



## Transit Advisory Committee Agenda

Council Chambers  
Regional Headquarters Building  
605 Rossland Road East, Whitby

**Tuesday, September 29, 2020**

**7:00 PM**

Please note: In an effort to help mitigate the spread of COVID-19, and to generally comply with the directions from the Government of Ontario, 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 Advisory Committee meeting –  
Tuesday, January 21, 2020

Pages 3 - 9

**4. Introduction of new Committee Members**

**5. Presentations**

- 5.1 Transforming the Transit Network – Ridership Recovery

Pages 10 - 22

- 5.2 Customer applications: trip planning – On Demand requests and mobile e-ticketing.

Pages 23 - 40

**6. Correspondence**

There are no correspondence items to be considered.

**7. Information Items**

- 7.1 General Manager's Report – February 2020 (2020-DRT-04)

Pages 41 - 51

7.2	General Manager's Report – March 2020 (2020-DRT-06)	Pages 52 - 64
7.3	Durham Region Transit Automated Shuttle Pilot (2020-DRT-07)	Pages 65 - 78
7.4	DRT Stop Guidelines (2020-DRT-08)	Pages 79 - 126
7.5	General Manager's Update – June 2020 (2020-DRT-09)	Pages 127 - 140
7.6	Resumption of Fare Collection (2020-DRT-11)	Pages 141 - 148
7.7	Review of Transit Services in Rural Durham (2020-DRT-12)	Pages 149 - 162
7.8	General Manager's Report – July 2020 (2020-DRT-13)	Pages 163 - 179
7.9	Durham Region Transit U-Pass Agreement update (2020-DRT-15)	Pages 180 - 187
7.10	General Manager's Report – September 2020 (2020-DRT-16)	Pages 188 - 199
7.11	Durham Region Transit Advertising Policy (2020-DRT-17)	Pages 200 - 227
7.12	PRESTO Card Incentive (2020-DRT-18)	Pages 228 - 232

## **8. Discussion items**

- 8.1 Social Equity in Transit Planning

## **9. Other Business**

- 9.1 PULSE Bus Allocation

## **10. Dates of Next Meetings**

Tuesday, November 17, 2020 at 7:00 PM

## **11. Adjournment**

Notice regarding collection, use and disclosure of personal information:

Written information (either paper or electronic) that you send to Durham Regional Council or Committees, including home address, phone numbers and email addresses, will become part of the public record. This also includes oral submissions at meetings. If you have any questions about the collection of information, please contact the Regional Clerk/Director of Legislative Services

If this information is required in an accessible format, please contact 1-800-372-1102 ext. 2097.

## **The Regional Municipality of Durham**

### **MINUTES**

#### **TRANSIT ADVISORY COMMITTEE**

**Tuesday, January 21, 2020**

A meeting of the Transit Advisory Committee was held on Tuesday, January 21, 2020 in the Lower Level Boardroom (LL-C), Regional Municipality of Durham Headquarters, 605 Rossland Road East, Whitby at 7:00 PM

Present: Commissioner Barton, Chair  
C. Antram, Ajax  
J. Beaton, Whitby  
R. Claxton-Oldfield, Clarington  
K. Ginter, Member at Large  
J. Hollingsworth, Member at Large  
A. Macci, Pickering  
J. Martin, Brock  
J. Nguyen, Student Association representative, Ontario Tech, Durham  
College and Trent University  
M. Roche, AAC

Absent: G. Weddel, Uxbridge

#### **Staff**

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

#### **1. Declarations of Interest**

There were no declarations of interest.

Chair Barton reiterated the Members responsibilities regarding stating a declaration of interest under the Municipal Conflict of Interest Act.

#### **2. Adoption of Minutes**

Moved by C. Antram, Seconded by J. Nguyen,  
That the minutes of the regular Durham Region Transit Advisory  
Committee meeting held on Wednesday, November 19, 2019, be  
adopted.

**CARRIED**

**3. Delegations**

**3.1 Daryl Smith, Whitby resident, re: Durham Region Transit's bus scheduling, bus shortages and its impact on the riders**

---

D. Smith, Whitby resident, provided a PowerPoint presentation titled, "Durham Transit Communication Issue" regarding Durham Region Transit's bus scheduling, bus shortages and its impact on the riders. A copy of his presentation was provided as a handout.

D. Smith stated that for most riders, the information on services provided by Durham Region Transit (DRT) is inadequate and at times incorrect. He noted that while delays and mechanical issues are understandable, changes in the bus routes often leave the riders in the dark and unable to make the most efficient transit decisions. He advised that these DRT issues have been ongoing during the last 60 days on the Route 302, 305 and 308 services.

Highlights from the presentation included:

- Inaccurate Information
- Lack of alerts of bus changes
- Mobile site should display disruptions information
- Additional issues in the case of cancelled or delayed buses

D. Smith stressed the importance of timely and correct communications for DRT riders, as it impacts how and when they will get to the GO Train station so they arrive to work on time.

D. Smith responded to questions of the Committee.

C. Norris advised that after reviewing the DRT website for the Route 308 Whitby schedule, the link to the older schedule was still available. He noted that staff would be looking into the issue; and, are working towards providing the option for DRT alerts being available on a real time Twitter and GTFS-RT feed.

Detailed discussion ensued regarding the importance of people getting to where they need to go, on time; equipment reliability issues; how the operational mechanics impacts the DRT services; and the options and timelines for a third party local transit service in Whitby.

**4. Introduction of new Committee Members who use Public Transit**

There were no new members to be introduced.



**5. Presentations**

There were no presentations to be heard.

**6. Correspondence Items**

There were no items of correspondence to be considered.

**7. Information Items**

**7.1 General Manager's Report – December 2019 (2019-DRT-23)**

Report #2019-DRT-23 from B. Holmes, General Manager, Durham Region Transit, was received.

C. Norris provided an update on the key performance measures detailed in Attachment #1 to the Report, including bus full occurrences; on time performance (OTP) for bus departure stops; and, service availability for the actual service delivered by DRT.

**7.2 General Manager's Report – January 2020 (2020-DRT-01)**

Report #2020-DRT-01 from B. Holmes, General Manager, Durham Region Transit, was received.

C. Norris provided an overview of the DRT 2019 ridership and advised that the 2019 ridership exceeded 11 million riders; the On Demand service continues to exceed the targeted expectations; and, that DRT delivered 99.1 per cent of its scheduled hours.

Detailed discussion ensued regarding the reliability of the on-time performance (OTP) data analytics; how the data analytics is being leveraged by staff; the DRT service schedule challenges for GO Train connections; and the target measures for a bus departing a stop, including the Ajax Station Route 225 and 232 services.

It was questioned at what point when a bus is consistently late leaving a stop would DRT identify the OTP issues. C. Norris advised that DRT work to identify the trip specific issues at the stop. He also explained that DRT actioned the Ajax depot issues in December and suggested that TAC Members with specific service related issue contact staff directly.

Moved by J. Hollingsworth, Seconded by J. Beaton,  
That Information Items 7.1 and 7.2 be received for information.

CARRIED

7.3 2020 Transit Strategic Issues and Financial Forecast Report (2020-DRT-02)

Report #2020-DRT-02 from W. Holmes, General Manager, Durham Region Transit, was received. C. Norris advised that the Transit Executive Committee adopted Report #2020-DRT-02 at its meeting held on January 8, 2020. A similar report was also adopted by the Finance and Administration Committee at its January 14, 2020 meeting and will be considered by Regional Council at their January 29, 2020 meeting.

C. Norris provided an overview of DRT's 2019 achievements for new fare incentive initiatives including the Kids Ride Free Pilot, Youth Summer 2-4-2 Pass, Y10 Youth (10 month) Loyalty Pass and the Transit Assistance Program (TAP); the expansion of the On Demand services in the Township of Brock; the initiation of the Rural Service Review enhanced services in the rural and low demand areas of the Region; and the procurement of DRT's six articulated bus to arrive in 2020. C. Norris responded to questions regarding the removal of the requirement for children riding free to be accompanied by a fare paying customer.

C. Norris also provided an overview of the DRT 2020 service related initiatives including transitioning the Simcoe Street transit service to PULSE, the introduction of the Route 902 service between Oshawa Station and Bowmanville along Highway 2 in September; and the replacement of the Route 601 Beaverton-Uxbridge service with enhanced Route 652 On Demand services starting in April.

C. Norris responded to questions regarding the logistics of replacing the Route 226 Westney South service to the Ajax GO Station with the 291 Community Bus services; improve reliability to Route 403 Park service to; the options for Route 902 evening services for Clarington residents to get home after work; the optimization of the Route 506 Clarington Community Bus; and whether the DRT website supports multiple languages to allow users to plan trips in their native language.

C. Norris responded to additional questions regarding the one-year extension to the existing U-Pass agreement with Durham College, Ontario Tech University and Trent University (Durham Campus); the 2 per cent U-Pass increase per semester; and whether the terms for the one year extension and U-Pass fee increase is a result of the PRESTO uptake.

Discussion ensued on the decline in DRT's revenue cost ratio over the past 4 years. Chair Barton advised the Committee that DRT's cash fares have not increased since 2016 and that the new 2019 fare incentives have not generated significant revenue growth.

Chair Barton asked for the members feedback on the proposed DRT fare increases.

Committee Comments included:

- Kids Ride Free program offers good value for families
- Options for integrated fares across the Greater Toronto Area or fares based on the distance travelled
- The proposed elimination of the paper fares
- The .80 cent Co Fare to connect to and from a GO Transit bus
- Uber rates versus public transit cash fares
- The methodology for the proposed increase in all cash fares of \$0.25 to encourage further adoption of the PRESTO electronic fare payment
- The need for committed Federal and Provincial funding agreements
- DRT's strategy for additional Specialized Service vehicles

C. Norris responded to questions regarding whether DRT's fare structure is based on best practices of the various transit agencies; need for a seamless transit system between the neighboring borders; whether the potential exists for the Transit Assistance Program (TAP) pilot costs to be absorbed by the Province; and the potential for a tiered lower income pass for individuals who are not recipients of the Ontario Works (OW) and Ontario Disability Support Program (ODSP).

C. Norris responded to questions regarding the PRESTO Card \$6.00 administration fee; and how staff intend to transition the cash fare riders to use PRESTO. Discussion followed on the potential roll out of the PRESTO "open payment" for transit users to tap their debit cards, credit cards or phones on a GO bus. It was suggested that the first PRESTO card should be free; and that the \$6.00 PRESTO administration fee only be charged when a replacement card is required. C. Norris advised that DRT will pass this suggestion onto the 905 Transit Agency group for discussion.

C. Norris also responded to questions with respect to options for public education and Durham Regional Police Service enforcement of the bus-only lane zones along Highway 2 at the intersections of Salem Road, Harwood Avenue and Westney Road in Ajax. Discussion ensued regarding these intersections being a potential for a red-light camera site.

Further discussion ensued with respect to the Transportation Master Plan (TMP) strategy for a multi-model public transportation network. It was questioned whether a copy of the TMP is available for the Committee's review. C. Norris advised that an electronic copy of TMP will be emailed to the Members.

Discussion also ensued regarding the one-year trial of the automated shuttle technology with the Town of Whitby; the age distribution of the conventional bus fleet; the fleet replacement plan; the procurement of 11 conventional hybrid electric buses; and the replacement of the Raleigh Avenue Administrative building in Oshawa.

Detailed discussion ensued regarding connecting Lakeridge Health Whitby with the Abilities centre; the extension of Routes 410 Olive Harmony services; and, the Route 910 Campus Connect services.

Moved by C. Antram, Seconded by A. Macci,  
That Information Item 7.3 be received for information.  
CARRIED

**8. Discussion Items**

There were no discussion items to be considered.

**9. Reports**

There were no reports to be considered.

**10. Other Business**

**A) Schedule coordination with Metrolinx GO Transit services**

C. Norris provided an update on the DRT route services to connect to the GO Train stations. Discussion followed on DRT's working relationship with Metrolinx, specific to the GO Train and bus time changes: the lack of notifications from Metrolinx for pending service changes; DRT service challenges for GO Train connections; and, how late GO Trains impact the DRT commuter ridership.

**B) Holiday Service Reductions**

R. Claxton-Oldfield expressed concerns with respect to the Durham Region Transit (DRT) 2019 Holiday Schedule and the lack of communicating the reduced services to passengers and throughout the communities; and that the residents of Bowmanville, Orono and Newcastle, during the period of December 23 to December 29, 2019, were without weekday transit services for nine days.

C. Norris responded to questions with respect to how many inquires DRT received regarding the reduced transit services during the holidays season; and how the reduction in services was communicated.

C. Norris advised that staff would be conducting a debrief of the holiday service schedules to discuss the level of services that were offered; the ridership; and, alternative options for communicating the reduced levels of transit service during the 2020 Holiday Season.

**11. Date of Next Meetings**

- Tuesday, March 24, 2020 at 7:00 PM
- Tuesday, May 19, 2020 at 7:00 PM
- Tuesday, September 22, 2020 at 7:00 PM
- Tuesday, November 17, 2020 at 7:00 PM

**12. Adjournment**

Moved by A. Macci, Seconded by M. Roche,  
That the meeting be adjourned.  
CARRIED

The meeting adjourned at 9:10 PM.

---

D. Barton, Chair, Transit Advisory Committee

---

C. Tennesco, Committee Clerk



# Transforming the Transit Network

## Ridership Recovery

**September 29, 2020**

**Transit Advisory Committee**

**Durham Region Transit**



# Overview

- Current situation
- Projecting ridership
- Update to the transit network



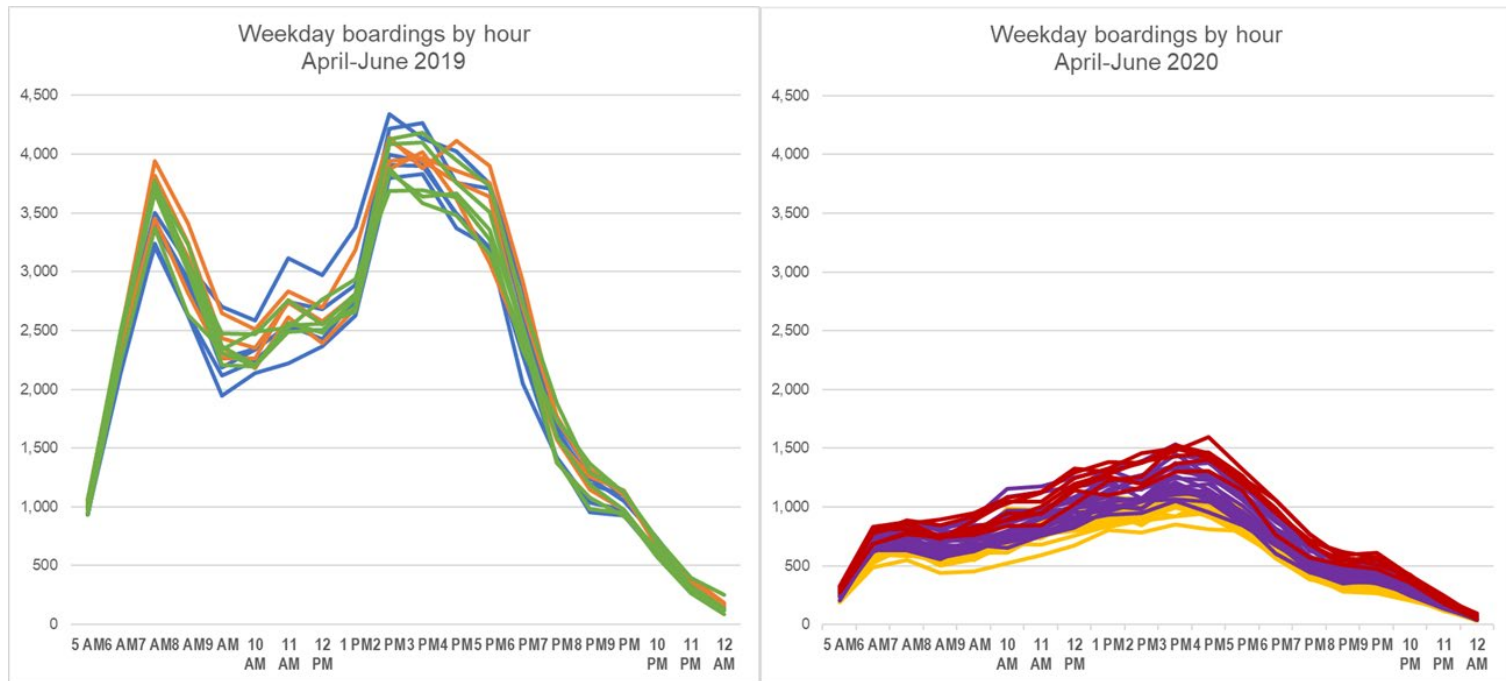
# Service levels during pandemic

- Level 1 Service reduction
  - March 23, 2020
  - Saturday base schedule with enhancements on busier corridors
  - 20 per cent reduction in revenue hours
- Level 2 service reduction
  - June 8, 2020
  - Sunday base schedule with enhancements on busier corridors
  - 18 per cent reduction in revenue hours
- 2020 Service Plan
  - Changes and enhancements paused



# Current Situation - Ridership

- 70 per cent ridership reduction
- Trip demand profile has changed



# Ridership projection - assumptions

- Trends

- Alternative work arrangements and virtual learning have significant impact on travel patterns. The current travel pattern trend is expected to continue, with trip concentrations in early afternoon to evening.

- Major markets

- Post-secondary: significant decrease in travel. Anticipating 80 per cent of courses delivered remotely. Ongoing discussions with Ontario Tech University, Durham College and Trent University.
- GO Transit: significant decrease in travel as a result of teleworking. Significant parking availability at GO stations may hinder competitiveness of local transit in the short to medium term.
- High School: significant decrease in travel and move away from traditional school-day patterns (such as staggered start times). Ongoing discussions with Durham Student Transportation Services.

# Ridership projection - approach

	Current (Level 2)	Phase A	Phase B	Phase C
Total Weekday Boardings	17,000	23,500	33,000	44,500
Proportion of previous ridership	24 %	38%	53%	72%
Base	17,000	22,000	27,200	34,000
Post-secondary		500	2,500	5,000
GO Transit		500	2,500	5,000
High School		500	500	500
Transit Network Capacity				
One third bus capacity	17,500	24,500	27,700	30,800
Full seated capacity		43,760	49,520	55,040
Triggering next phase	60% ridership increase on a frequent transit route.	60% ridership increase on routes 403 or 917.  Average boarding per hour for OnDemand reach 15.	60% ridership increase on routes 405 or 407.  Average boarding per hour for OnDemand reach 20.	

# Updating the transit network - Principles

- Provide flexibility in trip making
  - Frequent
    - Operate every 30 minutes – minimum
    - Frequency increased as required to meet demand
  - Available
    - Service starts and ends consistently across the network
- Service delivery
  - Scheduled: major travel corridors
  - On Demand
    - Deployed to areas where minimum 30 minute service not financially feasible
    - Routes added when sufficient ridership
  - Reservation based scheduled service
    - Manage demand having customers book their trip in advance and optimize deployed capacity
    - Targeted to specific markets:
      - Post-secondary campus
      - GO Train – Lakeshore East

# Transforming the transit network – service delivery

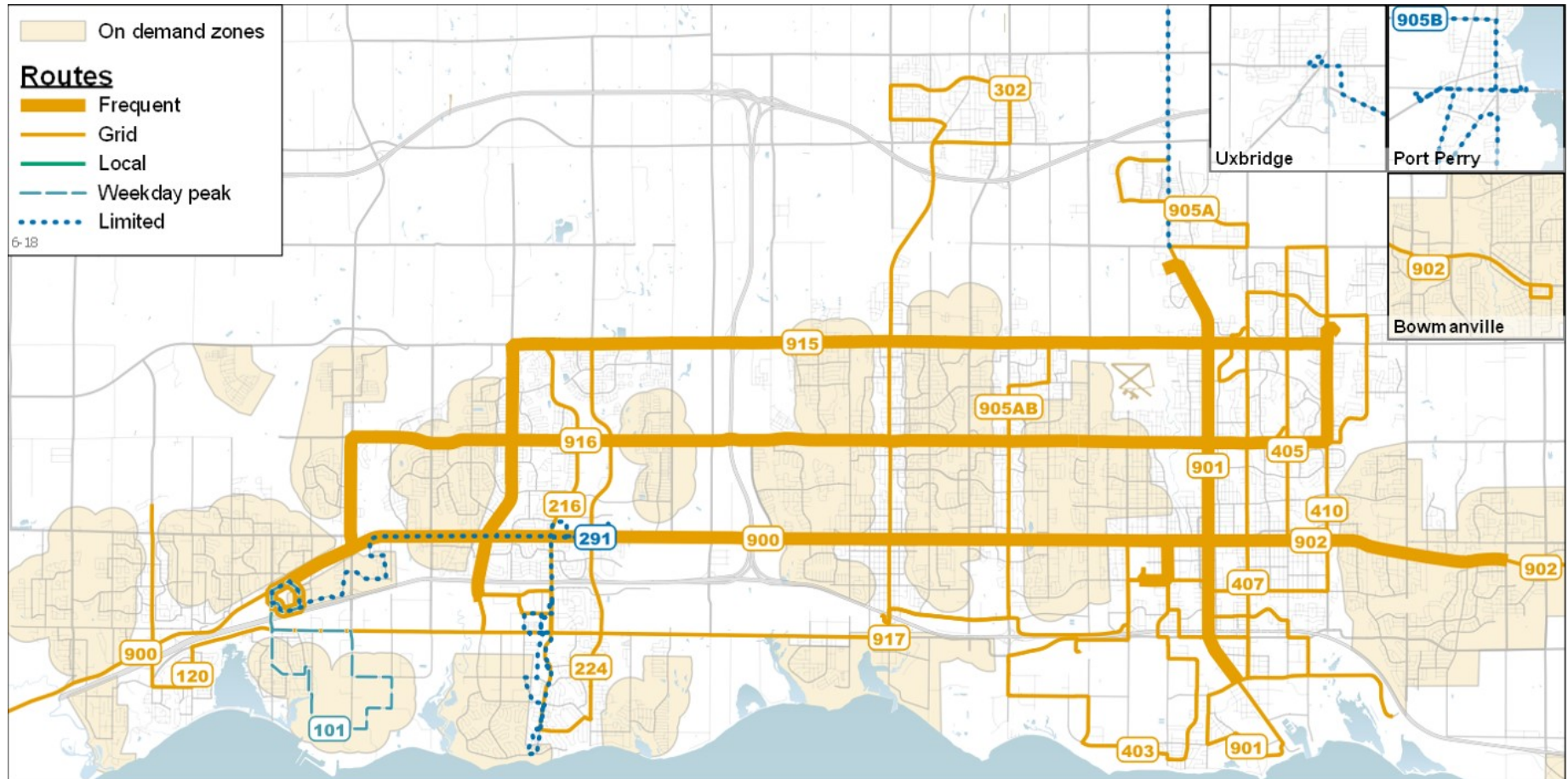
Frequent	Grid	On Demand Urban	On Demand Rural	Limited	Local
Major travel corridors with high demand	Secondary corridors	Areas beyond 800 metres of scheduled service.  Stop-to-stop	Areas beyond 800 metres of scheduled service. Curb-to-stop Curb-to-curb	Provides connection to rural areas and specific markets.	Launched as demand grows
Frequent service (15 minutes or better) 7:00 to 19:00	7 day service	7 day service	7 day service	7 day service	Demand based
Minimum 30 minutes	Minimum 30 minute	Minimum 2 hour booking window	Minimum 2 hour booking window	Every 2 hours	Minimum 30 minute
Weekday: 5:00 to 24:00 Weekend: 5:30 to 24:00	Weekday: 5:00 to 22:00 Weekend: 5:30 to 22:00	Weekday: 5:00 to 24:00 Saturday: 7:00 to 24:00 Sunday: 7:00 to 22:00	Weekday: 6:00 to 24:00 Weekend: 7:00 to 21:00	Varied	Demand based
80+% within a 10 minute walk	80+% within a 10 minute walk	Up to 5 to 10 minute walk			Up to 5 to 10 minute walk

## Clarifying On Demand

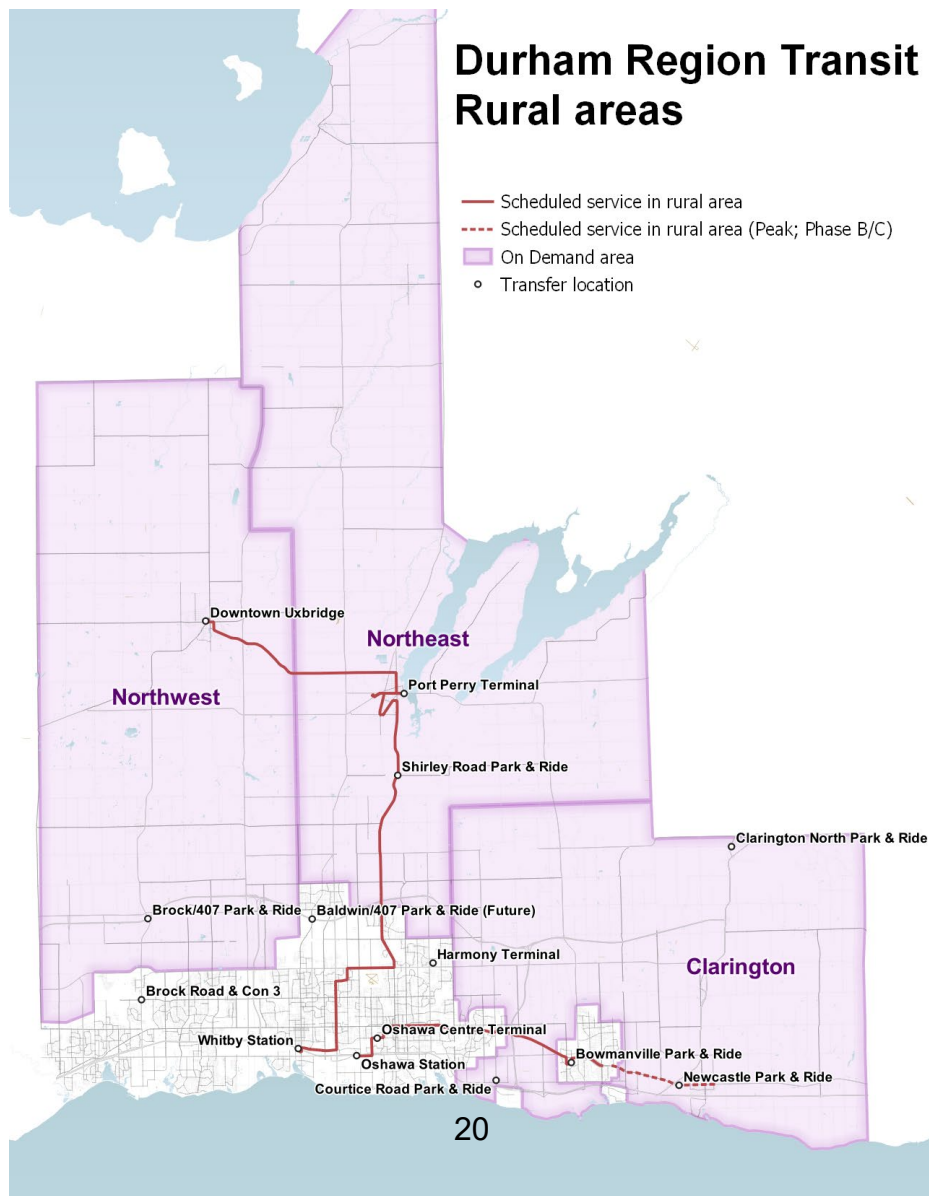
- On Demand in zones where current ridership low and has not recovered
- When ridership improves within a zone scheduled service will replace On Demand
- Travel stop to stop within a zone of connect to DRT bus routes and local GO train station when travelling out/into a zone
- Available 5 a.m. to midnight, Monday to Friday, 7 a.m. to midnight Saturday and 7 a.m. to 10 p.m. Sunday
- Book trips on day of travel through the app or by phone
- Trips can be booked as close as 15 minutes before intended time of travel
- Vehicles may include DRT Promaster van or a contracted service provider sedan
- Regular DRT fares apply
  - PRESTO e-ticket, PRESTO Pass, PRESTO TAP, cash or access pass

# Phase A

- Frequent, Grid, Limited and On Demand



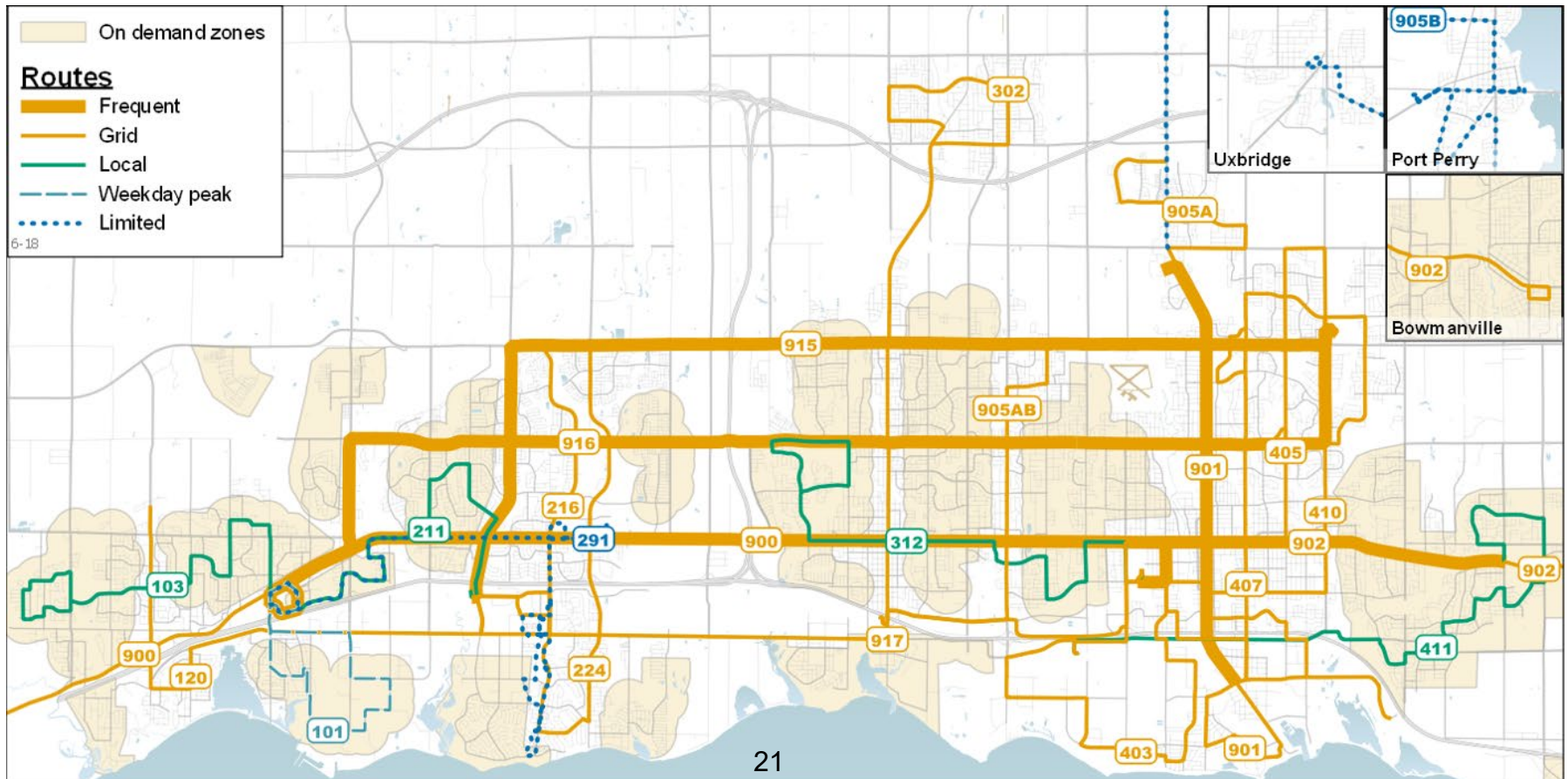
# Rural Area





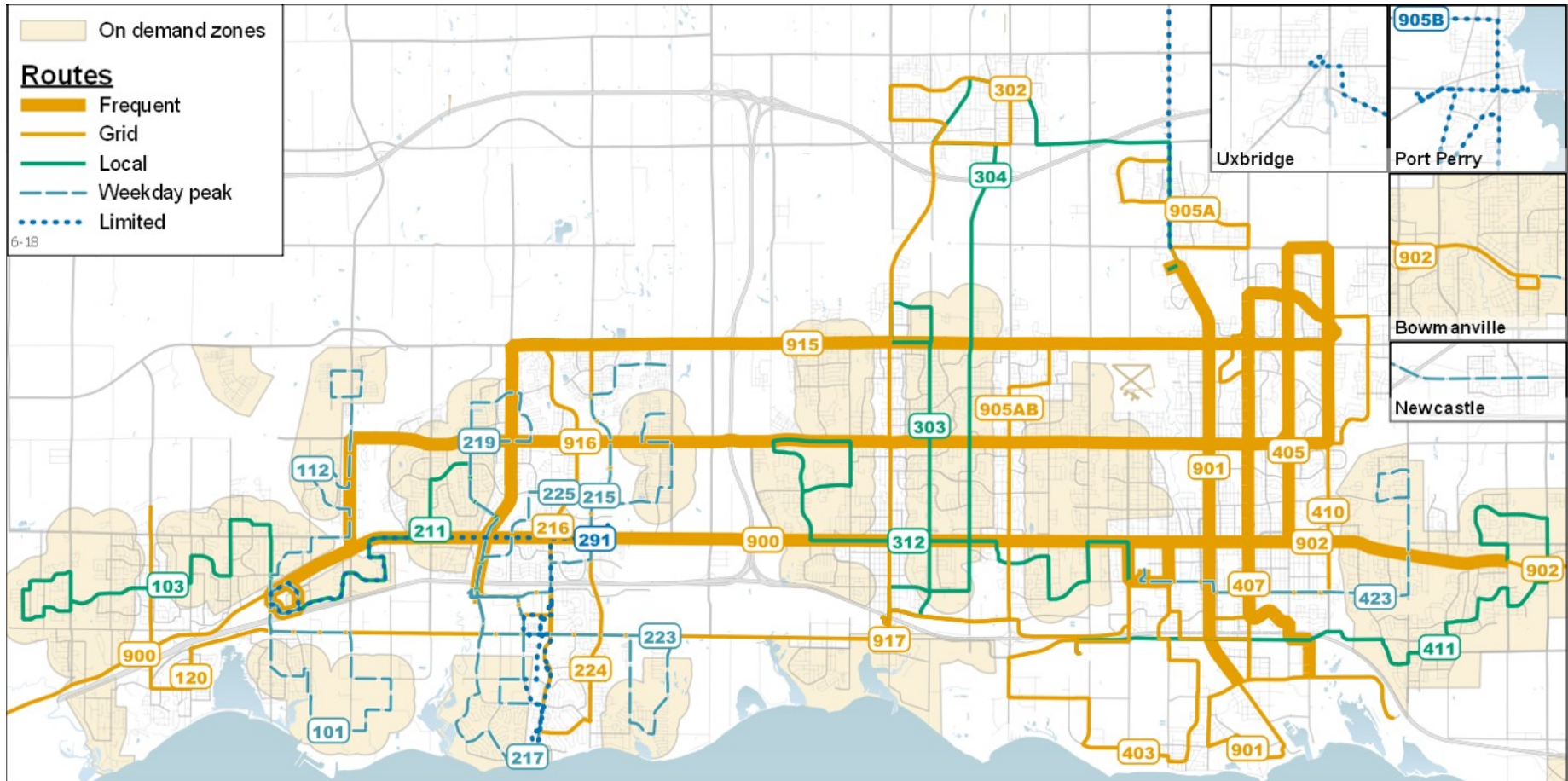
## Phase B

- Frequent, Grid, Limited, Local and On Demand
  - Local routes introduced where demand warrants
  - Frequency increases to Frequent and Grid services



# Phase C

- Frequent, Grid, Limited, Local and On Demand
  - Peak period local routes introduced where demand warrants





# Customer Applications

**September 29, 2020**

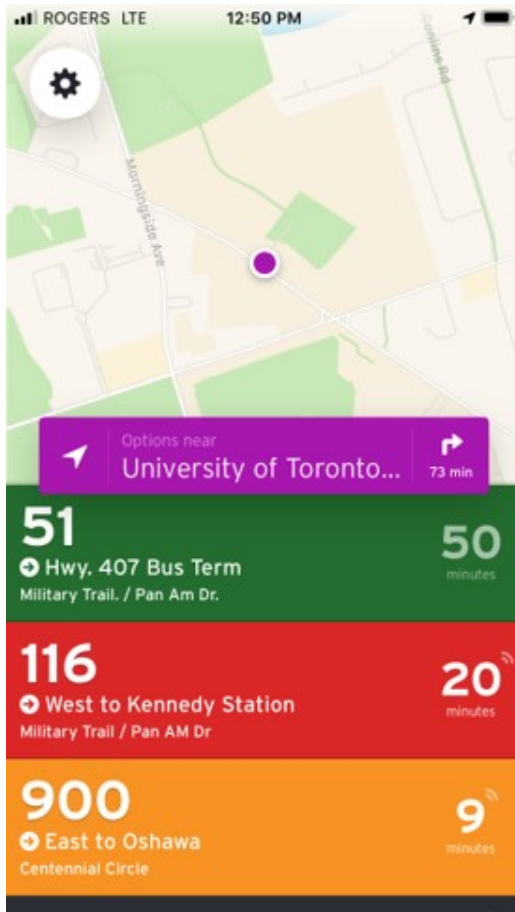
**Transit Advisory Committee**

**Durham Region Transit**

# Trip planning and On Demand applications

## Walkthrough

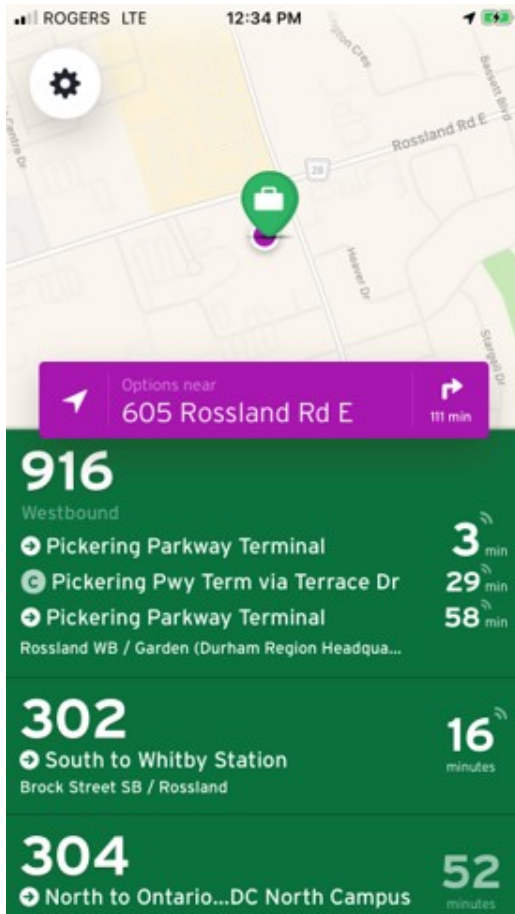
# Transit application



- The app Transit provides trip planning and navigation throughout the Greater Toronto Hamilton Area (GTHA) and in 200 plus cities worldwide.
- Scheduled and real-time information is available to customers for their travel needs and access to multi-modal trips with bike share, Transportation Network Companies and car sharing where available.
- Unique to Durham Region Transit : integrated trip planning with On Demand service and link to trip confirmation. Future in-app integration with On Demand software and mobile-ticketing.



