800 metres of a scheduled service
- **Service Availability**
  - Similar to urban area
- **Service Metrics**
  - Expand service performance to include On Demand and Specialized
- **Fare**
  - Single fare within Durham Region



# Recommendation – Service beyond Durham

- **York Region**

- Mount Albert
- Highway 48 / York-Durham Line industrial park
- Pefferlaw

- **Peterborough**

- Link with GO Transit route 88 at park and rides

- **Simcoe County (Orillia)**

- Cost share operation of service with Simcoe County
- Cancel if agreement cannot be reached

- **City of Kawartha (Lindsay)**

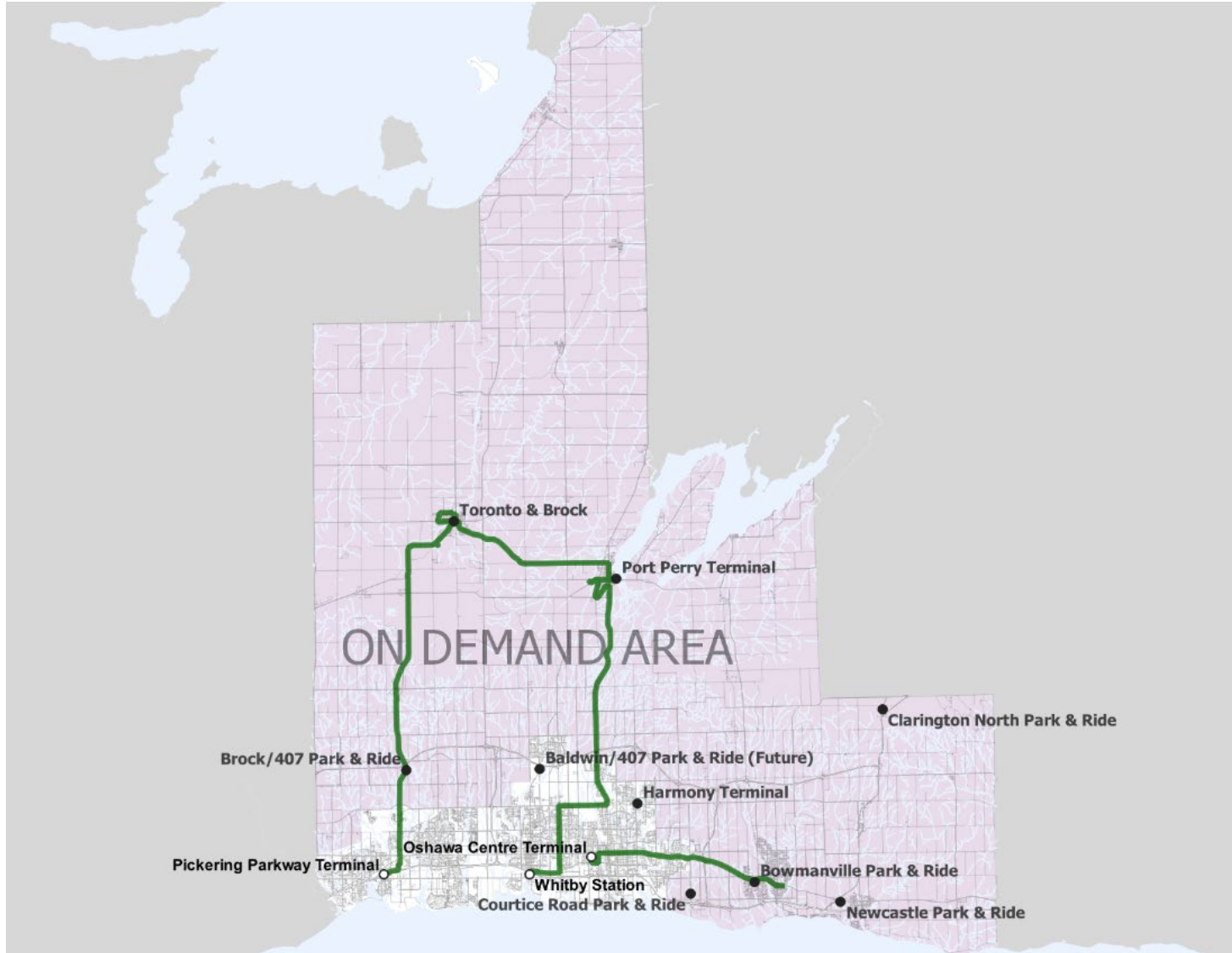
- Cost share operation of service with City of Kawartha
- Cancel if agreement cannot be reached

# Recommendation – On Demand Connecting to Scheduled Service

## Terminal Connections

- **Uxbridge**
  - Downtown (Brock and Toronto)
  - New Park and Ride
- **Scugog**
  - Port Perry Terminal (Curts and Water)
  - New Park and Ride
  - Shirley Park and Ride
- **Clarington**
  - Bowmanville Park and Ride
  - Courtice Road Park and Ride
  - Newcastle Park and Ride
  - 35/115 Park and Ride
- **Pickering**
  - Brock / 407 Park and Ride
- **Oshawa**
  - Harmony Terminal
- **Whitby**
  - Future Baldwin / 407 Park and Ride

# Recommendation – Rural Service Map



# Recommendation – Park and Rides

## Locations

- **Scugog (Port Perry)**
  - Scugog: Simcoe and Shirley
  - Proposed: within urban area of Port Perry. Work with local municipality
- **Uxbridge**
  - Proposed: within urban area of Uxbridge. Work with local municipality

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## Characteristics

- Connects to a DRT scheduled service
- Acts as an integrated stop between On Demand, Specialized and Scheduled services
- Fully accessible transit stops with shelters
- Minimum 10 parking spaces
- Protected pedestrian crossings
- Integrate active transportation amenities (bike racks, future uses)
- Winter maintenance is provided



## Recommendation - Communications

- Broad based communication, outreach and awareness of transit services to all groups
- Increase outreach to youth and student demographic groups



# Deployment Strategy

- 2020
  - implement budgeted service changes, extend route 950 to Whitby Station (no cost)
  - discussions with Kawartha Lakes and Simcoe County
  - development work for service delivery and technology platform RFP's, and preparation of capital and operating requirements for consideration during the 2021 budget cycle
- 2021
  - extend On Demand to all rural areas (outside urban boundary)
  - communications and outreach plan
  - Mobile app and E-Ticketing
  - Identify park and ride requirements
  - Capital and operating requirements for consideration during 2022 budget cycle
- 2022
  - Launch new service provider contract in spring
  - Launch technology platform for On Demand Specialized
  - Launch solutions for 603 and 950
  - Opening of Park and Ride locations

If this information is required in an accessible format, please contact 1-800-372-1102 ext. 3702



## Durham Region Transit Report

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To: Durham Region Transit Executive Committee  
From: General Manager, Durham Region Transit  
Report: #2020-DRT-09  
Date: June 2, 2020

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**Subject:**

General Manager's Report – June 2020

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**Recommendation:**

That the Durham Region Transit Executive Committee recommends:

That this report be received for information.

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**Report:**

**1. Purpose**

1.1 This report is submitted at each Transit Executive Committee (TEC), for information.

**2. Background**

2.1 The General Manager Report provides regular updates on key performance measures and summaries of current activities and transit issues in Attachment #1.

**3. Financial**

3.1 The General Manager's Report focuses mainly on performance and service standards. There are no financial impacts associated with TEC's receipt of this report.



