



Transit Executive Committee Agenda

Council Chambers
Regional Headquarters Building
605 Rossland Road East, Whitby

Wednesday, October 7, 2020

1:30 PM

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

1. Roll Call

2. Declarations of Interest

3. Adoption of Minutes

- A) Durham Region Transit Executive Committee meeting –
September 9, 2020

Pages 3-10

4. Delegations

5. Presentations

- 5.1 Lauren Kubilis, Planner, Service Design, Durham Region Transit;
re: DRT Customer Survey, Ridership Recovery Plan

Pages 11-21

6. Correspondence

7. Reports

- A) General Manager's Report – October 2020 (2020-DRT-19)

Pages 22-31

- B) Investing in Canada Infrastructure Program – Public Transit
Stream Funding Update (2020-DRT-20)

Pages 32-43

8. Advisory Committee

There are no advisory committee items to be considered

9. Confidential Matters

There are no confidential matters to be considered

10. Other Business

11. Date of Next Meeting

Wednesday, November 4, 2020 at 1:30 PM

12. Adjournment

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The Regional Municipality of Durham

MINUTES

DURHAM REGION TRANSIT EXECUTIVE COMMITTEE

Wednesday, September 9, 2020

A regular meeting of the Durham Region Transit Executive Committee was held on Wednesday, September 9, 2020 in the Council Chambers, Regional Headquarters Building, 605 Rossland Road East, Whitby, Ontario at 1:30 PM. Electronic participation was offered for this meeting.

1. Roll Call

Present: Commissioner Collier, Chair
Commissioner Barton, Vice-Chair
Commissioner Anderson
Commissioner Carter
Commissioner Drew
Commissioner Mulcahy
Commissioner Pickles
Regional Chair Henry
*** all members of Committee, except Regional Chair Henry, participated electronically**

Also

Present: Commissioner Crawford
Commissioner Kerr
Commissioner Leahy

Absent: Commissioner Bath-Hadden

Staff

Present: E. Baxter-Trahair, Chief Administrative Officer
W. Holmes, General Manager, Durham Region Transit
J. Austin, Deputy General Manager, Business Services, Durham Region Transit
D. Beaton, Commissioner of Corporate Services
M. Binetti, Transportation Service Design, Durham Region Transit
B. Bridgeman, Commissioner of Planning & Economic Development
L. Hatch, Marketing Assistant, Durham Region Transit
A. Haynes, Administrative Assistant, Durham Region Transit
R. Inacio, Systems Support Specialist, Corporate Services – IT
A. McKinley, Deputy General Manager, Maintenance, Durham Region Transit
A. Naeem, Solicitor, Corporate Services – Legal
C. Norris, Manager, Customer Experience, Durham Region Transit
S. Pollock, Communication Coordinator, Durham Region Transit
N. Prasad, Committee Clerk, Corporate Services – Legislative Services

M. Simpson, Director, Financial Planning and Purchasing, Finance Department
N. Taylor, Treasurer, Durham Region Transit, and Commissioner of Finance
G. Williams, Director, Corporate Communication
C. Tennisco, Committee Clerk, Corporate Services – Legislative Services

2. Declarations of Interest

There were no declarations of interest.

3. Adoption of Minutes

Moved by Commissioner Pickles, Seconded by Commissioner Anderson,
(30) That the minutes of the regular Durham Region Transit Executive
Committee meeting held on Wednesday, July 8, 2020, be adopted.
CARRIED

4. Delegations

There were no delegations to be heard.

5. Presentations

The Committee viewed video footage of Durham Region Transit's (DRT) first articulated bus departing the Raleigh garage yesterday, September 8, 2020, for its first revenue service trip. B. Holmes advised that all operators and maintenance staff are being trained; and, that the bus has been well received by staff and the public. The articulated fleet will be supporting additional capacity along the Pulse route.

5.1 Bill Holmes, General Manager, Durham Region Transit; Adnan Naeem, Solicitor, Corporate Services – Legal, Region of Durham; Cameron Milne, Vice President & General Manager (Central Region), Pattison Outdoor Advertising; and Catherine Bate, Chief Legal & Policy Officer, Ad Standards; re: Durham Region Transit Advertising Policy

Bill Holmes, General Manager, Durham Region Transit; Cameron Milne, Vice President & General Manager (Central Region), Pattison Outdoor Advertising; and Catherine Bate, Chief Legal & Policy Officer, Ad Standards, provided a PowerPoint presentation on the recommended Durham Region Transit Advertising Policy. A copy of the Presentation was provided in the agenda.