# Homepage – nearby routes

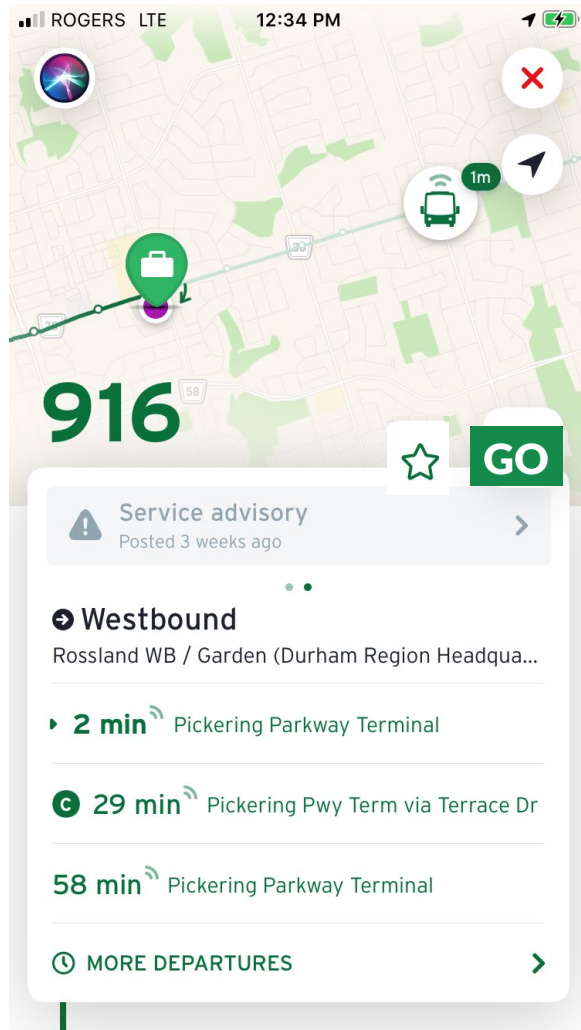


Real-time departure info (pulsing wave indicator).  
Upcoming and schedule departure times for this route.

Displays routes close in proximity to your location (as determined by GPS) and sorts by departure time.

Swipe on any of the route tiles to get info on the opposite direction (for example 916 Pickering Parkway Terminal -> 916 Harmony Terminal).

# Real-time information

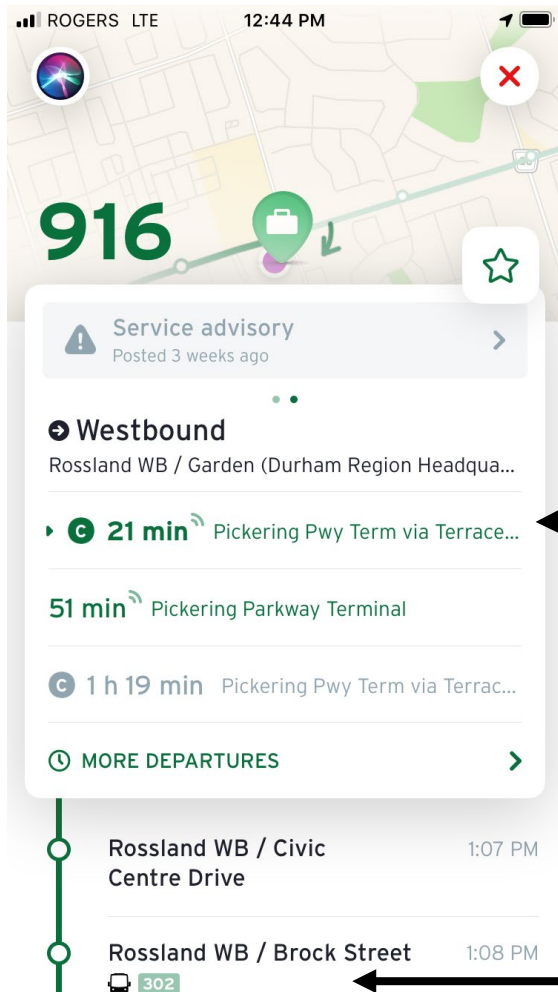


← Real-time bus location

← GO - travel companion

← Stop level information  
Next departures and branch information

# Trip information

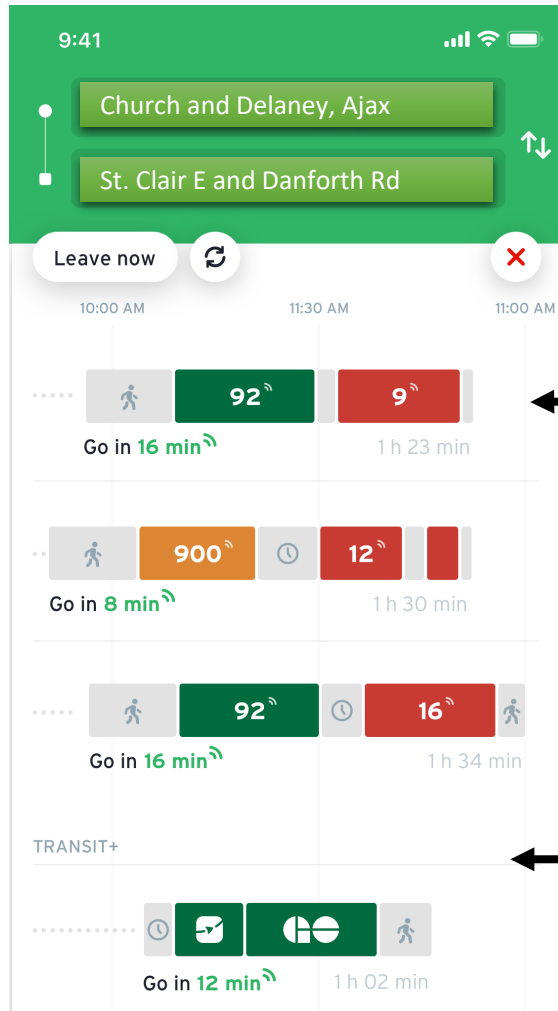


Selected departure

Connecting transit routes



# Trip planning – trip options

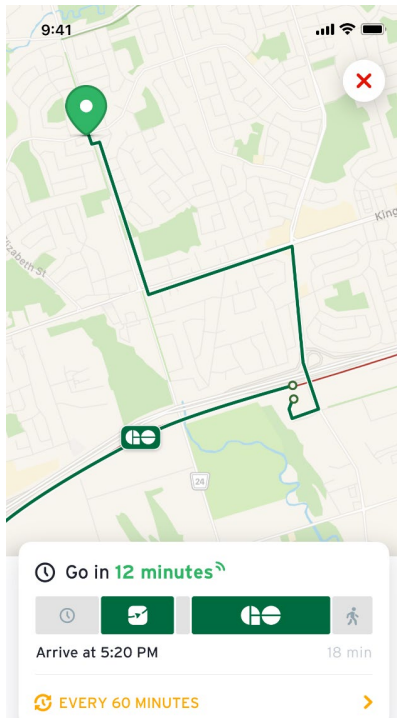


Scheduled service trip options

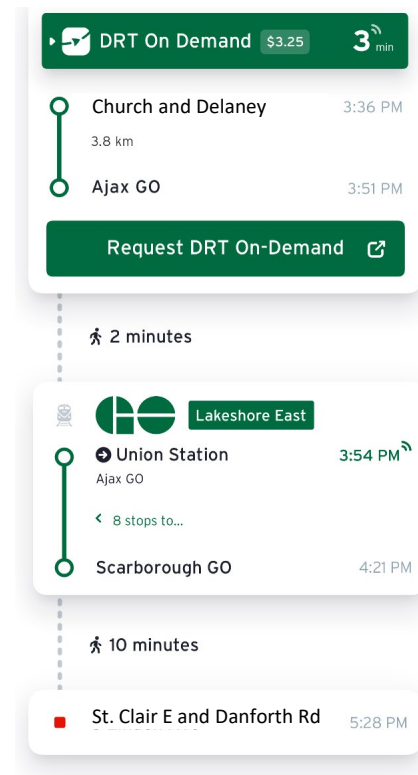
On Demand trip options

# Trip planning – trip results

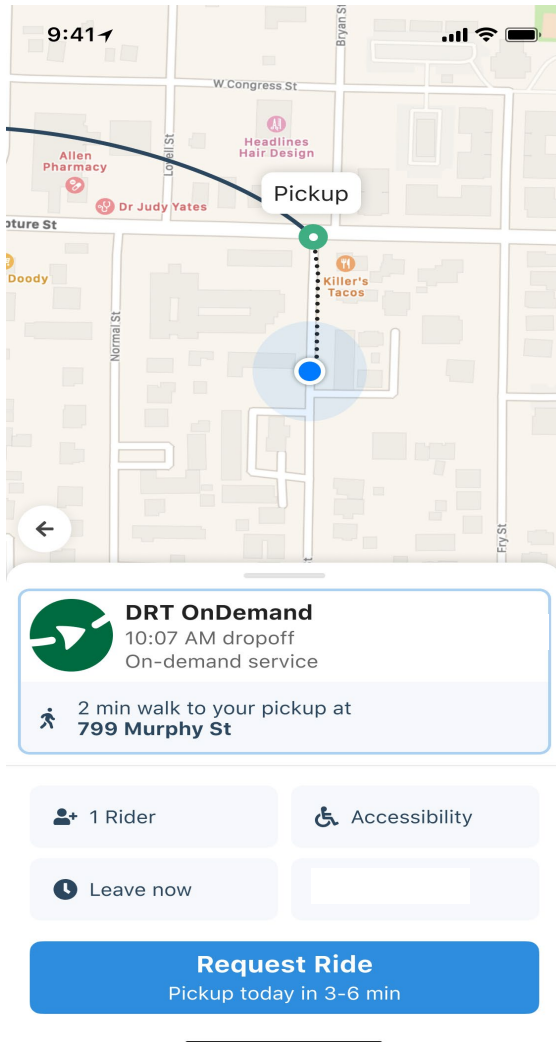
## On Demand trip map



## On Demand trip details



# Trip planning – trip confirmation



On Demand trip detail

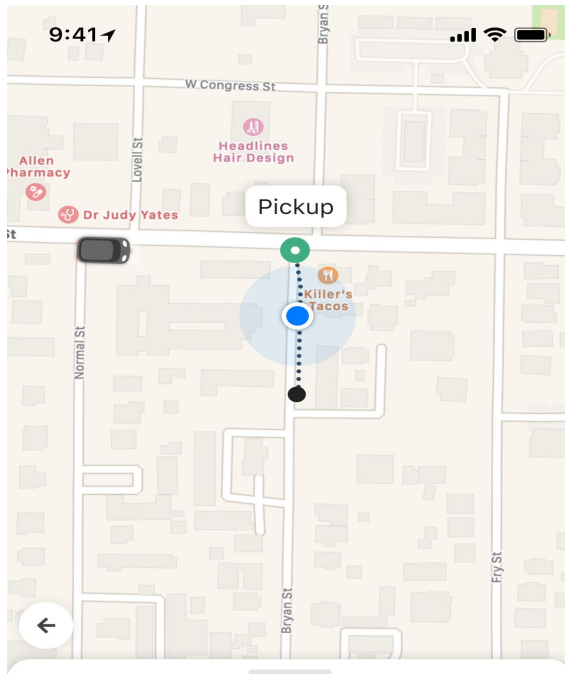


Customer trip information



Trip request

# Trip planning – vehicle arrival



DRIVER IS ARRIVING

Walk 2 min to  
**779 Greenleaf Dr**



**White Toyota Sienna**  
409 BWX



YOUR TRIP

• 779 Greenleaf Dr

9:51 AM



Navigation information



Vehicle information

# E-ticketing application

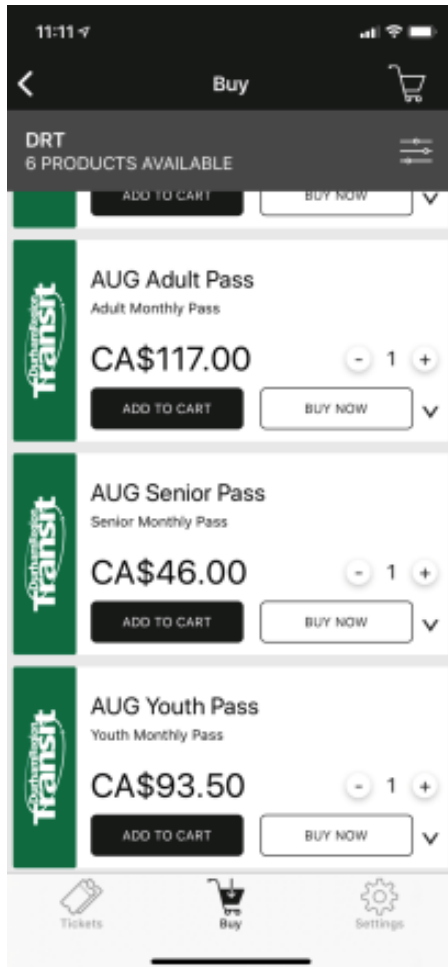
## Walkthrough

## Introducing PRESTO E-Tickets...



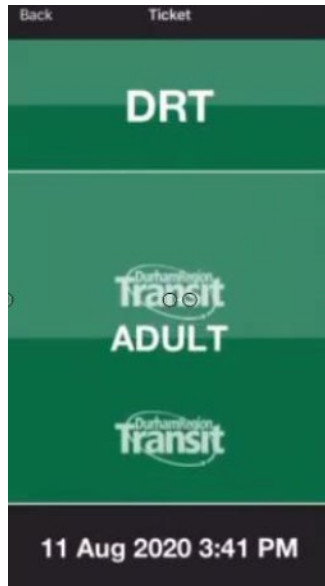
...a new contactless fare payment option available on your smartphone across all Durham Region Transit scheduled, specialized and On Demand services

# Purchasing an E-Ticket



- Adult, Senior and Youth single ride fares and monthly passes
- Several payment options
- Tickets can be purchased for travel companions
- For use on DRT only
- Internet connection required to purchase, but not to ride

## Riding with an E-Ticket



- E-Ticket must be activated prior to boarding
  - Single ride fares active for two hours
  - Monthly passes active until last day of month
- Customer shows E-Ticket to the Operator and taps screen to change colour
- Several visual verification features to confirm E-Ticket is active and valid fare

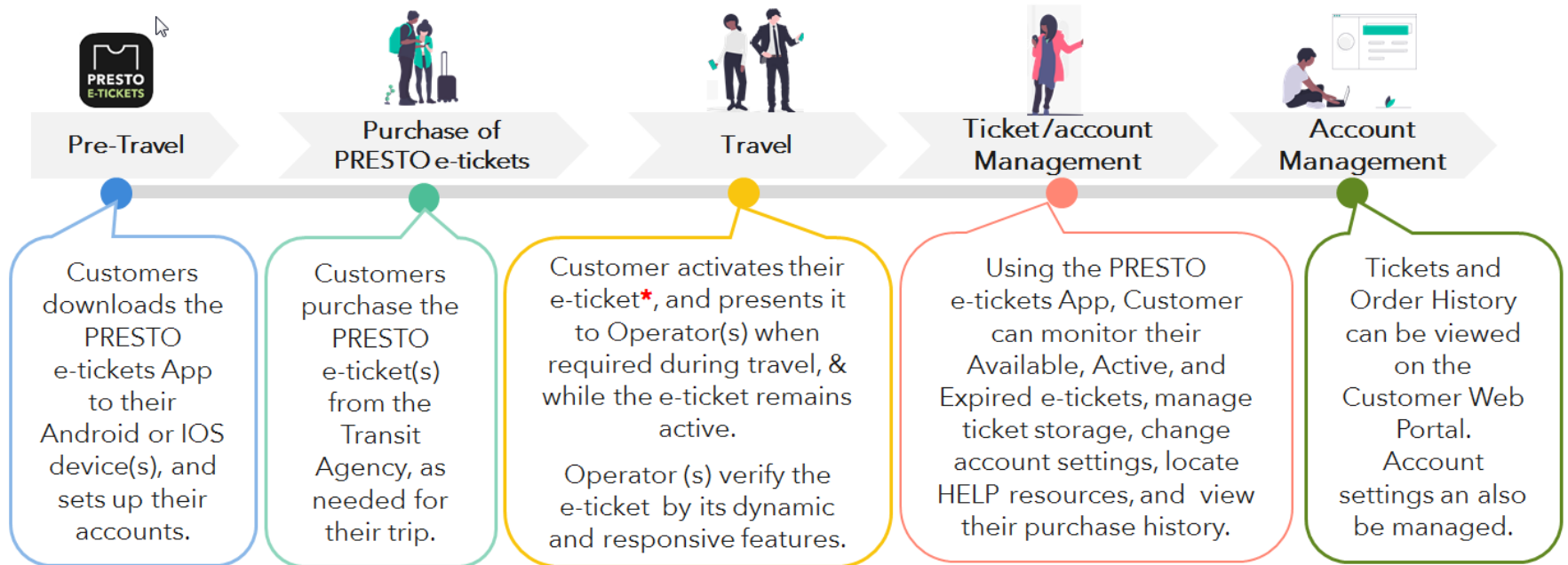




## Visual Activation Features

- Count-down timer prior to activation
- Transit Agency, Fare Type/Product and Expiry Date appear once activation has been completed

# The PRESTO E-Ticket customer experience



## Two great options for paying your fare

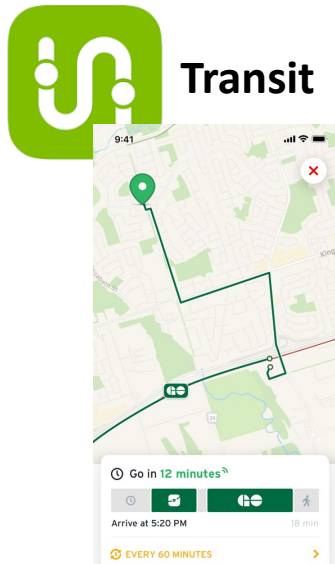


- Frequent transit customers
- Users of multiple transit systems
- Users of DRT fare incentives like Y10 or TAP

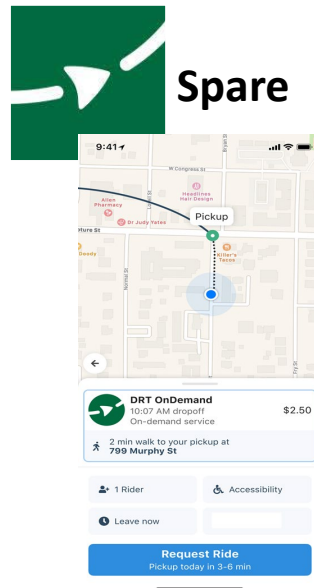
- Customers travelling on DRT only
- Regular On Demand customers
- Less frequent DRT users
- Customers who forgot their PRESTO card

# Towards an integrated customer experience

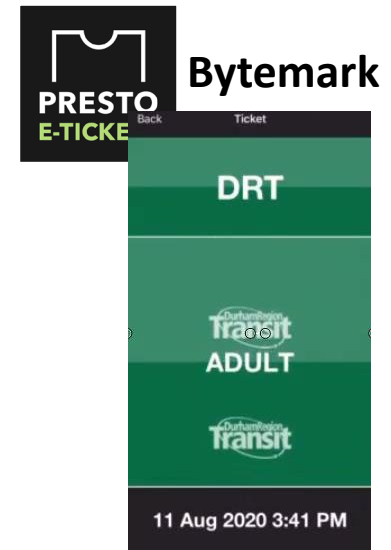
## Plan



## Book



## Pay



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



## Durham Region Transit Report

---

To: Durham Region Transit Executive Committee  
From: General Manager, Durham Region Transit  
Report: #2020-DRT-04  
Date: February 5, 2020

---

**Subject:**

General Manager's Report – February 2020

---

**Recommendation:**

That the Durham Region Transit Executive Committee recommends:

That this report be received for information.

---

**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 – February 2020

Respectfully submitted,

Original signed by

---

Bill Holmes  
General Manager, DRT

Recommended for Presentation to Committee

Original signed by

---

Elaine C. Baxter-Trahair  
Chief Administrative Officer



# General Manager Report

February 5, 2020

TEC

Attachment #1

Performance Measures Dashboard	2
Safety	3
Ridership	4
Service Delivery	6
Updates	7
General	8

# 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	December	0.31	0.69	✓ -57.0	✗ 13.8

## Ridership

Conventional						
Ridership	Monthly passengers	December	819K	776K	✓ 5.5	✓ 3.1
PRESTO Ridership	Customers paying using PRESTO	December	40.5 per cent	36.8 per cent	✓ 23.8	✓ 16.3
Bus full occurrences	Number operator reported occurrences	December	92	120	✓ -23	Not previously reported
On Demand (OD) and Specialized Services (SS)						
Ridership (OD)	Number customer trips	December	122	16	✓ 663	✓ 392
Ridership (SS)	Number customer trips	December	12,947	13,361	✗ -3.1	✗ -0.4
Trip Demand (SS)	Total of trips delivered, no show or cancelled at door, unaccommodated	December	13,383	13,472	✗ -0.7	✗ 0.8
Unaccommodated Rate (SS)	Trip requests not scheduled	December	1.6 per cent	0.8 per cent	✗ 0.8	✓ -13

## Service Delivery

Conventional						
On time performance	Per cent on-time departures from all stops	December	77 per cent	70 per cent <sup>3</sup>	✓ 7	✓ 76 <sup>4</sup>
Service availability	Per cent scheduled service delivered	December	98.9 per cent	99.5 per cent <sup>3</sup>	✗ -0.6	✗ 99.1 <sup>4</sup>

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

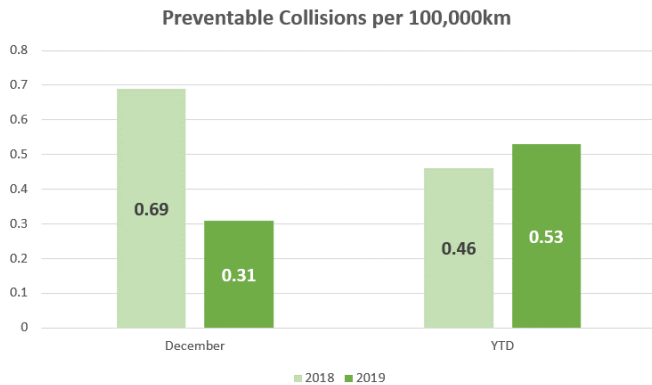
<sup>2</sup>Year to Date (YTD) compared to previous year

<sup>3</sup>Represents annual target, not previously monitored and reported monthly prior year

<sup>4</sup>Current YTD status, not previously monitored and reported monthly prior year



## Preventable Collisions per 100,000 km



**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 collision rate for the month of December 2019 was significantly lower (55 per cent) than 2018, contributing to a 2019 annual rate of 0.53 collisions per 100,000 km, 15 per cent higher than 2018.

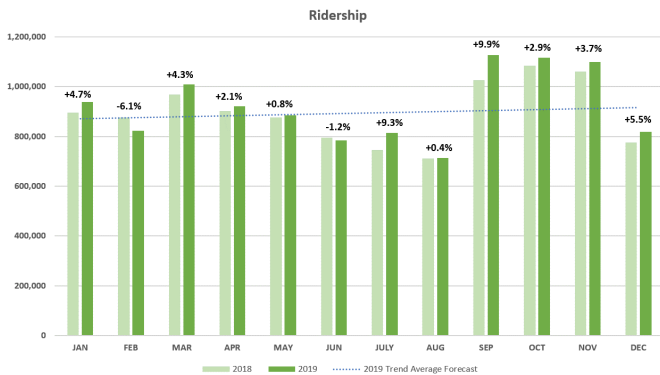
The increase in preventable collision data in 2019 is a result of improved and consistent reporting at facilities, an enhanced investigation process, and utilization of data from the expansion of the on-board surveillance system throughout the bus fleet.

### Action Plan

DRT Safety and Training and the Joint Health & Safety Committees continue to monitor collision trends to identify appropriate mitigation strategies to mitigate preventable collisions.

# 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.

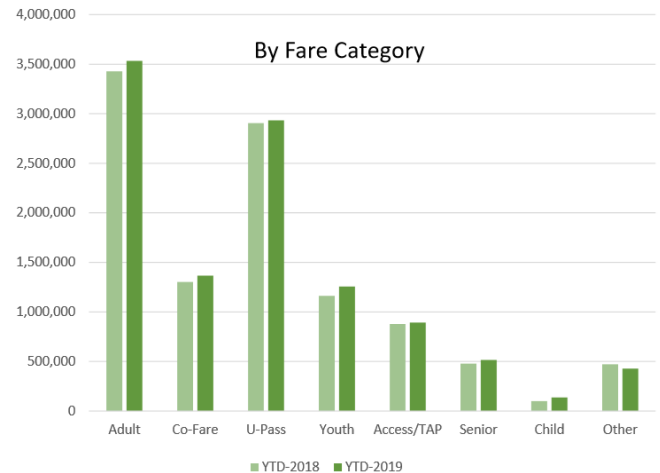
### Results

Ridership on the conventional service continued to surpass 2018 and the current budget; 5.5 per cent ridership increase in December contributing to an annual increase of 3.1 per cent compared to 2018, and 3.8 per cent higher than budgeted.

Customers continue to transition to PRESTO electronic fare payment, with a year end increase of 16.3 per cent of ridership using PRESTO compared to 2018. Conversely, the

percentage of ridership using cash and paper products continues to decline, down 7.3 per cent and 7.0 per cent, respectively.

Ridership continued to improve in all fare categories.

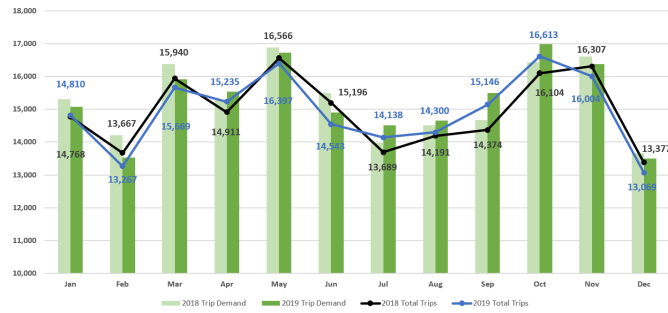


*"Other" includes unclassified, underpayment and unknown*

### Action Plan

Consistent with the fare strategy and requirements of the operating agreement with PRESTO, DRT continue to take steps to achieve a 70 per cent adoption rate of PRESTO, which increases to 80 per cent following PRESTO implementation of the open payment service expected in approximately two-three years.

# 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

Ridership on the On Demand service continues to exceed expectations following the September implementation of service enhancements that improved access to public transit. Ridership increased by 663 per cent for the month of December compared to 2018, contributing to an annual increase of 392 per cent.

During December, the number of Specialized Service trips delivered was 3.1 per cent lower than 2018, contributing to an annual decrease of 0.6 per cent. Trip demand in December was 0.7 per cent lower than 2018, however, the annual trip demand was higher in 2019 for the first time in four years, up 0.8 per cent over 2018.

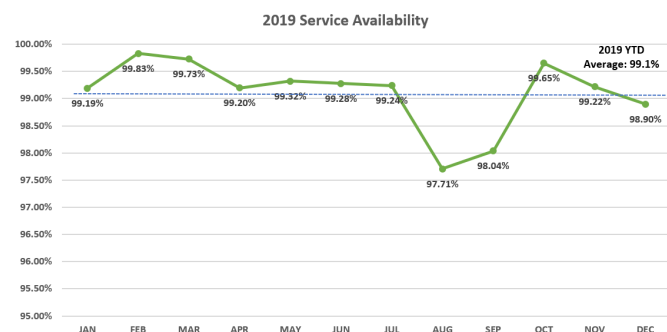
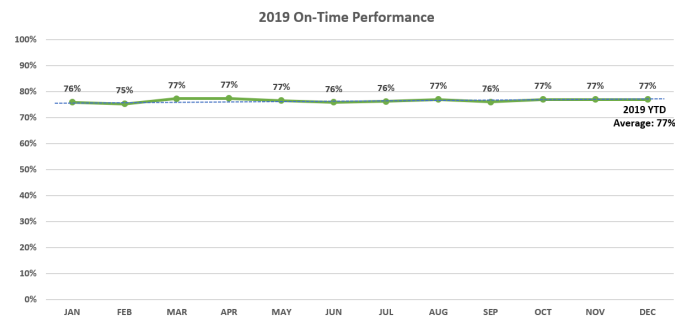
The number of unaccommodated trips for December was 1.6 per cent, twice the rate of 2018. However, the 2019 annual unaccommodated rate was 0.92 per cent compared to 1.07 per cent in 2018, a 13 per cent improvement.

## Action Plan

The rural review study will be completed in April 2019 and is expected to inform further enhancements of the On Demand service to improve access throughout the Region.

# Service Delivery

## On Time Performance & Availability (conventional)



### Definition

On-Time Performance (OTP) is a measure of the per centage of buses departing a bus stop no more than zero minutes early and five minutes late. The annual OTP target is 70 per cent.

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

### Results

OTP in December 2019 was 77 per cent, contributing to an annual OTP of 77 per cent and exceeding the 70 per cent target.

DRT delivered 98.5 per cent of schedule service hours in December, contributing to an annual availability of 99.1 per cent. There were

two significant contributors to December service availability.

- Closure of the eastbound 401 in Pickering on December 20, from early in the morning until the evening, contributing to extensive traffic congestion on adjacent roads resulting in more than 100 hours of lost service.
- Lack of buses at the Whitby location contributing to their 96.8 per cent service availability for the month.

### Action Plan

DRT has consistently exceeded the OTP target of 70 per cent. In 2020 DRT will increase the OTP target to establish a challenging and realistic objective to further improve service reliability.

# Improving Access

---

## **1. Status update, Specialized Services Transfers with TTC Wheel Trans**

Representatives of TTC Wheel Trans continue to work with stakeholders in adjacent municipalities to advance improvements in the transfer process for customers. TTC will report back to their Board in the second quarter of 2020 to highlight opportunities, including protentional cost sharing for cross border trips, and to improve transfer locations and reduce customer wait times at transfer locations.

Through December 2019, DRT and TTC have reviewed specific options for improved transfer locations but there are no final decisions at this time. DRT remain committed to service delivery integration with Wheel Trans to eliminate the need for some transfers, specifically for customers who are travelling to or from destinations close to the Durham-Toronto border.

### **2. Transit Procurement Initiative program (TPI)**

DRT is one of 48 transit agencies that have signed a Governance Agreement with Metrolinx to participate in the Transit Procurement Initiative program. The TPI program aims to help small, medium and large size municipalities to leverage purchasing requirements, standardize product specifications, achieve process efficiencies and realize savings for transit systems. DRT has participated in procurement contracts for buses, video surveillance system, and potentially a newly developed program for bus batteries. While DRT staff participate in the development of the various RFP's and bid evaluations, we rely on the technical expertise of TPI staff throughout the procurement process to ensure vendor compliance.

Metrolinx recently informed TPI signatories that fees will now be applied to the various aspects of the procurement process with the objective to be cost neutral for Metrolinx. Participating transit agencies are currently reviewing the proposed fee structure for joint procurement contracts. One transit agency has already informed Metrolinx of their plan to withdraw from the program. DRT will be comparing the projected fees charged by Metrolinx, to the cost of hiring a dedicated technical professional(s) to develop technical bus and equipment specifications, inspection services, other contracts, and associated contract management functions.

DRT will implement the most effective procurement model as part of the 2021 budget.

### **3. Service Availability Challenges, Whitby**

Challenges at the Whitby location were first highlighted in early December 2019, specifically the inability to provide the required number of buses. There was a service reduction in December (December 9) at which time the daily bus requirements were achieved and the contracted service provider implemented a plan to resolve the existing bus shortages. However, when service levels increased on January 6, it became apparent that the Whitby location had not recovered, and the number of customers impacted by the resulting unplanned trip cancellations was unacceptable. The lack of available buses from the contracted service provider has been attributed to staffing challenges and operational decisions regarding their assigned fleet.

DRT developed a plan on January 7, 2020, to temporarily reduce bus requirements at the Whitby location, in order to mitigate impacts to customers from cancelled trips.

1. Distributed weekday trips for route 910 to other DRT locations.
2. Selected trips on route 302 and 305 were temporarily cancelled effective January 13, 2020. Route 302 and 305 provide frequent service during the morning and afternoon peak periods and removing the select trips minimized impacts compared to lower frequency routes.
3. Implemented a communication plan with the objective to ensure customers were aware of the temporarily cancelled trips so they could adjust their daily travel.
4. Adjusted the fleet allocation between locations to maximize availability.

These actions enabled the service provider to meet the daily peak vehicle requirement, significantly reducing the number of last-minute trip cancellations. Current trip cancellations are a result of unplanned service disruptions (traffic congestion, on-board issues and customer medical incidents,

mechanical breakdowns), but the service provider does not have the available extra buses to assign to impacted trips/routes.

The service provider has implemented several measures to address their bus availability and to ensure processes are in place to meet their contractual requirements to deliver assigned revenue service and achieve a minimum service availability of 99.5 per cent. They will provide to DRT, by the end of January their planned schedule to eliminate the current bus shortages. The trips on the route 302 and 305 will be reinstated when DRT is confident that the service provider can sustain the required bus availability.

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



## Durham Region Transit Report

---

To: Durham Region Transit Executive Committee  
From: General Manager, Durham Region Transit  
Report: #2020-DRT-06  
Date: March 4, 2020

---

**Subject:**

General Manager's Report – March 2020

---

**Recommendation:**

That the Durham Region Transit Executive Committee recommends:

That this report be received for information.

---

**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 – March 2020

Respectfully submitted,

Original signed by

---

Bill Holmes  
General Manager, DRT

Recommended for Presentation to Committee

Original signed by

---

Elaine C. Baxter-Trahair  
Chief Administrative Officer



# General Manager Report

March 4, 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	0.47	0.64	✓ -40.0	✓ -40.0

## Ridership

Conventional						
Ridership	Monthly passengers	January	1,027K	939K	✓ 9.4	✓ 9.4
PRESTO Ridership	Customers paying using PRESTO	January	33.8 per cent	32.3 per cent	✓ 10.4	✓ 10.4
Bus full occurrences	Number operator reported occurrences	January	433	365	✗ 18.6	✗ 18.6
On Demand (OD) and Specialized Services (SS)						
Ridership (OD)	Number customer trips	January	141	27	✓ 422	✓ 422
Ridership (SS)	Number customer trips	January	14,660	14,783	🚩 -0.8	🚩 -0.8
Trip Demand (SS)	Total of trips delivered, no show or cancelled at door, unaccommodated	January	15,012	15,050	🚩 -0.3	🚩 -0.3
Unaccommodated Rate (SS)	Trip requests not scheduled	January	1.0 per cent	0.6 per cent	🚩 0.4	🚩 0.4

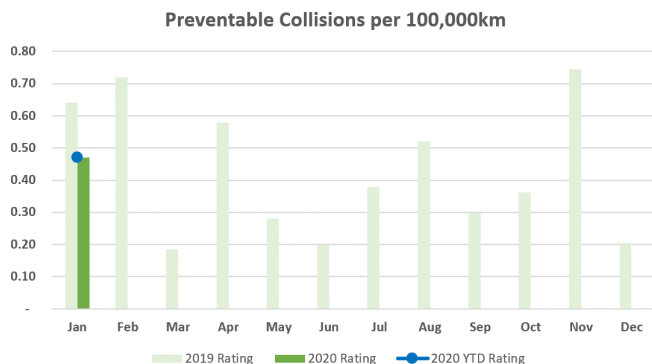
## Service Delivery

Conventional						
On time performance	Per cent on-time departures from all stops	January	81 per cent	76 per cent	✓ 5	✓ 5
Service availability	Per cent scheduled service delivered	January	98.9 per cent	99.2 per cent	🚩 -0.4	🚩 0.4

<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

## Preventable Collisions per 100,000 km



**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 collision rate for January 2020 was 26 per cent lower than 2018, the second consecutive month with an improved rate compared to the previous year.