**4. Attachment**

**Attachment #1:** General Manager's Report – June 2020

Respectfully submitted,

Original Signed by

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Bill Holmes  
General Manager, DRT

Recommended for Presentation to Committee

Original Signed by

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Elaine C. Baxter-Trahair  
Chief Administrative Officer



# General Manager Report

June 3, 2020

TEC

Attachment #1

Performance Measures Dashboard	2
Safety	3
Ridership	4
Service Delivery	6
Updates	7
General	9

# Performance Measures Dashboard

## Safety

Key performance indicator	Description	Latest Measure	Current	Target <sup>1</sup>	Current Variance to Target (per cent)	YTD Status <sup>2</sup> (per cent)
Collisions	Preventable collisions per 100,000 km	January	0.67	0.58	✗ 0.0	✓ -18.2

## Ridership

Conventional						
Ridership	Monthly passengers	January	178K	921K	✗ -80.7	✗ -27.2
PRESTO Ridership	Customers paying using PRESTO	January	0 per cent	35.3 per cent	✗ -100	✗ 24.6
Bus full occurrences	Number operator reported occurrences	January	315 <sup>3</sup>	106	✗ 197.2	✗ 44.2
On Demand (OD) and Specialized Services (SS)						
Ridership (OD)	Number customer trips	January	181	38	✓ 376	✓ 602
Ridership (SS)	Number customer trips	January	2,534	15,197	✗ -83.3	✗ -33.2
Trip Demand (SS)	Total of trips delivered, no show or cancelled at door, unaccommodated	January	2,576	15,508	✗ -83.4	✗ -33
Unaccommodated Rate (SS)	Trip requests not scheduled	January	0.5 <sup>3</sup> per cent	1.1 per cent	✓ 0.6	⚠ 0.2

## Service Delivery

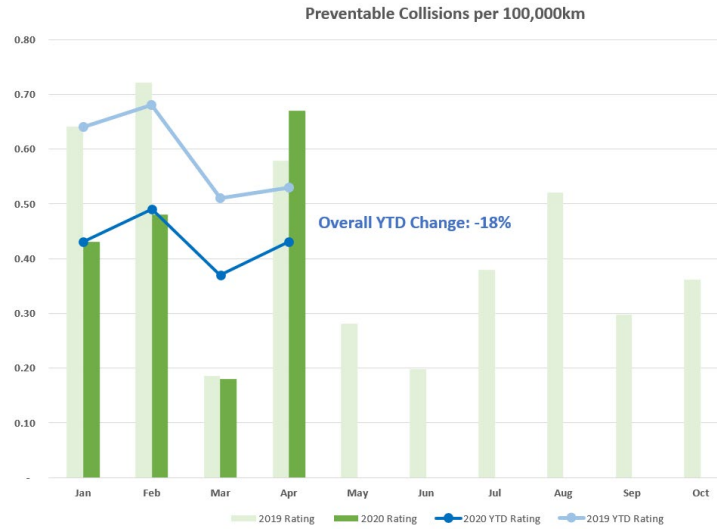
Conventional						
On time performance	Per cent on-time departures from all stops	January	80 per cent	77 per cent	✓ 3	✓ 5
Service availability	Per cent scheduled service delivered	January	99.08 per cent	99.2 per cent	⚠ -0.1	⚠ 0.7

<sup>1</sup>Target is 2018 measure for the same period as latest measure

<sup>2</sup>Year to Date (YTD) compared to previous year

<sup>3</sup>Bus capacity limited to half seated load during COVID-19 pandemic, and two passengers on a Specialized vehicle

## Preventable Collisions per 100,000 km



mitigation strategies to mitigate preventable collisions.

**Definition:** A preventable collision is one in which the driver failed to do everything reasonable to avoid it. A collision may not be reportable to police based on the Highway Traffic Act, but for Durham Region Transit (DRT) purposes all collisions are documented and investigated.

### Analysis

The overall collision rate is trending downward, at 18 per cent lower year to date than 2019.

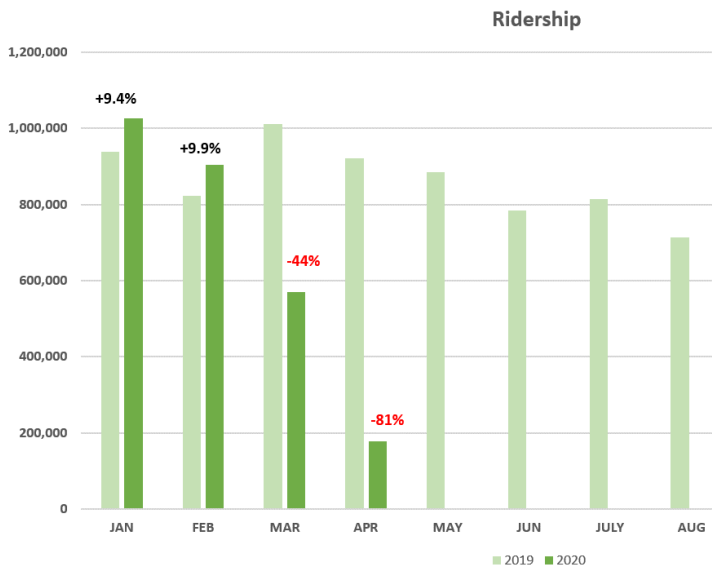
DRT is committed to reducing the annual rate of preventable collisions each year. An enhanced collision investigation process was implemented in 2019 (increased awareness for documenting on-site incidents, identifying secondary preventable incidents, use of on-board surveillance system), and operators involved in a preventable collision complete the appropriate driver safety refresher training.

### Action Plan

DRT Safety and Training, Operations Supervisors, and the Joint Health & Safety Committees continue to monitor collision trends and root cause factors to identify appropriate

# Ridership

## Conventional



**Definition:** Ridership is the sum of all passenger trips. A passenger trip is considered a one-way trip from origin to destination, regardless of the number of transfers that may be required. Ridership data is calculated from fare box data and data from PRESTO, GO Bus One Fare Anywhere, and On Demand.

### Results

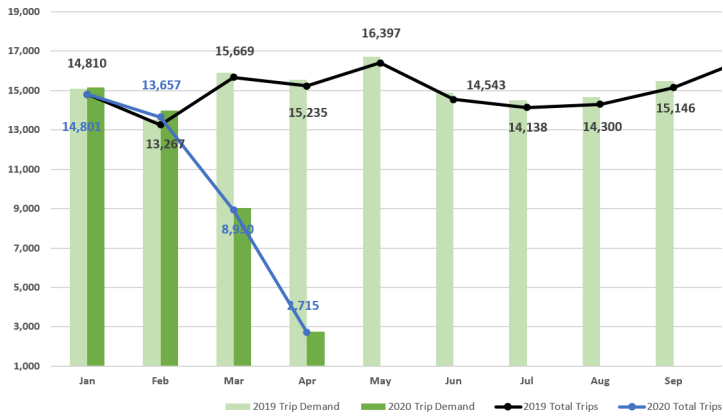
The measures implemented in response to the COVID-19 pandemic reduced ridership by 81 per cent in April compared to last year.

Through March 15, 2020, ridership was approximately 7.5 per cent above budgeted; since March 16, 2020 ridership is down 70 per cent, with year to date ridership approximately 26 per cent below budget.

### Action Plan

Staff are in the process of developing service restoration plans based on ridership projections that consider the phased lifting of provincial and local restrictions, student enrollment and course delivery models by post secondary and secondary school institutions.

# On Demand / Specialized Services



## Definitions:

**Ridership:** A Specialized Services trip is considered a one-way passenger trip from origin to destination, regardless of the number of transfers that may be required. Ridership data is calculated from the scheduling system used by DRT Specialized Services.

**Trip Demand:** Trip demand is the sum of all trips delivered, no-shows and cancelled at the door, and unaccommodated trips.

**Unaccommodated Rate:** An unaccommodated trip is one where DRT is unable to schedule a trip for the specific requirements of the customer, or the customer declined to accept the trip option provided by the booking agent.

## Results

### Specialized Services

The measures implemented in response to the COVID-19 pandemic reduced ridership by 82 per cent in April compared to last year.

Through March 15, 2020, ridership was down approximately one per cent above budgeted; since March 16, 2020 ridership is down 81 per, with year to date ridership 33 per cent below budget.

The number of unaccommodated trips dropped to 0.5 per cent in April, reflective of the reduced demand during the pandemic.