B. Holmes advised that the revised Policy is consistent with best practices, simplifies DRT's advertising requirements; establishes a clear complaint resolution process; and, ensures the Policy remains current with relevant legislative changes and explains why DRT has limited legal liability to deny political advertisements.

B. Holmes stated the presentation is in response to the delegation made at the July 8, 2020 Transit Executive Committee (TEC) meeting requesting that DRT prohibit political advertising on its property since it is a public organization and should not be perceived to support or favor any political party or policy. The advertising in question was posted on a DRT shelter in 2019 and was sponsored by the Elementary Teachers' Federation of Ontario (ETFO).

Highlights of his presentation included:

- Advertising restrictions in Canada
 - Legislation, regulation, by-laws
 - Advertising Standards
- Freedom of Expression

A. Naeem advised that the Canadian Charter of Rights and Freedoms applies to all functioning government entities and explained a point that arose from a British Columbia Superior Court case which established that most, if not all, transit agencies are government run entities, being government funded. Hence due to funding, the Charter of Rights and Freedom would apply to transit and the operations of its various assets, including buses and bus shelters. To have a policy restricting political advertising is overreaching and infringes on the freedom of speech.

C. Bates provided an overview of the Ad Standards and the Canadian Code of Advertising Standards and how it supports acceptable advertising in Canada. She advised of their mandate of promoting, supporting and encouraging truthful fair and accurate advertising Canadian Code of Advertising Standards. She noted their self regulatory function on how they operate is primarily through the enforcement application and work of the Canadian Code of Advertising Standards.

Highlights of C. Bates' presentation included:

- Canadian Code of Advertising Standards
 - Administered by Ad Standards
 - Sets criteria for acceptable advertising in Canada
 - Standards Council adjudicates consumer complaints
 - Advertising: Any message expressed to Canadians with intent to influence their choice, opinion or behaviour
- Code's 14 clauses
- Ad Standards Consumer Complaint Procedure
- Standard's Council

C. Milne provided an overview of how they ensure advocacy type advertisements meet policy requirements. He advised that Patterson is a member of Ad Standards and adheres to the Canadian Code of Advertising Standards. He explained that Advocacy Advertising is defined under the policy and in the Canadian Code as advertising which presents information, or a point of view, bearing on a publicly recognized controversial issue; and is not misleading.

Highlights of C. Milnes' presentation included:

- Advocacy Advertising and Vendor Requirements
- Examples of Advocacy and Political advertising
- Community Standards
- How does the process work
- What about political advertisements

B. Holmes explained that although DRT ensures extensive oversight to ensure the advertisements comply with DRT's policy, some individuals may be of the opinion that an advertisement is not appropriate. As a result of the issues raised by the delegation, DRT included in the recommended policy a new requirement for advocacy advertisements noting: "The views and opinions expressed in this advertisement or by the sponsor of this advertisement are not endorsed by Durham Region Transit or the Region of Durham", and also a clear complaint resolution process for the public.

The Chair thanked staff for the clarifications provided within the presentation.

Staff was asked that a copy of the Durham Region Transit Advertising Policy presentation be provided to the delegate.

5.2 Christopher Norris, Deputy General Manager (Temp), Operations; Jamie Austin, Deputy General Manager, Business Services; and Michael Binetti, Supervisor, Service Design, Durham Region Transit, re: Service re-design and system enhancements update

C. Norris, J. Austin and M. Binetti, Durham Region Transit, provided a PowerPoint presentation update on the Service re-design and system enhancements. A copy of the Presentation was provided in the Agenda.

Highlights of the presentation included:

- Ridership Recovery Strategy service plan
 - Objective of DRT Ridership Recovery Strategy is to increase ridership to pre-COVID levels
 - The Service Plan (July 3, 2020 TEC meeting) provides a multi-phased approach to providing frequent, reliable and convenient transit service
- Phase A Service Plan for August 24, 2020 was postponed

- Trip planning and On Demand applications
 - Transit application
 - Homepage – nearby routes
 - Real-time bus information
 - Trip Information
 - Trip planning – trip options/results/confirmation/vehicle arrival
- Clarifying On Demand Services
 - On Demand application

J. Austin advised that the COVID-19 pandemic has emphasized the need to support customers to shift to contactless fare payment options that reduce the risk of viral transmission for the safety of the public and DRT staff.