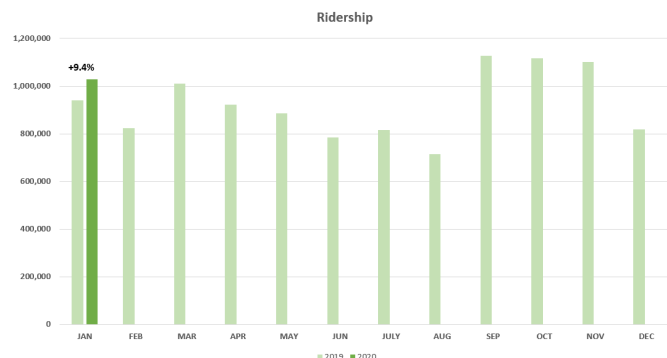
DRT is committed to reducing the annual rate of preventable collisions each year. As previously reported DRT implemented an enhanced collision investigation process in 2019 (increased awareness for documenting on-site incidents, identifying secondary preventable incidents, use of on-board surveillance system), which increased the 2019 collision rate compared to 2018.

### 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 mitigation strategies to mitigate preventable collisions.

# 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.

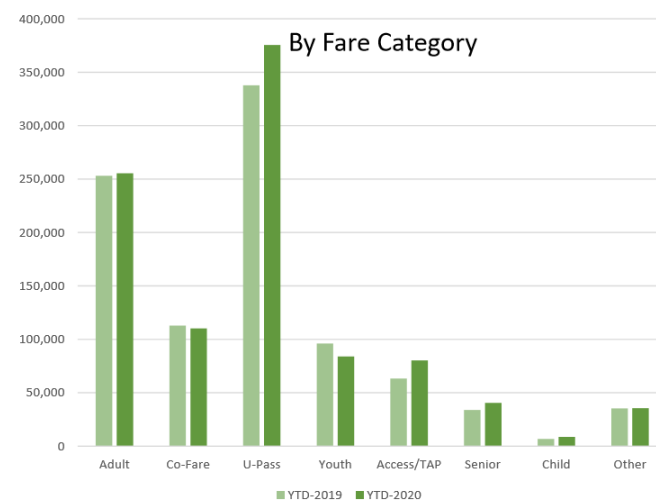
### Results

Ridership in January 2020 was 9.4 per cent higher than 2018, and 7.5 per cent higher than budgeted.

An eight per cent reduction in Youth ridership is attributed to the continued labour actions at local schools.

Customers continue their transition to PRESTO electronic fare payment, increasing by 22.7 per cent in January with a corresponding 10.5 per cent reduction in the use of paper fare media.

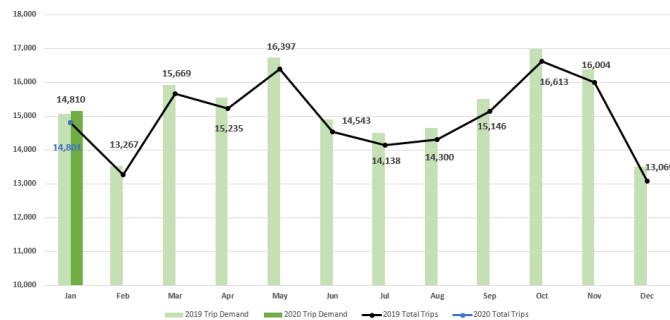
U-Pass contributed most significantly to the improved January ridership, up 11.2 per cent over last year.



### Action Plan

Staff will review detailed ridership data to validate the impact to ridership from the continued labour action at local schools. Staff are also investigating the impacts to ridership resulting from the recent service challenges experienced from the Whitby location, with an update to be provided in a subsequent GM Monthly report.

# 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

On Demand ridership has stabilized and the monthly ridership pattern is consistent with the scheduled service. The increase for January 2019 was 422 per cent higher than January 2018.

Approximately 54 per cent of On Demand trips were delivered in Scugog, with 30 per cent and 16 per cent of trips in Brock and Uxbridge, respectively.

For January, the number of Specialized Service trips delivered was the same as 2018, and the 2018 trend for increased demand continued into January.

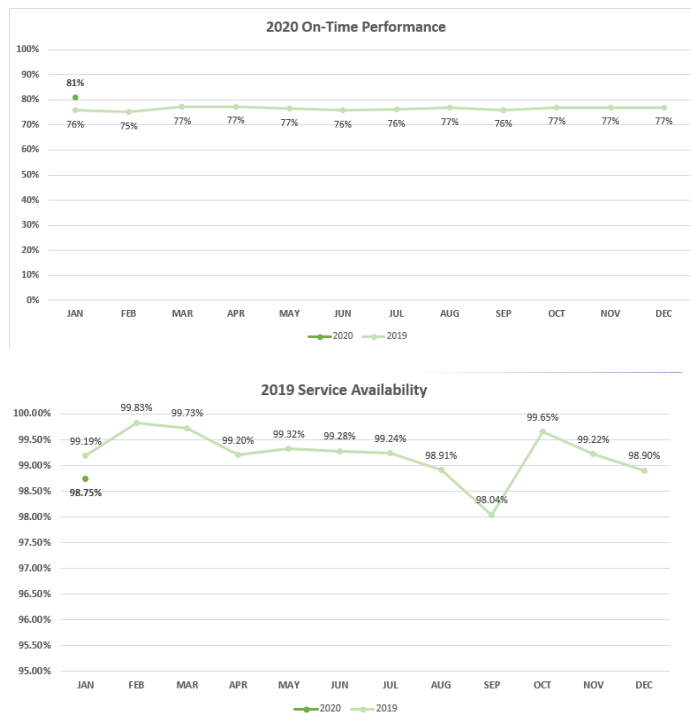
The number of unaccommodated trips in January were slightly higher than last year, one per cent compared to 0.6 per cent, and reflects the recent trend of increased demand for specialized service.

## Action Plan

Specialized Services recently hired the Temporary Eligibility Coordinator who is leading the eligibility review process for customers registered before January 2015. The review will ensure customers are provided specialized service eligibility consistent with established AODA eligibility criteria, and it's expected that many existing customers will be able to use either the scheduled service exclusively, or the integrated service that includes portions of trips delivered using specialized service vehicles and scheduled service. This transition of eligible customers to accessible scheduled service will improve specialized service capacity to meet the increasing demand.

# 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

DRT has updated the OTP target to 78 per cent from the previous target of 70 per cent, which will challenge DRT and staff to further improve service reliability for customers.

In 2019 DRT leverage 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 overall OTP for January was 81 per cent, up from 76-77 per cent in 2019. Contributing to this exceptional improvement was an OTP of 85 per cent for the weekday morning peak period, up from 81 per cent in November 2019, and an OTP of 78 per cent for the weekday afternoon peak period, up from 69 per cent in November 2019.

Service availability in January was 98.9 per cent.

As previously reported, service from the Whitby location experienced challenges starting in December, resulting in a January service availability of 92.9 per cent, well below the target of 99.5 per cent. Service availability from the remaining DRT locations was 99.9 per cent in January.

### Action Plan

The collective and individual efforts and actions of supervisors and bus operators in a short period of time has resulted in the five per cent improvement in OTP and clearly demonstrates the commitment of DRT employee's commitment to improving the reliability of our public transit system and the experience of our customers.

See page 9 for an update on the Whitby location.

### Improving Access

---

#### 1. Zero Fare for Children

Effective March 1, 2020, all children 12 years of age or younger can ride DRT without paying a fare. Further all child tickets and passes, child PRESTO fares and the Ride-to-Read program will be eliminated effective May 1, 2020. Additionally, all existing child PRESTO cards with an e-purse will be changed to the default adult concession to eliminate other passengers from using the previously discounted Child concession. The Toronto Transit Commission (TTC) has recently raised concerns regarding fare evasion resulting from customers using child PRESTO cards. DRT will not experience the fare evasion challenges facing the TTC, since all boarding is through the front door where bus operators view the PRESTO card concession on the PRESTO Driver Control Unit, and children will not be required at this time to have or tap a PRESTO card when boarding the bus.

### Infrastructure

---

#### 1. PRESTO Device Refresh

DRT are currently testing new PRESTO devices on three buses. Feedback from customers and operators have been positive through the first month of testing. Customers have expressed that the new devices did not process the card tap as fast as the original devices. PRESTO quickly reviewed the concern and have since updated and replaced the devices. The implementation team continue to monitor the performance of the devices with a focus on the customer experience.

All PRESTO devices will be replaced by October 2020. The new devices will enable the modernization of PRESTO services, including the ability for customers to benefiting from a one-hour card upload. This feature eliminates the current challenge of waiting up to 24 hours for PRESTO cards to be updated after adding money to the e-purse or purchasing a pass. The devices will also enable GTHA agencies to implement future PRESTO enhancements.

- Payment with smart phone
- Single use e-tickets
- Open payment

#### 2. Scarborough-Durham BRT Update

The Metrolinx/DRT/Toronto project team have completed the second round of Public Information Centres (PICs) for the ongoing Durham-Scarborough Bus Rapid Transit (BRT) project. The PICs presented the evaluation of the alternatives and the recommended preferred alternatives for each of the pinch-points (i.e. constrained road segments) along the corridor – i.e. through Pickering Village in Ajax; through downtown Whitby (the four corners); and through downtown Oshawa. Further to comments received, additional discussions and work are under way in consultation with impacted local area municipalities to refine and finalize the preferred alternatives.

Based on comments from Whitby, the project team met with Town staff to explore additional alternatives through downtown Whitby. As a result, a revised option that further prioritizes public transit through downtown while expanding the pedestrian realm is now being examined.



Further to specific requests from Oshawa, the project team is reviewing the preferred alternative through downtown Oshawa, taking into consideration recent boulevard improvements completed by the City and potential feasibility for additional alternatives including curbside BRT.

The project team is planning a meeting with Ajax representatives in March, to discuss the preferred alternative through Pickering Village.

It should be noted that a technical analysis will be required to finalize the preferred alternative for each pinch-point location.

## General

### 1. Another 'A' Rating for DRT Maintenance

On February 6, 2020, the Ministry of Transportation (MTO) visited DRT maintenance in Oshawa to perform a regular site inspection. DRT must maintain a minimum standard, as regulated by the province, to retain the vehicle inspection station license. The MTO officer performing the inspection checked historical and current work orders, select a few random buses to inspect for mechanical fitness, and ensured all emergency related equipment is functioning properly. Given our robust preventative maintenance program, dedication of the maintenance staff and the effective record management program, the inspection was a success and our 'A' rating remained in tact.

### 2. Service Availability, Whitby

The Whitby location has consistently delivered peak service requirements since February 4. DRT continue to monitor progress, and the Whitby location plan to reinstate the cancelled trips on routes 302 and 304 by March 21, 2020.

### 3. Durham Live

DRT and other Regional departments continue to liaise with stakeholders regarding the opening of the Durham Live facility in Pickering. The Gaming Corporation (casino operator) has advised DRT that the facility will operate shuttle services to meet transportation requirements to and from the casino, and DRT transit service is not required. However, as a precaution DRT will develop a contingency plan to support potential public transportation needs during the late evenings and nights for the initial period of the facility opening. At this time, it is envisioned that the contingency plan will be implemented during the opening weekend if necessary, with support to subsequent weekends determined based on actual needs of the public.

### 4. Service Change, April 6, 2020

Further to the approval of the DRT Strategic Issues and Financial Forecast and 2020 Business Plans and Budget, several service changes will be implemented on April 6, 2020.

#### Pickering – West Ajax Route Restructure

- Routes 101, 103, 110, 112, 120, 193, 232, 291: Routes modified to reduce service duplication, address underperforming routes, serve new growth areas, and enhance connections to Rouge Hill Station and the Pickering City Centre
- Route 110 weekday morning and afternoon peak service extended to Rouge Hill Station, provides new link between north west Pickering and the Rouge Hill Station
- Introducing On Demand service, seven days a week, to south Rosebank in Pickering, replacing scheduled weekday peak-hour service on route 107

#### Serving New Growth & Enhancing Connections

- Routes 112 and 603, weekday morning and afternoon peak service extended to Taunton at Seaton development
- Route 304, service modified to operate into Windfield Farms community in north Oshawa, seven days a week, most trips will begin or end at Ontario Tech / Durham College North Campus Terminal

- Route 315, new weekday morning and afternoon peak route serving new growth areas in west Whitby
- Route 410, weekday morning and afternoon peak service extended to Conlin and Townline area of north Oshawa, and to Oshawa Station
- Route 411, weekday morning and afternoon peak service extended to Oshawa Station via Bloor Street
- Route 417, service modified to operate along Britannia Road between Ritson and Simcoe Street, seven day a week service to Kedron area.
- Route 422, service extended from Oshawa Station to Whitby Station.
- Route 910, weekday morning and afternoon peak service extended to Ajax Station via Bayly and Victoria, for a new east-west intra-regional link south of highway 401
- New seasonal service (May to September) to the Toronto Zoo and Rouge National Urban Park on weekends and statutory holidays, with pick-up/drop-off at Ajax Station and Pickering Parkway Terminal

### **Frequency and Service Increase**

- Route 215, additional weekday morning peak trips
- Route 223, Sunday daytime service frequency increased to 30 minutes between Ajax Station and Pickering Parkway Terminal until 19:00
- Route 405, additional Saturday trips
- Route 410, Sunday daytime service frequency increased to 30 minutes until 19:00

### **Route & Schedule Changes**

- Route 312, routing changed to operate via Taunton and Garden Streets
- Route 403, schedule changes to improve reliability
- Easter Monday: all routes to operate on a Saturday schedule

### **Service Optimization**

- Routes 111, service cancelled and replaced with modified services
- Route 217, weekday and Saturday evening service reduced to one-way, Saturday daytime service frequency reduced to 60 minutes
- Routes 219, Saturday service frequency reduced to 60 minutes
- Route 223, weekday and Saturday evening service reduced to one-way, east of Ajax Station, Saturday daytime service frequency reduced to 60 minutes east of Ajax Station
- Routes 225, weekday and Saturday service after 21:00 cancelled, Sunday service to begin an hour later
- Route 226, service cancelled and replaced with modified services
- Routes 303, Sunday service to begin an hour later
- Routes 304, Sunday service to begin an hour later
- 409, weekday and Saturday service after 21:00 cancelled
- Route 414, service cancelled, alternate service available along route
- Routes 501, weekday and Saturday service after 18:30 cancelled, Saturday service frequency reduced to 60 minutes
- Routes 502, weekday and Saturday service after 19:00 cancelled, Saturday service frequency reduced to 60 minutes

- Route 601, service cancelled, On Demand services available
- Route 922, service cancelled and replaced with modified services
- Route 960 (Uxbridge – Newmarket), service cancelled and replaced with On Demand service to Mount Albert, in York Region, with connections to York Region Transit service

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



## Durham Region Transit Report

---

To: Durham Region Transit Executive Committee  
From: General Manager, Durham Region Transit  
Report: #2020-DRT-07  
Date: March 4, 2020

---

**Subject:**

Durham Region Transit Automated Shuttle Pilot

---

**Recommendation:**

- A) That Report #2020-DRT-07 to the Transit Executive Committee authorize the General Manager of Durham Region Transit, working with Regional staff partners, 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 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.
- 

**Report:**

**1. Purpose**

- 1.1 This report updates the Transit Executive Committee (TEC) on the initiative to pilot the application of automated, driverless shuttle technology and smart infrastructure in Durham Region, including partnering with the Town of Whitby, SmartCone

Technologies Inc., Pacific Western Transportation and the Ontario Centres of Excellence, and DRT's contribution to the initiative.

## **2. Background**

- 2.1 At its meeting of January 9, 2019, TEC received an information report 2019-DRT-2 Preparing for Transit Innovations, outlining the steps Durham Region Transit (DRT) is taking to better assess and prepare to implement transportation innovations. This includes understanding how innovative technologies and service models can be leveraged to create value for DRT customers benefiting the transit experience and/or producing financial efficiencies.
- 2.2 At its meeting of June 5, 2019, TEC approved report 2019-DRT-12 Durham Region Transit Automated Shuttle Pilot, authorizing the General Manager of DRT to continue discussions with Pacific Western Transportation (PWT) on the opportunity to test PWT's electric autonomous shuttle. The report further directed DRT to report back to TEC on the necessary agreements to proceed with the pilot.
- 2.3 The report outlined DRT working in collaboration with other Regional Departments and partners to explore interest in deploying an automated shuttle demonstration project, including:
  - a. To pilot the application of automated, driverless shuttle technology over a one-year period to better understand technology performance in a range of weather and traffic conditions;
  - b. To assess the operational, financial and customer service benefits and implications of automated shuttle technology in community transit and first mile/last mile applications;
  - c. To improve the Region's understanding of the physical and digital infrastructure necessary to support safe and efficient operation of connected and automated/autonomous vehicles; and
  - d. To raise the profile of Durham Region as a forward-looking jurisdiction preparing for coming changes in transportation and mobility.
- 2.4 PWT deployed a fully accessible 12-person automated electric vehicle in partnership with municipalities in western Canada in September 2018. This includes successful controlled, short term deployments in Calgary, Edmonton, Vancouver and Surrey carrying a combined total of more than 11,000 passengers over 108 days and nearly 1,700 kilometres (including in winter conditions). The most recent shuttle deployment took place over an extended period in Beaumont, Alberta between May and October 2019 in mixed traffic conditions.

### **3. Automated Vehicle Pilot Project Framework**

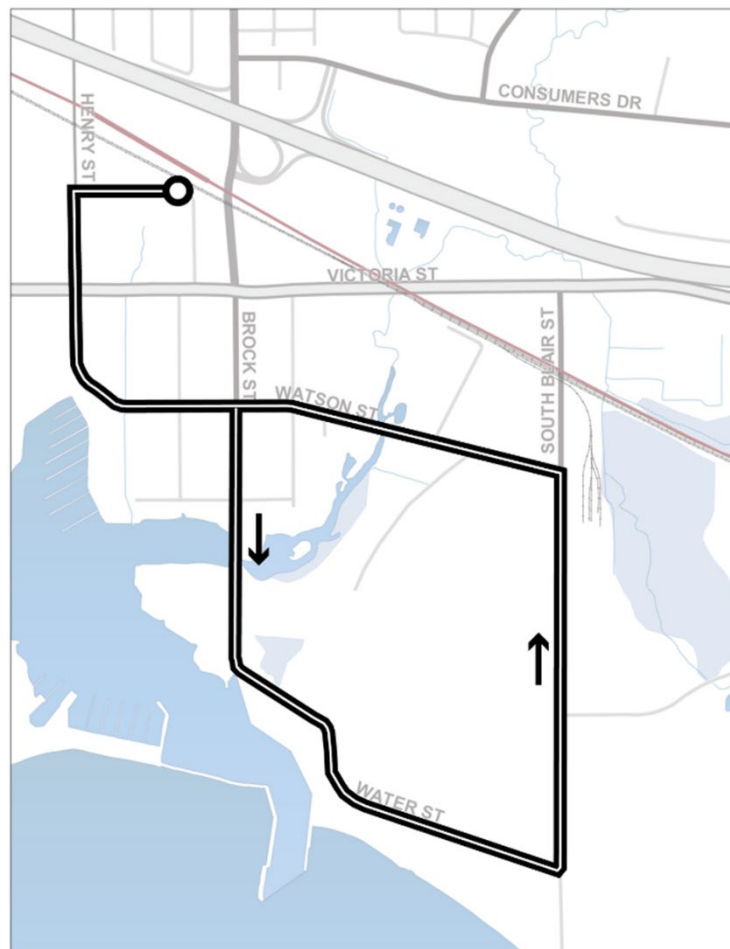
- 3.1 Over the past 12 months, DRT has had preliminary concept discussions with PWT regarding a potential test of its driverless automated shuttle in the delivery of passenger transportation services over a one-year period in Durham Region in a first mile/last mile role, connecting south Whitby to Whitby Station using DRT services.
- 3.2 Over the same period, DRT also advised on the development of an automated shuttle trial being led by SmartCone Technologies Inc. in partnership with the Town of Whitby. SmartCone Technologies, as the lead proponent, was awarded \$986,000 by the Ontario Centres of Excellence through the Autonomous Vehicle Innovation Network (AVIN) to undertake the project.
- 3.3 The parties subsequently agreed that the best available option to ensure success was to enter into a collaborative partnership between SmartCone Technologies, Town of Whitby, DRT, and PWT, to deliver a one-year in-service automated shuttle pilot.
- 3.4 PWT will be responsible to provide the automated shuttle vehicle for the pilot. The vehicle selected will have extensive operating experience in various international applications
- 3.5 As of January 1, 2019, provincial regulatory changes permit the testing of fully driverless automated vehicles subject to Ontario Regulation 306/15 under the Highway Traffic Act. Any party conducting testing of automated vehicles on Ontario roads must apply to the Ministry of Transportation (MTO) for authorization. PWT, together with the shuttle manufacturer, will be the applicant and responsible to obtain the required provincial approvals to permit on-road operation of the automated shuttle for the purposes of this pilot.
- 3.6 A central component of SmartCone's successful AVIN funding application is the development and testing of roadside sensor technology supporting vehicle to infrastructure communication and monitoring. Through a series of installations along the shuttle route mounted on cones or torches (i.e. SmartCones) within the right-of-way, the sensors collect data and communicate key information to the shuttle and the operations control centre. The sensors support the safe and efficient operation of the shuttle including the provision of advanced audio and visual alerts to other motorists and vulnerable road users of approaching automated shuttle operations.

- 3.7 DRT will be responsible for scheduling and oversight of shuttle operating hours, bus stop infrastructure and maintenance (such as snow and ice clearing), and related data collection.
- 3.8 The Region's Works Department will install and maintain traffic signal units to support vehicle-to-infrastructure communication with the shuttle and conduct road maintenance and signage installations on regional roads as needed to support shuttle operations.
- 3.9 The Town of Whitby will complete the required road maintenance/repair to comply with Municipal Maintenance Standards for Municipal Highways, Ontario Regulation 239/02 (if required) and other infrastructure that may be needed to accommodate shuttle operations (e.g., traffic signal communication units, additional lane markings, signs, etc.). Parking restriction by-laws that may be required to support shuttle operation on the route will be brought forward to the respective Councils based on the shuttle operating schedule.
- 3.10 A full list of project partners and their contributions are described in Attachment #1.
- 3.11 Project partners agree that the preferred area to launch the pilot is in the Port Whitby area south of Whitby Station, and expect the demand in this area to be well suited to a 12-person vehicle. The route includes.
- a six-kilometre loop that starts and ends at Whitby Station;
  - a mix of residential, commercial and recreational land uses; and
  - limited existing transit services.
- 3.12 The shuttle route is shown in Figure 1 with access to Whitby Station from the south entrance on Henry Street:
- south on Henry Street, cross Victoria Street and proceed east on Watson Street before turning south onto Brock Street
  - Brock Street south to Water Street, and continue east along Water Street before turning north on South Blair Street
  - north along South Blair Street, turning west on Watson Street and continuing through Brock Street
  - Watson Street west through Victoria Street and north on Henry Street to the south entrance to Whitby Station.

An alternate route travelling east on Watson Street and south on South Blair Street, with a turnaround on Water Street, has been identified should the southern end of Brock Street be closed due to flooding or other causes during the pilot.



Figure 1: Whitby Automated Vehicle Shuttle Pilot Route



- 3.13 The shuttle will operate weekdays during off-peak hours (e.g. between 8:30 am and 3:00 pm) and on weekends, using existing bus stop infrastructure. Additional temporary bus stops and hard surfacing of existing stops will be installed as necessary within DRT's bus infrastructure program. Off-peak weekday and weekend service will avoid high traffic volumes and speeds that occur on major arterials such as Brock Street and Victoria Street near Whitby Station during peak traffic times. Subject to successful operations south of Whitby Station, the project team may consider limited testing to the north between Whitby Station and downtown Whitby later in the pilot period.
- 3.14 DRT is working with Metrolinx to confirm the storage and charging requirements at the Whitby Station. Alternatively, the Town of Whitby will provide storage and charging space at the nearby Iroquois Park Sports Centre.
- 3.15 The shuttle will be staffed at all times by PWT. The on board attendant will assist passengers with boarding, fare payment (regular PRESTO fares will apply) and

other customer service needs. In the event of any technical or operational issues with the vehicle, the attendant will disengage the automated navigation system and assume manual control of the vehicle.

- 3.16 In the Spring 2020, the Town of Whitby, with the support of DRT and other project partners, will lead delivery of a community engagement and education plan prior to the launch of the pilot to build awareness of the shuttle and how it operates. Project partners will also be developing a robust data collection and evaluation plan to support assessment and reporting on pilot outcomes in accordance with applicable privacy regulations.
- 3.17 DRT does not envision automated shuttle vehicles replacing current bus services and operators. Current estimates suggest the ability of the technology to provide fully driverless operations on all roads in mixed traffic at high speed to be up to twenty years or more away. Rather, the technology is complementary to existing transit services, offering additional opportunity to improve access to public transit in areas or communities not suited to full size, conventional bus service. In this capacity, automated shuttles may play a role as a collector service in the first or last mile of the trip, picking up passengers near to their home or place of work and connecting them with the broader transit network.

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

- 4.1 DRT has contracted with Pacific Western Transportation (PWT) since 2017 to deliver transit services within the Town of Whitby and North Durham. Under the current agreement, all vehicles operated by PWT in Whitby are owned by DRT. The current agreement does not include terms for the provision of automated vehicle service. DRT will work with PWT to establish an agreement specifying that, for the purposes of this pilot, an automated shuttle provided by PWT is to be used to deliver service during specified hours (with back-up conventional bus service to be provided should the automated shuttle be unavailable) and that operating costs be paid through SmartCone.
- 4.2 The total cost of the 3,150 service hours to be operated by PWT for the purposes of the AV shuttle pilot is \$284,119 for a twelve-month period between June 1, 2020 and May 31, 2021. This includes a total of \$150,726 for service between June 1, 2020 and December 31, 2020, and \$133,392 for service operation between January 1, 2021 and May 31, 2021. These service hours are included in the 12,064 additional service plan hours approved by Council on February 26, 2020 to be phased in over 2020 and 2021. The budgeted cost also includes provision for a back-up conventional bus to be operated if the shuttle is unavailable. A detailed

breakdown of DRT's budget and contribution to the project is provided in Attachment #2.

- 4.3 DRT's contribution of service hours is approximately 13 per cent of the overall pilot cost of \$2.2 million. The total project budget including funding contributions from each partner is provided in Attachment #3.
- 4.4 DRT funding of operating service hours will be paid to SmartCone as the principal partner to the AVIN funding agreement with the Ontario Centres of Excellence. In accordance with the funding parameters, AVIN provides 50 per cent matching dollars for the contributions of project partners. As DRT was not a signatory to the original funding agreement, its financial contributions to the project are not eligible for matching funding. By directing DRT's shuttle operation funding to SmartCone as the principal partner in the agreement and provider of automated vehicle operations monitoring and alerts through its AutoGuardian division, the contribution is eligible for matching funding to be allocated to cover other shuttle costs including vehicle shipping, route programming, lease costs and insurance. The transfer of these funds, including payment schedule and terms, will be established through a tri-partite agreement to be executed with the Town of Whitby and SmartCone Technologies Inc.
- 4.5 Contracting with the Town of Whitby and SmartCone Technologies Inc. through a sole source arrangement will allow for the provision of an integrated automated shuttle service and safety monitoring solution for all road users. SmartCone's intelligent warning system provides motorists and vulnerable road users (e.g., cyclists, pedestrians) with advanced warning of approaching automated shuttle operations through visual and audio alerts along the shuttle route. The development and testing of this technology in an automated shuttle application is central to the AVIN funding contribution from the Ontario Centres of Excellence, and offers added protection to road users, consistent with the Region's Vision Zero objectives, over and above the safety features of the shuttle itself.
- 4.6 Region Works Department commitments to support shuttle navigation along the route include the installation of roadside traffic signal units at the two signalized intersections along the route (Henry Street and Whitby Station, Henry Street and Victoria Street) to support vehicle navigation, installation of two additional CCTV cameras, road maintenance (e.g. pothole and crack repairs) along the route, signage installations and lane marking adjustments. Total costs are not expected to exceed \$50,000 and will be covered from within existing program budgets.

- 4.7 Based on the results of this pilot, procurement of future automated vehicles or advanced intelligent roadside warning systems for advancing DRT's regular transit network, will be conducted in accordance with the Region's Purchasing By-law.
- 4.8 The Region and DRT will explore risks relating to cyber security, shifts in liability exposures, indemnification clauses in agreements and the effect these issues may have with the Region and the Town of Whitby's insurers. The risk management plan for the pilot is described in Attachment #4.

## **5. Next Steps**

- 5.1 DRT will collaborate with Finance, Works and other Regional partners to finalize and execute the necessary agreements with the project partners including a tri-partite agreement with the Town of Whitby and SmartCone Technologies setting out DRT's contribution to the project along with necessary liability and insurance considerations, and any necessary agreement with PWT to confirm the funding source for the shuttle's operating hours.
- 5.2 DRT will continue to work with the Works Department, Town of Whitby, SmartCone and PWT to ensure the necessary roadside and traffic signal technology installations are completed for on-road shuttle testing to begin in May 2020 with passenger service commencing by June 2020.
- 5.3 DRT will support Town of Whitby staff in the development and implementation of a community engagement and awareness strategy ahead of the start of on-road testing.
- 5.4 This report has been prepared with the assistance of the Finance, Legal and Works Departments.

## **6. Attachments**

- Attachment #1: Partner Roles and Responsibilities
- Attachment #2: DRT Contribution for Shuttle Operations
- Attachment #3: Whitby Automated Shuttle Pilot Project Funding Contributions
- Attachment #4: Risk Management Plan

Respectfully submitted,

Original signed by

---

Bill Holmes  
General Manager, DRT

Recommended for Presentation to Committee

Original signed by

---

Elaine C. Baxter-Trahair  
Chief Administrative Officer

## Attachment #1: Partner Roles and Responsibilities

Partner	Role/Contribution
SmartCone Technologies Inc.	<ul style="list-style-type: none"> <li>• overall project management</li> <li>• coordination and integration of the reference design, coordination with Town of Whitby, Durham Region Transit and Region of Durham on deployment of the shuttle communication and safety equipment</li> <li>• overall financial and milestone management related to AVIN funding requirements</li> <li>• coordination with other potential stakeholders</li> </ul>
Pacific Western Transportation	<ul style="list-style-type: none"> <li>• project management of shuttle deployment, including testing and securing required regulatory approvals</li> <li>• training and supervision of shuttle attendants</li> <li>• maintenance and operation of shuttle in accordance with scheduled hours (including operation of back-up bus)</li> </ul>
Durham Region Transit	<ul style="list-style-type: none"> <li>• scheduling, and funding of shuttle operating hours</li> <li>• bus stop infrastructure and maintenance along shuttle route</li> <li>• PRESTO fare collection devices</li> <li>• customer service enquiries and service notifications</li> <li>• ridership and revenue data collection</li> </ul>
Durham Region Works Department	<ul style="list-style-type: none"> <li>• install and maintain traffic signal vehicle-to-infrastructure communication technologies to support shuttle navigation</li> <li>• road maintenance and signage installations on regional roads as needed to support shuttle operations</li> </ul>
Town of Whitby	<ul style="list-style-type: none"> <li>• lead community engagement and awareness activities</li> <li>• road maintenance and signage installations on local roads as needed to support shuttle operations</li> </ul>
Nokia	<ul style="list-style-type: none"> <li>• provide private LTE wireless broadband network to enable a dedicated wireless connectivity for partner devices to intercommunicate along the proposed route</li> </ul>
Aurrigo	<ul style="list-style-type: none"> <li>• testing of communication between SmartCone sensors and automated shuttle at test track in Ottawa prior to launch</li> </ul>
Ontario Tech University/ Durham College	<ul style="list-style-type: none"> <li>• student training and development opportunities related to shuttle deployment and maintenance</li> <li>• data collection and analysis</li> </ul>

## Attachment #2: DRT Contribution for Shuttle Operations

## Whitby AV Shuttle Pilot - DRT Operations Budget

Period	Description	Hours Daily	Revenue Hours	PWT Contract Hourly Rate	Kms Daily	Total Kms	Fuel/Tire Rate per Km	Gross Cost	Estimated Revenue	Net Cost
June 1, 2020 to December 31, 2020	New weekday midday (8:30 - 15:00) AV service between Whitby Station and the Port Whitby area.	7.00	910	\$88.37	85	11,381.50	\$0.55	\$ 86,676.53	\$ 4,333.71	\$ 82,342.82
	New Saturday daytime and evening (8:00 - 19:00) AV service between Whitby Station and the Port Whitby area.	12.00	360	\$88.37	145	4,480.50	\$0.55	\$ 34,277.48	\$ 1,713.83	\$ 32,563.65
	New Sunday daytime and evening (8:00 - 19:00) AV service between Whitby Station and the Port Whitby area.	12.00	396	\$88.37	145	4,928.55	\$0.55	\$ 37,705.22	\$ 1,885.21	\$ 35,820.01
January 1, 2021 to May 31, 2021	New weekday midday (8:30 - 15:00) AV service between Whitby Station and the Port Whitby area.	7.00	833	\$88.37	85	9,783.50	\$0.55	\$ 78,993.14	\$ 3,949.55	\$ 75,043.59
	New Saturday daytime and evening (8:00 - 19:00) AV service between Whitby Station and the Port Whitby area.	12.00	300	\$88.37	145	3,494.50	\$0.55	\$ 28,432.98	\$ 1,421.61	\$ 27,011.36
	New Sunday daytime and evening (8:00 - 19:00) AV service between Whitby Station and the Port Whitby area.	12.00	348	\$88.37	145	4,061.45	\$0.55	\$ 32,986.56	\$ 1,649.28	\$ 31,337.27
<b>Total</b>								<b>\$299,071.89</b>	<b>\$14,953.19</b>	<b>\$284,118.70</b>

## Attachment #3: Whitby Automated Shuttle Pilot Project Funding

## Contributions

Partner	Contribution	Contribution	Total
	Funding	In-Kind	
Autonomous Vehicle Innovation Network (Ontario Centres of Excellence)	\$986,250		\$986,250
SmartCone Technologies Inc.*	\$788,750*	\$50,000	\$838,750
Town of Whitby		\$260,800	\$260,800
Nokia Canada	\$147,500		\$147,500
Aurigo Canada	\$50,000		\$50,000
<b>Total</b>	<b>\$1,972,486</b>	<b>\$260,800</b>	<b>\$2,283,300</b>

\*Includes \$284,119 in shuttle service hour contribution from Durham Region Transit and \$50,000 in-kind project management contribution from Pacific Western Transportation.

## Estimated Project Expenditures:

Component	Cost
Testing AV Shuttle & Smart Infrastructure at L5 in Ottawa	\$100,000
Communications Equipment	\$295,000
Smart Infrastructure Development and Operations	\$763,000
AV Shuttle Set-up and Operations	\$654,000
Town of Whitby Road and Infrastructure Changes (in-kind)	\$65,000
Communications and Stakeholder Consultations	\$196,300
Project Management	\$210,000
<b>Total</b>	<b>\$2,283,300</b>

Note: Funding and expenditure contributions do not include estimated in-kind Region road and infrastructure changes of up to \$50,000 as these are not eligible for matching Ontario Centres of Excellence funding.



## Attachment #4: Risk Management Plan

Potential Risk	Risk Mitigation Strategy
A delay in the Transport Canada regulation to allow shuttles on public roads	PWT is currently deploying two shuttles that have already been approved by Transport Canada for use on public roads.
Unforeseen delays in the Ontario Government regulation to allow autonomous shuttles on public roads	PWT and DRT have been advising MTO on progress of pilot development and timelines to ensure awareness of forthcoming application. No issues identified by MTO to date. Any unexpected delays could impact shuttle deployment date. In this event, back-up conventional bus to be used to deliver scheduled service in the interim.
Inclement weather issues with the shuttle such as ice or snow	PWT shuttle has operated in snow and ice in western Canada. In the event that weather prevents shuttle deployment, a back-up conventional bus will be used to deliver scheduled service along the route.
Cyber Security Risks	SmartCone Technologies will conduct a cybersecurity audit through its AutoGuardian division in accordance with Transport Canada guidelines prior to any on-road shuttle deployment.
Interoperability Issues (i.e. issues with connectivity among devices and systems)	All partners have engineers and technicians support to address potential interoperability issues. Interoperability will be subject to testing prior to deploying the shuttle on a public road.
Shuttle Incidents	<p>On-board attendant can assume control of steering and braking in the event of an incident or technical issue.</p> <p>Advanced safety equipment along the shuttle route via SmartCone sensors (e.g., warning for pedestrians, cyclist and motorists).</p> <p>Private LTE network for command and control operation in the event of a natural disaster or other issues.</p> <p>Communication and control protocols to be established between operations centres at SmartCone Technologies, PWT and DRT with respect to incident notification and response coordination.</p>

Potential Risk	Risk Mitigation Strategy
	<p>Cyber security in place for the shuttle and the supporting infrastructure.</p> <p>All interoperability issues addressed prior to public road use.</p>
Non-line of Sight	SmartCone technology can be used to help the shuttle “see around corners” with real time information on potential safety issues.
Temporary Road Closures/Vehicle Collisions	<p>On-board attendant can take control of shuttle to navigate around any closures and/or impediments.</p> <p>SmartCone technology can be used as an alert and help the shuttle to navigate temporary closures.</p>
Pedestrian Safety	<p>Shuttle will operate at a maximum speed of 35 kilometres per hour helping to reduce stopping distance.</p> <p>SmartCone Technology alert devices placed along the route.</p>
Cyclist Safety	<p>Shuttle will operate at a maximum speed of 35 kilometres per hour helping to reduce stopping distance</p> <p>SmartCone Technology alert devices will alert all road users of a vehicle/bike presence.</p>

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



## Durham Region Transit Report

---

To: Durham Region Transit Executive Committee  
From: General Manager, Durham Region Transit  
Report: #2020-DRT-08  
Date: March 4, 2020

---

**Subject:**

DRT Transit Stop Guidelines

---

**Recommendation:**

That the Transit Executive Committee receive this report for information.

---

**Report:**

**1. Purpose**

- 1.1 The purpose of this report is to inform the Transit Executive Committee (TEC) of the guidelines used by Durham Region Transit (DRT) to locate new bus stops, relocate existing bus stops, and bus stop design and configuration, that support DRT's objectives to work with the local area municipalities to integrate transit stops with the pedestrian network.