### On Demand

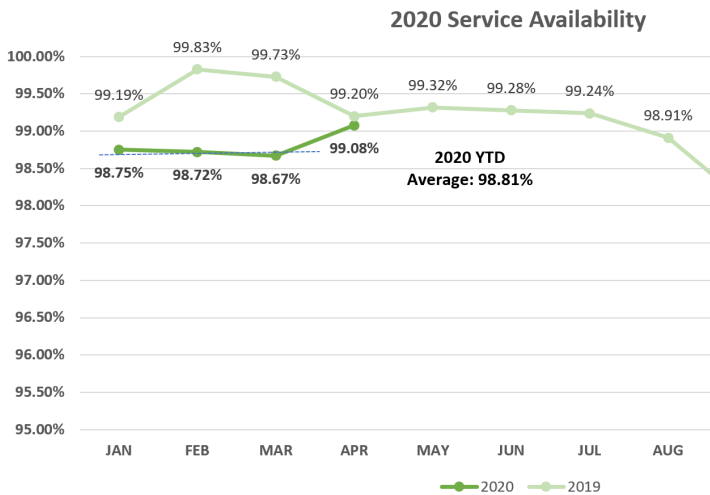
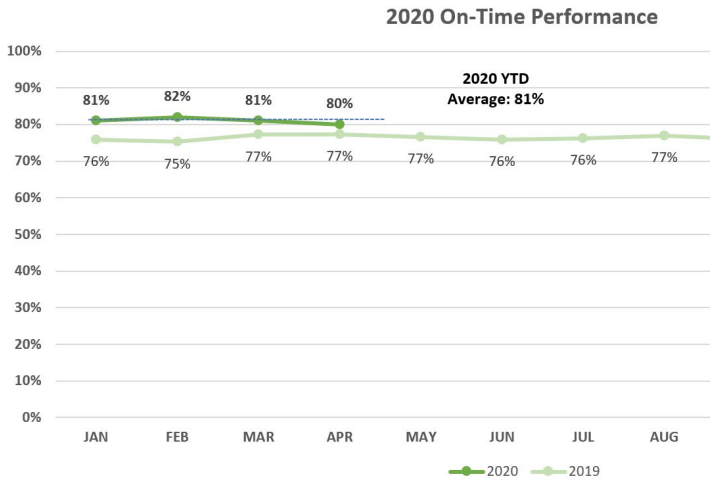
Ridership continues to be stronger than last year despite the pandemic, reflective of the enhancements implemented in September 2019. April ridership was up 376 per cent, with year to date ridership 607 per cent higher than 2019.

### Action Plan

Please see 2020-DRT-12 Rural Review report.

# Service Delivery

## On Time Performance & Availability (conventional)



### Definition

On-Time Performance (OTP) is a measure of the percentage of buses departing a bus stop no more than zero minutes early and five minutes late. The annual OTP target is 78 per cent.

Service availability measures the actual service delivered by DRT compared to the scheduled

revenue service. The service availability target is 99.5 per cent.

### Results

The transportation network is much different today than before the COVID-19 pandemic with peak period traffic volumes on Regional roads reduced by approximately 40 per cent. During this unprecedented period the professionalism and commitment of bus operators has been demonstrated by their actions and decisions to ensure service reliability for customers, maintaining 80 per cent on time performance in April.

In 2019 DRT leveraged the increasing data analytics capacity to support enhanced reporting of OTP data and engagement of operations staff, including front line operators. Staff efforts to improve service for customers has resulted in a dramatic improvement in service reliability and OTP.

The annual OTP through April is 81 per cent, up from 76-77 per cent in 2019.

Service availability in April was 99.08 per cent, and 98.81 per cent year to date. Service availability year to date is influenced by challenges experienced earlier in the year at the Whitby location.

### Action Plan

Staff continue to encourage and promote actions to improve service reliability and availability.

## Innovation

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### **1. Electric buses**

The electric bus pilot program continues to progress, with the electric load assessment to be completed by the local power utility by the summer. The assessment will establish grid and charging requirements which will inform the specifications for the buses and charging infrastructure.

We are also awaiting approval of an application to The Atmospheric Fund to fund a temporary project manager to manage the electric bus pilot requirements.

### **2. Articulated Buses**

One articulated bus was received just before the COVID-19 pandemic, which enabled training to be provided to the mechanics at the Oshawa garage. Operator training has started, and residents may have spotted the bus in the Oshawa area over the past few weeks. A second articulated bus is expected to be delivered before the end of May, with the four remaining buses expected in July. The articulated buses will provide additional capacity that is much needed by DRT and will be much appreciated by customers during the COVID-19 era.

### **3. Autonomous Vehicle Pilot**

Due to the pandemic, the originally scheduled June implementation of the autonomous vehicle pilot in Whitby was postponed by three months. Staff continue to prepare for the pilot, including bus stop infrastructure, operational considerations, and finalizing agreements with project stakeholders.



# Infrastructure

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## 1. Update: Investing in Canada Infrastructure Program (ICIP)

On October 24, 2019, Durham Region submitted 14 applications to the Province under the Public Transit Stream of ICIP at a total project value of \$237.5 million. A November 6, 2019 report to the Transit Executive Committee (#2019-DRT-20) summarized ICIP funding terms and the 14 projects submitted.

While progress has been made recently, to date no approvals have been received for any of the 14 projects more than six months after the submission deadline. This includes:

- Four applications for bus purchases awaiting federal government approval.
- Nine applications awaiting provincial Treasury Board meetings to be nominated to the federal government for approval.
- One application that remains under review by provincial staff at the Ministry of Transportation.

The application that remains under review is a signature Bus Rapid Transit (BRT) project involving the construction of dedicated median transit lanes along Highway 2 in Pickering. MTO staff have been reviewed the Metrolinx-approved Initial Business Case for the Durham-Scarborough BRT and have requested that a separate, project specific business case be provided. DRT has already engaged Metrolinx to provide the requested analysis to support the project as soon as possible.

Along with multiple 905-area transit agencies, DRT continues to be cautious optimistic with the ICIP project application for costs associated with the 2020 PRESTO device refresh program. It is understood that the Province is recommending approval of the application, but there may uncertainty as to its eligibility status with the federal government.

The Region and DRT continue to advocate to the federal and provincial governments, directly and through municipal and transit industry associations, on the importance of expediting ICIP project investments to support job creation and economic recovery in the post pandemic period. The delayed roll-out of ICIP to 905-area transit agencies has already reduced the number of available construction seasons from 10 to seven years, ahead of the March 2027 funding deadline. Further delay is putting another construction season at risk.

## General

### 1. DRT Response to COVID-19 pandemic

Over the past two months DRT has responded to the immediate health, safety and service impacts of the COVID-19 pandemic. These actions ensured DRT could continue to deliver reliable and predictable service for essential workers and residents who relied on DRT during the uncertainty of the early stages of the pandemic.

- |          |   |
|----------|---|
| March 19 | <p>Rear door boarding, restricted access to back two thirds of bus, and suspended fares ensured physical distancing of passengers for the safety of bus operators.</p> <p>Limited the number of passengers on the bus (maximum half load) to maintain physical distancing and safety for passengers.</p> <p>Daily Level 1 cleaning of all high-touch surfaces within the customer and operator compartments of the bus.</p>   |
| March 23 | <p>Service change that included a 20 per cent reduction in service hours in response to the 75 per cent reduction in ridership. Higher level of service was required to ensure physical distancing for passengers.</p>  |
| April 20 | <p>Implemented operational change in response to an order from the Ministry of Labour that resulted in scheduled service operators remaining in their seat at all times. As a result, customers were required to be independent when using scheduled service, and front door boarding was restricted to customers using a wheel chair or scooter. Specialized Services implemented an On Demand process to support customers unable to be independent or board using the rear doors. Through May 12, six trips were delivered for customers unable to be independent or board through the rear door of a scheduled service bus.</p> <p>Implemented additional personal protective equipment to Specialized Service operators in response to an opinion from the Ministry of Labour.</p> |
| May 8    | <p>Communicated internally to DRT that further a service reduction effective June 8 would result in the temporary lay off of 41 scheduled service bus operators. Contracts with 13 temporary part time scheduled service bus operators were cancelled effective May 24. Through an effective on-line declaration process, 20 (49 per cent) of the lay-offs ended up being voluntary.</p>  |

### 2. COVID-19 pandemic fiscal impacts

As experienced throughout the broader transit industry, DRT has incurred significant revenue and cost impacts since mid-March. Through April, year to date ridership is down 30 per cent compared to 2019. Up to March 16, DRT ridership exceeded budget, but since then ridership has experienced a 70 per cent reduction. Through May 31, 2020, DRT is forecasting a net fiscal impact of \$3.4 million, based on lost fare revenues and increased COVID-19 expenditures offset in part by service reduction savings and reduced PRESTO commission fees. Should current ridership levels and fare suspension continue through the remainder of 2020, the year-end net fiscal deficit is forecasted up to \$20.4 million.