Highlights of his presentation included:

- E-ticket application
 - Introducing PRESTO E-Tickets
 - Purchasing an E-Ticket
 - Riding with an E-Ticket
 - Video: PRESTO E-tickets - Visual Verification Features
 - The PRESTO E-Ticket customer experience
- DRT two opinions for paying your fare: PRESTO Card and PRESTO E-Tickets
- Modernization towards an integrated customer experience

B. Holmes responded to questions regarding whether the On Demand services have been instituted in Newcastle and Orono in the Municipality of Clarington; and how DRT intends to market and communicate to the public the new On-Demand services, Transit app, the PRESTO E-tickets and the re-launch of Phase A, particularly to the customers who have no or limited internet services.

C. Norris responded to questions on how to book On-Demand services; how these services will be deployed in the low ridership zones; and how the DRT routes will be re-established when the ridership demand increases.

Staff was invited to provide a presentation to the eight (8) local area municipalities in regards to the DRT service re-design and enhancements, including the On-Demand services. B. Holmes advised that staff would be pleased to make those arrangements.

5.3 Bill Holmes, General Manager, Durham Region Transit, re: Safe Restart Funding for Transit

B. Holmes, Durham Region Transit, provided a PowerPoint presentation update on the Safe Restart Funding for Transit. A copy of the presentation was provided in the Agenda.

Highlights of his presentation included:

- Safe Restart Funding Program
 - COVID-19 Financial pressures eligible for reimbursement
 - Reduced revenue
 - New expenses incurred in response to COVID-19 outbreak
- Phase 1
- Phase 2
- Phase 2 TPA's

6. Correspondence

- A) Jai Mills, Oshawa resident, email sent to John Henry, Regional Chair and Mayor Dan Carter, City of Oshawa requesting that DRT reconsider the upcoming Phase A service plan replacing low-ridership routes with On Demand. These changes are confusing, an inconvenience, and the On Demand service is not clearly outlined
-

Moved by Commissioner Barton, Seconded by Commissioner Carter,
(31) That the correspondence from Jai Mills, Oshawa resident, regarding the upcoming Phase A service plan, be received for information.

CARRIED

- B) Jenna Peace, Executive Chairperson, Durham College Students Inc., writing to Bill Holmes, General Manager, Durham Region Transit, requesting a low-cost pass option for all full- time students.
-

Chair Collier inquired whether staff had responded to the correspondence received from the Durham College Students Inc. B. Holmes advised that DRT has responded with two (2) letters, to Jenna Peace, noting that DRT agrees it is unfortunate that the U-Pass has been impacted by the COVID-19 pandemic; that the U-Pass continues to be the fare concession between DRT and post-secondary institutions; and at this point in time DRT are not looking at an additional post-secondary fare concession

Moved by Commissioner Anderson, Seconded by Commissioner Mulcahy,
(32) That the correspondence from Jenna Peace, Executive Chairperson, Durham College Students Inc., regarding a low-cost post-secondary pass option for all full- time students, be received for information.

CARRIED

7. Reports

- A) General Manager's Report – September 2020 (2020-DRT-16)
-

Report #2020-DRT-16 from B. Holmes, General Manager, Durham Region Transit, was received.

Moved by Commissioner Carter, Seconded by Commissioner Barton,
(33) That Report #2020-DRT-16 of the General Manager, Durham Region
Transit, be received for information.

CARRIED

B) Durham Region Transit Advertising Policy (2020-DRT-17)

Report #2020-DRT-17 from B. Holmes, General Manager, Durham Region
Transit, was received.

Moved by Commissioner Anderson, Seconded by Commissioner Pickles,
(34) That the revised Durham Region Transit Advertising Policy, as outlined in
Attachment #1 to Report #2020-DRT-17, be approved.

CARRIED

C) PRESTO Card Incentive (2020-DRT-18)

Report #2020-DRT-18 from B. Holmes, General Manager, Durham Region
Transit, was received.

Commissioner Drew inquired whether these PRESTO cards can be obtained at
no cost to the customer at the Shoppers Drug Marts locations. B. Holmes
advised that this specific incentive PRESTO card would only be available at the
DRT PRESTO points of sale.

Moved by Commissioner Drew, Seconded by Commissioner Anderson,
(35) 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.

CARRIED

8. Advisory Committee Resolutions

There were no advisory committee items to be considered.

9. Confidential Matters

There were no confidential matters to be considered.

10. Other Business

There was no other business to be considered.

11. Date of Next Meeting

The next regularly scheduled Durham Region Transit Executive Committee meeting will be held on Wednesday, October 7, 2020 at 1:30 PM in the Council Chambers, Regional Headquarters Building, 605 Rossland Road East, Whitby.