**2. Background**

- 2.1 The current DRT transit network includes 2,730 bus stops and 530 transit shelters of various designs.
- 2.2 DRT currently consult with Regional Works and local area municipalities on bus stop locations during the design of road reconstruction projects, sidewalk installations, and redevelopment activities.
- 2.3 In the absence of a bus stop standard, the current transit stop network includes inconsistent bus stop installations, locations, sizes, and access to transit from the pedestrian networks provided by local area municipalities. When collaborating with

local municipalities to locate and install bus stops, a transit stop guideline will ensure a consistent transit experience for customers and road users.

### **3. Discussion**

3.1 There are six principles crucial to planning an effective and efficient bus stop.

- a. access and accessibility
- b. community compatibility
- c. proximity of transit
- d. safety of all road users
- e. convenient, safe and comfortable bus stop environment
- f. efficient bus operations
- g. these principals balance the diverse needs of the people impacted by bus stops, curbs, customers, bus operators, residents, employees, pedestrians, and road users

3.2 These guidelines inform bus stop placement and design and were developed in consultation with the Regional Works department and local area municipalities, specifically engaging those responsible for road safety and infrastructure in the public right-of-way. The transit and transportation network will evolve in the coming years, including new cycling infrastructure and On Demand services, and these guidelines will provide a crucial starting point to support conversations with road authorities and other stakeholders.

3.3 Accessibility is central to the design of any pedestrian infrastructure. Feedback from accessibility advisory committees of local area municipalities have been considered in the guidelines, with the consistent recommendations being adequate space to enable customers using mobility devices to navigate in and around stops, and that stops be connected to the pedestrian network (sidewalks).

3.4 For locations where the bus stop standard cannot be accommodated the guidelines provide design principles to customize the required infrastructure while reflecting the Region's Standard Construction Drawings.

### **4. Conclusion**

4.1 The DRT Transit Stop Guidelines provide a framework for the placement and design of transit stops within the region. The guidelines will accelerate the location review process by stakeholders, assist local area municipalities during their project design activities, and support a consistent and improved transit stop environment

throughout the region that meets the current and future expectations of DRT customers and the community.

## **5. Attachments**

Attachment #1: Transit Stop Guidelines

Respectfully submitted,

Original signed by

---

Bill Holmes

General Manager, DRT

Recommended for Presentation to Committee

Original signed by

---

Elaine C. Baxter-Trahair

Chief Administrative Officer





# Transit Stop Guidelines

# Table of Contents

<b>1</b>	<b>Executive Summary.....</b>	<b>4</b>
<b>2</b>	<b>Introduction.....</b>	<b>6</b>
2.1	Local Context.....	6
2.2	Future Plans .....	8
2.3	Purpose of this Document .....	9
2.4	Structure of this Document .....	9
<b>3</b>	<b>Planning for New and Changed Stops.....</b>	<b>10</b>
3.1	Approvals and Implementation Process.....	10
3.2	Temporary Stops.....	14
<b>4</b>	<b>Guiding Principles .....</b>	<b>15</b>
4.1	Enabling a Fully Accessible System .....	15
4.2	Ensuring Community Compatibility .....	16
4.3	Ensuring Transit is Nearby .....	16
4.4	Supporting the Safety of All Road Users.....	16
4.5	Providing a Convenient and Comfortable Transit Environment.....	17
4.6	Enabling Efficient Bus Operations.....	17
<b>5</b>	<b>Transit Stop Placement .....</b>	<b>19</b>
5.1	Stop Frequency .....	19
5.2	Stop Placement at Intersections.....	20
5.2.1	Signalized Intersections.....	22
5.2.2	Stop-Controlled Intersection Approaches.....	24
5.2.3	Uncontrolled Intersection Approaches .....	24

5.2.4	Overriding Considerations.....	25
5.3	Stops at Midblock Locations and Uncontrolled Crossings.....	27
<b>6</b>	<b>Detailed Stop Location Guidelines.....</b>	<b>29</b>
6.1	General Applications.....	29
6.2	Specific Applications .....	30
6.2.1	In-lane Stop Zone Dimensions.....	30
6.2.2	Bus Bays.....	31
6.2.3	Cycling Facilities.....	32
6.2.4	Rural Cross-Sections .....	32
6.2.5	Open Bus Bays .....	33
6.2.6	Roundabouts .....	34
6.2.7	Channelized Right Turns.....	35
<b>7</b>	<b>Stop Environment .....</b>	<b>36</b>
7.1	Stop Design .....	36
7.1.1	Basic Infrastructure .....	36
7.1.2	Additional Infrastructure.....	40



# Table of Exhibits

- Exhibit 3.1 – DRT Stop Approval Process
- Exhibit 5.1 – 400-Metre Stop Coverage – Comparison between street configurations
- Exhibit 5.2 – Example of Nearside and Farside Stop
- Exhibit 5.3 – Classification of Roadway Conditions for Stop Placement Decisions
- Exhibit 5.4 – 2031 Higher-Order Transit Network from the Durham Region Transportation Master Plan
- Exhibit 5.5 – Access Challenges of Stops at Unsignalized Intersections on Major Roads
- Exhibit 6.1 – Nearside Stop Detailed Placement
- Exhibit 6.2 – Farside Stop Detailed Placement
- Exhibit 6.3 – In-Lane Stop Zone Dimensions (in metres)
- Exhibit 6.4 – Typical Bus Bay Dimensions
- Exhibit 6.5 – Stop Located on a Rural Cross-Section at a Controlled Intersection
- Exhibit 6.6 – Stop Located on a Rural Cross Section at an Uncontrolled Intersection or Midblock
- Exhibit 6.7 – Open Bus Bay Concept
- Exhibit 6.8 – Location of Nearside Stops in Roundabouts
- Exhibit 7.1 – DRT and DRT PULSE Signs
- Exhibit 7.2 – Desired installation of DRT and PULSE stop markers
- Exhibit 7.3 – Concept of a Stop with Basic Infrastructure (Sidewalk at curb)
- Exhibit 7.4 – Concept of a Stop with Basic Infrastructure (Sidewalk separated from curb)
- Exhibit 7.5 – Typical Concept of Bus Stop with Additional Infrastructure (Boulevard width  $\geq 3.5$  metres)
- Exhibit 7.6 – Typical Concept of Bus Stop with Additional Infrastructure – Boulevard width  $< 3.5$  metres
- Exhibit 7.7 – Alternative Concept of Bus Stop with Enhanced Infrastructure – Boulevard width  $< 3.5$  metres, Limited Public Right-of-Way
- Exhibit 7.8 – Alternative Concept of Bus Stop with Enhanced Infrastructure – Boulevard width  $< 3.5$  metres, Stop Incorporated into New Multi-Use Trail

# 1 Executive Summary

This document provides guidelines for locating new and changed stops and illustrates stop configurations that meet DRT's customer experience and accessibility objectives. Section 2 provides an introduction to DRT services and the role of our transit stops. Section 3 describes the planning process for new and changed stops, identifying stakeholders and general timelines.

Section 4 articulates the six guiding principles for planning DRT stops. Stop-related decisions have a profound impact on passengers, transit operators, residents, employees, and road users and these principles aim to balance their diverse needs:

- Enabling a fully-accessible transit system
- Ensuring community compatibility
- Ensuring transit is nearby
- Supporting the safety of all road users
- Providing a convenient and comfortable transit environment
- Enabling efficient bus operations

Section 5.1 discusses how frequently stops should be placed along a roadway. This is largely a function of the surrounding roadway and pedestrian network. Where the pedestrian network is more grid-like and tightly spaced, thus offering multiple walking routes to major streets, stops may be spaced farther apart while still maintaining a short walk from homes and businesses to their nearest stop. In other areas, stops may be spaced closer together to enable short walks from nearby locations that have few possible paths to a bus route and a potentially longer walk to the main street.

Sections 5.2 and 5.3 discuss how factors like the type of traffic control (e.g., traffic signals, stop signs) and other roadway characteristics influence decisions about where stops should be placed at a given intersection. Factors including the availability of space in the road right-of-way to provide an accessible stop or locate amenities, route alignments, and the presence of transit signal priority features play a large role in these decisions.

Section 6 discusses precise details about stop placements, such as how far from an intersection transit stops are ideally placed, and how various roadway configurations impact those decisions. Section 7 illustrates various typical and alternative stop configurations.

## 2 Introduction

Transit plays an important role in supporting quality of life and economic development in communities by providing mobility options and access to opportunities to live, work, and leisure. To meet these objectives, transit agencies must not only provide services that meet customer needs but ensure that reaching those services is convenient, safe and accessible.



The placement of and the environment around transit stops presents an opportunity to provide a positive customer experience. It is important to recognize that stops are a “gateway” to using transit and are therefore a core component of any transit system. High quality stops can enhance the streetscape and the users’ experience of transit. They should be connected to local pedestrian networks to meet the accessibility needs of users and enable ridership growth. When properly planned, they can also benefit the overall efficiency of transit operations. To achieve these functions successfully, the approach to stop placement must be clear, comprehensive, and consistent.

Durham Region Transit (DRT) plans its services, including stops, according to the following guiding principles:

- Enabling a fully accessible system
- Ensuring community compatibility
- Ensuring transit is nearby
- Supporting the safety of all road users
- Providing a convenient and comfortable transit environment

With these stop guidelines, DRT has the opportunity to demonstrate leadership in implementing stops that promote transit use.

### 2.1 Local Context

The Region assumed responsibility for transit from the local municipalities of Pickering, Ajax, Whitby, Oshawa and Clarington in 2006 and created DRT. With the amalgamation

of services, the agency inherited a variety of different approaches to stop placement and amenities from the previous agencies. In addition, the DRT service area encompasses a broad range of land uses and constraints, and diverse historic and contemporary built forms.



All of DRT's conventional transit services are operated with accessible transit vehicles which kneel and deploy ramps to provide improved access for people with disabilities and those using mobility devices. Consistent with developing an accessible system, DRT and its regional and local partners must ensure that the whole experience to getting to and from a stop is accessible. This means ensuring that our bus stops are accessible and connected to the pedestrian network.

Increasing the number of accessible stops allows a greater number of Durham residents and visitors to use conventional transit service spontaneously and independently. Ongoing efforts to make additional stops fully accessible will strengthen the success of the Integrated Service model which combines conventional and on-demand service to facilitate a fully-accessible journey to those with mobility restrictions.

Providing the necessary transit stop infrastructure requires DRT's planning office to coordinate with Durham Region and local municipal partners. It also requires coordination with the crews responsible for the actual stop installation, including signage, concrete landing pads, and amenities such as shelters.

## 2.2 Future Plans

With a recent update to the Durham Region Transportation Master Plan (TMP) and related DRT 5-year Service Strategy, the Region is placing increased emphasis on transit with the objective of leveraging existing capacity within the transportation network and to reduce auto mode share. Through various strategic multimodal improvements, the Region aims to achieve a transit mode share target of 12.2 per cent by 2031 – up from the current share of 10.7 per cent. These improvements include expanded service levels and the introduction of higher-order services such as Bus Rapid Transit (BRT) along key corridors.

As the Region grows, there is an opportunity for transit to take on a greater role in meeting travel demand needs by offering a more reliable and competitive choice to auto travel. Key actions recommended in the TMP to elevate the role of integrated transit include:

- Continue expansion of BRT in the Regional Highway 2 corridor from the Toronto-Durham boundary to Downtown Oshawa
- Implement a High Frequency Network that includes transit priority measures and buses operating in High Occupancy Vehicle (HOV) lanes on key corridors
- Designate Other Transit Spines to facilitate service to rural communities
- Promote transit-supportive development in areas served by the recommended Higher-Order Transit network
- Consider expanding these services into other low demand areas of the Region and through new development areas like Seaton

As of 2017, the conventional transit fleet currently consists of 184 12-metre (40-foot) and seven 9.8-metre (32-foot) buses. The specialized transit fleet of 30 vehicles are primarily 25-foot (7.6-metre) lift-equipped buses.

DRT anticipates the future acquisition of 18-metre (60-foot) articulated transit buses on Bus Rapid Transit corridors and other high volume routes. Articulated buses will require the expansion of existing infrastructure, and it will be imperative to plan for these changes to the system.

## 2.3 Purpose of this Document

This document describes a consistent approach to stop placement and design and identifies issues to consider when planning new or changed stops. The recommendations take into consideration the diverse interests within the Region and its constituent municipalities, ranging from local residents, operators, regional and local staff, and politicians. The guidelines have been developed with input from DRT, staff from Durham Region and local municipalities, as well as through a review of best practices from other jurisdictions across Canada and the United States.

These guidelines can be used by municipalities, developers, planners, homeowners, politicians, transit users and anyone involved in the design of transit facilities in Durham Region. They focus on ensuring that DRT services encourage transit use by ensuring that the gateways to its services are attractive, readily identifiable, and easily accessed.

## 2.4 Structure of this Document

The remainder of this report is structured into the following sections:

- **Section 3 – Planning for New and Changed Stops** the roles and responsibilities related to the installation of new stops and the improvement of existing ones;
- **Section 4 – Guiding Principles** outlines major factors that determine where and how stops are placed and designed;
- **Section 5 – Transit Stop Placement Considerations** describes the process for determining the location of stops;
- **Section 6 – Detailed Stop Location Guidelines** describes the precise siting of stops at intersections; and
- **Section 7 – Stop Environment** describes the amenities and physical infrastructure of a stop.

# 3 Planning for New and Changed Stops

There are a number of situations that require existing stop modifications or new stops, including:

- Requests from stakeholders (e.g. provincial, regional, area municipal staff, community groups);
- Requests from the general public (e.g. individual passengers, residents, business owners, employees); and
- Introduction of service where none previously existed.

Changes to existing stops can take many forms. Examples may include:

- the installation of a hard-surface (which is conducted primarily in priority sequence according to the number of riders using a stop and subject to property availability);
- the installation of a shelter (which is conducted primarily in priority sequence according to boardings and subject to property availability);
- the relocation of a stop to accommodate construction, to or reflect new developments or road design;
- the relocation of a stop's post and flag to improve visibility; and
- the change in route alignments.

This chapter describes in detail the process for obtaining approval for stop-related modifications and the subsequent work to implement the planned changes.

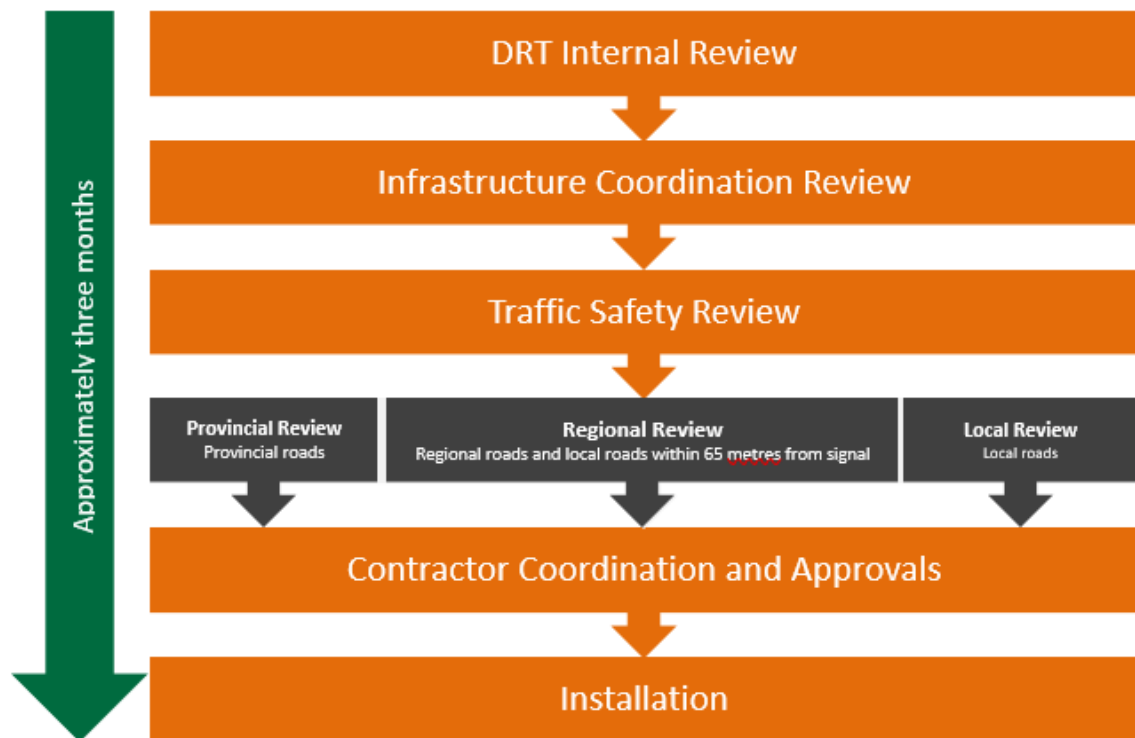
## 3.1 Approvals and Implementation Process

The planning for a new stop or stop change follows a series of steps. From the initial planning to final implementation takes approximately three months. Timelines vary



depending on the number of stops being planned, the complexity of the stops, and varying schedules in obtaining approvals. Exhibit 3.1 summarizes the steps taken to introduce or change a stop.

**Exhibit 3.1 – DRT Stop Approval Process**



#### **DRT Internal Review**

DRT staff conducts an internal review and identifies the specifications of the new or revised stop infrastructure.

#### **Infrastructure Coordination and Traffic Safety Review**

Working with the road authority having jurisdiction, DRT identifies planned road construction and development to ensure that new or updated stop infrastructure does not conflict with other work in the area and to identify opportunities to coordinate work.

The precise location of a transit stop is subject to the approval of the road authority. Durham Region has jurisdiction on Regional Roads and roads within 65 metres of a signalized intersection. In all other instances, the local municipality is responsible for the approval of transit stop locations in their jurisdictions, while the Ministry of Transportation administers the approval for transit stops on provincial roads. The approving body gives consideration specifically to roadside safety, pedestrian crossing safety, major traffic impediments, and traffic signal operation for transit stop location requests.

#### **Contractor Coordination and Installation**

Once the traffic safety review is complete and approved by the relevant road authority, DRT coordinates the work with partner contractors for the installation of stop infrastructure. The contractor obtains utility locates and road occupancy permits where required.

## 3.2 Temporary Stops

Where the installation or replacement of a stop cannot be completed within the necessary timelines required by DRT, a temporary stop may be placed at the location. The placement of temporary stops will follow the same guidelines as permanent stops. The temporary stop sign will be replaced by a permanent sign as soon as is practicable and when appropriate approvals have been obtained.

Temporary stops will also be placed to respond to unforeseen or emergency events, temporary conditions, and planned construction. DRT staff will follow the guidelines set out in this document to support the placement of temporary stops.

# 4 Guiding Principles

Stop-related decisions have a profound impact on passengers, transit operators, residents, employees, and road users of all modes. Gathering the ongoing feedback received directly from the community and from regional and local staff, and internally within DRT, this section sets out the key guiding approaches to making stop improvements.

## 4.1 Enabling a Fully Accessible System

Transit customers, regardless of their mobility requirements, should be able to access transit services. Supported through the Accessibility for Ontarians with Disabilities Act (AODA) and the Ontario Human Rights Code, the Province of Ontario is working towards building a fully accessible province by the year 2025.

A fully accessible conventional transit system will enable deeper integration between fixed route service and OnDemand service for those with mobility restrictions. This will allow DRT to efficiently accommodate the growing need for transportation among those with diverse needs.



### What makes a stop accessible?

An accessible transit stop includes the following elements:

- **Accessibility Clearance Area** – A hard surfaced area that is free of obstruction and is of sufficient size to accommodate accessible boarding and alighting with a mobility device at the front door of the bus. The running slope (slope parallel the curb) of the accessibility clearance area should not exceed the running slope of the curb, while the cross slope (perpendicular to the curb) must not exceed four per cent.
- **Tactile Walking Surface Indicators (TWSI)** – Distinctive hard surface textures that indicate the boundary between the bus stop passenger zone edge and adjacent roadways, at stops lacking other indications such as a curb or barrier.

- **Connections to Pedestrian Walkway Network** – Transit stops should be accessible to the area pedestrian network. In cases where a sidewalk is not present, short stretches of sidewalk may be constructed between the bus stop and area crosswalks or intersections. See Section 6.2.4 for information about pedestrian connections at rural stops.

## 4.2 Ensuring Community Compatibility

DRT strives for our bus stops to be an important part of our communities—places where the Region’s residents and workers connect to work, school, or wherever life takes them on transit.

Where possible, transit stops should be located in areas that best meet our customers’ needs, while respecting area residents and business concerns such as minimizing noise and litter, as well as maintaining accesses to adjacent land uses.

Transit stops and amenities should be placed considering other non-transit boulevard features (e.g. trees, street furniture, street lights, sidewalks). Collaboration is often required between various stakeholders to identify how these various components should optimally fit together.

## 4.3 Ensuring Transit is Nearby

Where safely possible, bus stop locations will be chosen to minimize walking distance to area homes, businesses, and destinations. The generally accepted distance most customers are willing to walk to a transit stop is 400 to 600 metres. It is DRT’s objective to ensure that most homes, businesses and destinations are within this distance from a bus stop.



The walking distance to bus stops will be measured using the pedestrian walk network, which includes sidewalks and other pedestrian connections that are maintained year-round.

## 4.4 Supporting the Safety of All Road Users

Transit stop placement should facilitate convenient, comfortable, and safe access to transit, while maintaining the safety of all road users.

Proposed bus stop locations should be selected with consideration for potential safety issues, including:

- Sightline obstructions
- Propensity for crossing away from designated pedestrian crossings
- Unexpected or unusual stopping locations
- Pedestrian and passenger visibility including lighting
- Pedestrian and passenger exposure to traffic

The road authority having jurisdiction should review stops for potential road user safety issues as part of their reviews.

## **4.5 Providing a Convenient and Comfortable Transit Environment**

To achieve the Region’s objectives of boosting transit’s share of overall travel, DRT must strive to compete with the conveniences of auto driving. This requires placing stops at locations in convenient locations and installing amenities to improve the experience while on and off the vehicle.

At the stop level, attention should be paid to lighting, roadside vegetation, access to area buildings, perceived safety, natural surveillance (e.g. eyes on the street), and traffic speeds. All these factors contribute to creating an inviting atmosphere when accessing transit.

Installing specific amenities such as shelters, benches, and customer information help to make the transit experience easier and more comfortable for passengers.

## **4.6 Enabling Efficient Bus Operations**

Having an efficient bus operation is important so that our service is as competitive with the automobile as possible. An efficient bus operation also has a financial impact because it allows DRT to operate more services within its defined budget.



Transit stop locations should enable efficient bus operations by discouraging the need for buses to pull out of and into traffic lanes, taking advantage of transit signal priority, skipping traffic queues where possible, and ensuring sufficient space between stops to improve vehicle speed.



# 5 Transit Stop Placement

This section describes guidelines for the general location of bus stops. It covers the appropriate spacing, placement at intersections, and considerations for stops between designated pedestrian crossings.

## 5.1 Stop Frequency

Stop frequency refers to the general distance between stops on a particular route. The frequency of transit stops in urban areas and hamlets is guided by DRT's objective to provide the greatest access to transit with the fewest stops, which reduces maintenance and operational costs and increases vehicle speed.

Specifically, DRT has established transit walking distance coverage area guidelines as follows:

- 70 per cent of residences and businesses are within a 400-metre walk of a transit stop
- 90 per cent of residences and businesses are within a 600-metre walk of a transit stop

The coverage distance is measured along the pedestrian walkway network, including sidewalks and other pedestrian connections that are maintained year-round. The configuration of the pedestrian network is a significant factor affecting the number of stops that must be installed to serve a given population.

As illustrated in Exhibit 5.1, the number of destinations that can be served by a single stop depends on block size, pedestrian links between arterial roads and adjacent neighbourhoods, and nearby land uses. Therefore, DRT does not apply a one-size-fits-all standard for stop spacing but rather places stops to maximize their effective coverage, reducing costs and passenger's total travel time. Factors such as other nearby transit routes, pedestrian infrastructure, and the location of safe pedestrian crossings may also affect the number of stops in a given location.

**Exhibit 5.1 – 400-Metre Stop Coverage – Comparison between street configurations**



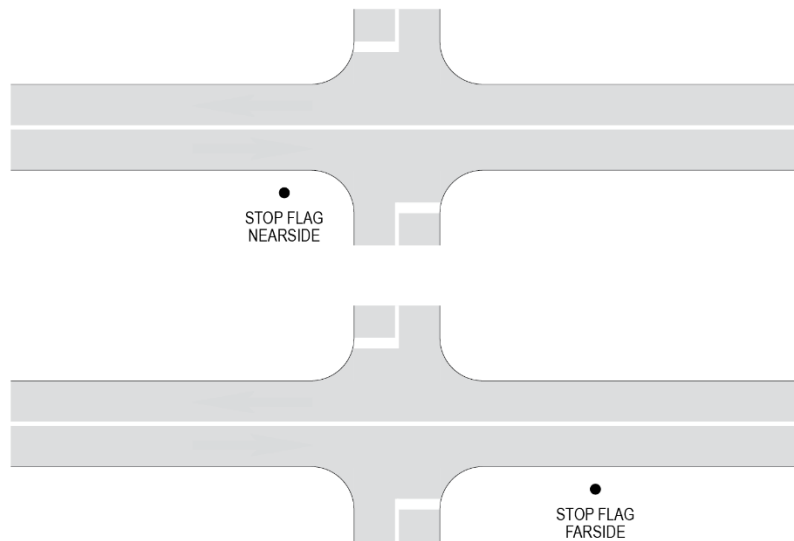
Special considerations can be made to provide better access to major trip generators, such as community facilities, employment and commercial centres, and higher density residential uses— including seniors housing. These land uses can generate more ridership and may justify access to accommodate the high passenger volumes. In areas served by numerous bus routes, stop placement should be coordinated to facilitate passenger transfers.

Where Bus Rapid Transit (BRT) or express services operate, wider stop spacing is acceptable in order to achieve lower overall travel time. Specific details about the appropriate stop spacing will be completed as part of the detailed planning for BRT. A local route paralleling the BRT service would serve stops planned according to these guidelines.

## **5.2 Stop Placement at Intersections**

Transit stops are typically placed close to intersections, where pedestrian connectivity is strong, transfers are facilitated, and the coverage potential of a stop is maximized. When a stop is located near an intersection, it could be placed nearside or farside. Nearside stops are located on the side of the block before crossing the intersection, while farside stops are located on the side after crossing the intersection (see Exhibit 5.2

**Exhibit 5.2 – Example of Nearside and Farside Stop**



Placing a stop nearside or farside depends on:

- the conditions of the roadway,
- nearby pedestrian infrastructure,
- the location of major trip generators,
- the transit route's operating path, and
- the location of other nearby transit stops.

This section provides further direction on the placement of a stop based on different road roadway conditions as summarized in Exhibit 5.3

**Exhibit 5.3 – Classification of Roadway Conditions for Stop Placement Decisions**

Roadway Conditions	Description
<b>Roadway Crossing Types</b>	
Signalized intersections	Intersections where a traffic signal is present
Stop-controlled intersection approaches	Intersections where a bus approaches a stop sign
Uncontrolled intersection approaches	Intersections where a bus approaches without a traffic signal nor stop signs
Midblock locations	Roadway sections not at an intersection

Roadway Conditions	Description
Roadway Types	
Major Roads	<ul style="list-style-type: none"> <li>• All Type A Arterial Roads, as described in the Durham Region Official Plan</li> <li>• Roadways where pedestrians cannot reliably cross the street, due to the number of lanes, speed of traffic, and consistently high traffic volumes, for example, portions of: <ul style="list-style-type: none"> <li>○ Kingston Road</li> <li>○ Dundas Street (Euclid Street to Lake Ridge Road; CP Rail Belleville Subdivision to Stevenson Road)</li> <li>○ Salem Road</li> <li>○ Stevenson Road</li> </ul> </li> </ul>
Minor Roads	All other roadways not defined as Major Roads

### 5.2.1 Signalized Intersections

#### Major Roads

Primary considerations when locating stops at intersections on Major Roads include:

- reducing walking distance to the stops from nearby neighbourhoods and destinations, and between transit stops where transfer activity occurs;
- providing accessible, comfortable infrastructure for waiting, boarding, and alighting; and
- reducing transit delay and improving travel time reliability.

In any case, selected stop locations must consider safety implications described in section 4.4, with a focus on road crossings.

All else being equal, the safety of those walking toward a bus stop can be improved by placing the stop farside. Pedestrians rushing to catch a departing bus are less likely to be crossing in front the bus, and the stopped bus would not block crossing pedestrians from the view of other motorists approaching the intersection. Other considerations such as avoiding unexpected stopping locations may offset these benefits. In any case, locating the stop closer to the intersection makes it more likely pedestrians will cross at the designated crossing location, which is generally easier at nearside stops.

Where a right-turn lane exists, locating the stop there can succeed in both locating the stop near the intersection and keeping the stopped bus out of the flow of through traffic.

#### **Conditions indicating farside stops at signalized intersections**

Where roadway design and traffic conditions permit locating a farside stop close to an intersection, there may be operational benefits to doing so.

At signalized intersections where buses normally spend short periods of time relative to the signal cycle, and where the intersection approach operates near capacity, farside stops often results in less delay to transit vehicles.

Under less constrained conditions or where there is no right-turning traffic, the relative benefits of farside over nearside stops diminish and other factors should carry a greater weight. This may also apply to situations with very low right-turning traffic volumes coupled with significantly higher overall volumes on the farside.

#### **Open Bus Bays**

Where an open bus bay is provided at a signalized intersection, especially if coupled with a queue-jump lane or right-turn lane, transit stops should be located there.

#### **Transit Signal Priority**

The Durham Region TMP proposes the installation of Transit Signal Priority (TSP) on several Major Roads, to provide a faster and more reliable transit service for passengers. Farside stops are more advantageous at TSP-enabled intersections because it allows the transit vehicle to clear the intersection before stopping to pick up and drop off passengers.

#### **Minor Roads**

The placement of transit stops on Minor Roads at signalized intersections depends on the intersection:

- **Bus intersecting with a higher-hierarchy roadway** – Where a traffic signal cycle favours traffic perpendicular to a bus route making it more likely that an approaching bus will face a red signal, a nearside stop is preferred to take advantage of time already spent stopped.
- **Bus intersecting with a similar or lower-hierarchy roadway** – There is no operational advantage between a nearside and farside stop for these intersection conditions. Stops should be located where walking distance to the

intersection is minimized and where infrastructure can be installed, considering significant differences in traffic volumes on either side of the intersection. Where a right-turn lane is provided, locating the stop there should be considered.

### 5.2.2 Stop-Controlled Intersection Approaches

Transit stops on stop-controlled roadways are generally on slow, narrow, low-volume roads and face different challenges to signalized intersections where signals separate conflicting flows of traffic. Stops on these roads may take one of several forms and should be selected on a case-by-case basis according to available boulevard space and the location of stop-controlled intersections.

Considerations:

- Avoid placing a stop immediately at the stop bar if a stopped bus will obstruct the only stop sign for that approach. Alternatively, have a stop sign installed on the left side of the street.
- If possible avoid placing a stop close to, but not at, the stop bar to avoid stopping twice in quick succession. Stopping twice increases travel time, is frustrating for passengers, and is noisier—a particularly important concern in residential areas where transit stops at stop-controlled intersections tend to be located.
- Locating the stop near an intersection encourages the use of designated pedestrian crossings, where drivers will expect pedestrian crossing to occur. This is a less significant concern than on major roads, though a site-specific assessment should be made in conjunction with the road authority having jurisdiction.

### 5.2.3 Uncontrolled Intersection Approaches

Stops should be located where walking distance to the intersection is minimized and where infrastructure can be installed, considering significant differences in traffic volumes on either side of the intersection. Where a right-turn lane is provided, locating the stop there should be considered.

## 5.2.4 Overriding Considerations

### **Stop Infrastructure and Curb Space**

To achieve the accessibility standards established under AODA, it is DRT's intention to provide a concrete or other hard surface at each of its transit stops by 2025. The typical design of these surfaces calls for a 10-metre length and at least 3 metres of depth is required at the front door to provide sufficient space for a wheelchair to clear the bus's ramp after disembarking. On major routes where articulated buses might operate, a longer hard surface is required. Additionally, shelters are installed at busy stops, transfer locations and where vulnerable users are known to board to improve waiting conditions for riders and space must be allocated to that purpose.

When space for a hard surface and/or shelter in the public right-of-way is only available on one side of the intersection, the stops should be located there.

### **Tree Protection**

Stop placement should consider the location of trees in the boulevard and behind the sidewalk. Where possible, stops should be located to avoid potential interference with trees and other landscaping and should conform to the tree protection bylaws and guidelines applicable to the roadway. In general, construction should be avoided within 1 metre of a tree's dripline. Where no alternative stop location exists, and the location of existing trees precludes hard surface construction, DRT should consult with the road authority or property owner responsible for the tree(s) to identify potential solutions including removing and replacing the tree or other boulevard features.

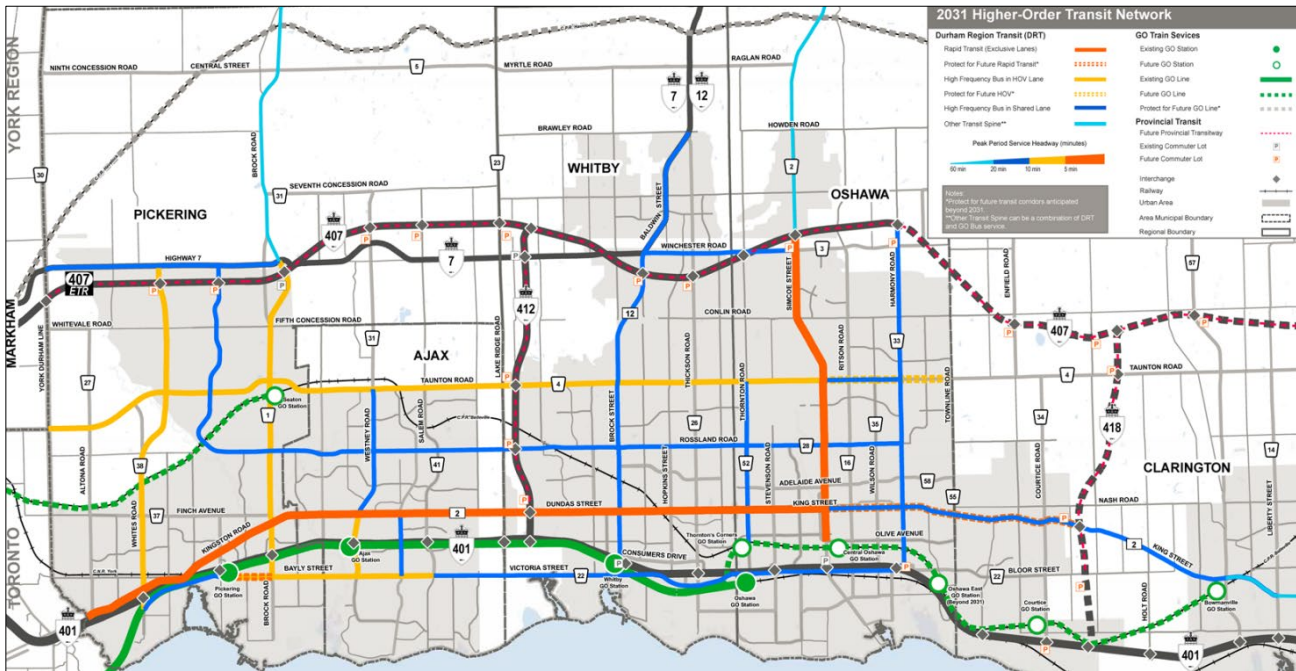
### **Transit Signal Priority**

Where transit signal priority measures are present or planned, stops should be placed and designed in one of the following ways, by order of preference:

- Farside stops in an open bus bay with a nearside queue-jump lane (often combined with the right-turn lane) (see Exhibit 6.7)
- Farside in an open bus bay
- Nearside (see Exhibit 6.1)
- Farside without an open bus bay (see Exhibit 6.2)

This section applies generally to corridors identified in Durham Region's TMP as being a Rapid Transit or High Frequency Bus corridor (orange and dark blue in the diagram below).

**Exhibit 5.4 – 2031 Higher-Order Transit Network from the Durham Region Transportation Master Plan**



## Route Configuration

Certain route alignments, particularly left turns (except where the left turn can be made from the curb lane or where the bus turns left onto the intersecting roadway's curb lane without needing a lane change), necessitate placing the stop farside or nearside unacceptably far from the intersection. In some cases where the left turn lane is short and buses can reliably merge into the left turn lane after serving a stop or when a farside stop is precluded, the stop can be placed nearside.

Stops should be located where the walking distance to the intersection is minimized—whether that is nearside before making the left turn or farside after making the left turn. For nearside, the location of the stop should be located where the bus can navigate to the left lane without crossing the solid white pavement marking.

Less often, a right-turn where the curb radius is small may require a greater setback from the intersection or a farside stop sufficiently downstream to allow the bus to come flush with the curb may be needed.