DRT is taking actions to mitigate the fiscal impact of the pandemic while continuing to deliver reliable service that meets ridership demand. Approximately \$8.3 million in cost efficiencies have been identified within the 2020 budget, including savings from service adjustments, major repairs, fuel, discretionary spending, sub-contractors, PRESTO commissions, and gapping. Service adjustment savings include additional service reductions to be introduced June 8 in response to sustained decreases in ridership and the temporary layoff of 41 conventional bus operators and cancellation of contracts with 13 temporary part time conventional bus operators.

DRT is planning to resume front door boarding and fare collection by July 1 pending implementation of required COVID-19 related safety practices. Based on ridership projections for the final six months of 2020 (50 per cent of budgeted), an additional \$5.5 million in revenue may be generated.

Considering the identified efficiencies and revenue generated with the resumption of fare collection, the forecasted year end deficit is project to be reduced to \$6.8 million.

Furthermore, DRT has been working with industry associations engaged in federal and provincial advocacy seeking financial relief for municipal transit systems that have played a critical role in supporting essential travel needs within communities throughout the pandemic. This includes the Canadian Urban Transit Association, Ontario Public Transit Association, Association of Municipalities of Ontario, the Large Urban Mayors' Caucus of Ontario and the Greater Toronto and Hamilton Area Mayor's and Chairs Forum. Uncertainty also exists within the transit industry with respect to the long-term residual impact of the pandemic on ridership. It is unknown how soon and to what extent passengers will return to transit as the economy re-opens given ongoing physical distancing precautions, the proliferation of work from home arrangements, and increased on-line education and service delivery options.

### **3. Summary of COVID-19 related key messages for customers through May 15**

Public transit is available for those who must travel. If you need us, we're here for you.

The safety and well-being of our customers and staff is paramount. We have implemented some service modifications to reflect reduced ridership demands and support the physical distancing efforts recommended by the Durham Region Health Department and provincial and federal governments. These modifications will be in effect until further notice.

- Please restrict your travel to essential purposes only and respect onboard protocols and signage. Help us help you: let's work together to keep you, our staff and community safe.
- For the safety and well-being of our operators and to continue practising physical distancing, customers who travel scheduled DRT service must do so without the assistance of an operator. Effective Saturday, April 18, for physical distancing purposes, customers who require wheelchair and scooter securement will be accommodated through Specialized Services. Please contact our Customer Service team for more information.
- You may start seeing some DRT operators wearing homemade masks while on duty. This is a personal choice by the individual. Following the recommendation of Durham Region's Medical Officer of Health, wearing a non-medical mask (such as a homemade cloth mask) is an additional measure to protect others in our community. Help us help you by only using public transit for essential travel and continue to practise frequent hand washing and physical distancing.

- The Customer Service Centre, including On Demand and Specialized Services, is open from 08:00 to 16:30 seven days a week, to reflect reduced customer service call volume and ensure we continue to provide predictable and sustainable service for our customers.
- Please board and exit buses using the rear doors only. If you have a wheelchair or scooter you can continue to use the front doors.
- Physical distancing is needed by customers and staff to ensure we can continue providing public transit service to those who need it. Please respect onboard protocols and signage at all times.
- Our point of sale at 110 Westney Rd. S. is closed to customers. Customer Service staff remain onsite to answer customer questions and help with trip planning via phone and online.
- On Demand/Specialized customers are required to book trips via phone and complete a verbal pre-screen with the DRT booking agent. Please call 1-866-247-0055 to book your trip.
- Bus loads are limited to support customers' physical distancing practices.
- An enhanced bus cleaning process is in effect to ensure thorough, daily disinfecting with Health Canada approved cleaning/disinfecting products. The products we source are safe for daily use by all staff. The disinfecting measures include wiping down all hard surface touch points, including stanchions, stop request buttons, doors and the driver's area; the exteriors of our vehicles are also cleaned daily.
- No fare payment required.

#### **4. June 8 Service Change Summary**

Ridership has been consistent throughout the COVID-19 pandemic at approximately 25 per cent of budgeted levels, or 10,000-11,000 average weekday boardings.

The service change effective Monday, June 8 will support current demand while ensuring appropriate capacity to safely accommodate the moderate ridership increases expected over the next few months as the economy starts to recover.

On weekdays, most services will operate on a Sunday schedule, with additional trips added to routes 216, 217, 223, 305, 308. Routes PULSE 900, 101, 112, 120, 302, 401, 402, 403, 405, 410, 910, 915, 916, 950 will operate higher levels of service.

Weekend service will operate primarily on Sunday level services, with additional trips added to routes PULSE 900, 401, 402, and 915.

The following routes will be suspended due to very low ridership: 103, 111, 193, 219, 225, 226, 232, 301, 303, 312, 406.

Full details are available at [www.durhamregiontransit.com](http://www.durhamregiontransit.com).

**5. 2019 Safe driver awards**

DRT is proud to recognize the 29 bus operators who achieved their safe driver milestones in 2019. Together these 29 professional operators have driven 290 years and approximately 12.5 million kilometres without a preventable collision; that's equivalent to driving between St. John's and Vancouver, over 1,692 times. DRT's commitment to safety is best demonstrated through the accomplishments and actions of staff, which includes these extraordinary employees and their commitment to customers and the communities they serve.

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

**6. Canada day service**

Consistent with the cancellation of July 1 Canada Day celebrations throughout the local area municipalities, DRT will not be adding additional services on July 1 as in years past.

If this information is required in an accessible format, please contact 1-800-372-1102 ext. 3702



## Durham Region Transit Report

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To: Durham Region Transit Executive Committee  
From: General Manager, Durham Region Transit  
Report: #2020-DRT-10  
Date: June 3, 2020

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**Subject:**

Radio Communications System: Contract with Metrolinx for Radio Services

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**Recommendation:**

That the Transit Executive Committee approve:

- 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.
- 

**Report:**

**1. Purpose**

- 1.1 Before entering into the original contract with Metrolinx in January 2010, DRT evaluated land-based radio system options, including potential collaborative efforts with the Region's NextGen 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 due to end of service support by the radio manufacturer. Metrolinx replaced the radios at no cost to DRT and retained ownership of these radios.
- 1.5 Amendment #4 to the original contract was a continuation of the existing contract at approximately \$310,000 in annual operating and maintenance costs, for an additional one-year term, January 1, 2020 through December 31, 2020.
- 1.6 The Region of Durham P25 trunked land-based 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 purchase their radio equipment and related infrastructure.
- 1.7 DRT plans to migrate to Radio over Internet Protocol (RoIP) technology within the next five years. Compared to land-based radio technology, RoIP allows for cost savings on capital infrastructure and offers enhanced operating efficiencies and connectivity.
- 1.8 An estimated cost of more than \$2M is required for DRT to migrate to NextGen as a result of replacing all radio's used by DRT to ensure compatibility. Given DRT's goal of migrating to RoIP within five years, and that new radio units have a useful life of ten years, DRT is recommending an extension to the current radio contract with Metrolinx to avoid the upfront costs required to transition to the NextGen system.
- 1.9 The contract with Metrolinx will enable DRT to minimize upfront capital cost of radio purchases prior to the adoption of RoIP technology. This will also ensure an uninterrupted communication service through the duration of the contract.

## **2. Financial Implications**

- 2.1 Under a renewed Metrolinx agreement, it is anticipated that DRT will face an annual service cost lower than the annual \$310,000 cost from the previous contract amendment, based on Metrolinx's updated calculations of DRT's share of Metrolinx's total radio asset pool.
- 2.2 It is not anticipated that the existing DRT radios will reach their end of useful life over the next five years, but radios will need to be purchased for projected growth vehicles.
- 2.3 The capital costs alone for the NextGen option are significantly greater than the estimated service and capital costs associated with the Metrolinx option over the five-year period.
- 2.4 This report has been reviewed by the Treasurer of Durham Region Transit who concurs with the financial implications

## **3. Next Steps**

- 3.1 Upon approval of this report, subject to favourable terms staff will negotiate a sole source radio service agreement with Metrolinx not to exceed five years.

Respectfully submitted,

Original signed by

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Bill Holmes

General Manger, DRT

Original signed by

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Nancy Taylor, BBA, CPA, CA

Treasurer, DRT

Recommended for Presentation to the Committee

Original signed by

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Elaine C. Baxter-Trahair

Chief Administrative Officer



If this information is required in an accessible format, please contact 1-800-372-1102 ext. 3702



## Durham Region Transit Report

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To: Durham Region Transit Executive Committee  
From: General Manager, Durham Region Transit  
Report: #2020-DRT-11  
Date: June 3, 2020

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**Subject:**

Resumption of Fare Collection

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**Recommendation:**

That the Transit Executive Committee approve:

- 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.
- 

**Report:**

**1. Purpose**

- 1.1 The purpose of this report is to outline the temporary measures to be taken by DRT to safely resume the collection of fares during the COVID-19 pandemic.

**2. Background**

- 2.1 Over the past two months DRT responded effectively to the immediate health, safety and service impacts of the COVID-19 pandemic to continue to deliver reliable and predictable service during the period social insecurity. The actions

- taken protected the health and safety of bus operators and customers by ensuring physical distancing.
- a. rear door boarding;
  - b. suspended fare collection;
  - c. restricted access to the rear two thirds of the bus; and
  - d. limited the number of passengers on the bus (maximum half load) to maintain physical distancing for passengers.
- 2.2 Actions are being taken to mitigate the fiscal impact resulting from the pandemic while continuing to deliver reliable service that meets ridership levels, that are estimated to achieve \$8.3 in cost efficiencies. Resuming fare collection in July will generate up to an additional \$5.5 million for the last six months of the year and lower the projected year end deficit to \$6.8 million. Failure to resume fare collection in the summer may impact U-Pass revenues for the fall semester, with an additional net fiscal impact of \$0.8 million per month beginning in September.
- 2.3 DRT considered fare collection options that would enable rear-door boarding to continue, however, front-door boarding is the only viable solution at this time to resume fare collection.
- 2.4 To resume fare collection and front door boarding, effective risk mitigation measures are needed to minimize shared touchpoints, maintain physical distancing, and mitigate the risk for potential transmission of the COVID-19 virus between customers and employees.
- 2.5 There are several COVID-19 transmission points when fare is paid using cash or paper fare media, including:
- a. lack of hand washing facilities for customers handling cash or tickets;
  - b. operator handing transfer to each customer who pays by cash or tickets;
  - c. additional time a customer is standing at the front of the bus providing payment and waiting for transfer; and
  - d. disputes regarding cash fares and expired paper transfers.
- 2.6 Consistent with the recommendations issued by the Provincial Chief Medical Officer of Health on May 20, a temporary “bio-shield” barrier will be installed between the bus driver and boarding customers. The COVID-19 barrier will eliminate the risk of virus transmission (droplets from coughing, sneezing and talking) to employees from boarding customers. The type of barrier being

considered has been installed by transit agencies across the country as part of their fare resumption strategy. The temporary COVID-19 barrier is being installed in advance of the driver safety shields expected to be approved for funding through the Investing in Canada Infrastructure Program (ICIP).

The ICIP application to fund permanent driver safety shields is currently awaiting approval by the Treasury board, after which the application will be forwarded for Federal government approval. The timing of the final approval is unknown.

- 2.7 In consultation with the Assistant Medical Officer of Health, Dr. Pepi McTavish, the remaining exposure of concern occurs during the fare payment process, specifically the issuance of transfers to customers paying by cash or tickets. The operator is required to hand the paper transfer to the customer, and with the COVID-19 barrier this will not be possible.
- 2.8 When paying a fare, customers are provided two hours of unlimited travel (the transfer window). When paying with cash or a ticket, customers are handed a paper transfer by the operator, and the transfer must be displayed to the operator when boarding another bus. Approximately 50 per cent of customers paying by cash board another bus within the transfer window. When using PRESTO, the transfer is automatically applied to the card, and the customer taps their card on the reader when boarding another bus.
- 2.9 In 2019 approximately 12 per cent of ridership paid using cash. Based on current ridership, there would be approximately 1,300 daily riders using cash. Projecting a 50 per cent ridership target for the final six months of the year, 3,500 daily customers would expect to be paying with cash.
- 2.10 DRT introduced the PRESTO electronic fare payment system in 2008 offering passengers, operators and DRT several benefits including seamless travel between transit systems, on-line account management and electronic purse protection, and accurate ridership data. PRESTO customers load value or passes onto their cards on-line or at in-person points of sale and can board participating transit services by tapping their PRESTO card on the fare transaction device at entrance points. Thirty-nine per cent of DRT customers used PRESTO in 2019.
- 2.11 Many customers are unaware of the significant savings available when adopting the PRESETO card. When using E-Purse, the cost of the card is recovered by the eighth trip. For every trip thereafter, the customer saves \$0.75, or approximately \$10 for every 14 bus trips.

- 2.12 Mobile ticketing (E-ticket) solutions for transit services provide alternative contactless options for customer travel. As a smartphone application, customers can purchase all fare products, single rides and monthly passes, for immediate and future use. A data connection is only needed to purchase and load fares, and when boarding the customer presents their smartphone to the operator for visual inspection, much like a paper pass. The E-Ticket also includes a transfer feature eliminating the need for a paper transfer.

Mobile ticketing improves the customer experience, reinforces physical distancing, eliminates the COVID-19 transmission risks associated with the transfer process and physical distribution of fare media, and customers are not required to travel to a point of sale for purchase. In response to the pandemic, DRT are evaluating temporary solutions in advance of the permanent PRESTO mobile ticketing solutions which has been escalated for completion within 12 months.

- 2.13 2020 fares were effective May 1, 2020. Table 1 summarizes the current standard (adult) transit fares across the Greater Toronto and Hamilton Area (GTHA).

Table 1: Summary of current GTHA Standard (Adult) Transit Fare

Transit Agency	Cash Fare	PRESTO Single Ride	Monthly PRESTO Pass
Brampton	\$4.00	\$3.10	\$128
Oakville	\$4.00	\$3.10	\$129
Burlington	\$3.50	\$2.75	\$100
Hamilton	\$3.25	\$2.50	\$110
Mississauga	\$4.00	\$3.10	\$135
Durham Region	\$4.00	\$3.25	\$117
York Region	\$4.25	\$3.88	\$154
Toronto	\$3.25	\$3.20	\$156

### 3. Resumption of Fare Collection

- 3.1 At its meeting on December 4, 2019, TEC approved the DRT Fare Strategy (#2019-DRT-25). The strategy establishes principles and objectives over the next five years to simplify DRT's overall fare structure and incentivize and accelerate

the transition to PRESTO electronic fare card payment. This includes establishing a timeline for the elimination of paper fare media by as early as February 2021.

- 3.2 The current pandemic has highlighted the need to shift more rapidly to contactless electronic fare collection options that reduce the risk of contagion transmission for the safety of passengers, transit operators and other personnel supporting administration of fare media, distribution, collection and maintenance activities. This includes reconsideration of fare media involving frequent transaction touchpoints such as cash fares and paper passes and transfers.
- 3.3 Resumption of fare payment is planned for July pending implementation of the appropriate protocols to protect the safety of employees and customers. To reduce the risk of virus transmission and enhance confidence in the safety of transit travel, DRT is recommending the immediate elimination of paper monthly passes (with the exception of the Access Pass), limiting the availability of tickets, and the suspension of paper transfers. Customers currently purchasing monthly passes will be required to purchase the PRESTO monthly pass. Customers usually paying by cash, or the few customers who may still pay by ticket, are recommended to use PRESTO E-purse or temporary E-ticketing solution, or they will need to pay a fare when boarding each bus; there will be no transfer issued for payment by cash or ticket.
- 3.4 DRT will be taking several actions and will be strongly encouraging and promoting customers to adopt PRESTO and a potential E-ticketing solution to mitigate exposure risks associated with cash and ticket payments, and paper transfers.
  - a. PRESTO card distribution – DRT will continue to communicate to customers on the availability of PRESTO cards through the extensive point of sale network that includes all Shoppers Drug Mart locations in Durham Region, GO Transit Stations, DRT PRESTO points of sale and on-line or telephone ordering direct from Metrolinx.
  - b. PRESTO card costs – DRT will engage with Metrolinx with respect to making available up to 4,000 PRESTO cards free of charge to customers. Cards will be made available to new PRESTO customers at DRT's PRESTO points of sale at DRT's Ajax customer service location, and at the Durham Region Headquarters in Whitby, the Oshawa Centre and Pickering Town Centre. Additional distribution channels will be explored and leveraged throughout June to distribute the cards to customers traditionally paying by cash or using paper fare media.