## 5.3 Stops at Midblock Locations and Uncontrolled Crossings

### Major Roads

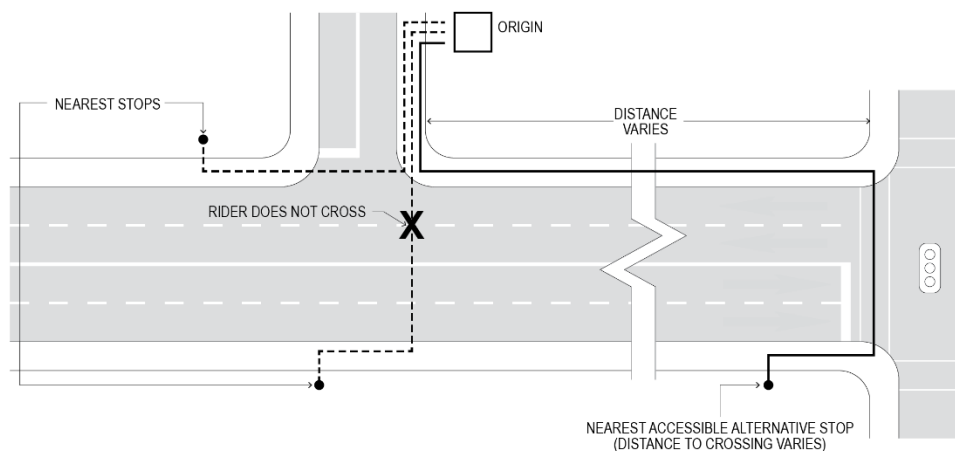
Distances of more than 700 metres between controlled pedestrian crossings are not uncommon on Durham Region roads, both regional and local. While it is DRT's preference to locate stops at controlled or otherwise designated pedestrian crossings, achieving the coverage goals (as described in Section 5.1) necessitates locating stops at midblock locations and uncontrolled intersections. Not achieving coverage goals effectively means not providing transit service to a particular area.

#### Conditions indicating stops away from designated crossings

As is typical among transit systems, DRT's transit service coverage objectives are based on the distance to the nearest transit stop. On low-speed, low-volume roads and at controlled pedestrian crossings, this distance roughly corresponds to the walking distance both to and from transit service in both directions since stops tend to be located in bi-directional pairs.

Ideally, a controlled crossing would be present at each stop pair. Placing stops a significant distance from a controlled pedestrian crossing is a second-best approach for providing transit service because one direction may be direct (close to the origin or destination) while the other will require additional walking distance to the nearest pedestrian crossing for accessing a stop on the opposite side of the roadway (see Exhibit 4.6). The alternative is placing neither stop and making walking distance longer in both directions.

**Exhibit 5.5 – Access Challenges of Stops at Unsignalized Intersections on Major Roads**



In some cases, the transit route might circle back or make a turn that provides an alternative route to one's destination but in accordance with DRT's 5-Year Service Strategy, circuitous routes and one-way services have been largely phased out in favour of bidirectional services as part of a grid transit network. In other cases, other nearby transit routes can be used in the opposite direction of travel albeit sometimes in a less direct fashion.

The utility of these stops should be carefully reviewed. For example, stops on the rural side of the urban-rural interface often lack any destinations of their own and any rider using this stop and walking to a designated crossing would likely pass another stop at that crossing.

Stops on Major Roads will not be installed within 215 metres of a controlled crossing (not including the stop installed at the crossing) except where available pedestrian infrastructure makes it impractical to reach the next nearest stop. Within this distance, a controlled crossing is not likely to be installed and the additional walking distance, while less than ideal, is generally acceptable.

Where the walking distance to the next nearest stop exceeds 215 metres, and no alternative stop and/or route combination provides adjacent neighbourhoods or destinations acceptably close transit service, the placement of stops should continue to be considered, based on the following conditions:

- **Distance to alternative stop is between 215 metres to 400 metres:**
  - DRT will work with Regional partners to identify whether a signal or other crossing treatment could be installed.
  - DRT will evaluate on a case-by-case basis whether the stop could be excluded, if an improved crossing treatment is not installed.
- **Distance to alternative stop is over 400 metres**
  - DRT will work with the road authority having jurisdiction to install the stop to meet required service coverage goals.

### **Minor Roads**

As discussed in the previous section, stops midblock and at uncontrolled crossings are required to achieve the service coverage goals. Minor local roads have narrower roadways, operate at lower traffic speeds, and operate with wider gaps in traffic—allowing passengers to more reliably cross the roadway to access bus stop locations.

For that reason, these stops on Minor Local Roads will be placed as required, consistent with the stop frequency guidelines described in Section 5.1.

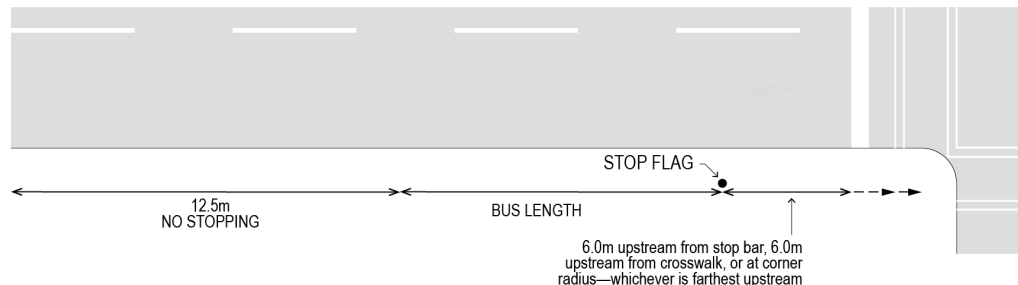
# 6 Detailed Stop Location Guidelines

The previous section describes the general directions of location bus stops under different roadway types and configurations. Building on those directions, this section provides detailed dimensions to stops and its related amenities.

## 6.1 General Applications

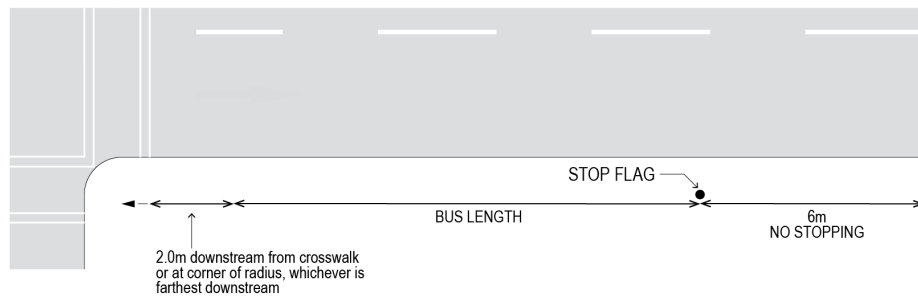
Nearside stops, other than those at stop signs (see section 5.2.2), should be positioned so that they are six metres upstream of the crosswalk or stop bar, whichever is farther upstream. If that would place the stop downstream beyond the straight edge of the curb, the stop should be located where the corner radius begins so that the bus doors can remain flush with the curb.

**Exhibit 6.1 – Nearside Stop Detailed Placement**



Farside stops should be located so that a two-metre gap exists between the back of a stopped bus and the crosswalk. Like nearside stops, the stop should be placed sufficiently downstream that the rear of the bus does not overhang the corner radius. See Exhibit 6.2 for details.

## Exhibit 6.2 – Farside Stop Detailed Placement



## 6.2 Specific Applications

### 6.2.1 In-lane Stop Zone Dimensions

Transit vehicles typically stop curb-side and most often in the travel lane. In-lane stops are beneficial for operations because they reduce delays caused by transit vehicles merging in and out of traffic to make stops. In-lane stops are applicable at nearside, farside and midblock stops, and require less space than bus bays.

The Stop Zone, an area designated for use primarily by transit vehicles where passengers board and alight, should be generally clear of obstructions. These dimensions can be used to evaluate suitability of a proposed stop location and to determine the extents of desirable No Stopping restrictions around stops.

The Stop Zone generally includes three components:

1. a pull-out zone in front of the transit stop sign to allow the vehicle to pull away from the curb and rejoin traffic – in the case of a nearside stop, the intersection itself provides additional distance to re-enter the through lane if needed;
2. the length of the transit vehicle; and
3. a pull-in zone which the vehicle uses to manoeuvre to the curb.

If a bus will be serving a farside stop after making a left or right turn additional distance from the intersection is required to allow the bus to properly line-up with the curb. Space within the intersection will often accommodate portions of the pull-in and pull-out zones when buses are travelling straight through. Where a bus stop is located in a closed bus bay, see the following section for appropriate dimensions. Road designers should consult the Region of Durham's Standard Drawings for the most precise and up-to-date requirements.

The dimensions of the Stop Zone are identified in Exhibit 6.3.

**Exhibit 6.3 – In-Lane Stop Zone Dimensions (in metres)**

	Nearside Stops			Farside Stops			
Bus Type	Pull-out Zone	Bus Length	Pull-in Zone	Pull-out Zone	Bus Length	Pull-in Zone by preceding movement	
Standard Bus	To intersection	12.5	12.5	6	12.5	Left Turn	Sufficient space to reach stop safely
						Through	From intersection
						Right Turn	12.5
Articulated Bus	To intersection	18.5	12.5	6	18.0	Left Turn	Sufficient space to reach stop safely
						Through	From intersection
						Right Turn	16

Note: In-Lane Stop Zone dimensions for midblock stops requires the 6 metres in front of the stop, the appropriate bus length (whether it is 12.5 metres for standard buses and 18.0 metres for articulated buses), and 12.5 metres behind the bus length.

### 6.2.2 Bus Bays

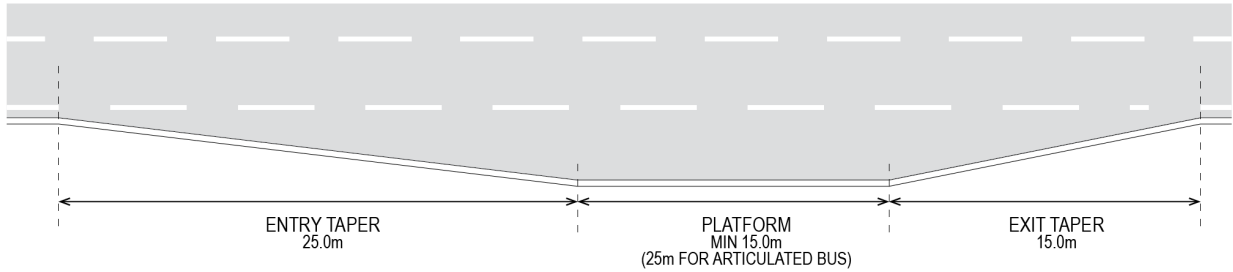
A bus bay is a designated area on the side of a roadway where bus can pull out from the flow of traffic. When placed at an intersection, full bus bays (distinguished from open bus bays) are typically placed farther from intersections, which:

- increases walking distance,
- reduce the available right-of-way for shelters, benches and other amenities, and
- delay transit vehicles as they re-enter the flow of traffic.

Consequently, full bus bays should be avoided except where safety or operational needs demand. Where buses have scheduled dwell time (i.e. a layover location), bus bays should be provided to prevent blocking a through-lane for an extended period.

See Exhibit 6.4 for bus bay dimension details.

**Exhibit 6.4 – Typical Bus Bay Dimensions**



### 6.2.3 Cycling Facilities

Where cycling facilities interact with transit stops, it is important to make all road users aware of the shared space in order to minimize conflict. Signage and lane markings should be designed with regard for OTM Book 18's guidance on conflict zones.

#### Multi-Use Trails

Where possible, newly constructed multi-use trails (MUTs) at transit stops, especially those where a shelter is likely to be installed, should leave sufficient space between the curb and the multi-use trail for passengers to wait and for a shelter to be installed. By routing a MUT behind transit shelters potential conflicts between cyclists and passengers exiting the shelter, boarding, and alighting can be mitigated.

Where a shelter with an advertising panel is to be placed next to an existing multi-use trail, a minimum of one metre should be provided between the shelter and the multi-use path if the shelter entrance is adjacent to the MUT, otherwise a minimum of 0.5 metre should be provided. See Section 7.1.2 for detailed concepts for how bus stop infrastructure is placed near multi-use trails.

### 6.2.4 Rural Cross-Sections

Rural roadway cross-sections are generally those without a curb-and-gutter drainage system, and often lack sidewalks. Despite being found within the Region's urbanized area, these locations often lack suitable waiting areas or pedestrian connections. Providing a convenient and accessible area to wait, board, and alight requires the installation of infrastructure beyond what is necessary on urban cross-sections.

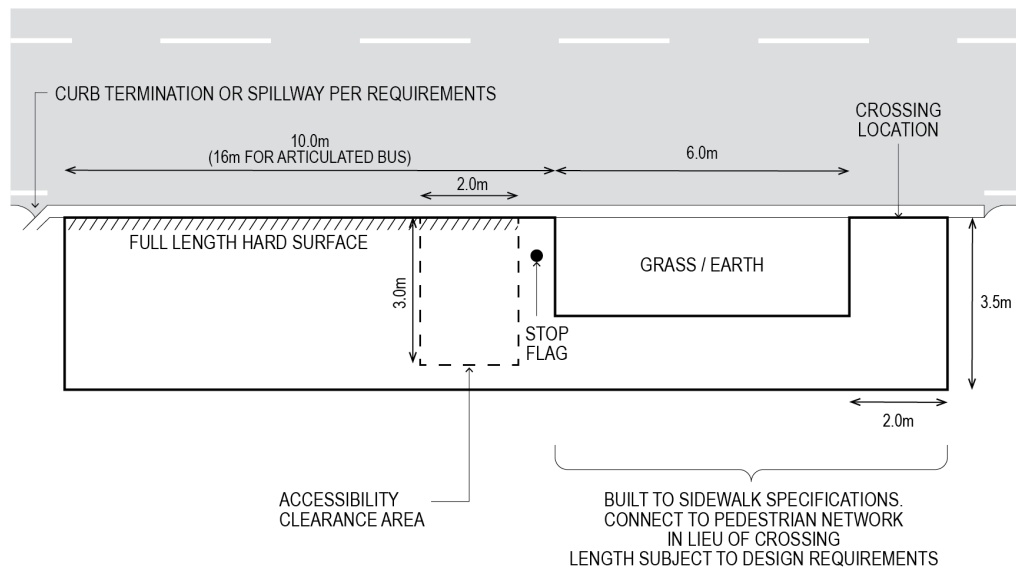
A passenger waiting zone with the same dimensions as urban stops should be installed at the edge of the roadway, along with a curb and appropriate drainage features. The waiting zone should be connected to the broader pedestrian network either by

connecting to a nearby sidewalk or designated pedestrian crossing. Where no pedestrian network exists, the stop should be designed with an access point accessible to those with mobility issues (e.g., curb cut and appropriate roadway signage). A bus bay may or may not be provided.

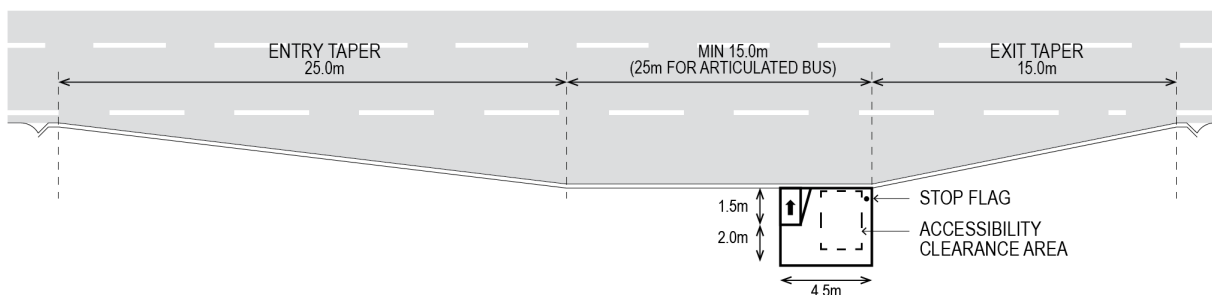
Most rural cross-section stops require site-specific design due to differences among:

- Drainage and watercourses
- Road user safety, particularly pedestrian crossings
- Pedestrian network configurations

**Exhibit 6.5 – Stop Located on a Rural Cross-Section at a Controlled Intersection**



**Exhibit 6.6 – Stop Located on a Rural Cross Section at an Uncontrolled Intersection or Midblock**

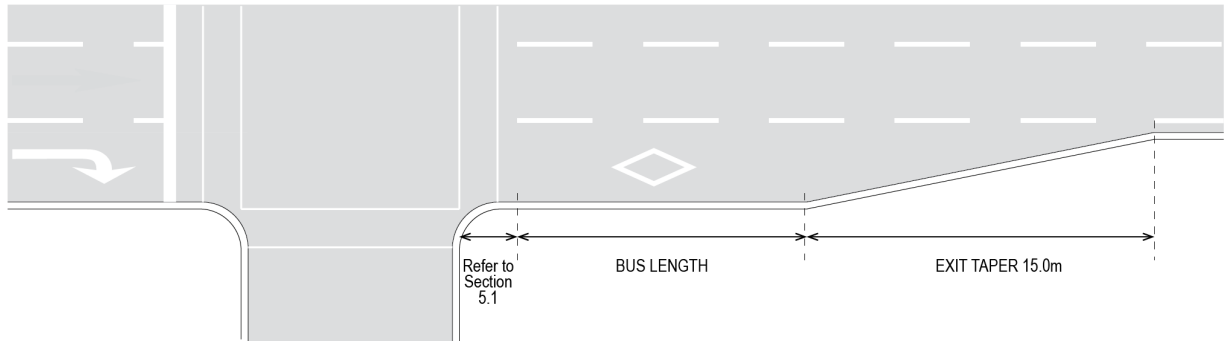


## 6.2.5 Open Bus Bays

Signalized intersections with farside stops can benefit from a combination of queue-jump lanes and open bus bays. A queue-jump lane allows buses to bypass traffic

stopped at a red signal using either a dedicated bus-only lane or a right-turn lane. When the signal turns green a bus, using a queue-jump lane is nearer to the intersection than had it been queued behind other vehicular traffic. These are often paired with open bus bays on the corresponding downstream intersection leg. They should not be relied upon where pedestrian traffic delays right-turning vehicles, potentially causing more delay than had the bus been waiting in a through-lane.

#### Exhibit 6.7 – Open Bus Bay Concept



An open bus bay concept is depicted in Exhibit 6.7. Generally, they conform to the design specifications of full bus bays; however, an open bus bay has the entry taper omitted and is located nearer to the intersection. The open design allows buses to pull directly into the stop, reducing the overall length of the bus bay—more in line with the guideline’s guiding principles (e.g. Ensuring Transit is Nearby). Open bus bays mitigate the impact on intersection capacity of having a bus stop at a point immediately farside of an intersection near the beginning of a green phase.

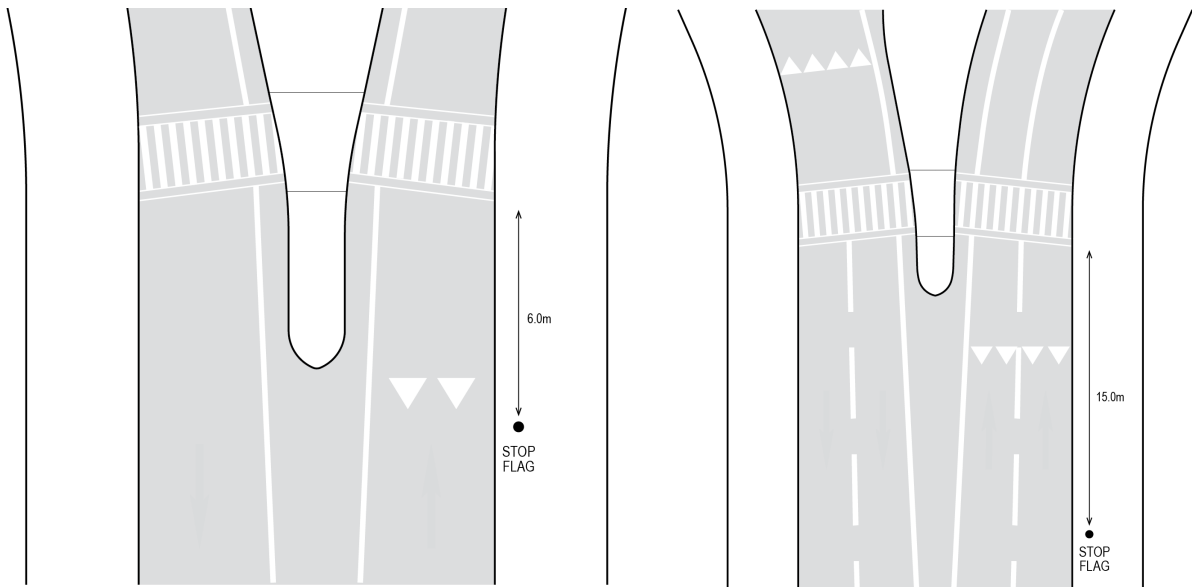
### 6.2.6 Roundabouts

On a one-lane approach to a roundabout, stops should be placed near the entrance to the roundabout to deter vehicles from passing a stopped transit vehicle and to encourage pedestrians to cross at the crosswalk. Placing the stop at the entrance to the roundabout approach (i.e., at the upstream end of the traffic island splitting traffic entering and existing the roundabout) ensures drivers at other roundabout approaches are not surprised by vehicles suddenly passing a stopped bus. These locations tend to be where space is available for stop infrastructure.

On a multi-lane approach to a roundabout, stops should be placed at least 15 metres behind the crosswalk. The 15-metre distance increases visibility of crossing pedestrians and conflicting traffic at the roundabout. Refer to Exhibit 6.8 for details.



**Exhibit 6.8 – Location of Nearside Stops in Roundabouts**



If farside stops are considered, a site-specific design may be required to ensure sufficient distance from the roundabout to prevent queuing traffic from spilling into the roundabout.

### 6.2.7 Channelized Right Turns

Channelized right turns present a challenge for locating stops in keeping with the guiding principles described in Section 4. For example, placing a stop before the beginning of a channelized right turn lane increases pedestrian walking distance to both a safe crossing location as well as to a stop itself but moving the stop closer to the intersection may not be operationally practical if the bus does not have sufficient distance to re-enter through traffic ahead of the traffic island. Channelized right turn lanes also generally preclude queue-jump lanes.

The placement of transit stops to accommodate through movements at channelized right turns should be considered using a site specific approach based on a multimodal assessment of the intersection to understand the flow of traffic and pedestrian movements.

# 7 Stop Environment

This section describes the physical design of stops including placement of amenities, as well as possible stop configurations that are common in the Durham Region context. It also considers accessibility requirements, the interaction of transit stops with different road geometries and modes of travel and stop amenities.



## 7.1 Stop Design

### 7.1.1 Basic Infrastructure

To enhance accessibility, customer convenience, comfort, and safety in accordance with DRT's guiding principles, transit stops should incorporate the following elements, at a minimum:

- Stop Marker
- Accessibility Clearance Area

#### Stop Marker














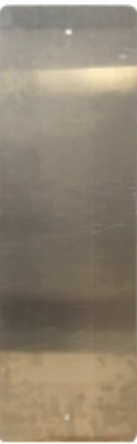

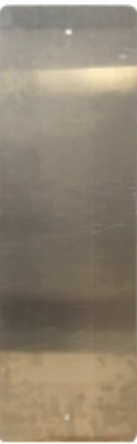

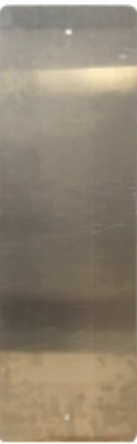
A stop marker is important component for different users:

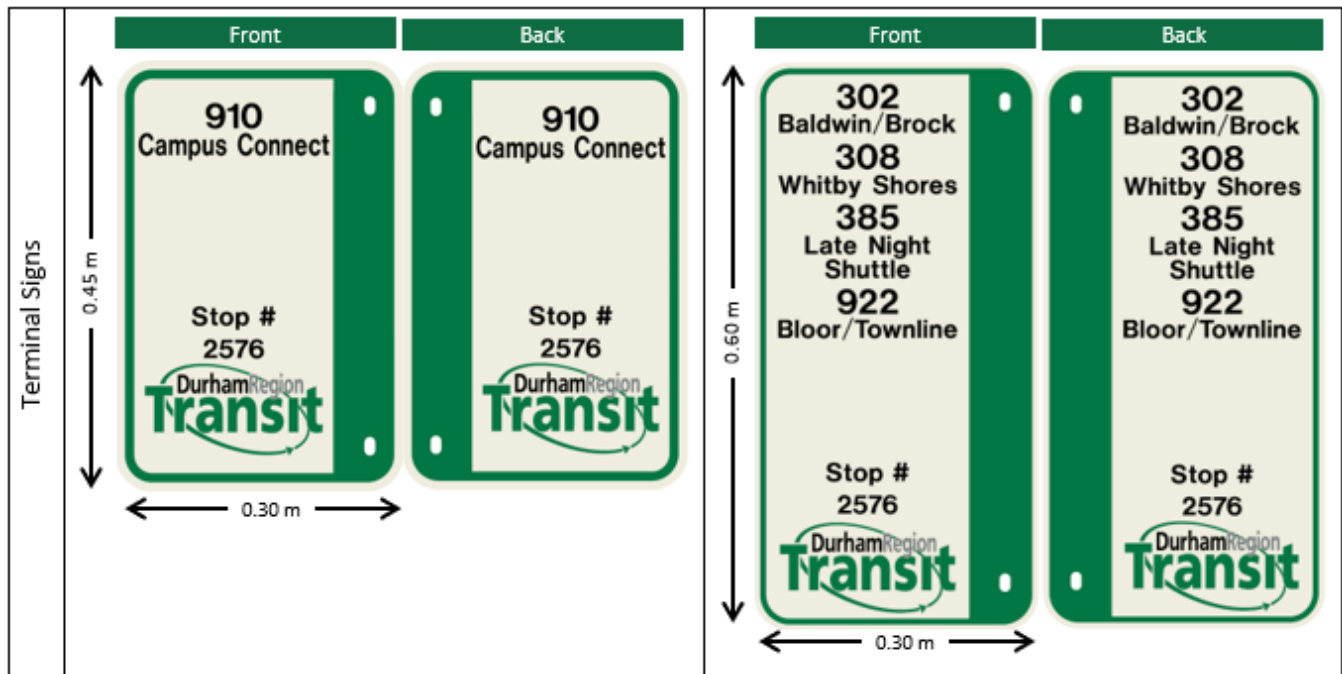
- **Passengers** – A distinctive and readily identifiable transit stop marker is required to help passengers identify precisely where to access transit services. It also helps raise awareness of transit services in the community.
- **Operators** – The stop marker indicates to the operators where the front of the bus is expected to line up when serving the stop.
- **Maintenance staff** – Snow clearing contractors use the stop marker for reference to find a stop buried under snow.

Exhibit 7.1 shows the different signs that are currently used in the system, this includes:

- current and legacy regular signs,
- terminal signs (which list the routes served by the stop), and
- PULSE signs.

**Exhibit 7.1 – DRT and DRT PULSE Signs**

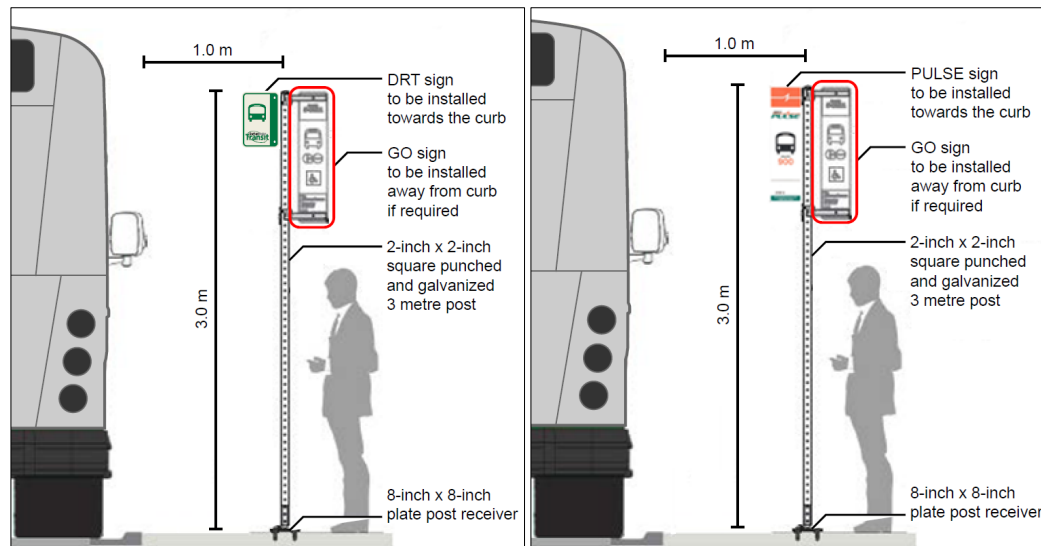
Regular DRT Signs	<div>Existing signage</div> <table><tr><th>Front</th><th>Back</th></tr><tr><td></td><td></td></tr></table> <p>0.45 m</p> <p>0.30 m</p>	Front	Back			<div>Legacy Signage</div> <table><tr><th>Front</th><th>Back</th></tr><tr><td></td><td></td></tr></table> <p>0.45 m</p> <p>0.30 m</p>	Front	Back		
	Front	Back								
										
Front	Back									
										
PULSE Signs	<table><tr><th>Front</th><th>Back</th></tr><tr><td></td><td></td></tr></table> <p>0.74 m</p> <p>0.23 m</p>	Front	Back							
Front	Back									
										



Regular and PULSE signs are to be installed at a typical height of three metres flagged towards the roadway. Where the marker must be located closer than 1m to the roadway, it should be flagged away from the curb. Where DRT and GO stops are shared, DRT signs continues to be flagged towards the roadway, while GO signs are installed away from the road.

The signs should be installed on a square two-inch by two-inch square punched and galvanized post. The post should be installed at the most downstream part of the stop pad, one metre away from the curb where possible. Installing bus signs on traffic light posts and street light posts are permitted so long as it is located close to the downstream portion of the bus stop area. Where available, the post is to be affixed onto or into the concrete pad. See Exhibit 7.2 for details.

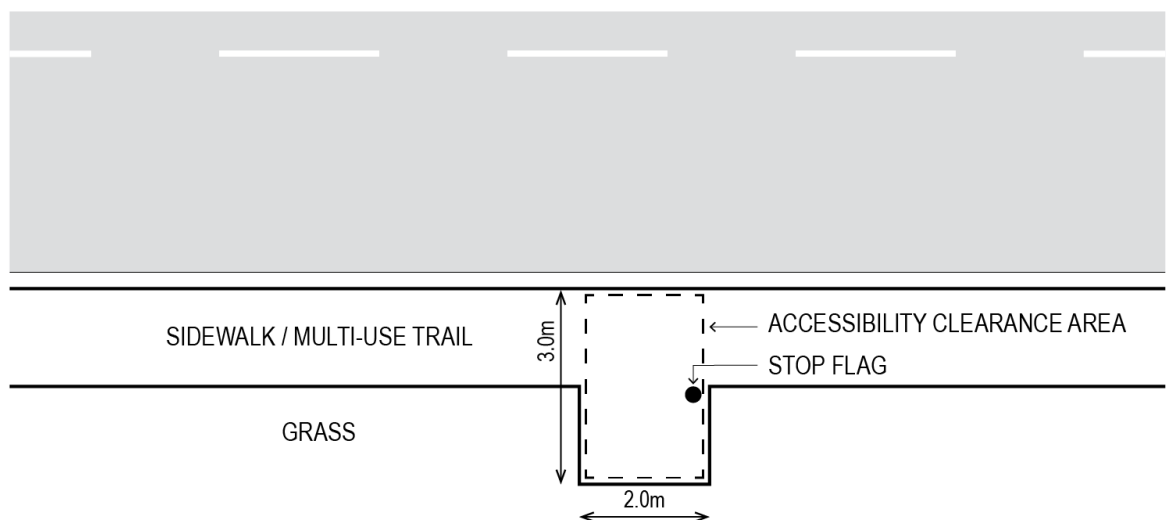
**Exhibit 7.2 – Desired installation of DRT and PULSE stop markers**



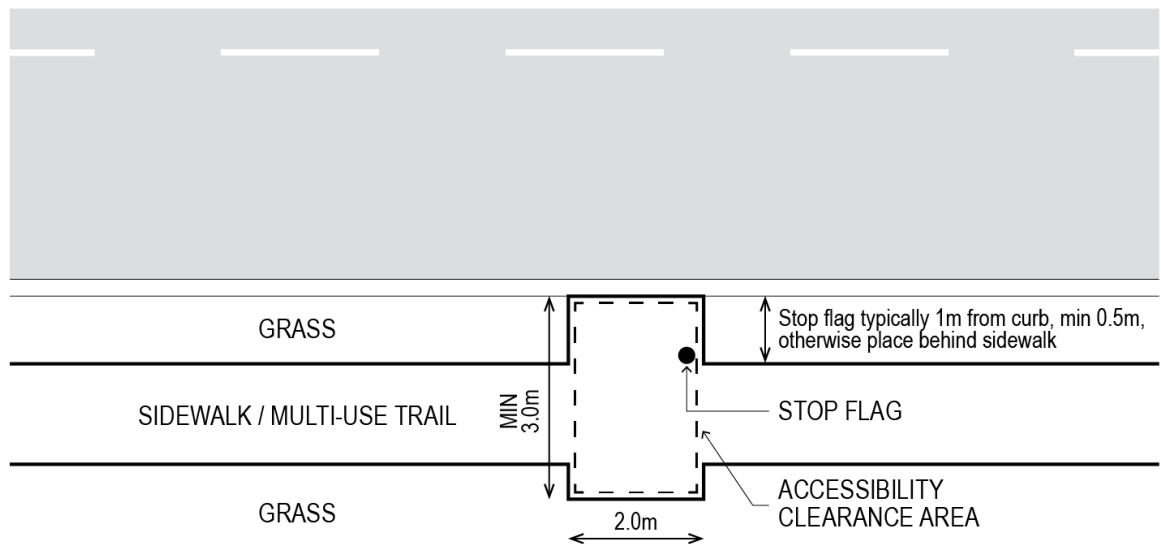
### Accessibility Clearance Area

To accommodate riders using the accessible ramp, an area two metres wide and ideally three metres deep should be provided (in space-constrained situations a minimum of 2.25 meters of depth is required). This allows riders using a mobility device to clear the ramp while it is being retracted, without leaving the concrete or paved surface. This element is often contained within the passenger waiting area (see below) or sidewalk connection. This element usually needs to be specifically constructed where a standard-width sidewalk abuts the curb.

**Exhibit 7.3 – Concept of a Stop with Basic Infrastructure (Sidewalk at curb)**



## Exhibit 7.4 – Concept of a Stop with Basic Infrastructure (Sidewalk separated from curb)



### 7.1.2 Additional Infrastructure

Beyond the basic requirements for each stop, additional components may be necessary to meet guideline objectives:

- Passenger waiting area
- Shelters
- Waste receptacles

#### Passenger Waiting Area

The passenger waiting area is a hard surface area beyond the minimum accessibility clearance requirements (as described in Section 7.1.1). This passenger waiting area helps to:

- accommodate the number of passengers who may be waiting for a bus (without obstructing a sidewalk);
- provide a hard surfaced area to accommodate alighting passengers from the rear door, and
- provide space for a future shelter, so a passenger waiting area larger than strictly necessary for accessibility purposes is typically installed.

Typical dimensions of this surface are 3.5 metres by 10 metres; where the boulevard is significantly wider than 3.5 metres, a sidewalk-like connection between the standing area and sidewalk is provided. A longer pad is required where articulated buses operate or are expected to operate.

Where the sidewalk or some other infrastructure functions as an unloading area, an additional standing area may be installed behind the sidewalk.

Where possible, the standing area's location (and thus the stop itself) should be evaluated as if a shelter were to be present in the future so that one can be installed without moving the stop.

### **Shelters**

The installation of shelters is prioritized according to the level of boardings that occur at stops. Some exceptions to this priority sequence may be made for locations serving vulnerable populations such as hospitals. Stops in Brock, Scugog, Uxbridge, and Clarington (except Courtice) are evaluated separately, reflecting lower historical levels of transit service, and lower service frequencies.

The shelter location should not obstruct the accessibility clearance area (dimensions found in Exhibit 7.3 and Exhibit 7.4) to allow riders to board the bus. DRT's shelter dimensions are typically 1.5 metres by 3.0 metres, although they can be increased to 1.8 metres by 4.8 metres for high-volume bus stops. The shelter must be installed on a concrete pad—the pad must include an additional 0.25-metre buffer around the perimeter of the shelter.

### **Waste Receptacles**

Waste receptacles support guideline principles to ensuring DRT stops support community compatibility. Priority for waste receptacles will be made at stops with large volumes of boarding and alighting passengers, as well as those located adjacent to major commercial establishments where a larger volume of litter typically occurs. DRT will rely on feedback frequently made by passengers, residents, and businesses as part of the waste receptacle prioritization process.

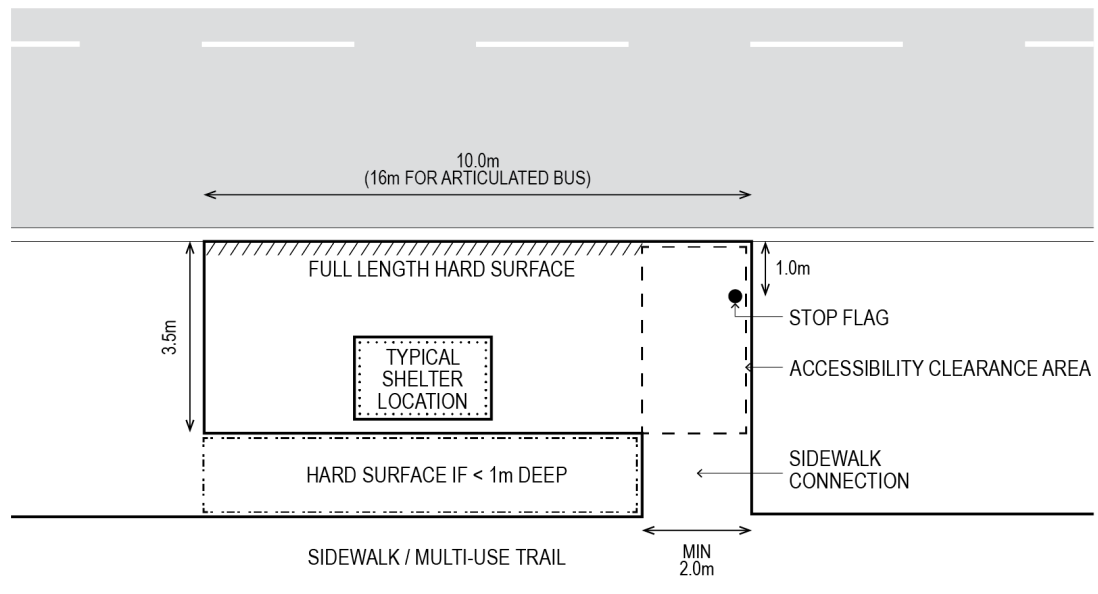
### **Additional Infrastructure Placement Concepts**

#### **Boulevard Width Greater than or Equal to 3.5 metres**

The general placement of amenities for stops with additional infrastructure varies depending on the width of the boulevard. Exhibit 7.5 illustrates the typical concept for

a bus stop with additional infrastructure with a boulevard width greater than or equal to 3.5 metres.