- c. Mobile ticketing – DRT is engaging with Metrolinx and other third-party providers on an immediate mobile ticketing solution (or E-ticketing) that will offer an additional contactless smartphone based option for DRT customers. The mobile ticketing solution would be accepted across all conventional, specialized and On Demand DRT services, including contracted taxi providers.
- 3.5 In addition, DRT is collaborating with Durham College, Ontario Tech University and Trent University to introduce a contactless digital U-Pass by Fall 2020. The digital pass supports physical distancing precautions and administrative efficiencies for the institutions by reducing the need for in-person pick-up and validation of student identification cards for U-Pass eligibility for more than 20,000 students each semester.
- 3.6 DRT recognizes that eliminating paper transfers may pose challenges for less frequent transit users and/or those unfamiliar with or who may find it difficult to adopt one of the electronic payment options. DRT continues to have multiple fare options available to vulnerable transit customers who rely on DRT services including:
- a. Kids Ride Free – All children aged 12 and under will continue to be able to board DRT services free of charge and without presenting any fare media;
  - b. Transit Assistance Program (TAP) – DRT continues to work closely with Durham Social Services to distribute PRESTO cards to Ontario Works clients as part of the Transit Assistance Program pilot launched in late 2019. DRT has also been engaging with the provincial Ontario Disability Support Program (ODSP) Office in Oshawa to support the distribution of TAP cards to ODSP clients. To date more than 2,000 TAP cards have been distributed.
  - c. Access Pass – Recognizing that not all ODSP clients are able to make the transition to the TAP program at this time and that PRESTO is not currently available for use with Specialized Services contracted taxi service providers, the paper-based Access Pass will continue to be available to ODSP clients through regular points of sale.
  - d. Paper Tickets – Paper tickets will be available for social service and community agencies requiring tickets to support client travel needs. Customers will be able to use any existing tickets they possess but given the suspension of paper transfers customers will need a ticket at each boarding.

- 3.7 Direct support is available to customers with questions or who may experience a problem by calling or emailing DRT Customer Service. PRESTO also provide a robust customer service process accessible by phone, on-line, or email.
- 3.8 Consistent with DRT's practice throughout the pandemic, all changes to service and fare collection requirements will continue to be communicated to customers in advance of the effective date. This will include information on all available contactless fare payment options, including how to obtain a PRESTO card.
- 3.9 The resumption of fare collection is an active issue among transit agencies, however standardized processes have not yet been established as decision by the Province and individual agencies are evolving quickly. Some agencies are starting fare collection in June, while others, in particular the agencies in the 905, are targeting July.

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

- 4.1 Reinstating fare collection by July 1, 2020 will enable DRT to generate an estimated \$5.5 million in fares through December 31, 2020 assuming average monthly ridership at 50 per cent of forecasted levels over the final six months of the year. This will contribute to reducing DRT's year end deficit due to the impacts of the COVID-19 pandemic to an estimated \$6.8 million. As conditions related to COVID-19 develop, estimates of the financial implications and DRT's budget status will continue to evolve.
- 4.2 Making available up to 4,000 PRESTO cards to transit customers in Durham Region to assist with the transition to contactless fare payment during the COVID-19 pandemic by waiving the card fee will cost an estimated \$20,000. DRT will engage Metrolinx and where needed will leverage savings from reduced cash pick-up to offset the costs of the cards.
- 4.3 Installation of the temporary COVID-19 operator barriers will be completed internally before the end of June at an estimated cost of \$60,000 - \$100,000.
- 4.4 Financial implications related to the introduction of a mobile ticketing solution are being confirmed.
- 4.5 Financing for the PRESTO cards, COVID-19 barriers, and mobile ticketing solution will be at the discretion of the DRT Treasurer/Commissioner of Finance.

**5. Next Steps**

- 5.1 Upon approval of the recommendations, DRT will implement the necessary actions and precautions outlined in the report, with the objective to reinstate fare collection as early as July 1, 2020.
- 5.2 DRT will report back to TEC prior to the end of 2020 with an update on the experience with contactless fare payment and any adjustments that may be required.

Respectfully submitted,

Original signed by

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Bill Holmes  
General Manger, DRT

Recommended for Presentation to the Committee

Original signed by

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Elaine C. Baxter-Trahair  
Chief Administrative Officer



If this information is required in an accessible format, please contact 1-800-372-1102 ext. 3702



## Durham Region Transit Report

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To: Durham Region Transit Executive Committee  
From: General Manager, Durham Region Transit  
Report: #2020-DRT-12  
Date: June 3, 2020

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**Subject:**

Review of transit services in rural Durham

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**Recommendation:**

That the Transit Executive Committee approves:

That the recommendations and strategy outlined in this report including Attachment #1 be implemented and that funding requirements be considered during the applicable annual budget process.

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**Report:**

**1. Purpose**

1.1 The purpose of this report is to provide the Transit Executive Committee (TEC) with recommendations and deployment strategy to further enhance transit services in the rural areas of the Region of Durham (the Region).

**2. Background**

2.1 Transit services in rural areas of the Region have evolved over several decades. Prior to the introduction of GO Transit route 81 in 1999 that connected Whitby GO Station, Port Perry, and Beaverton along the Highway 12 corridor, a combination of private operators and contracted GO Transit services provide transit service in the Region's northern townships.

In 2006, the newly formed Durham Region Transit (DRT) launched route 950 connecting Oshawa, Port Perry, and Uxbridge. This route has since matured to be the backbone and busiest route in the northern rural area of the Region. In January

2006, the One-fare agreement between DRT and GO Transit was struck to provide integrated transit services in the Region, where customers can ride GO Transit bus services within the Region using DRT paper tickets, passes, and transfers.

Between 2006 and 2014 several services were launched in an attempt to enhance mobility throughout the rural areas, including:

- A dial-a-ride trial in Scugog Township
- Community routes operating within the urban settlements of Port Perry and Uxbridge on certain weekdays only
- Intercommunity routes were introduced between the urban settlement areas of:
  - (a) Beaverton, Cannington, Sunderland, and Uxbridge
  - (b) Bowmanville, Newcastle, Orono, the Port of Newcastle, and Wilmot Creek

2.2 In 2016, DRT launched the Rural-North Service Strategy that guided the evolution of service in rural-north Durham between 2016 and 2020. Major themes included the introduction of weekend service on route 950, reducing duplicated services, introducing new inter-regional services to Newmarket, Lindsay, and Orillia and an intra-regional service connecting the Pickering GO Station and Uxbridge. The On Demand service model was also introduced in the townships of Brock, Scugog and Uxbridge.

2.3 As DRT has grown, service integration has realized efficiencies by using all assets to deliver public transit services for residents. A primary enabler of service integrations was the transformation of the fleet and infrastructure to achieve compliance with accessibility requirements. Today the integration of different modes of transportation is scheduled manually, but technology solutions are available to automate the process to make travel easier for public transit customers.

2.4 DRT envisions that residents will choose to use DRT's transportation platform from which they can review, plan, schedule, and perhaps even pay for their integrated transit trip, or they may choose to select an alternative method of transportation that they can see and access through the on-stop-shop DRT application. Implementation of an effective On Demand solution will introduce residents to this available technology.

## 2.5 2020 Rural Review

The review of transit services in the rural areas of the Region was launched in 2019 to determine the best available solution to meet the current and future travel demands of residents.

The review assessed available mobility options, forecasted transit demand, and documented service delivery models and technology platforms used in similar jurisdictions.

Engagement with residents and stakeholder groups gathered market information on service delivery model characteristics and considerations, which included a focus on communication, outreach and awareness initiatives.

## 3. Discussion

### 3.1 Case study

A peer review evaluated transit service delivery practices throughout Ontario and Canada. Five jurisdictions were selected based on their similar geography to the Region, and each provides a unique service delivery model.

Table 1: Highlights of service models from comparable jurisdictions

	<b>Airdrie, Alberta</b>	<b>Innisfil, Ontario</b>	<b>Wellington County, Ontario</b>	<b>Region of Waterloo, Ontario</b>	<b>Belleville, Ontario</b>
<b>Status</b>	Ended Fall 2019 due to escalating costs	Ongoing	Ongoing	Ended January 2020 due to end of pilot program and low ridership	Ongoing
<b>Service Delivery</b>	Curb to Hub <sup>1</sup>	Curb to Curb/Hub <sup>2</sup>	Curb to Curb	Flex Stop to Bus Stop <sup>3</sup>	Bus Stop to Bus Stop <sup>4</sup>
<b>Fare structure</b>	Regular fares	Between listed locations \$4.00 to \$6.00, others \$4.00 off Uber fare. 30 trip monthly max.	Fares are set at \$0.60 per kilometer, minimum \$5.00 and maximum \$40.00	Regular fares	Regular fares

	<b>Airdrie, Alberta</b>	<b>Innisfil, Ontario</b>	<b>Wellington County, Ontario</b>	<b>Region of Waterloo, Ontario</b>	<b>Belleville, Ontario</b>
<b>Fare Payment</b>	Passes, tickets, cash on vehicle	Pay via app	Pay via app	Mobile app / Passes, tickets, cash on vehicle	Mobile pay / passes, tickets, cash on vehicle
<b>Booking</b>	Call-in by 12:00 previous day	On Demand	On Demand	On Demand	On Demand
<b>Operating</b>	Dedicated <sup>5</sup> - contractor	Non-dedicated <sup>6</sup>	Dedicated - contractor	Dedicated - municipality	Dedicated -
<b>Technology</b>	Call-in	Mobile App	Mobile App	Website, Mobile App	Website, Mobile App
<b>Accessibility</b>	Integrated	Separate	Separate	Not Available	Integrated
<b>Pick-up Drop-off</b>	Curb, Hub	Curb	Curb	Bus stop, Virtual stop	Bus stop
<b>Land Use Context</b>	Suburban	Suburban, Rural	Suburban, Rural	Suburban	Urban, Suburban
<b>Technology</b>	None	Uber Mobile App	RideCo Mobile App	RideCo	Pantonium
<b>Operator</b>	PWTransit	Uber	Regus-Elora Taxi and RideCo	Municipal	Municipal

<sup>1</sup> Curb to Hub: pick-up at an address (such as driveway) with drop-off at a key public transit station location

<sup>2</sup> Curb to Curb/Hub: pick-up at an address (such as a driveway) with drop-off at another address or a public transit station location

<sup>3</sup> Flex Stop to Bus Stop: pick-up at an alternative scheduled service stop with drop-off at a regular bus stop

<sup>4</sup> Bus Stop to Bus Stop: pick-up at a regular bus stop with drop off at another regular bus stop

<sup>5</sup> Dedicated: vehicle and operators dedicated to providing the municipal transit service

<sup>6</sup> Non dedicated: vehicles and operators not dedicated to providing the municipal transit service (such as taxi's, uber)

## 3.2 Technology platform review

Table 2: Highlights of five platforms that deliver flexible On Demand solutions

	<b>Routematch</b>	<b>Uber</b>	<b>Via (RidewithVia)</b>	<b>RideCo</b>	<b>Pantonium</b>
<b>Accessible Services</b>	Integrated and delivered	Not integrated, delivered separately	Integrated and delivered	Integrated and delivered	Integrated and delivered
<b>Booking</b>	App, computer, phone	App, computer, phone	App, computer, phone	App, computer, phone	App, computer, phone
<b>Jurisdictions</b>	York Region Transit, Oakville Transit	Innisfil, Los Angeles	Sault Ste Marie, Arlington Texas	Region of Waterloo, Wellington County	City of Belleville
<b>Scheduling</b>	On Demand and pre-scheduled	On Demand	On Demand and pre-scheduled	On Demand	On Demand
<b>Features Included</b>	Software, Operations Support	Drivers, Vehicles, Software, Operations Support	Contracted Vehicles and Drivers, Software, Operations Support	Contracted Vehicles and Drivers, Software, Operations Support	Software, Operations Support
<b>Operations Service Available</b>	No	Yes	Yes	Yes	No
<b>Driver Training Provided</b>	Train the Trainer	Not applicable	Via or Train the Trainer	RideCo or Train the Trainer	Train the Trainer
<b>Responsibility for Driver Qualifications</b>	Transit agency	Uber	Via or Transit agency	RideCo or Transit agency	Transit agency

## 3.3 Market research and engagement

Several tactics were used to obtain input and feedback from residents and customers throughout the rural areas of Durham. Feedback was solicited for DRT's current service offerings, the future of what transit services should be in the rural areas, and the communication strategies that would be most effective in building awareness of transit services.

Community drop-by sessions were scheduled in Brock, Clarington, Scugog and Uxbridge which supported organic and spontaneous interactions with residents and customers; 137 written comments were provided by residents highlighting their priorities for transit. An online survey complemented the drop-by sessions, with 618 responses recorded.

Several one-on-one interviews were conducted with community partners and stakeholders to listen to their priorities and learn about their challenges and perceived gaps with the current transit service. Local council presentations were made in Brock, Clarington, Scugog and Uxbridge and provided an opportunity for each local council to learn about the initiative and provide valuable insights on priorities and issues.

Four major themes emerged from the market research:

1. Service Model:

- An expanded and improved On Demand service within the rural areas of Durham Region is preferred to an infrequent scheduled service
- Decrease the On Demand trip booking window to no more than two hours
- Expand the span of the service, with earlier start times and later end times
- Improve local service within Port Perry and Uxbridge; either through On Demand or scheduled service
- Access to transit throughout rural areas of Clarington

2. Fares:

- Single fare within the Region

3. Operations:

- Provide services using DRT branded vehicles and uniformed operators/drivers

4. Communications:

- Market services to everyone. Twenty per cent of online survey respondents were 24 years-old or younger and 17 per cent of

respondents primarily use the DRT for travelling to secondary school/post-secondary school

- Leverage communication channels (such as local periodicals) that are specific and unique to each township

#### **4. Recommendations**

The implementation strategy for the recommendations is summarized in Attachment #1.

##### **4.1 Technology platform recommendation**

- a. DRT requires an On Demand technology platform that is complementary with and has the capability to schedule and dispatch both Specialized Services and On Demand trips in coordination with the scheduled service network to provide efficiencies through integration of services, where appropriate.
- b. The technology platform should integrate with a trip planning platform to provide customers the ability to plan, book, and pay for travel using a mobile application, computer web interface, and by phone. The current platform used by Specialized Services does not currently provide this functionality.
- c. The solution should be scalable to provide future connections with York Region Transit (YRT) Mobility On Request and Toronto Transit Commission (TTC) Wheel Trans services.
- d. The solution should be scalable to expand into the urban area of the Region and be able to integrate with trip planning platforms that include other modes (e.g. ride-hailing, carsharing, bikeshare, etc.).
- e. Integrate with a trip planning platform to plan, track, collect fare payment and provide wayfinding for a customer's full trip, from origin to destination, supporting multiple transfers between transit vehicles or modes (e.g. On Demand / Specialized Service to a scheduled fixed-route service to a second On Demand / Specialized Service).

##### **4.2 Terminal for vehicle operator**

- a. Platform should support tablet-based solution supporting easy and safety interaction by operators.
- b. Must be able to run the technology and future PRESTO platforms.

#### 4.3 Scheduled service

Scheduled service performs well on some corridors, such as the Simcoe corridor between Port Perry and Oshawa. In other areas scheduled service has proven ineffective.