**Exhibit 7.5 – Typical Concept of Bus Stop with Additional Infrastructure (Boulevard width  $\geq$  3.5 metres)**

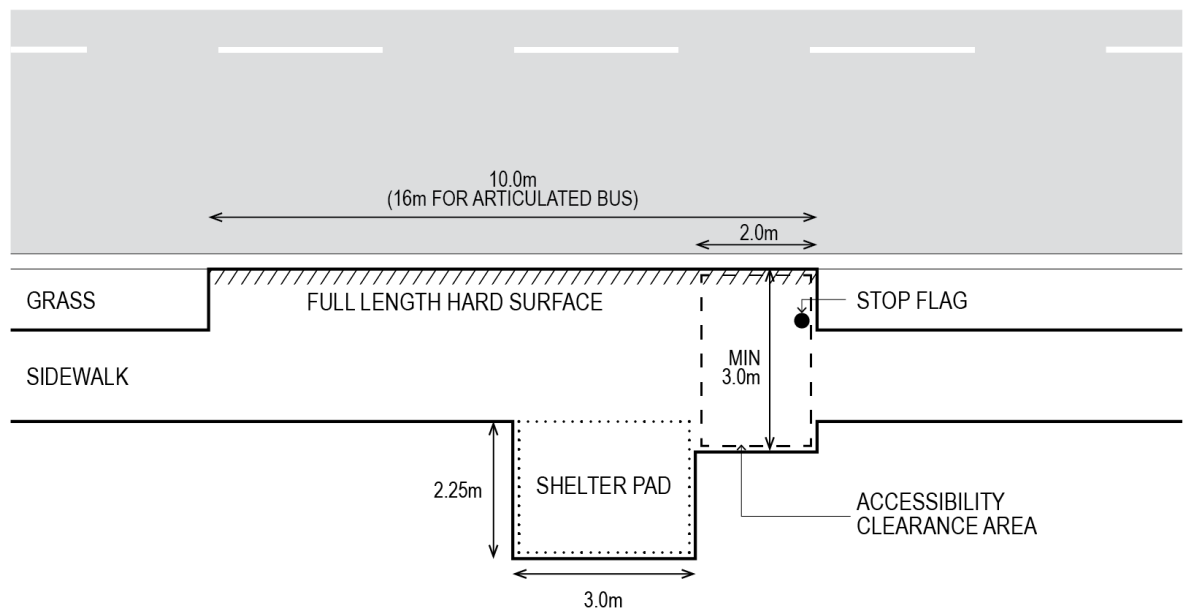


**Boulevard Width Less than 3.5 metres**

For stops with boulevard widths less than 3.5 metres, the accessibility clearance area must maintain a three-metre minimum depth, this may be achieved by incorporating the width of the sidewalk. In cases where a shelter pad is being installed, the accessibility clearance area should be extended beyond the minimum depth so that it aligns with the depth of the shelter pad. Refer to Exhibit 7.6 for details.



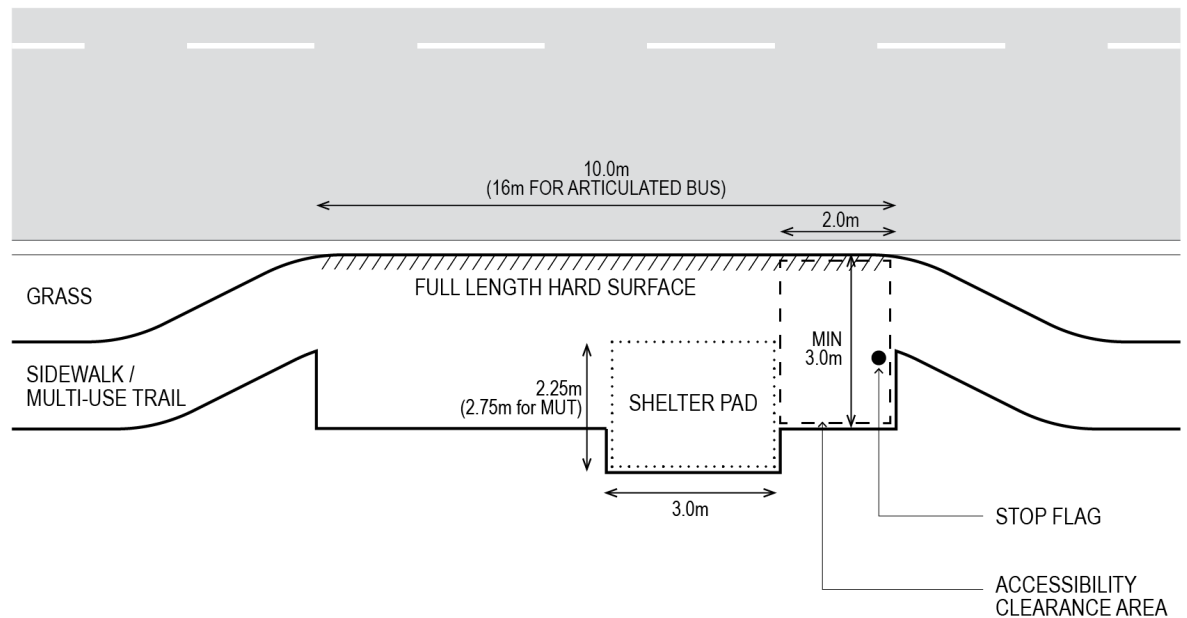
**Exhibit 7.6 – Typical Concept of Bus Stop with Additional Infrastructure – Boulevard  
width < 3.5 metres**



The concept shown in Exhibit 7.6 will also apply to stops where amenities are retrofitted into an existing multi-use trail. However, due to the higher speed of potential cyclists using the multi-use trail, the shelter pad will be made deeper by 0.25 metres to provide a larger buffer between the shelter and the multi-use trail.

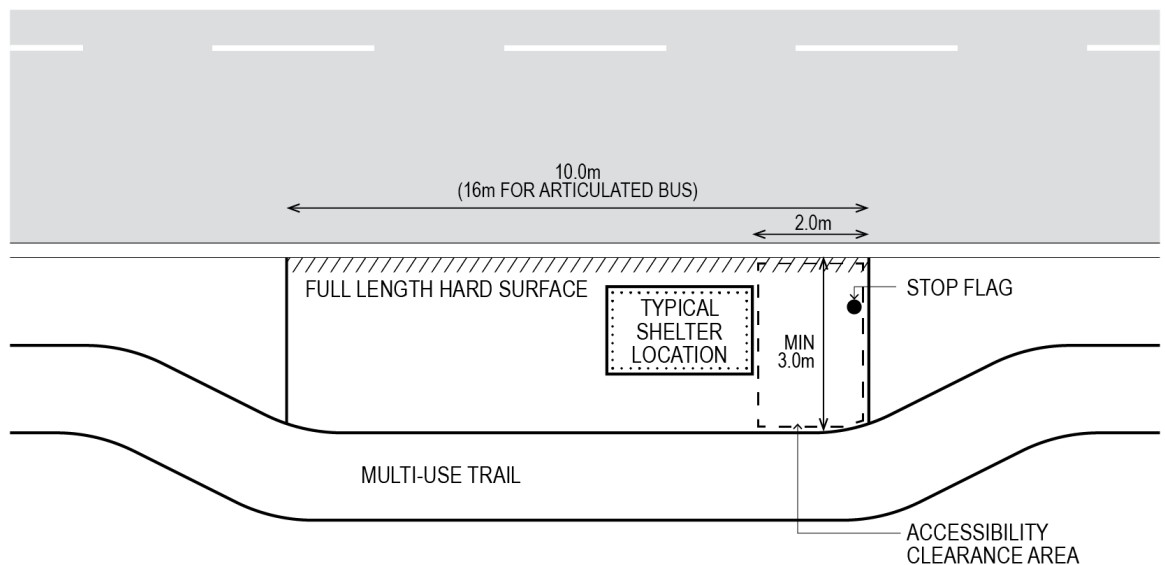
If there is limited public right-of-way to place a shelter pad behind the sidewalk, the sidewalk could be modified so that it serves as the passenger platform area as well. The shelter pad is then placed behind the diverted sidewalk. Refer to Exhibit 7.7 for details.

**Exhibit 7.7 – Alternative Concept of Bus Stop with Enhanced Infrastructure –  
Boulevard width < 3.5 metres, Limited Public Right-of-Way**



If a new multi-use trail is being constructed, the stop should be designed with all amenities incorporated into one contiguous stop area, with multi-use trail deviating away from it, as shown in Exhibit 7.8.

**Exhibit 7.8 – Alternative Concept of Bus Stop with Enhanced Infrastructure –  
Boulevard width < 3.5 metres, Stop Incorporated into New Multi-Use Trail**



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



## Durham Region Transit Report

---

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

---

### **Subject:**

General Manager's Report – June 2020

---

### **Recommendation:**

That the Durham Region Transit Executive Committee recommends:

That this report be received for information.

---

### **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

---

Bill Holmes  
General Manager, DRT

Recommended for Presentation to Committee

Original Signed by

---

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

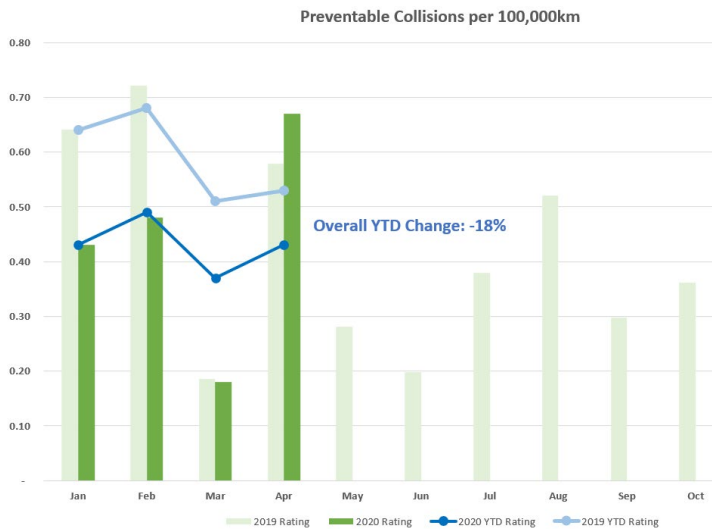
<sup>1</sup>Target is 2018 measure for the same period as latest measure

<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.

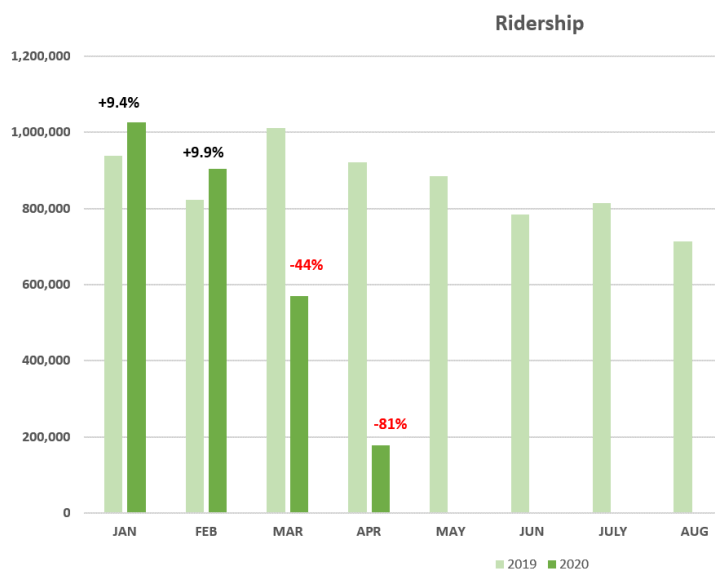
DRT is committed to reducing the annual rate of preventable collisions each year. An enhanced collision investigation process was implemented in 2019 (increased awareness for documenting on-site incidents, identifying secondary preventable incidents, use of on-board surveillance system), and operators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

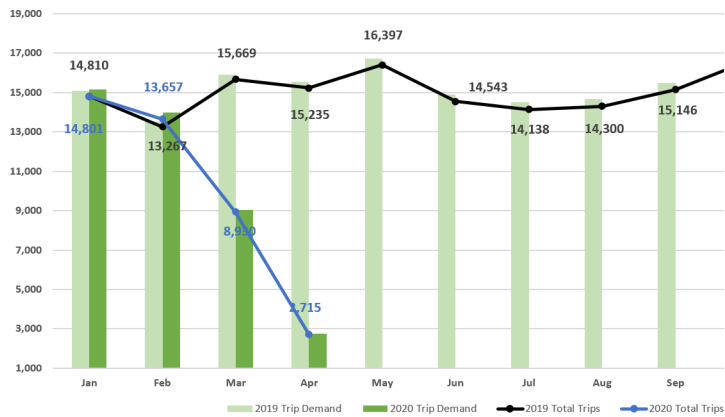
Through March 15, 2020, ridership was approximately 7.5 per cent above budgeted; since March 16, 2020 ridership is down 70 per cent, with year to date ridership approximately 26 per cent below budget.

### 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

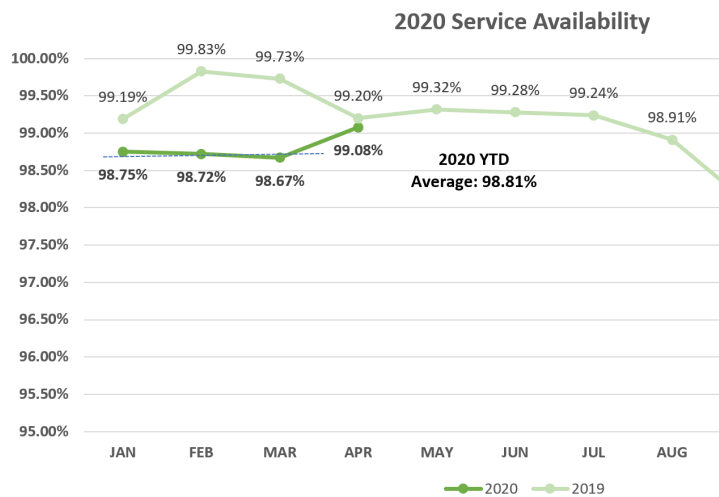
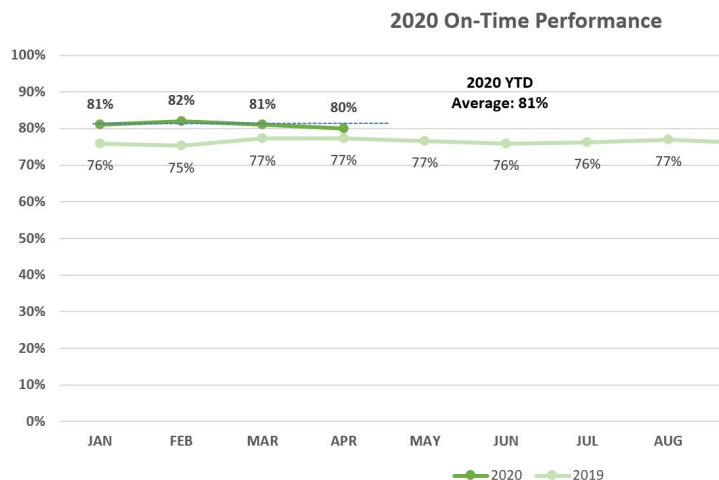
Ridership continues to be stronger than last year despite the pandemic, reflective of the enhancements implemented in September 2019. April ridership was up 376 per cent, with year to date ridership 607 per cent higher than 2019.

### **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

---

### **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

---

## 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

---

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

---

**Subject:**

Resumption of Fare Collection

---

**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 PRESTO 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

---

Bill Holmes  
General Manager, DRT

Recommended for Presentation to the Committee

Original signed by

---

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

---

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

---

**Subject:**

Review of transit services in rural Durham

---

**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.

---

**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>	PWTTransit	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

---

Bill Holmes  
General Manager, DRT

Recommended for Presentation to Committee

Original signed by

---

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

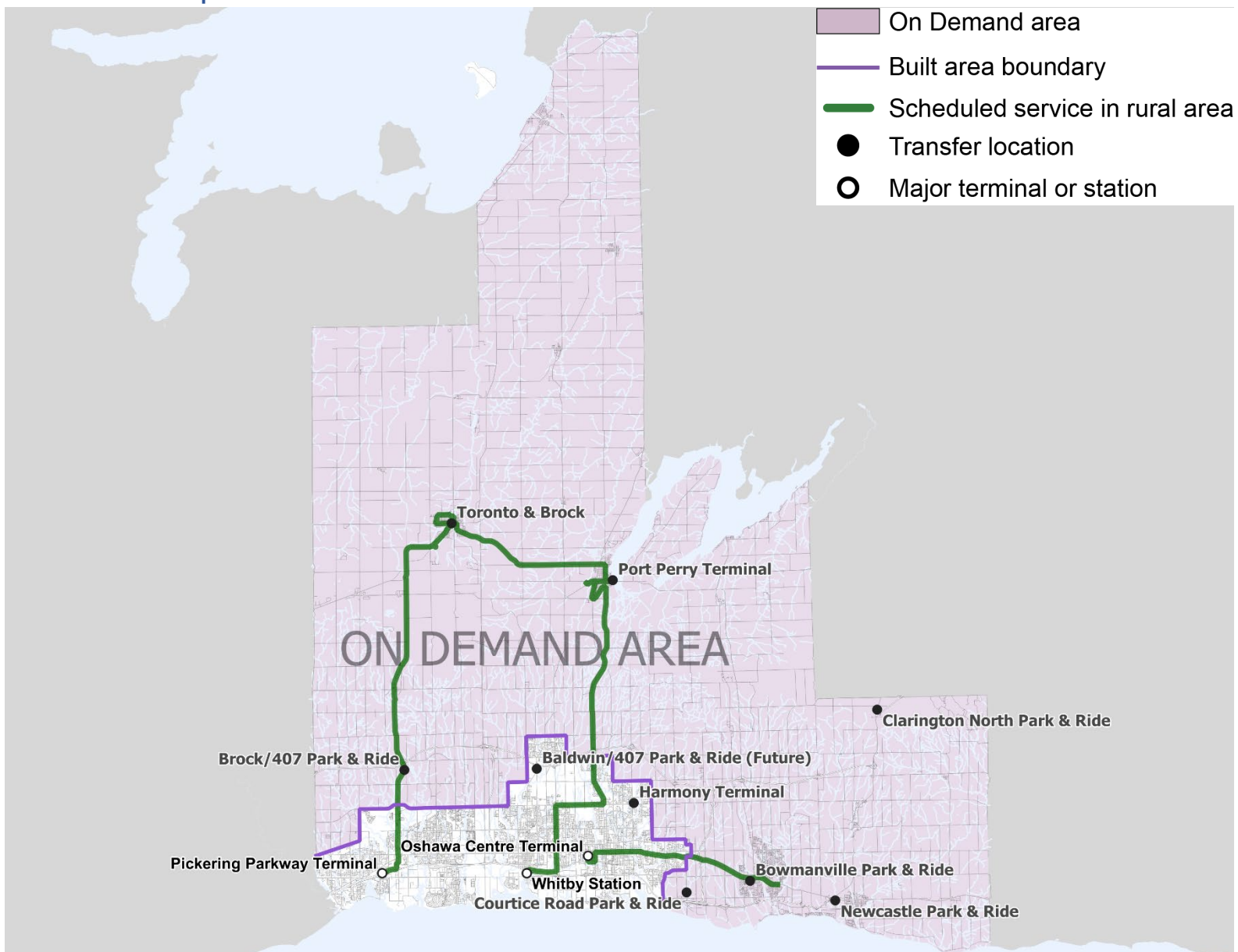
## 2022

- 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



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



## Durham Region Transit Report

---

To: Durham Region Transit Executive Committee  
From: General Manager, Durham Region Transit  
Report: #2020-DRT-13  
Date: July 8, 2020

---

**Subject:**

General Manager's Report – July 2020

---

**Recommendation:**

That the Durham Region Transit Executive Committee recommends:

That this report be received for information.

---

**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 – July 2020

Attachment #2: Policy: Passengers expectations in response to COVID-19

Respectfully submitted,

Original signed by

---

Bill Holmes  
General Manager, DRT

Recommended for Presentation to Committee

Original signed by

---

Elaine C. Baxter-Trahair  
Chief Administrative Officer





General Manager Report  
July 8, 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	May	0.11	0.28	✓ -66.7	✓ -24.0

## Ridership

Conventional						
Ridership	Monthly passengers	May	241K	885K	✗ -77.3	✗ -36.0
PRESTO Ridership	Customers paying using PRESTO	May	0 per cent	39.3 per cent	✗ -100	✗ 44.4
Bus full occurrences	Number operator reported occurrences	May	908 <sup>3</sup>	56	NA	NA
On Demand (OD) and Specialized Services (SS)						
Ridership (OD)	Number customer trips	May	165	58	✓ 185	✓ 454
Ridership (SS)	Number customer trips	May	2,720	16,339	✗ -83.4	✗ -44.1
Trip Demand (SS)	Total of trips delivered, no show or cancelled at door, unaccommodated	May	2,750	16,673	✗ -83.5	✗ -44
Unaccommodated Rate (SS)	Trip requests not scheduled	May	0.2 <sup>3</sup> per cent	0.9 per cent	✓ 0.7	🚩 0.2

## Service Delivery

Conventional						
On time performance	Per cent on-time departures from all stops	May	81 per cent	77 per cent	✓ 4	✓ 5
Service availability	Per cent scheduled service delivered	May	99.8 per cent	99.3 per cent	✓ 0.5	🚩 -0.5

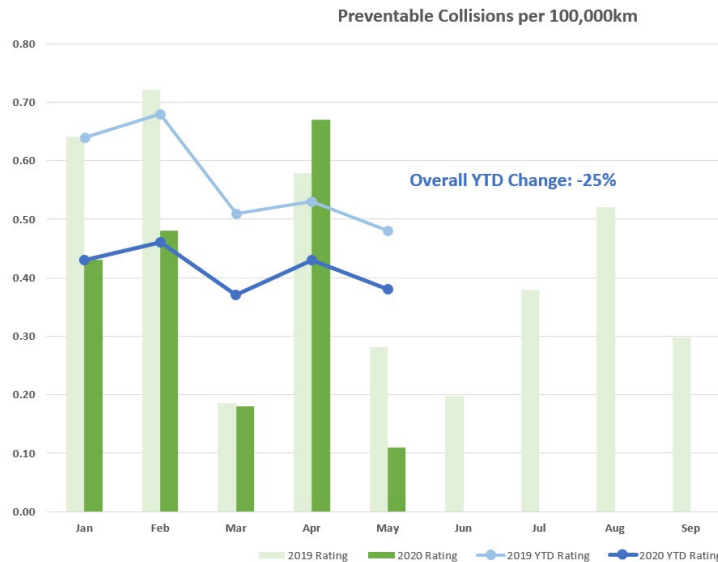
<sup>1</sup>Target is 2018 measure for the same period as latest measure

<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

# Safety

## Preventable Collisions per 100,000 km



and root cause factors to identify appropriate 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 continues to trend downward, 25 per cent lower year to date than 2019.

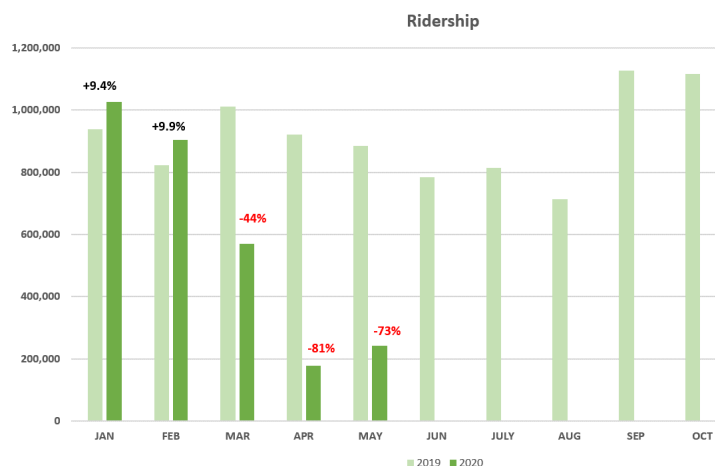
DRT is committed to reducing the annual rate of preventable collisions. An enhanced collision investigation process was implemented in 2019 (increased awareness for documenting on-site incidents, identifying secondary preventable incidents, use of on-board surveillance system), and operators involved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

# 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

Ridership continues to be significantly reduced during COVID-19 pandemic.

- 73 per cent for the month of May compared to 2019
- 69 per cent since March 16 compared to 2019
- 34 per cent year to date compared to 2019

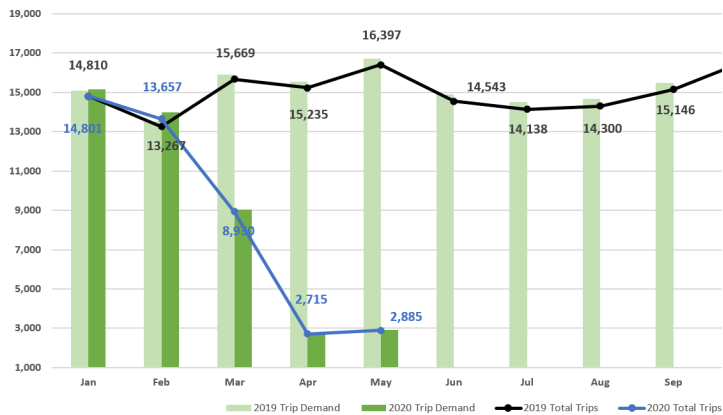
Through March 15, 2020, ridership was approximately 7.5 per cent above budgeted.

### 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.

Local high schools are considering various options including variable schedules and hybrid models. Post secondary institutions have indicated that approximately 80-85 per cent of courses will be offered virtually for the Fall 2020 semester.

# On Demand / Specialized Services



- 82 per cent for the month of May compared to 2019
- 81 per cent since March 16 compared to 2019
- 43 per cent year to date compared to 2019

Through March 15, 2020, ridership was approximately one per cent below budgeted.

The number of unaccommodated trips dropped to 0.2 per cent through May, reflective of the reduced demand during the pandemic.

## 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

Ridership continues to be significantly reduced during COVID-19 pandemic.

### On Demand

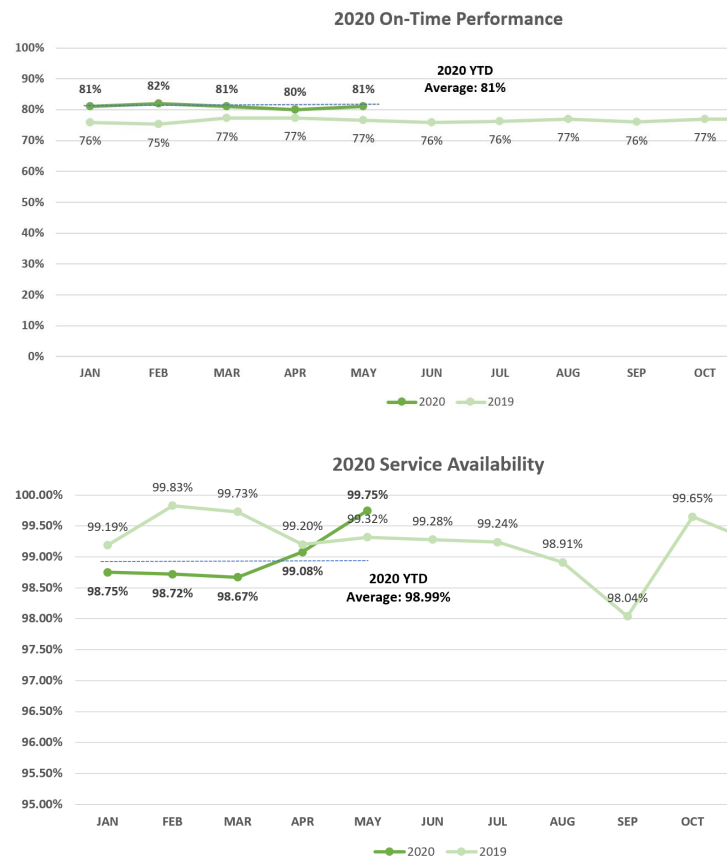
Ridership continues to be stronger than last year despite the pandemic, reflective of the enhancements implemented in September 2019. May ridership was up 185 per cent, with year to date ridership 454 per cent higher than 2019.

### Action Plan

Further to adoption of the recommendations of report 2020-DRT-12 Rural Review, On Demand will be expanded into the rural areas of all Municipalities in September 2020, with opportunities to enhance ridership based on implementation of an appropriate technology platform to support ridership recovery initiatives.

# 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 lower traffic volumes on Regional roads. 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 81 per cent on time performance in May.

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 May is 81 per cent, up from 77 per cent in 2019.

Service availability in May was 99.75 per cent, and 98.89 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

---

#### **1. Electric buses**

The Atmospheric Fund (TAF) Board of Directors recently approved \$195,000 in funding over two years for the “Scaling-up to Zero Emission Transit in Durham Region” to support advancing the electric bus pilot project. The TAF grant is a partnership with Oshawa Power and Utilities Corporation and will fund the program management expertise necessary to develop specifications for the buses and charging infrastructure, and key project components such as training, re-tooling, software and performance monitoring, all of which are essential steps to support the procurement of the vehicles in 2021 and to prepare for their arrival in 2022.

#### **2. Autonomous Vehicle Pilot**

The project team continue to pursue a fall implementation of the pilot project; however, the continued closure of the Canada-U.S. border is impacting necessary vehicle preparations. Closure of the border through July will likely delay the start of the pilot project until 2021.

# Infrastructure

---

## 1. Shelter Vandalism

Between March 25 and June 2, DRT experienced a 220 per cent increase in shelter vandalism. Shelter repairs range from \$500 - \$1500 per incident, and during this two-month period the cost to repair the vandalized shelters will be approximately \$25,000. As a result of repeated and frequent vandalism to the same shelters, DRT will be temporally suspending replacement of the glass panels to protect the safety of DRT customers and the community. Staff continue to investigate options for reasonable solutions to continue to provide shelter for customers and mitigate impacts from vandalism.

The picture below shows a recent vandalized shelter; the back panel had not yet been replaced before another panel was smashed.





## General

### 1. Update on response to COVID-19 pandemic

On June 11, 2020, the Province released the document “Guidance for Public transit Agencies and Passengers in Response to COVID-19” (Ministry of Transportation, [guidance-public-transit-agencies-and-passengers-covid-19-2020-06-11](#)). The document outlines best practices and strong recommendations for transit agencies to better protect staff and passengers as they get back out into the community.

DRT has already implemented many of the recommendations directed at transit employers.

- Communicate of infection prevention and control and occupational health and safety policies and procedures to employees
- Communicate information about COVID-19 policies including sanitization of workplaces, proper hygiene and respiratory etiquette, task-specific control measures, physical distancing and illness reporting
- Procedure for responding when a worker tests positive for COVID-19
- Implement control measures
  - Self assessment tools and informing workers experiencing signs and symptoms to go home immediately and/or stay home
    - All employees required to complete screening questionnaire daily
    - Posted passive screening posters on entrance to all buses
  - Practice physical distancing when ever possible
    - Established maximum bus loads of approximately half a seated load
    - Implemented control measures at facilities
  - Procedures and controls to limit exposure between passengers and operators
    - Implemented rear door boarding, suspended fares
  - Protective equipment where required
    - Issued Personal Protective Equipment to specialized services operators required to secure mobility devices
  - When shifting from rear door boarding to front door boarding procedures, install physical barrier between transit operator and passengers
    - Installing bio-shield on all buses to support front door boarding and resumption of fare collection July 2
  - Frequent hand washing or using an alcohol-based hand sanitizer
    - Provided hand sanitizer for all staff in the workplace
    - Installing hand sanitizer stations on all buses (front and rear doors)
  - Whenever possible, avoid exchanging paper products including cash for fare collection
    - Eliminating paper transfers, promoting PRESTO adoption with 4,000 free PRESTO cards
  - COVID-19 hygiene, cleaning and disinfection protocol

- Enhanced building cleaning
- Implemented daily Level 1 cleaning of all high-touch surfaces on buses including the operator's compartment

In addition to measures to protect the health and safety of employees, the guidance document specifies passenger specific recommendations that DRT has or will adopt. Effective June 22, all passengers are expected to adhere to the requirements of the DRT policy "Passengers expectations in response to COVID-19" (attachment #2).

It is the policy of Durham Region Transit (DRT) that the specified passenger requirements from the Ministry of Transportation guidance document published June 11, as adopted by DRT, shall be followed by all passengers using DRT services. The purpose of the policy is to ensure DRT passengers follow the health and safety recommendations from the Ministry of Transportation when using public transit and DRT services, and to support continuity of DRT operations under the safest and healthiest possible conditions in the context of COVID-19.

The policy specifies ten passenger requirements.

DRT passengers shall:

- not board a DRT bus when presenting with symptoms associated with COVID-19, or has travelled outside the country within the last 14 days, or has had close contact with someone who has tested positive for COVID-19;
- before boarding, review and follow the passive screening protocol posted at the front of the bus;
- while front door boarding protocols are in effect and except for individuals who are physically unable to exit through the rear doors, board the bus through the front doors and exit the bus through the rear doors;
- except for boarding and exiting, remain behind the yellow line on the floor while the bus is in service;
- maintain physical distancing when possible;
- wear a face covering or non-medical mask at all times during their travels on a DRT bus, except for young children particularly under the age of two years old, and passengers who are unable to wear face coverings or non-medical masks for medical reasons.
- carry and use their own alcohol-based hand sanitizer;
- perform hand hygiene (either washing their hands with lukewarm water and soap for at least 20 seconds or using an alcohol-based hand sanitizer), whenever possible;
- respect respiratory etiquette all times during their journey by:
  - covering their mouth and nose when coughing or sneezing using the crook of their elbow or tissues that are safely secured/stored by the passenger while on

the bus and disposed in a waste receptacle as soon as practical after leaving the bus;

- performing hand hygiene immediate after coughing or sneezing;
- not touching their mouth, nose or eyes with their hands; and
- travel during non-peak hours and take shorter trips to avoid prolonged close contact with others, whenever possible.

DRT bus operators will not be expected to enforce the requirements of the policy, but DRT may contact Durham Regional Police Services to request assistance when a passenger demonstrates blatant disregard for the requirements resulting in a disturbance or conflict with the operator or other passengers on the bus.

## 2. June 8 service change

The introduction of reduced service levels on June 8 did not significantly affected DRT ridership levels. Weekly ridership dropped five per cent during the week of June 8, however it rebounded the next week (June 15) increasing eight per cent. Since implementing the June 8 service change, ridership increased three per cent.

Table 1: Change in weekly ridership over the four-week period ending June 21, 2020.

		TO			
		25-May	01-Jun	08-Jun	15-Jun
FROM	25-May		8%	2%	11%
	01-Jun			-5%	3%
	08-Jun				8%

Some trips on busier routes are recording increasing passenger volumes, such as the Pulse route 900 and route 401, but over 80 per cent of trips continue to report a maximum load of ten or less passengers, with 50 per cent of trips reporting a maximum passenger load of five or less.

As passenger volumes increase, it will be important that passengers adhere to the requirements of DRT's safety policy, which includes the use of a mask or face covering when travelling on a DRT bus.

## 3. DRT representing front-line essential workers for Canada's transit agencies

On Friday, June 19, DRT was proud to host a Tim Horton's Experience event at our Oshawa location to highlight and recognize the dedicated, committed essential transit staff from across Canada who continue to serve their communities during the pandemic. Film crews were present to capture DRT staff arriving for and starting their workday, illustrating our valuable contributions to the community, and capturing vignettes of our day-to-day work life. Tim Horton's staff were also on hand to provide free coffee and donuts; one of our buses even went through the onsite drive-thru!

The Tim Horton's Experience honoring frontline health care workers ([Time Horton's Experience](#)) was the first in a series of national campaigns recognizing the contributions of essential workers and

services, and DRT is proud to be the only transit agency in Canada invited to host the Tim Horton's Experience event featuring public transit. The video is expected to be featured in early July as part of a national digital and social media campaign (to be featured on Facebook, Instagram, Twitter and YouTube).



## Durham Region Transit

### Procedure Manual Policy Manual

<b>Title: Passengers expectations in response to COVID-19</b>	
<b>Revised: Initial Release</b>	<b>Page #: 1 of 3</b>
<b>Issues: June 22, 2020</b>	
<b>Approved by: General Manager, Durham Region Transit</b>	

#### 1. Policy Statement

- 1.1 It is the policy of Durham Region Transit (DRT) that the specified passenger requirements from the Ministry of Transportation guidance document published June 11, as adopted by DRT, shall be followed by all passengers using DRT services.

#### 2. Purpose

- 2.1 To ensure DRT passengers follow the health and safety recommendations from the Ministry of Transportation when using public transit and DRT services.
- 2.2 To support continuity of DRT operations under the safest and healthiest possible conditions in the context of COVID-19.

#### 3. Definitions

Close contact	A person who provided care for a person with COVID-19, including health care workers, family members or other caregivers, a person who had other similar close physical contact, or a person who lived with or otherwise had close, prolonged contact with a person with probable or confirmed COVID-19 while the person was ill.
Guidance document	Guidance for Public transit Agencies and Passengers in Response to COVID-19, Ministry of Transportation
Physical distancing	Sometimes referred to as social distancing, maintaining at least two metres distance to another person

#### 4. Background

- 4.1 DRT has implemented several safety measures to ensure the health and safety of customers and employees, including additional daily cleaning of high-touch surfaces throughout the bus, maximum bus loads and rear door boarding to support physical distancing of customers and bus operators, hand sanitizer and wipes provided to bus operators, and personal protective equipment for specialized services operators.