- a. DRT to continue with the planned 2020 Service Plan changes.
  - Replace route 960 between north Uxbridge and Newmarket with On Demand service between Uxbridge and Mount Albert, with connections to York Region Transit Service
  - Replace route 601 between Beaverton, Cannington, Sunderland, and Uxbridge with On Demand service
  - Replace route 506 service between Bowmanville, Newcastle, Orono, the Port of Newcastle, and Wilmot Creek, with On Demand service
- b. DRT to further review the level of service and service delivery model:
  - Between Port Perry and Uxbridge
  - Between Uxbridge and Pickering
  - Within the urban settlement areas of Port Perry and Uxbridge
- c. Route 950 will be extended to the Lakeshore East GO line at the Oshawa GO Station.

#### 4.4 On Demand service

- a. DRT to continue with the planned 2020 Service Plan expansion of On Demand service to the Municipality of Clarington.
- b. Expand On Demand service to all rural areas of the region outside of the urban boundary identified in the Durham Official Plan (Attachment #2).
- c. Increase the span of On Demand service to be similar with scheduled services.
- d. Combine On Demand and Specialized Services based on their complementary delivery model.
- e. Institute a maximum two-hour window between booking and pick up for an On Demand service request.



#### 4.5 On Demand service outside the Region

##### 1. On Demand service outside Simcoe and Kawartha Lakes

DRT operates On Demand services between Durham Region and Lindsay and Orillia. These services carry very few customers, and travel for most of their routing is outside of Durham Region.

- a. Initiate discussions with Simcoe County (LINX Transit) and the City of Kawartha Lakes (Lindsay Transit) to enter into a cost sharing agreement to operate an inter-community link to/from Durham Region. The agreement should include the ability to pick-up and drop-off passengers within these communities to improve the cost effectiveness of operating these trips.
- b. Extend the frequency of these inter-regional trips to connect Durham residents to employment and education opportunities.
- c. If no cost-sharing model is in place, both services should be discontinued.

##### 2. On Demand connections to York Region

- a. Continue discussions with York Region Transit to identify opportunities to better integrate their Mobility On Request service with DRT On Demand. These discussions should also establish additional transfer points along the Durham/York Region border, or a cost sharing arrangement to mitigate the need for customers to transfer.

#### 4.6 Park and ride

Most trips in rural Durham are made by private automobile. However, there is a segment of the driving population who would use DRT services to travel to major destinations such as post-secondary campuses or the GO train, if a park and ride facility was available to them.

- a. Upgrade the existing carpool lot at Simcoe and Shirley in Scugog Township to include accessible bus stops and a protected pedestrian crossing.
- b. In consultation with the local townships, explore the opportunity to establish park and ride locations in the urban settlement areas of Port Perry and Uxbridge.
  - Park and ride lots/locations should have the following minimum amenities:

- connects to a DRT scheduled service
- fully accessible transit stops that allows integration between On Demand, Specialized, and Scheduled services
- minimum ten parking spaces
- protected pedestrian crossings
- integrated active transportation amenities, such as bike racks
- winter maintenance

## 5. Financial implications

- 5.1 Implementing the rural transit strategy will have operating and capital cost implications for DRT. While some actions are proposed for 2020, major elements of the strategy are proposed to be phased over future years. For elements of the strategy that are to be implemented in 2021 and beyond, current cost estimates are preliminary and will be refined for consideration as part of 2021 and subsequent financial planning and budget processes. Future operating and capital cost structures will depend on future decisions regarding the extent to which third-party contracted service is deployed and other factors.
- 5.2 Rural service adjustments planned for 2020 will be accommodated within DRT's approved 2020 Business Plan and Budget. It is anticipated that operating costs for the proposed 2021 and 2022 service enhancements will be included as part of the annual budget process, which will include approximately \$120,000 for consulting services to implement the rural service strategy in 2021.
- 5.3 Table 3 summarizes preliminary estimates of the capital expenses of the rural transit strategy.

Table 3: Rural Transit Strategy Capital Expenses (\$)

	2021	2022
<b>Technology</b>		
On Demand Technology Platform		TBD
<b>Technology Subtotal</b>		
<b>Park and Ride Infrastructure</b>		
Transit stop upgrades	300,000	400,000
Pedestrian signal upgrades	200,000	200,000
<b>Bus Stop Infrastructure Subtotal</b>	300,000	600,000
<b>Total</b>	<b>300,000</b>	<b>600,000</b>

5.4 It is forecasted that \$900,000 in park and ride infrastructure may be necessary, pending the location of the sites, to implement further elements of the rural strategy in 2021 and 2022.

5.5 Risks associated with the strategy include:

- a. Ridership does not materialize as forecasted. The financial implications of this risk are mitigated as DRT moves towards an On Demand model where many costs are only incurred when service is requested. Furthermore, it is noted that the strategy has been informed by extensive public consultation and research undertaken by an industry expert.
- b. Risk associated with an ineffective deployment of technologies new to DRT. These risks will be mitigated through the retention of external expertise to aid in the development of technical specifications to be used in request for proposal processes.

Risk associated with a change to the existing service delivery model for On Demand Service. There are various service delivery models, such as fully internal, contracted third party, or a hybrid model, and the risks associated with a change to the current DRT hybrid model will be mitigated through an effective change management strategy.

## 6. Attachments

Attachment #1: Rural Service Deployment Strategy

Attachment #2: Rural Service Map

Respectfully submitted,

Original signed by

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Bill Holmes  
General Manager, DRT

Recommended for Presentation to Committee

Original signed by

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Elaine C. Baxter-Trahair  
Chief Administrative Officer

## Rural Review Recommendations Deployment Strategy

### 2020

- Service Adjustments within approved 2020 Budget
  - Implement changes to transit network as outlined in 2020 DRT Budget, including expanding On Demand to Clarington
  - Extend route 950 from Ontario Tech / Durham College North Campus to Whitby Station via route 305 alignment effective September 2020
  - Initiate discussions with City of Kawartha Lakes and Simcoe County regarding cost sharing of services
  - Develop Request for Proposal (RFP) documentation including technical and operational requirements, and future budget considerations for the service delivery model to be implemented March 2022
  - Implement available one-year contract options (March 2021 through February 2022) with current third-party taxi contracts delivering Specialized Services and On Demand
- Technology
  - Develop specifications for customer facing third party Mobile Application
- Infrastructure
  - Initiate discussions with townships of Scugog and Uxbridge to locate new park and ride locations and coordinate budget requirements
  - Coordinate with Regional Works for 2021 Budget upgrades to the Shirley Road Park and Ride location

### 2021

- Service
  - Extend On Demand rural service area to the entire area outside of the urban boundary as identified by the Official Plan
  - Launch RFP for new service delivery model
  - For 2022 budget cycle, review Routes 603 and 950 and recommend service delivery model for Brock Road and between Uxbridge and Port Perry, and the service delivery model within urban areas of Uxbridge and Port Perry
  - Establish comprehensive communication, marketing and outreach plan to focus on the youth and student demographics
- Technology
  - Launch third party Mobile Application for On Demand – Winter

- Retain third party e-ticketing platform to be integrated with Mobile Application – Winter
- Develop technical specification and evaluation criteria for On Demand technology platform and e-ticketing Request for Proposal
- Issue RFP for new On Demand / Specialized Transit technology platform
- Infrastructure
  - Commence use of upgraded Shirley Road Park and Ride
  - Develop necessary upgrades for new park and ride locations in Uxbridge and Scugog

## 2022

- Service
  - Launch new service delivery model – Spring
  - Implement changes to service model, levels and routing for routes 603 and 950
- Technology
  - Launch new technology platform for On Demand / Specialized Transit – Spring
  - Deploy enhancements to current On Demand service delivery including two-hour booking window, improve customer experience and service metrics
- Infrastructure
  - Commence use of new park and ride locations in Uxbridge and Scugog

## Beyond 2022

- Service
  - Monitor performance of scheduled and On Demand services
  - Recommend adjustments to services as required
- Technology
  - Integrate PRESTO e-ticketing into third party application
  - Offer open payment through PRESTO

## Rural Service Map