- 4.2 Additional operational measures are being taken to ensure the health and safety of bus operators and customers when front door boarding resumes, including a COVID-19 barrier between the operator and boarding customers, advancing contactless payment solutions, and eliminating paper transfers.
- 4.3 As the Province implements their Framework for Reopening our Province, DRT ridership will increase, and it will not be possible to maintain physical distancing on all buses.
- 4.4 On May 20, 2020, the Associate Chief Medical Officer of Health of Ontario issued to transit agencies a memorandum recommending COVID-19 precautions on public transportation. The recommendations contained measures for passengers to help prevent the transmission of COVID-19, including the recommended use of face coverings, particularly when physical distancing is not feasible.
- 4.5 On June 11, 2020, the Ministry of Transportation issued a guidance document that outlined various recommendations and best practices to help prevent the transmission of COVID-19 on public transit, including passenger requirements, that will remain in effect until further notice by provincial public health officials.

## **5. Passenger requirements**

- 5.1 DRT passengers shall:
- not board a DRT bus when presenting with symptoms associated with COVID-19, or has travelled outside the country within the last 14 days, or has had close contact with someone who has tested positive for COVID-19;
  - before boarding, review and follow the passive screening protocol posted at the front of the bus;
  - while front door boarding protocols are in effect and except for individuals who are physically unable to exit through the rear doors, board the bus through the front doors and exit the bus through the rear doors;
  - except for boarding and exiting, remain behind the yellow line on the floor while the bus is in service;
  - maintain physical distancing when possible;
  - wear a face covering or non-medical mask at all times during their travels on a DRT bus, except for young children particularly under the age of two years old, and passengers who are unable to wear face coverings or non-medical masks for medical reasons.
  - carry and use their own alcohol-based hand sanitizer;
  - perform hand hygiene (either washing their hands with lukewarm water and soap for at least 20 seconds or using an alcohol-based hand sanitizer), whenever possible;

- respect respiratory etiquette all times during their journey by:
  - covering their mouth and nose when coughing or sneezing using the crook of their elbow or tissues that are safely secured/stored by the passenger while on the bus and disposed in a waste receptacle as soon as practical after leaving the bus;
  - performing hand hygiene immediate after coughing or sneezing;
  - not touching their mouth, nose or eyes with their hands; and
- travel during non-peak hours and take shorter trips to avoid prolonged close contact with others, whenever possible.

5.2 DRT bus operators are not expected to enforce the requirements of this policy; however DRT may contact Durham Regional Police Services to request assistance when a passenger demonstrates blatant disregard for the passenger requirements outlined herein resulting in a disturbance or conflict with passengers on the bus.

## **6. Application**

6.1 This policy applies to all customers and passengers using DRT services, including scheduled service, Specialized Service, and On Demand.

## **7. References**

- Guidance for Public transit Agencies and Passengers in Response to COVID-19, Ministry of Transportation, [MTO-guidance-public-transit-agencies-and-passengers-covid-19-2020-06-11](#)

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



## Durham Region Transit Report

---

To: Durham Region Transit Executive Committee  
From: General Manager, Durham Region Transit  
Report: #2020-DRT-15  
Date: July 8, 2020

---

**Subject:**

Durham Region Transit U-Pass Agreement update

---

**Recommendation:**

That Report #2020-DRT-15 to the Transit Executive Committee (TEC) authorize the General Manager of Durham Region Transit (DRT) and Commissioner of Finance to:

- A) Execute, in response to the unanticipated impacts of the COVID-19 pandemic, an amendment to the existing U-Pass Agreement with Durham College, Ontario Tech University and Trent University to suspend participation in the U-Pass agreement without prejudice for the Summer 2020 semester;
  - B) Execute, in response to the unanticipated impacts of the COVID-19 pandemic, an amendment to suspend participation of Durham College and Ontario Tech University, and Trent University should a written request be received in a timely manner, from the existing U-Pass agreement without prejudice for the Fall 2020 semester; and
  - C) Report back to the TEC through the 2021 Budget and Business Planning process on next steps with respect to the U-Pass Agreement.
- 

**Report:**

**1. Purpose**

- 1.1 This report updates the TEC on the status of DRT's existing U-Pass agreement with Durham College, Ontario Tech University and Trent University in response to the impacts of the COVID-19 pandemic.



## **2. Background**

- 2.1 DRT entered into the current U-Pass agreement with Durham College, Ontario Tech University and Trent University effective for the period May 1, 2017 through August 31, 2019. The parties have executed two consecutive one year extensions to the agreement through August 31, 2021.
- 2.2 The 2020-2021 U-Pass rate is \$141.75 per student per semester providing unlimited trips on DRT throughout each four-month semester. This rate is charged to all full-time students of participating institutions as an ancillary fee to their tuition costs. On a monthly basis the U-Pass rate per student is \$10 less than DRT's Access Pass for Ontario Disability Support Program clients and less than the cost of six adult round trips per month. This is equivalent to 30 per cent of an adult monthly pass or 38 per cent of a youth monthly pass.
- 2.3 The U-Pass accounted for 27 per cent of DRT's annual ridership in 2019. For 2020, the U-Pass was forecast to generate approximately \$6.8 million in revenue for DRT, approximately 23 per cent of DRT's total fare-related revenue.
- 2.4 In 2019, the Ministry of Training, Colleges and Universities issued a new Tuition Fee Framework and Ancillary Fee Guidelines stating that where an institution has a compulsory ancillary fee for student transit passes established prior to January 17, 2019 those fees can continue to be charged for the duration of the agreement and any subsequent renewals. Renewals are considered to be subsequent contracts between the same parties creating uninterrupted service to students. No compulsory fees may be charged for a student transit pass for new agreements and can only be implemented on an opt-out basis. Subsequently student association groups successfully appealed the ancillary fee guidelines, however the decision has been challenged by the Province.

## **3. Current status**

- 3.1 On June 8, 2020, Ontario Tech University submitted a written request to the CAO, Commissioner of Finance and General Manager of Transit seeking a pause on the U-Pass agreement for the fall 2020 semester due to the impacts of COVID-19 on the delivery of academic programming. The request further indicates a decision will be made in October with respect to extending the pause period through the 2021 winter semester.
- 3.2 Ontario Tech University's request further acknowledges the mutual benefits of the U-Pass program and confirms that it is not seeking termination of the agreement but

rather a temporary pause as it continues to adapt to academic programming in response to the COVID-19 pandemic.

- 3.3 On June 23, 2020, a similar written request was received from Durham College to pause U-Pass participation for the fall 2020 semester.
- 3.4 DRT and Finance Department staff continue to meet regularly with representatives of the three post secondary institutions in Durham to understand plans being put in place for the 2020-2021 academic year for the purpose of informing DRT service plans and ridership expectations. At this time it is understood that the majority of programming (up to 85 per cent) will be delivered remotely in the fall across Durham's post secondary campuses with limited on campus activities to minimize risks associated with COVID-19.
- 3.5 While Ontario Tech University (at 40 per cent of U-Pass revenue) and Durham College (55 per cent of U-Pass revenue) are requesting a pause to the U-Pass agreement, at the time of finalizing this report Trent University (five per cent of U-Pass revenue) continues to express support for the U-Pass through the 2020-2021 academic year subject to final confirmation from their leadership team.
- 3.6 DRT's U-Pass Agreement has been a beneficial arrangement for all parties. For DRT it has contributed to strong ridership growth amongst post secondary students. For Durham's post secondary institutions, it has provided students with an affordable option for school and personal travel, while assisting the institutions in managing parking and traffic pressures on campus and in the surrounding community.
- 3.7 DRT is mindful that a break in the U-Pass agreement under provincial ancillary fee guidelines for post secondary institutions could limit future student participation in the U-Pass. For this reason and in recognition of the significant and unanticipated impacts of the COVID-19 pandemic, DRT is recommending, execution of an amendment to the existing agreement implementing a temporary suspension of Durham College's and Ontario Tech University's participation in the U-Pass for the fall 2020 semester.
- 3.8 DRT is further recommending execution of an amendment to the existing agreement implementing a temporary suspension of the participation of Ontario Tech University and Durham College for the summer 2020 semester (Trent University does not offer a U-Pass during the summer semester).

- 3.9 The temporary suspension does not limit Durham College or Ontario Tech University from reinstating its participation for future semesters under the existing agreement nor does it preclude execution of a further extension to the existing agreement with all participating institutions. During the U-Pass suspension period regular transit fares will apply to Durham College and Ontario Tech University students travelling on DRT.

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

- 4.1 At the May 27, 2020 meeting of Council, DRT's forecasted 2020 year end impact due to the COVID-19 pandemic which has resulted in a 70 per cent reduction in ridership since March was reported to be \$6.8 million.
- 4.2 For the Fall 2020 semester Durham College's share of Fall 2020 U-Pass revenues is approximately \$1.8 million while Ontario Tech University's share is estimated at \$1.3 million. DRT estimates a modest offset of this impact of approximately \$400,000 from fare payments by Durham College and Ontario Tech University students using transit during the fall semester.
- 4.3 Furthermore, Ontario Tech University and Durham College did not collect from students a fee for U-Pass during the summer semester. Trent University does not provide the U-Pass for the summer semester. The loss of budgeted U-Pass revenues for the Summer 2020 semester is approximately \$600,000.
- 4.4 The overall net impact of suspending U-Pass participation during the summer and fall semesters as outlined, is \$3.3 million in lost revenue in 2020. The suspensions as outlined increase DRT's forecasted year end 2020 deficit to \$9.8 million.

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

- 5.1 Upon approval of the recommendations, DRT will work with Finance and Legal to execute an amendment to the U-Pass Agreement to implement the temporary suspension of the U-Pass.

#### **6. Attachments**

Attachment #1: June 8, 2020 U-Pass Correspondence from Ontario Tech University

Attachment #2: June 23, 2020 U-Pass Correspondence from Durham College

Respectfully submitted,

Original signed by

---

Bill Holmes  
General Manger, DRT

Recommended for Presentation to Committee

Original signed by

---

Elaine C. Baxter-Trahair  
Chief Administrative Officer



June 8, 2020

Ms. Elaine Baxter-Trahair  
Chief Administrative Officer  
Regional Municipality of Durham  
605 Rossland Road E.  
Whitby, ON L1N 6A3

**RE: Ontario Tech University – Pandemic Amendment to UPASS**

Ontario Tech, and its students, appreciate the strong partnership we have with the Region – especially as it relates to the mutually beneficial UPASS program. I understand that you and Susan McGovern spoke about the impact of the pandemic on this service June 2, 2020 and she asked that I write to you in this regard.

As no students were on campus in the summer we did not collect fees, nor did we disseminate DRT passes. Due to the pandemic the university will move to a mainly online course offering fall 2020. Based on the number of course sections being offered we are expecting at maximum 15% (1,500 students) to attend oncampus labs should public health guidelines permit.

At this time we are asking for a pause to the agreement for Fall 2020. We are writing to you as there is no clause in the agreement that captures a pause. We do not wish to terminate the agreement. It is our hope that the Region and DRT will find the Fall 2020 pause acceptable. We would like to hold off on a final decision for Winter 2021 until October 2020.

We are of course willing to work together to amend the current contract between DRT and Ontario Tech.

If you have any questions, please contact me at [brad.macisaac@ontariotechu.ca](mailto:brad.macisaac@ontariotechu.ca).

Sincerely,

A handwritten signature in blue ink, appearing to read 'B MacIsaac'.

Brad MacIsaac  
AVP Planning  
Ontario Tech University

Cc: Tito-Dante Marimpietri, Regional Councillor, Oshawa

Mark Sheriff, Executive Administrator the Regional Chair

Nancy Taylor, Commissioner of Finance

Bill Holmes, General Manager, DRT

Jamie Austin, Deputy General Manager

Susan McGovern, VP External Relations and Advancement, Ontario Tech

Tiffany Best, President Ontario Tech Student Union

Ms. Elaine Baxter-Trahair  
Chief Administrative Officer  
Regional Municipality of Durham  
605 Rossland Road E.  
Whitby, ON L1N 6A3

June 23, 2020

Dear Ms. Baxter-Trahair:

**RE: Durham College – Pandemic Amendment to UPASS**

Durham College, and its students, appreciate the strong partnership we have with the Region – especially as it relates to the mutually beneficial UPASS program. I understand that Don Lovisa and Bill Holmes have recently spoken about the UPASS program and how we see it continuing.

Durham College will be initiating a pilot program for a few students this summer who will be completing their Winter 2020 term that was put on hold due to the CoVid 19 pandemic and subsequent closure of the campus. As these students will be on campus for only a limited number of labs and no classes are to be held on-site we did not collect fees, nor did we disseminate DRT passes. Forecasting that the pandemic will continue, the college will move to a mainly online course offering for the fall 2020 term. Based on the number of course sections being offered we are expecting at maximum 15% to 20% to attend on-campus labs on a limited basis should public health guidelines permit.

At this time we are asking for a pause to the agreement for the Summer and Fall 2020 terms. We are writing to you as there is no clause in the agreement that captures a pause. We do not wish to terminate the agreement. It is our hope that the Region and DRT will find the Fall 2020 pause acceptable. We would like to hold off on a final decision for Winter 2021 until October 2020. We are of course willing to work together to amend the current contract between DRT and Durham College.

If you have any questions, please contact me either by phone or e-mail at 905-926-5149 or [alan.dunn@dc-uoit.ca](mailto:alan.dunn@dc-uoit.ca)

Sincerely,



Alan Dunn, M.Eng., P.Eng., MBA  
Associate Vice President  
Facilities and Ancillary Services

cc: B. MacCheyne, CFO, DC  
S. Blakey, CAO, DC  
D. Lovisa, President, DC  
A. De Freitas, Registrar, DC  
P. Garrett, Government Relations, DC

J. Austin, Deputy General Manager, DRT  
N. Taylor, Commissioner of Finance  
B. Holmes, General Manager, DRT  
M. Sheriff, Executive Administrator, Regional Chair  
Tito-Dante Marimpietri, Regional Councillor, Oshawa

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



## Durham Region Transit Report

---

To: Durham Region Transit Executive Committee  
From: General Manager, Durham Region Transit  
Report: #2020-DRT-16  
Date: September 9, 2020

---

### **Subject:**

General Manager's Report – September 2020

---

### **Recommendation:**

That the Durham Region Transit Executive Committee recommends:

That this report be received for information.

---

### **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 – September 9, 2020

Respectfully submitted,

Original signed by

---

Bill Holmes  
General Manager, DRT

Recommended for Presentation to Committee

Original signed by

---

Elaine C. Baxter-Trahair  
Chief Administrative Officer



General Manager Report  
September 9, 2020  
TEC  
Attachment #1

Performance Measures Dashboard	<a href="#"><u>2</u></a>
Safety	<a href="#"><u>3</u></a>
Ridership	<a href="#"><u>4</u></a>
Service Delivery	<a href="#"><u>6</u></a>
Updates	<a href="#"><u>7</u></a>
General	<a href="#"><u>9</u></a>

# 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	July	0.43	0.38	✗ 13.2	✓ -16

## Ridership

Conventional and On Demand (OD)						
Ridership	Monthly passengers	July	333K	816K	✗ -77.3	✗ -36.0
PRESTO Ridership	Customers paying using PRESTO	July	65.8 per cent	48.9 per cent	✓ 16.9	🚩 -5.8
Bus full occurrences	Number operator reported occurrences	July	483 <sup>3</sup>	55	NA	NA
Ridership (OD)	Number customer trips	July	271	69	✓ 293	✓ 379
Specialized Services						
Ridership	Number customer trips	July	3,606	14,069	✗ -74.4	✗ -52.8
Trip Demand	Total of trips delivered, no show or cancelled at door, unaccommodated	July	3,680	14,442	✗ -74.5	✗ -52.7
Unaccommodated Rate	Trip requests not scheduled	July	0.7 <sup>3</sup> per cent	1.1 per cent	✓ 0.4	🚩 0.1

## Service Delivery

Conventional						
On time performance	Per cent on-time departures from all stops	July	78 per cent	76 per cent	✓ 2	✓ 4
Service availability	Per cent scheduled service delivered	July	98.9 per cent	99.2 per cent	🚩 0.3	🚩 -0.3

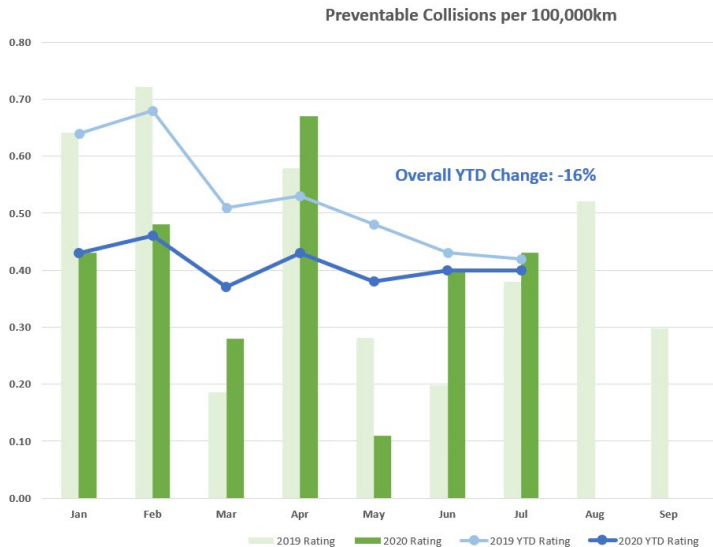
<sup>1</sup>Target is 2019 measure for the same period as latest measure

<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. Annual comparison not relevant during pandemic.

# Safety

## Preventable Collisions per 100,000 km



**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 annual collision rate continues to trend downward, 16 per cent lower year to date than 2019. However, since the start of the pandemic in March, the monthly collision rate has exceeded 2019 in four of the past five months. Preventable collisions have been minor in nature and generally involved contact with stationary objects, some of which occurred at the DRT depots.

Personal, social, and work-related stressors related to the pandemic have affected most people. Bus operators have been successfully managing various changes to their work environment and expectations throughout the pandemic, while balancing personal and family challenges associated with the pandemic.

### Action Plan

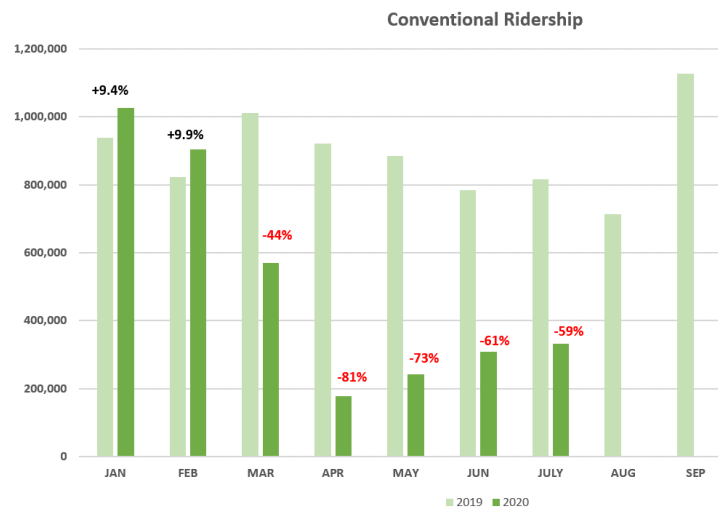
Supervisors are meeting operators reporting to the depots to ensure they're ready for work, and to remind them of the importance of defensive driving and attentiveness at all times.

Safety and Training included a defensive driving refresher session as part of the current training initiative for the articulated bus, and for operators returning to the workplace following an extended period of absence.

Employees experiencing personal challenges have access to, and are regularly referred to, the Employee Assistance Program (EAP) for the appropriate professional support.

# 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

Although increasing, ridership continues to be significantly reduced during the pandemic.

- April: 19 per cent
- May: 27 per cent
- June: 39 per cent
- July: 41 per cent

Year to date ridership is 58 per cent lower than 2019. Through March 15, 2020, ridership was approximately 7.5 per cent above budgeted

Looking ahead to the fall, previous ridership assumptions remain relevant, with year end

ridership projected to be approximately 50 per cent lower than 2019.

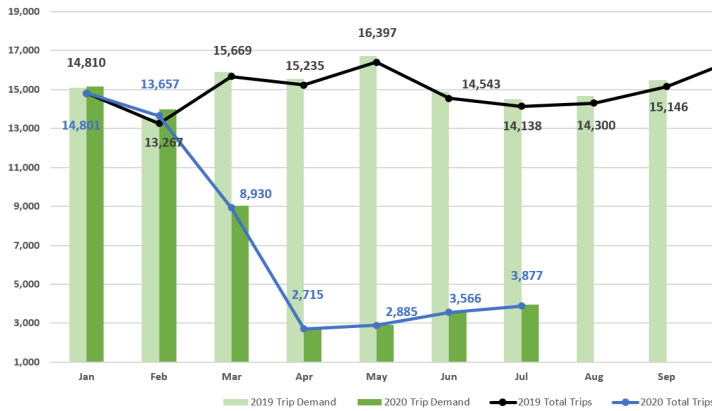
- Major employers in downtown Toronto plan to continue teleworking until at least January 2021, impacting commuter ridership to the GO Train.
- Virtual learning at post secondary institutions and the pause of the U-Pass agreement, which accounts for approximately 30 per cent of ridership.
- Secondary school students attending class every other day (50 per cent of students eligible to travel to school daily), with 15 per cent of students selecting to stay home and learn virtually.
- Through the first two weeks of August, with the Region at Stage 3 of reopening, ridership was approximately 45 per cent lower than 2019.

### Action Plan

Staff will closely monitor ridership to identify emerging travel demands and patterns that will influence future service increases.

The objective of the Ridership Recovery Framework, part of the Regions Recovery strategy, is to enhance the number of customers returning to DRT and attract new riders. The framework is summarized on page 9.

# 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

Ridership continues to be significantly reduced during the pandemic.

- April: 15 per cent
- May: 18 per cent
- June: 25 per cent

- July: 28 per cent

Year to date ridership is 47 per cent lower than 2019. Through March 15, 2020, ridership was approximately one per cent below budgeted

The number of unaccommodated trips continues to be lower than 2019, reflective of the reduced demand during the pandemic.

### On Demand

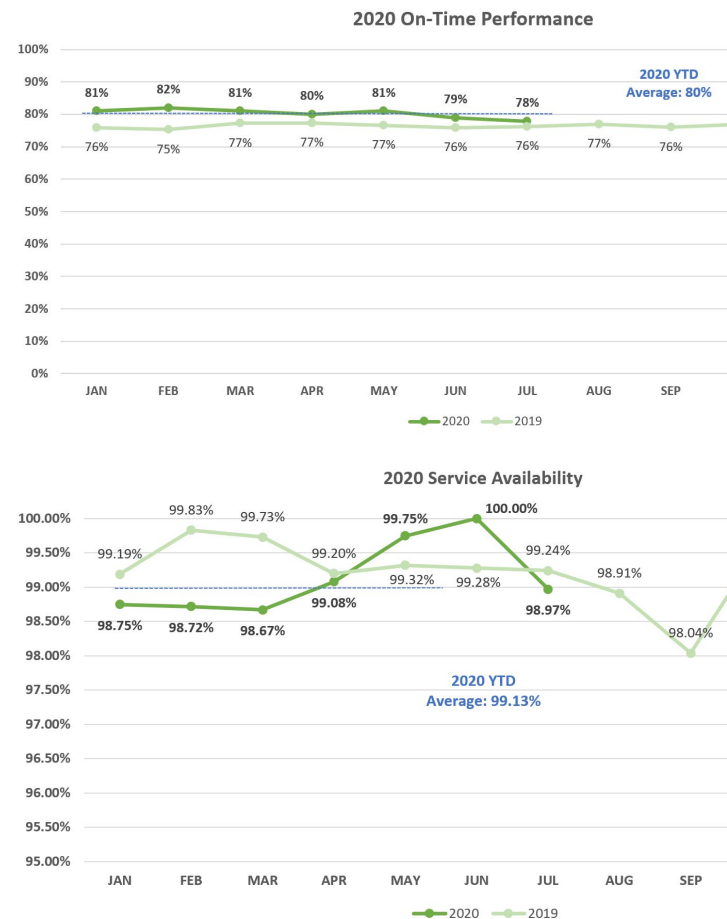
Ridership continues to be stronger than last year despite the pandemic, reflective of the enhancements implemented September 2019. July ridership was up 293 per cent, with year to date ridership 379 per cent higher than 2019.

### **Action Plan**

Promotion of On Demand will continue into the fall as DRT and customers gain experience with the enhancements and the app. The new and enhanced On Demand service will also support residents throughout the rural areas who have been using basic On Demand service for the past two years.

# 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

Traffic volume increased as the Region moved into Stage 2 and 3 with increasing traffic volume impacting on-time performance. However, OTP continues to meet the target of 78 per cent on-time.

In 2019 DRT leveraged 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 July is 80 per cent, up from 77 per cent in 2019.

Service availability in July was 98.97 per cent, and 99.13 per cent year to date. Service availability year to date is influenced by challenges experienced earlier in the year at the Whitby location, and recent technical system issues with DRT equipment installed at the Whitby location.

### Action Plan

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

### Innovation

---

#### **1. Electric buses**

The electric bus pilot continues to advance, with a recent presentation to staff summarizing the preliminary report from Oshawa Power on electric charging infrastructure options. DRT staff continue to work with Oshawa Power to finalize the design and procurement of the charging solution at DRT's Oshawa depot. This will allow for vehicle specifications to be finalized and bus procurement to be initiated in early 2021 with buses expected to be on road in 2022.

#### **2. Autonomous Vehicle Pilot**

As a result of the continued border closure and associated travel restrictions with the United States impacting necessary vehicle preparations, the autonomous vehicle (AV) pilot is postponed until spring 2021.



# Infrastructure/Assets

---

## 1. **Articulated Buses**

The six new articulated buses are planned to enter revenue service in September. Maintenance staff have been busy preparing the buses and Safety and Training ensuring bus operators are trained to safely operate the bus. The articulated buses will be deployed on the busiest route, Pulse route 900, with customers will benefit from the additional bus capacity and reduced incidents of customers being left behind because a bus is full.

## 2. **Approved applications, Investing in Canada Infrastructure Program (ICIP)**

As of August 20, 2020, Durham Region has received approval on seven of the 14 ICIP project applications following the October 24, 2019 submission deadline.

- Simcoe Street Rapid Transit Corridor
- 13 replacement BRT buses (2020 – 2022)
- Two new articulated BRT buses (2020)
- 11 replacement conventional hybrid buses (2020)
- 16 On Demand/Specialized replacement vehicles (2023)
- Operator protective shields
- On-Board destination sign upgrades

Five of the remaining applications have been approved by the Province and are awaiting federal approval, one continues to be reviewed by the Ministry of Transportation, and one was deemed ineligible.

## General

### **1. Transit Advisory Committee**

The Transit Advisory Committee (TAC) is scheduled to convene on September 29, 2020. This will be the first meeting of TAC since the start of the pandemic.

### **2. Ridership Recovery Framework**

DRT's Ridership Recovery Framework is a key element in the Region's recovery program. With ridership below 20 per cent at times during the pandemic, the transit industry was reminded that customers use public transit when they have somewhere to go; work, school, appointments and social outings. There are many factors that will influence customers returning to DRT and public transit; teleworking, virtual learning at secondary schools and post-secondary institutions, a competitive and reliable transit service, and public trust that transit remains a safe mode of travel.

The Ridership Recovery Framework is focussed on current and future initiatives to influence people's decisions to use public transit by providing a safe, competitive and reliable transit service.

1. Collaborate with local area municipalities to investigate opportunities for short-term transit priority solution(s) to support a more reliable and competitive transit service.
2. Highlight existing and implement evolving COVID-related safety measures.
3. Implement Service Plan (Phased-approach) and modify successive phases based on emerging ridership patterns.
4. Survey customers and non-customers to determine needs and expectations of DRT and their short and long-term plans for travel. Survey is complete and information report will be submitted at the October TEC meeting.
5. Implement PRESTO E-Ticketing solution as an additional touchless payment solution. E-Ticket solution planned to be implemented August 31.
6. Continued incentives for customers to transition to PRESTO solutions (see 2020-DRT-18 PRESTO Card Incentive).
7. Communication and marketing campaign promoting DRT and public transit. Fulsome campaign to be implemented in the fourth quarter of 2020.

### **3. Durham College Student's Inc. request for new Post Secondary Student concession,**

In June the Durham College student's association requested DRT to implement a deeply discounted post-secondary pass in response to the pause in the U-Pass program requested by Durham College, Ontario Tech, and Trent University. The association highlighted the importance of student's participation in the workforce and contributions to economic recovery within the Region.

The association was advised that the 2020-2021 U-Pass rate of \$141.75 per student per semester and it's only through the participation of all students that DRT can offer the highly discounted U-Pass rate (\$35.44 per month). Monthly the U-Pass rate is \$10 less than DRT's Access Pass and equivalent to 30 per cent of an adult monthly pass or 38 per cent of a youth monthly pass. Further, within the GTHA only the TTC offers a discounted post-secondary student fare (\$128.15 per month). The association was also reminded of the existing youth incentive programs available to students 13-19 years of age, who reportedly make up 40 per cent of students at Durham College.

In a second letter dated July 31, the student association request further consideration for a low-cost fare option to replace the U-Pass. DRT responded that it's unfortunate the U-Pass program was impacted by the pandemic, and that the U-Pass remains DRT's fare incentive for post-secondary students.

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



## Durham Region Transit Report

---

To: Durham Region Transit Executive Committee  
From: General Manager, Durham Region Transit  
Report: #2020-DRT-17  
Date: September 9, 2020

---

**Subject:**

Durham Region Transit advertising policy

---

**Recommendation:**

That the Transit Executive Committee approve the revised Durham Region Transit Advertising Policy, Attachment #1.

---

**Report:**

**1. Purpose**

- 1.1 The purpose of this report is to seek approval of the recommended revisions to Durham Region Transit's (DRT) advertising policy.

**2. Background**

- 2.1 A revised advertising policy (Report #2020-DRT-14) was presented to the Transit Executive Committee (TEC) on July 8, 2020. At the same meeting, a delegation expressed that in his opinion it's not appropriate for advertising on a bus shelter, clearly marked with DRT and the Region's logos, to be in favour of or against a government. It was further opined by the delegation that DRT and the Region should maintain a neutral political position and prohibit political advertising. The decision of TEC was to refer the report back to staff and to submit a report for September 9, 2020 meeting, including additional legal advice on the Supreme Court's 2009 ruling pertaining to political advertising and the right to freedom of expression in the Canadian Charter of Rights and Freedoms.
- 2.2 The advertising policy approved by TEC in 2009, report 2009-DRT-26 (Attachment #2), reflected recent legislative changes governing restrictions for

advertising on public transit contrary to the Canadian Charter of Rights and Freedoms. The Supreme Court of Canada upheld a ruling that public transit companies, either government operated or controlled, cannot refuse to sell advertising space to a person or group simply because their ad message is political or controversial. To do so violates the right to freedom of expression, section 2(b) of the Canadian Charter of Rights and Freedoms (Charter).

- 2.3 Specifically, in the case of Greater Vancouver Transportation Authority v. Canadian Federation of Students, the court ruled firstly that the Canadian Charter of Rights and Freedoms that applies to government entities would apply to transit agencies, as they are government run entities, therefore also on transit bus advertising. The second issue that was ruled upon was that advertising policies allowing commercial advertising but prohibiting political advertising on public transit vehicles were found to infringe the freedom of expression of the Appellants (the Canadian Federation of Students).
- 2.4 In addition to Charter requirements, advertising is subject to the Ontario Human Rights Code that sets out prohibitions on any actions that discriminate against people based on a protected ground. There are also various laws and regulations that specify restrictions or prohibitions for advertising, examples of which are highlighted below.
- Smoke Free Ontario Act: Prohibited to promote tobacco, vapour, and cannabis products and accessories
  - Liquor License Act & Regulations: Advertisements are to be consistent with the principle of depicting responsibility in use of liquor, does not imply that consumption of liquor is required in obtaining or enhancing social, professional or personal success or enjoyment of an activity
  - Criminal Code of Canada: It's illegal to communicate statements in a public place that incite hatred against any identifiable group where such incitement is likely to lead to a breach of the peace.
- 2.5 In Canada, The Canadian Code of Advertising Standards (Code) sets the criteria for acceptable advertising in Canada and is the cornerstone of advertising self-regulation in Canada. Established in 1957, Ad Standards Canada is the national, not-for-profit, advertising self-regulatory body that administers the Code to support consumers and advertisers.

- 2.6 The Code includes 14 provisions designed to maintain standards of honesty, truth, accuracy, fairness and propriety in advertising (Attachment #3)
- 2.7 As articulated by Ad Standards Canada, it's expected that political advertising will respect the standards of the Code. However, the free expression of public opinion or ideas are excluded from application of the Code.
- 2.8 DRT is a member of Ad Standards Canada and benefits from access to third-party expert staff with experience administering the Code nationally, to ensure truthful, accurate, and acceptable depictions and portrayals in advertising.

### **3. Revised Advertising Policy**

- 3.1 Staff reviewed several advertising policies including Toronto Transit Commission (TTC), York Region Transit (YRT), and TransLink, and consulted with Ad Standards Canada to ensure consistency with best practices in the GTHA and across Canada.
- 3.2 The revised policy highlights the Supreme Court decision that public transit agencies are subject to the Charter when making advertising space available and it can't limit the freedom of expression of an advertiser by refusing an advertisement except as permitted under Section 1 and 2(b) of the Charter.
- 3.3 The revised policy has removed reference and duplication of prohibitions specified in various laws and regulations, guidelines and standards.
- 3.4 In exchange for revenue, DRT makes available spaces on DRT property that a contracted vendor uses to sell advertising to the public. Pattison are currently under contract for access to the advertising spaces, and responsible to ensure any advertising posted on DRT property meets DRT's advertising policy. Pattison maintain stringent processes to ensure advertisements comply with DRT's policy.
- 3.5 Ad Standards Canada administer a complaint resolution process and service that consumers access when they have an advertising complaint. Generally, written complaints received by Ad Standards Canada are first forwarded to the advertiser to respond or comment directly. If the customer is not satisfied with the outcome, or if Ad Standards Canada determines that there remains an issue under the Code, the matter is forwarded to the Standards Council. The Standards Council is made up of senior representatives from the advertising industry and the public who volunteer their time to support the consumer complaints process.

Complaints are carefully reviewed against the requirements of the Code and if determined that the advertisement contravenes one or more clauses of the Code, the advertiser is asked to amend or withdraw the advertisement. Consumers and advertisers can also request an appeal within seven days of receiving the decision of the Council. Decisions are regularly reported publicly by Ad Standards Canada, and examples of transit advertising decisions are summarized in Attachment #4.

In consideration of the extensive investigation and inclusion of industry and public expertise, DRT would abide by, and ensure compliance to, any Ad Standards Canada decision or recommendation, including the withdrawal or acceptance of an advertisement.

- 3.6 Complaints that raise issues outside the scope of the Canadian Code of Advertising Standards, such as a political advertisement, will be reviewed by DRT staff in consultation with Legal if appropriate. Rejections of advertisements will only be exercised if, in the sole opinion of DRT, the advertising is in contravention of the advertising policy, or presents a risk to pedestrians, vehicular safety, or community standards or morals.

- 3.7 Legal has reviewed the revised policy.

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

- 4.1 There are no financial implications related to the revised policy.

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

- 5.1 Upon approval of the recommendation, DRT will make the policy available on the DRT website ([www.durhamregiontransit.com](http://www.durhamregiontransit.com)), including a link to the Ad Standards Canada where customers can learn more about Ad Standards Canada, including the complaint process.

#### **6. Attachments**

Attachment #1: Durham Region Transit Advertising Policy, revised

Attachment #2: DRT report 2009-DRT-26

Attachment #3: The Canadian Code of Advertising Standards

Attachment #4: Examples of decision for complaints adjudicated by Ad Standards Canada

Respectfully submitted,

Original signed by

---

Bill Holmes  
General Manger, DRT

Recommended for Presentation to the Committee

Original signed by

---

Elaine C. Baxter-Trahair  
Chief Administrative Officer





## Policy Manual

<b>Title: Advertising Policy</b>	
<b>Issued: December 2, 2009</b>	<b>Page #: 1 of 3</b>
<b>Revised: September 9, 2020</b>	
<b>Approved by: General Manager, Durham Region Transit</b>	

### 1. Policy Statement

- 1.1 It is the policy of Durham Region Transit (DRT) to make available advertising space on DRT Property with the intent to generate operating revenue while ensuring advertising does not compromise the value or reputation of public transit, DRT, or the Region of Durham (Region).

### 2. Purpose

- 2.1 To ensure advertising requirements comply to legal requirements, the Canadian Code of Advertising standards, and the corporate values of DRT and the Region.

### 3. Objective

- 3.1 The Canadian Charter of Rights and Freedoms (the "Charter") guarantees everyone the rights and freedoms set out therein, including the right to freedom of expression. In a 2009 court decision, the Supreme Court of Canada ruled that a public transit agency is subject to the Charter in its role as the host of advertising. If DRT chooses to accept advertising on DRT property, it must not limit a potential advertiser's freedom of expression by refusing advertising except as permitted under Section 1 and/or 2(b) of the Charter, as applicable.
  - i) Section 1: Guarantees the rights and freedoms set out in the Charter subject only to such reasonable limits prescribed by law as can be demonstrably justified in a free and democratic society.
  - ii) Section 2(b): Freedom of thought, belief, opinion and expression, including freedom of the press and other media of communication
- 3.2 The limitations on the content of advertising set out in this policy must be viewed in the context of DRT's limited legal ability to deny an Advertisement under the Charter, while also ensuring that it continues to provide a safe and welcoming public transit system.

## 4. Definitions

**Advertiser:** The entity requesting from the Company to post Advertisement(s) on DRT Property.

**Advertising Standards Canada:** The not-for-profit Canadian advertising industry body established to create and maintain community confidence in advertising and to ensure the integrity and viability of advertising through industry self-regulation.

**Advocacy Advertising:** An Advertisement which presents information or a point-of-view that attempts to influence public opinion on specific political, theological, economic or social issues, groups or organizations, or individuals.

**Advertisement:** Any paid or in-kind communications that are designed to influence, educate or inform the public, and includes Advocacy Advertisements.

**Advertising Space:** The space on DRT Property made available to the Company for advertising to be displayed.

**Canadian Code of Advertising Standards:** The advertising industry's principal instrument of advertising self-regulation, administered by Advertising Standards Canada, which sets the criteria for acceptable advertisements and forms the basis upon which advertisements are evaluated in response to consumer, trade, or special interest group complaints.

**Company:** A vendor which has contracted with DRT for the rights to sell prescribed advertising space on DRT Property for posting Advertisements

**DRT Property:** All land, facilities, structures, stations and vehicles owned, leased, occupied or maintained by DRT.

## 5. Advertising requirements

- 5.1 Advertisements must comply with all applicable legislation, regulations and bylaws in force in the Province of Ontario, including, but not limited to:
  - Ontario Human Rights Code
  - Canadian Charter of Rights and Freedoms
  - Criminal Code of Canada
- 5.2 The Advertisement must comply with the Canadian Code of Advertising Standards, and related Interpretation Guidelines, as may be amended from time to time.
- 5.3 Advocacy advertisements must visibly display:

- i) the name of the sponsoring group and clear information on how to contact the advertiser; and
- ii) the disclaimer “The views and opinions expressed in this advertisement or by the sponsor of this advertisement, are not endorsed by DRT or the Region of Durham.”

- 5.4 Requests for placement of non-English language Advertisements must be accompanied by a Certified Translation (English) of the Advertisement content.
- 5.5 Advertisements are prohibited on DRT Property where the Advertisement discredits the business or service of public transit, DRT or its employees, or the Region or its employees, or have an adverse effect on the image of DRT, or public transit, as a safe and reliable form of transportation.
- 5.6 Any Advertisement with reference to public transit and/or DRT or the Region, except where DRT or the Region are the advertiser, shall be forward by the Company to DRT staff for review and acceptance in accordance with this policy.
- 5.7 The acceptance of an Advertisement does not constitute express or implied endorsement of the content or message of the advertisement by DRT, including any person, organization, products, services, information or viewpoints it may contain, or of the advertisement sponsor itself.

## **6. Review**

- 6.1 The Company is responsible for interpreting and implementing this policy. The Company shall accept any Advertisements that meet the advertising requirements specified in section 5.
- 6.2 DRT retains the right to reject all artwork, content, colour, graphics, nature, size, quantity and placement of advertisements. Rejections of advertisements shall only be exercised if, in the sole opinion of DRT, the advertising is in contravention of this Policy, or presents a risk to pedestrians, vehicular safety, or community standards or morals.
- 6.3 DRT shall have the right to reject, remove or have the Company remove, any Advertisement from DRT Property at no cost to DRT.

## **7. Complaints**

- 7.1 Complaints about any Advertisement posted on DRT Property may be submitted to Advertising Standards Canada for review under the Canadian Code of Advertising Standards using their online portal at: <https://adstandards.ca/complaints/how-to-submit-a-complaint>
- 7.2 The Company shall remove from DRT Property, at no cost to DRT, any advertisement that is deemed by Ad Standards Canada to violate the Canadian Code of Advertising Standards.

- 7.3 Complaints that raise issues outside of the scope of the Canadian Code of Advertising Standards may be directed by the public or Advertising Standards Canada to the General Manager, DRT. The Code is available at: <https://adstandards.ca/code/the-code-online>
- 7.4 Complaints received by the General Manager, DRT that are outside of the scope of the Canadian Code of Advertising Standards, shall be reviewed by DRT staff in consultation with the Region's legal department in accordance with article 6.2 and 6.3 of this policy.
- 7.5 For additional information regarding this policy, please contact Communications Manager, Transit.



To: Durham Region Transit Executive Committee  
From: T.J. Galinis, GM, Durham Region Transit  
Report No.: 2009-DRT-26  
Date: December 2, 2009

---

**SUBJECT:**

Proposed Revised Durham Region Transit Advertising Policy

---

**RECOMMENDATION:**

THAT the Durham Region Transit Executive Committee approve;

1. That the revised Durham Region Transit Advertising Policy outlined in General Manager's Report 2009-DRT-26 be approved; and
  2. That notice of the revised Transit Advertising Policy be forwarded to vendors engaged in revenue agreements with Durham Region Transit for the sale of advertising on buses, benches and shelters.
- 

**REPORT:**

1. **PURPOSE**

- 1.1 The purpose of this report is to establish a revised Transit Advertising Policy that reflects recent changes in law governing restrictions on advertising contrary to the Canadian Charter of Rights and Freedoms.

2. **BACKGROUND**

- 2.1 At the meeting of the Transit Executive Committee on November 5, 2009 staff was directed to present a proposed revised advertising policy for consideration at the next Transit Executive Committee meeting to be held on December 2, 2009.

- 2.2 The July 2009 Supreme Court decision concerning restrictions on transit advertising clearly defined the law with regards to constitutionally protected freedom of speech under section 2 (b) of the Charter of Rights and Freedoms. As a result, Durham Region transit has reviewed existing policy concerning advertising on transit buses, benches and shelters.
- 2.3 It is recognized that blanket bans on advertising including religious or political advertising, does infringe the freedom of expression protected by the Charter.
- 2.4 Notwithstanding the decision that blanket limitations are not permitted, the likelihood of children being present was a factor considered by the Court in assessing the reasonableness of limitations on freedom of speech. Advertising of cigarettes, cigars or any tobacco products can continue to be prohibited.
- 2.5 The Court reinforced the Canadian Code of Advertising standards as an appropriate guide to “establish reasonable limits, including limits on discriminatory content or on ads which incite or condone violence or other unlawful behaviour”.
- 2.6 An assessment can be undertaken to determine reasonable limits on the content and nature of advertising based on Federal, Provincial or Municipal Laws and Bylaws as well as advertising of questionable taste and advertising that is contrary to the best interests of the public.

### 3. **REVISED DURHAM REGION TRANSIT ADVERTISING POLICY**

#### 3.1 Approval of Client Advertisements:

Transit retains the right to approve or reject all artwork, content, colour, graphics, nature, size, quantity and placement of advertisements. Rejections of advertisements shall only be exercised if the advertisement is in contravention of this Policy, or presents a risk to pedestrian, vehicular safety, or community standards or morals.

The vendor agrees that all advertising shall be in accordance with the Canadian Code of Advertising Standards and all Federal, Provincial, or Municipal Laws and Bylaws. In addition the vendor understands that advertisements must conform to Transit’s policy guidelines which are set out below.

### 3.2 Policy Guidelines:

A. Notwithstanding the generality of the foregoing, Transit will not accept advertisements that:

- are of questionable taste or which in its sole discretion is considered to be irritating or offensive in style, language, content, tone or method of presentation;
- promote Cigarettes, cigars or any tobacco product;
- that are determined by Transit, in its sole discretion, to be contrary to the best interests of the public or Transit. In considering these criteria, it is acknowledged that advertising which is, or may, have the effect of negatively impacting ridership will not be accepted;
- detract from, denigrate, or minimize the image of Transit and/or its employees;

B. Transit will not accept advertisements that:

- condone or promote any form of personal discrimination, including that which is based upon race, national or ethnic origin, religion, age, sexual orientation, sex, marital or family status, record of offences or disability;
- exploit, condone or incite violence or other unlawful behaviour;
- demean, denigrate, disparage or otherwise hold up for public ridicule or contempt any identifiable person, group of persons, firm, organization, lawful industrial or commercial activity, profession, product or service;
- undermine human dignity and/or promote views or ideas which are likely to promote discrimination or hatred;
- cause or invite hostility or division between people of different racial, cultural, religious or national groups or might reasonably give rise to hostility or division.

### C. Election advertising guidelines

#### Municipal Elections:

- for municipal elections, election advertising will not be permitted until 25 days prior to voting day, and must be removed within 72 hours after the completion of voting on voting day;

#### Federal Elections:

- for Federal or Provincial election advertising, the posting of election advertising will be allowed the day the election writ is issued but must be removed within 72 hours after the completion of voting on voting day;

#### General Guidelines:

- all election advertising will be subject to Canadian Code of Advertising Standards;
- all applicants shall be solely responsible for ensuring compliance with all applicable Federal, Provincial or Municipal laws or By-laws pertaining to election advertising.
- applications for election advertising provided on the basis of equal distribution will be received by DRT vendors no later than 90 days prior to voting day and will be contracted such that all interested candidates will have equal opportunity to access advertising space that is available.
- applications for additional election advertising received by DRT vendors commencing 60 days prior to voting day will be treated on a first come first serve basis with no limit on contracting advertising space that continues to remain available.
- DRT fleet utilization requirements are determined on the basis of operational need. Therefore, no commitment can be made to deploy bus advertising on a specific route or within a specific municipality.

In the event that the vendor receives a request for advertising that could be questionable having regard to the above mentioned criteria, the Manager shall be contacted by the vendor and advised of the potential advertising material in order



to permit a review to take place prior to the vendor accepting the contract from their customer.

The vendor agrees to remove any advertising in contravention with this Policy within ten (10) days of notice of contravention. Transit's opinion on rejection of any advertisement is final and non-reviewable.

- 3.3 Public Service Announcements: Transit or the Regional Municipality of Durham may provide public service advertisements (PSA'S) to use as "filler copy" in unsold advertising space on the Facilities. Transit will be responsible and pay for all PSA production and the vendor agrees to provide the space and install PSA's at no cost to Transit.

#### 4. **CONCLUSION**

- 4.1 Terms of the proposed revised Transit Advertising Policy will commence immediately pending notification to DRT bus, bench and shelter vendors. This Report has been prepared with the assistance of the Region of Durham Legal Department.

---

T.J. Galinis  
General Manager, Transit

Recommended for Presentation to the Committee:

---

G.H. Cubitt, M.S.W.  
Chief Administrative Officer

## The Canadian Code of Advertising Standards

### Self-regulation of Advertising in Canada

- Overview
- Definitions
- Application
- Exclusions
- Political and Election Advertising
- Excluded Media
- Scope of the *Code*
- *Interpretation Guidelines*
- *Code* Provisions
- The *Consumer Complaint Procedure*

### Overview

The *Canadian Code of Advertising Standards* (“*Code*”) was developed to promote the professional practice of advertising, and was first published in 1963. It is reviewed and revised periodically to keep it contemporary. The *Code* is administered by Advertising Standards Canada (Ad Standards). Ad Standards is the industry body committed to creating and maintaining community confidence in advertising.

The *Code* sets the criteria for acceptable advertising and forms the basis upon which advertising is evaluated in response to consumer complaints and complaints between advertisers. It is widely endorsed by advertisers, advertising agencies, media that exhibit advertising, and suppliers to the advertising process. The *Code* is not intended to replace the many laws and guidelines designed to regulate advertising in Canada. Nor are the *Code*’s provisions intended to override any other aspect of Canada’s preclearance and regulatory apparatus. For information about Ad Standards’ preclearance services, click here [Advertising Preclearance](#).

Complaints to Ad Standards submitted by the public about advertising that allegedly does not comply with the *Code* are reviewed and adjudicated by one of two Councils: (1) the Standards Council, which includes representatives from Western Canada,

Central Canada, and Atlantic Canada, or, (2) in Quebec, by le Conseil des normes. Councils are independent bodies of senior industry and public representatives that are supported and coordinated by, but altogether independent from, Ad Standards. Advertising complaints between advertisers, based on the *Code*, are administered under Ad Standards' *Advertising Dispute Procedure*.

Note: Ad Standards discontinued the Special Interest Group Complaint Procedure in April 2019, in recognition of the sophistication of many public interest advocacy groups and marketing boards as advertisers in their own right. Where a complaint about an advertisement is submitted by, or on behalf of, an entity that represents one or more other individuals or entities, and that entity or its members are "advertisers" as defined under the *Code*, the complaint will be administered under Ad Standards' *Advertising Dispute Procedure*. Complaints about an advertisement that are submitted by individuals, or a group of individuals, who are not "advertisers" will be administered under the *Consumer Complaint Procedure*.

## Definitions

For the purposes of the *Code*:

**"Advertiser"** is defined as an "entity" that engages in "advertising" and has, or shares with one or more other entities, the final authority over the content of "advertising" or an "advertisement".

**"Advertising"** and **"advertisement(s)"** are defined as any message (other than those excluded from the application of this *Code*), the content of which message is controlled directly or indirectly by the advertiser expressed in any language and communicated in any medium (except those listed under Exclusions) to Canadians with the intent to influence their choice, opinion or behaviour.

**"Entity"** is a term that includes, but is not limited to, one or more brands, persons, companies, and organizations.

**"Government advertising"** is defined as "advertising" by any part of local, provincial or federal governments, or concerning policies, practices or programs of such governments, as distinct from "political advertising" and "election advertising".

**"Political advertising"** is defined as "advertising" appearing at any time regarding a political figure, a political party, a government or political policy or issue publicly recognized to exist in Canada or elsewhere, or an electoral candidate.

**"Election advertising"** includes "advertising" about any matter before the electorate for a referendum, "government advertising" and "political advertising", any of which advertising is communicated to the public within a time-frame that starts the day after a vote is called and ends the day after the vote is held. In this definition, a "vote" is deemed to have been called when the applicable writ is issued.

**"Material connection"** is defined as any connection between an entity providing a product or service and an endorser, reviewer, influencer or person making a representation that may affect the weight or credibility of the representation, and includes: benefits and incentives, such as monetary or other compensation, free products with or without any conditions attached, discounts, gifts, contest and sweepstakes entries, and any employment relationship, but excludes nominal consideration for the legal right to identify publicly the person making the representation.

**"Teaser Advertisement"** is defined as an advertisement that generally reveals little about the product(s), service(s), event(s) or advertiser hinted at in the advertisement, the objective of which is to stimulate curiosity about and interest in the advertiser, product(s), service(s) or event(s).

## **Application**

The *Code* applies to "advertising" by (or for):

- advertisers promoting the use of goods and services;
- entities seeking to improve their public image or advance a point of view, whether or not the advertising is for a commercial purpose; and
- governments, government departments and crown corporations.

## **Exclusions**

### **Political and Election Advertising**

Canadians are entitled to expect that "political advertising" and "election advertising" will respect the standards articulated in the *Code*. However, it is not intended that the *Code* govern or restrict the free expression of public opinion or ideas through "political advertising" or "election advertising", which are excluded from the application of this *Code*.

### **Excluded from Definition of "Advertising" and "Advertisement(s)"**

Excluded from the terms “advertising” and “advertisement(s)” (as defined in this *Code*) are messages from an “entity” that/who has no “material connection” with the entity that makes, distributes, markets or advertises the product or service featured in the advertising or advertisement(s).

### **Excluded Media**

The following media are excluded from the application of the *Code*:

1. foreign media (namely media that originate outside Canada and contain the advertising in question) unless the advertiser is a Canadian person or entity; and
2. packaging, wrappers and labels.

### **Scope of the Code**

The authority of the *Code* applies only to the content of advertisements and does not prohibit the promotion of legal products or services or their portrayal in circumstances of normal use. The context and content of the advertisement and the audience actually, or likely to be, or intended to be, reached by the advertisement, and the medium/media used to deliver the advertisement, are relevant factors in assessing its conformity with the *Code*. In the matter of consumer complaints, Council will be encouraged to refer, when in its judgment it would be helpful and appropriate to do so, to the principles expressed in the *Gender Portrayal Guidelines* respecting the representations of women and men in advertisements.

### ***Interpretation Guidelines***

The *Code* may be supplemented from time to time by *Interpretation Guidelines* that enhance industry and public understanding of the interpretation and application of the *Code*’s 14 clauses. The *Interpretation Guidelines* can be found here [Interpreting the Code](#).

### **Code Provisions**

The *Code* is broadly supported by industry and is designed to help set and maintain standards of honesty, truth, accuracy, fairness and propriety in advertising.

The provisions of the *Code* should be adhered to both in letter and in spirit. Advertisers and their representatives must substantiate their advertised claims promptly when requested to do so by Council.

1. Accuracy and Clarity
2. Disguised Advertising Techniques
3. Price Claims
4. Bait and Switch
5. Guarantees
6. Comparative Advertising
7. Testimonials
8. Professional or Scientific Claims
9. Imitation
10. Safety
11. Superstitions and Fears
12. Advertising to Children
13. Advertising to Minors
14. Unacceptable Depictions and Portrayals

## **1. Accuracy and Clarity**

In assessing the truthfulness and accuracy of a message, advertising claim or representation under Clause 1 of the *Code* the concern is not with the intent of the sender or precise legality of the presentation. Rather the focus is on the message, claim or representation as received or perceived, i.e. the general impression conveyed by the advertisement.

(a) Advertisements must not contain, or directly or by implication make, inaccurate, deceptive or otherwise misleading claims, statements, illustrations or representations.

(b) Advertisements must not omit relevant information if the omission results in an advertisement that is deceptive or misleading.

(c) All pertinent details of an advertisement must be clearly and understandably stated.

(d) Disclaimers and asterisked or footnoted information must not contradict more prominent aspects of the message and should be located and presented in such a manner as to be clearly legible and/or audible.

(e) All advertising claims and representations must be supported by competent and reliable evidence, which the advertiser will disclose to Ad Standards upon its request. If the support on which an advertised claim or representation depends is test or survey data, such data must be reasonably competent and reliable, reflecting accepted principles of research design and execution that characterize the current state of the art. At the same time, however, such research should be economically and technically feasible, with regard to the various costs of doing business.

(f) The advertiser must be clearly identified in the advertisement, excepting the advertiser of a “teaser advertisement” as that term is defined in the *Code*.

## **2. Disguised Advertising Techniques**

No advertisement shall be presented in a format or style that conceals the fact that it is an advertisement.

## **3. Price Claims**

(a) No advertisement shall include deceptive price claims or discounts, unrealistic price comparisons or exaggerated claims as to worth or value. "Regular Price", "Suggested Retail Price", "Manufacturer's List Price" and "Fair Market Value" are deceptive terms when used by an advertiser to indicate a savings, unless they represent prices at which, in the market place where the advertisement appears, the advertiser actually sold a substantial volume of the advertised product or service within a reasonable period of time (such as six months) immediately before or after making the representation in the advertisement; or offered the product or service for sale in good faith for a substantial period of time (such as six months) immediately before or after making the representation in the advertisement.

(b) Where price discounts are offered, qualifying statements such as "up to", "XX off", etc., must be in easily readable type, in close proximity to the prices quoted and, where practical, legitimate regular prices must be included.

(c) Prices quoted in advertisements in Canadian media, other than in Canadian funds, must be so identified.

## **4. Bait and Switch**

Advertisements must not misrepresent the consumer's opportunity to purchase the goods and services at the terms presented. If supply of the sale item is limited, or the seller can fulfill only limited demand, this must be clearly stated in the advertisement.

## **5. Guarantees**

No advertisement shall offer a guarantee or warranty, unless the guarantee or warranty is fully explained as to conditions and limits and the name of the guarantor or warrantor is provided, or it is indicated where such information may be obtained.

## **6. Comparative Advertising**

Advertisements must not, unfairly, discredit, disparage or attack one or more products, services, advertisements, companies or entities, or exaggerate the nature or importance of competitive differences.

## **7. Testimonials**

Testimonials, endorsements or other representations of opinion or preference, must reflect the genuine, reasonably current opinion of the individual(s), group or organization making such representations, and must be based upon adequate information about or experience with the identified product or service and must not otherwise be deceptive.

## **8. Professional or Scientific Claims**

Advertisements must not distort the true meaning of statements made by professionals or scientific authorities. Advertising claims must not imply that they have a scientific basis that they do not truly possess. Any scientific, professional or authoritative claims or statements must be applicable to the Canadian context, unless otherwise clearly stated.

## **9. Imitation**

No advertiser shall imitate the copy, slogans or illustrations of another advertiser in such a manner as to mislead the consumer.

## **10. Safety**

Advertisements must not without reason, justifiable on educational or social grounds, display a disregard for safety by depicting situations that might reasonably be interpreted as encouraging unsafe or dangerous practices, or acts.

## **11. Superstitions and Fears**

Advertisements must not exploit superstitions or play upon fears to mislead the consumer.

## **12. Advertising to Children**

Advertising that is directed to children must not exploit their credulity, lack of experience or their sense of loyalty, and must not present information or illustrations that might result in their physical, emotional or moral harm.

Child-directed advertising in the broadcast media is separately regulated by the *Broadcast Code for Advertising to Children*, also administered by Ad Standards. Advertising to children in Quebec is prohibited by the *Quebec Consumer Protection Act*.

## **13. Advertising to Minors**

Products prohibited from sale to minors must not be advertised in such a way as to appeal particularly to persons under legal age, and people featured in advertisements for such products must be, and clearly seen to be, adults under the law.



## **14. Unacceptable Depictions and Portrayals**

It is recognized that advertisements may be distasteful without necessarily conflicting with the provisions of this Clause 14; and the fact that a particular product or service may be offensive to some people is not sufficient grounds for objecting to an advertisement for that product or service.

Advertisements shall not:

- (a) condone any form of personal discrimination, including discrimination based upon race, national or ethnic origin, religion, gender identity, sex or sexual orientation, age or disability;
- (b) appear in a realistic manner to exploit, condone or incite violence; nor appear to condone, or directly encourage, bullying; nor directly encourage, or exhibit obvious indifference to, unlawful behaviour;
- (c) demean, denigrate or disparage one or more identifiable persons, group of persons, firms, organizations, industrial or commercial activities, professions, entities, products or services, or attempt to bring it or them into public contempt or ridicule;
- (d) undermine human dignity; or display obvious indifference to, or encourage, gratuitously and without merit, conduct or attitudes that offend the standards of public decency prevailing among a significant segment of the population.

### ***The Consumer Complaint Procedure***

*View the Consumer Complaint Procedure*

**Revised: July 2019**

<https://adstandards.ca/code/the-code-online/>

Examples of transit case outcomes from Ad Standards Canada complaint resolution process (<https://adstandards.ca/complaints/complaints-reporting/archived-case-summaries/>)

### **Example #1**

#### **Clause 1: Accuracy and Clarity**

Advertiser: Guelph & Area Right to Life

Industry: Not-for-profit Advocacy Organization

Region: Ontario

Complaint(s): 2

Description:

A transit advertisement claimed: "Life Should Be the Most Fundamental Human Right. Say No to Abortion." The message was accompanied by the image of a fetal ultrasound in the foreground, held by a woman in the background whose face was blurred out.

Complaint:

The complainants alleged the advertisement was misleading because it conveyed the impression that the advertised fetus is "human". One of the complainants also alleged that the ad undermined women's human rights when facing an unwanted pregnancy.

Decision:

In its response, the advertiser stated that the advertisement is an opinion piece communicating the views of its group. The advertiser also submitted that one of the complainants is conflating the word "human" and "person"; personhood is a legal concept, whereas being "human" is a biological one. Council was clear in its commitment, as an independent body, to respect the rights of advocacy organizations to advertise their position. It was Council's unanimous decision that the ad did not demean or disparage women who have had or are considering having an abortion, nor did it undermine women's rights when facing an unwanted pregnancy. The imagery in no way offended standards of public decency. However, in keeping with previous findings by this body, Council looked to the Criminal Code to assess the meaning of "human". A child only becomes a "human being" under this law after live birth. By including the ultrasound picture of a fetus in connection with the word "human", this distinction between pre- and post- birth was blurred and created a misleading general impression in the view of Council. By implying that a fetus could have "human" rights, Council found that the ad was misleading and thereby in contravention of Clause 1 of the Code. Two Council members did not find that the ad was misleading and felt that a standard other than the definitions under the Criminal Code should be applied in assessing claims of

life, human status and personhood. However, this was not the prevailing view of Council.

Infraction: Clause 1(a).

## **Example #2**

### **Clause 1: Accuracy and Clarity**

Advertiser: Energy company

Industry: Energy

Region: British Columbia

Complaint(s): 2

Description: A transit advertisement claimed that natural gas was a more environmentally friendly choice.

Complaint:

The complainants alleged the advertisement was misleading because the claim seemed to be based on a comparison between natural gas and coal. However, in British Columbia, electricity is mostly generated from hydroelectric sources.

Decision:

The advertiser provided support for the claim that natural gas can play a role in decreasing carbon dioxide emissions when substituted for coal as an energy source in Canada. The advertiser submitted that while the ad did not focus on any specific provincial jurisdiction, it recognized that a resident of British Columbia could be under the impression that the ad applied to their local circumstances. The environmental claim was not substantiated in the context of a switch away from hydroelectric power. In its response to Council, the advertiser acknowledged that the ad could be clearer since the comparison was applicable to coal specifically.

Council considered the province where the ad appeared, and what general impression viewers of the ad in British Columbia would take away. As indicated in an energy analysis published by Canada Energy Regulator, British Columbia generated 98.4 per cent of its electricity from renewable sources in 2016, 88 per cent of which came from hydro and 1.5 per cent from natural gas (source: <https://www.cer-rec.gc.ca/nrg/sttstc/lctrct/rprt/2017cndrnwblpwr/prvnc/bc-eng.html>).

Council found that the correct frame of reference to consider the ad is through the eyes of residents of British Columbia where the ad was seen. In that context, the general impression created would be a likely comparison of hydro against natural gas. The ad did not clearly indicate that the claim was based, instead, on a comparison with coal.

Council unanimously found that the advertisement omitted relevant information and therefore contravened Clause 1 (b) of the Code.

Infraction: Clauses 1 (b).

### **Example #3**

#### **Clause 1: Accuracy and Clarity; Clause 8: Professional or Scientific Claims**

Advertiser: The Save Movement

Industry: Non-commercial - Other

Region: Ontario

Complaint(s): 1

Description:

Three transit advertisements entitled “Just Like Us” included photographs of chickens, cows and pigs being contained in deplorable conditions. The advertisements also described how animals such as these are mistreated by the meat and dairy industries.

Complaint: The complainant alleged that many of the statements in the advertisements were misleading, particularly regarding how the animals are mistreated by industry.

Decision:

Council understood it was not uncommon that cows, pigs and chickens intended for human consumption are raised and held under distressing conditions. However, the language and graphic images employed in these advertisements conveyed to Council the general impression that animal cruelty and abuse not only exists but is universally and without exception the practice within the Canadian meat and dairy industries. However, the advertiser provided no evidence to substantiate this overall impression. Council concluded, therefore, that the particularly broad, unqualified and unsupported claims made in the advertising were misleading.

Infraction: Clauses 1(a), (e) and 8.

### **Example #4**

#### **Clause 1: Accuracy and Clarity; Clause 14: Unacceptable Depictions and Portrayals**

Advertiser: Lethbridge & District Pro-Life

Industry: Non-commercial - Other

Region: Alberta

Complaint(s): 76

Description:

A transit advertisement consisted of an image of a well-developed and mature-looking fetus, together with the words “Preborn Babies Feel Pain. Say No to Abortion”.

Complaint:

The complainants alleged that the advertisement was misleading and also demeaning to women.

Decision:

To Council, the image clearly appeared to be representative of a fetus not in its early stages of development, but at a later stage of gestation when abortions are, typically, not performed. The impression conveyed to Council by the combination of the words and the image in this advertisement was that the image was representative of fetuses when they are aborted (an inaccurate and misleading representation), and that all fetuses at all stages of gestation will feel pain if the pregnancy is aborted. The preponderance of scientific evidence is to the contrary. It shows that fetuses don't appear to feel pain until approximately 24 weeks. A number of the complainants also alleged that the advertisement demeaned women by implying that women who decide to terminate their pregnancy intentionally inflict pain on their unborn fetus. Council agreed with these complainants as well, concluding that the advertisement demeaned and disparaged women who have had or are considering having an abortion.

Infraction: Clauses 1(a) and 14(c)

**Example #5**

**Advertiser: Canadian Centre for Bio-ethical Reform**

Industry: Non-commercial - Other

Region: Ontario

Complaint(s): 72

Description:

In an advertisement on the outside of buses in the City of Peterborough, images were shown of fetuses at 7 weeks and sixteen weeks, with the word "Growing" under each image. The final image consisted of a red circle containing the word "Gone". Immediately next to the images, the words "Abortion Kills Children" were printed in very large type, under which the words "endthekilling.ca" identified the advertiser's website.

Complaint:

The complainants alleged that the advertisement was both misleading and inappropriately graphic – particularly to children.

Decision:

Clause 1 (Accuracy and Clarity) Many of the complainants submitted it was misleading in the advertisement to use the words "Abortion Kills Children". Under the Criminal Code of Canada, prior to live birth a fetus is not legally regarded as a child or person. On

that basis, Council agreed with the complainants and found that the statement was misleading. Furthermore, the image of a foetus, together with the words “16 weeks growing...Gone” conveyed the impression, again misleading, that abortions are routinely performed after sixteen weeks. This is unsupported by the facts, which are that the vast majority of abortions in Canada are performed prior to, not after, twelve weeks. Council, therefore found that this aspect of the advertisement was also misleading. Clause 14 (Unacceptable Depictions and Portrayals) It concerned most of the complainants that, given its high prominence and visibility on the outside of transit buses, this advertisement would inevitably be seen by children, among others, for whom the graphic images and the suggestion that children are being killed would be seriously disturbing. Council agreed and concluded that the advertisement displayed obvious indifference to conduct or attitudes that offend the standards of public decency prevailing among a significant segment of the population. As provided in the Code, ASC asked the Canadian Centre for Bio-ethical Reform to comply with the Standards Council’s decision by withdrawing this advertising. To date, the advertiser has not responded to ASC about Council’s decision.

Infraction: Clauses 1(a) and 14 (d).

### **Example #6**

#### **Clause 1: Accuracy and Clarity; Clause 11: Superstition and Fears**

Advertiser: The Chemtrail Girls

Region: Ontario

Complaint(s): 2

Description:

In a transit advertisement, a jet plane was shown leaving condensation trails behind it in the sky. The plane was encircled in red with a line crossing it out. Adjacent to the image was the statement: “You are being sprayed with chemicals. “At the bottom of the advertisement, were the words: “Stop Geoengineering”.

Complaint:

The complainants alleged that the concept of “chemtrails” was a myth and that there was no evidence to support its existence. They also alleged that the advertisement played upon fears to mislead the public.

Decision:

The advertiser responded by directing Council to various websites, videos and publications containing research that the advertiser believed supported the theory of “chemtrails”. However, because the advertisement was displayed in Canada, Council looked to Canadian authorities that have addressed the subject, including representatives of the Canadian government. In response to a petition presented to the

House of Commons in 2013 on the subject of aerial spraying, the Minister of the Environment stated that: "There are no materials being dispersed within any contrails other than water vapour and the regular by-products of jet fuel combustion." Similarly, the Minister of Health stated that: "The Department has no knowledge of any activity which could lead to so-called chemtrails." And, the Minister of Transport stated that: "There is no evidence to support the theory of chemtrails." On the strength of these definitive statements by Canadian authorities, Council determined that the claims in the advertisement were not supported by authoritative scientific evidence; and that the advertising played upon fears to mislead consumers.

Appeal: On an appeal by the advertiser, the original decision of Council was confirmed.

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



## Durham Region Transit Report

---

To: Durham Region Transit Executive Committee  
From: General Manager, Durham Region Transit  
Report: #2020-DRT-18  
Date: September 9, 2020

---

**Subject:**

PRESTO Card Incentive

---

**Recommendation:**

That the Transit Executive Committee approve:

- A) That Durham Region Transit (DRT) make available PRESTO cards at no cost to the customer through the end of 2020 provided the customer loads a minimum of \$6.50 onto the PRESTO card at the time of purchase, at an estimated cost of \$20,000 to \$25,000, to be financed at the discretion of the Commissioner of Finance;
- B) That the regular PRESTO fee of \$6.00 continue to apply for new card acquisitions when less than \$6.50 is loaded onto the PRESTO card at the time of purchase; and
- C) That Durham Region Transit provide an update to the Transit Executive Committee on PRESTO card issuances at its meeting on November 4, 2020.

---

**Report:**

**1. Purpose**

- 1.1 The purpose of this report is to outline an additional incentive encouraging the transition of DRT customers to PRESTO card electronic fare payment.



## **2. Background**

- 2.1 Over the past five 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 of social insecurity.
- 2.2 Following the installation of temporary “bio-shield” barriers on all DRT buses to reduce the risk of virus transmission between employees and boarding customers, DRT was able to resume front door boarding and reinstate fare collection on July 2, 2020. This was accompanied by a number of additional precautionary measures authorized by TEC at its meeting of June 3, 2020 (#2020-DRT-11) to further prevent virus transmission and enhance confidence in the safety of transit travel, including the discontinuation of paper monthly passes (with the exception of the Access Pass), restricting the availability of paper tickets, and the suspension of paper transfers.
- 2.3 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 as well as distribution, collection and maintenance activities.
- 2.4 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, through the PRESTO app, 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 paid their fare using PRESTO in 2019, the highest percentage yet for DRT but lowest among PRESTO transit agencies.
- 2.5 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. In accordance with the PRESTO-905 Operating Agreement, 905 transit agencies are to achieve 70 per cent PRESTO adoption within 12 months of key functionality being delivered such as PRESTO device replacement which is expected by the end of 2020.

- 2.6 Significant savings are available to customers when adopting the PRESTO card. When using E-Purse, the \$6.00 cost of the card is recovered by the eighth trip. For every trip thereafter, an adult customer saves \$0.75 compared to cash fares, or approximately \$10 for every 14 bus trips.

### **3. Incentivizing PRESTO Adoption**

- 3.1 As part of its pandemic recovery efforts, DRT has taken several actions to encourage customers to adopt PRESTO electronic fare payment to mitigate exposure risks associated with cash and ticket payments, and paper transfers, and to save money by taking advantage of cheaper PRESTO fare rates when riding DRT. This included:
- a. Communicating 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. Making available more than 4,000 PRESTO cards free of charge to customers. This includes more than 2,500 cards that have been distributed through DRT's PRESTO points of sale at the Oshawa Centre, Pickering Town Centre and DRT's Ajax customer service location. With the support of Metrolinx and Durham Region Social Services, another 1,600 PRESTO cards pre-loaded with \$14.00 (enough for four adult trips on DRT) were distributed through non-profit community agencies across Durham Region.
  - c. Providing 2,100 PRESTO cards to Durham College, Ontario Tech University and Trent University (Durham) for distribution to post secondary students at no cost for use on DRT during the Fall of 2020 while the U-Pass is under temporary suspension as a result of the COVID-19 pandemic.
  - d. Reinstating popular PRESTO-based fare incentives including the Transit Assistance Program (TAP) for customers receiving social assistance in Durham, the 2-for-1 youth summer pass, and the Y10 youth 10-month loyalty pass.
  - e. Partnering with Metrolinx to launch the PRESTO electronic ticketing solution (or e-ticketing) offering an additional contactless payment option for DRT customers through their mobile device. The mobile ticketing solution can be used across all conventional, specialized and On Demand DRT services, including contracted taxi providers. Customers who use the e-ticketing solution will not be required to purchase a PRESTO card.

- 3.2 Preliminary estimates for July 2020 indicate PRESTO accounted for approximately 66 per cent of fare revenues collected during the first month of resuming fare collection. Given the strong response by customers to the provision of PRESTO cards at no cost, in addition to the safety benefits of contactless payment options amidst the COVID-19 pandemic and the need to advance PRESTO adoption at DRT, it is recommended that a further PRESTO incentive be made available to encourage adoption by DRT customers.
- 3.3 Effective September 13, 2020, DRT is recommending that the \$6.00 PRESTO card acquisition fee be waived for customers loading a minimum of \$6.50 onto their PRESTO card at the time of acquisition at DRT PRESTO points of sale (i.e. Oshawa Centre, Pickering Town Centre, DRT Customer Service). This is equivalent to two single ride adult PRESTO fares on DRT and offers added certainty that the PRESTO card will be used for repeat travel on DRT.
- 3.4 In accordance with PRESTO policy, customers can load as little as \$0.05 onto their PRESTO card at any time but are subject to a \$6.00 fee for new cards. Customers acquiring a new PRESTO card from a DRT point of sale and loading less than \$6.50 will continue to be charged the \$6.00 card acquisition fee.
- 3.5 DRT estimates that another 4,000 to 5,000 PRESTO cards could be distributed by the end of 2020 based on current rates of distribution. DRT will provide an update to TEC at its meeting on November 4, 2020 on the status of PRESTO card distribution, including recommending whether to continue or end the incentive program.

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

- 4.1 DRT receives PRESTO cards from Metrolinx at a cost of \$5.00 per card. To date DRT has incurred \$23,000 in costs to make PRESTO cards available to customers to support the transition to contactless electronic fare payment. This includes the issuance of 2,500 free PRESTO cards through DRT PRESTO points of sale and the provision of 2,100 cards to Durham's three post-secondary institutions. The 1,600 PRESTO cards issued through community agencies in Durham were provided by PRESTO at no cost.
- 4.2 Waiving the \$6.00 card fee for an additional 4,000 to 5,000 PRESTO cards for transit customers in Durham Region who load a minimum of \$6.50 on their card, will further support ridership recovery efforts and assist with the transition to contactless fare payment at an estimated cost to DRT of \$20,000 to \$25,000.

- 4.3 Financing for the PRESTO cards will be at the discretion of the DRT Treasurer/Commissioner of Finance, including consideration for recently announced Safe Restart federal-provincial funding for transit.

**5. Next Steps**

- 5.1 Upon approval of the recommendations, DRT will implement the PRESTO incentive program waiving card acquisition fees for customers loading a minimum of \$6.50 effective September 13, 2020.
- 5.2 DRT will provide an update to TEC at its meeting on November 4, 2020 on the status of PRESTO card distribution including recommendations whether to continue or end the incentive program.

Respectfully submitted,

Original signed by

---

Bill Holmes  
General Manager, DRT

Recommended for Presentation to the Committee

Original signed by

---

Elaine C. Baxter-Trahair  
Chief Administrative Officer