12. Adjournment

Moved by Commissioner Mulcahy, Seconded by Commissioner Anderson,
(36) That the meeting be adjourned.

CARRIED

The meeting adjourned at 2:42 PM

Respectfully submitted,

S. Collier, Chair

C. Tennisco, Committee Clerk

DRT Customer Survey

Ridership Recovery Framework

**Transit Executive Committee
October 7, 2020**

Project overview

- Background
- Data collection methodologies
- Key findings
- Data results overview
- Action items

Background

- DRT partnered with Leger360 to survey the general population and transit users within the Region
 - A variety of survey techniques were used
-

Objectives:

- Determine reasons behind discontinued use of transit during the pandemic
- Evaluate current attitudes of DRT customers towards public transit, as well as their intentions moving forward
- Establish customer needs specifically in relation to improving trust, confidence, comfort, and willingness to resume use of DRT services
- Determine the most effective ways to communicate with the customers
- Understand non-riders' expectations from DRT for encouraging future usage

Data collection methodologies

- A total of 806 surveys were completed
- 597 general population completed surveys (included 202 transit users)
- 394 transit user completed surveys
- Survey methods include: LEO panel, Live Telephone Interviewing, Virtual Call Centre, Open Survey Link and IVR calls

What Defines a Transit User?

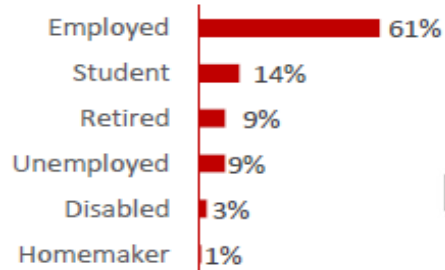
Transit Users were defined as Durham region residents who accessed Durham Region Transit in past six to eight months (frequent and infrequent transit users)

When Did The Survey Take Place?

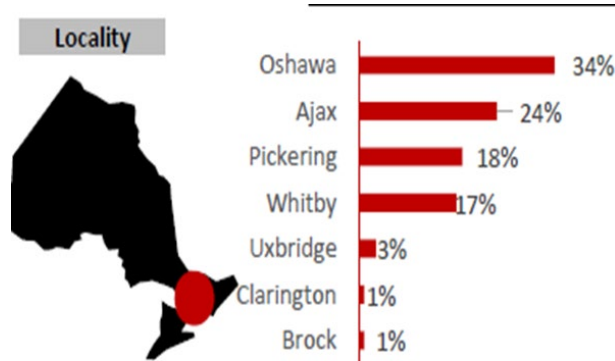
All data collection methods were implemented between July 9, 2020 to July 20, 2020. Phase 1 IVR call outs began July 2, 2020.

Key findings – ridership profile

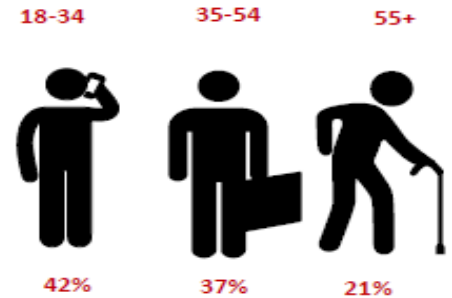
Occupation



Locality



Age



Connections

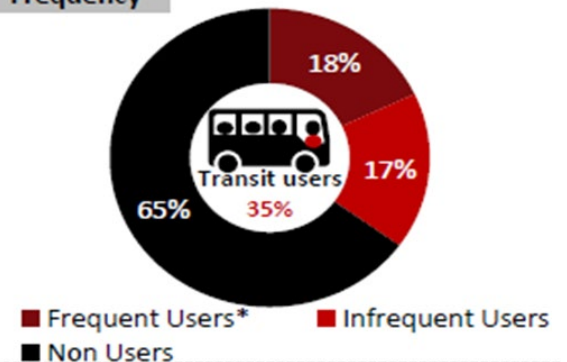


Use Within
Durham
55%



Use for
Connections
44%

Frequency



Impacts of the pandemic and returning to transit

Prior to COVID-19

86 per cent of customers were commuting to work/ school daily

45 per cent of commuters want to return to daily commute to work/ school after the pandemic has passed

54 per cent of frequent customers plan to return to their daily commute after the pandemic compared to 36 per cent of infrequent customers



During COVID-19

75 per cent of customers reduced their transit usage

Approximately 50 per cent of customers cited main concern was contracting virus, while 25 per cent cited working/ studying remotely

15 per cent of customers indicated that the revised transit schedules during the pandemic didn't fit their needs



Expected Return

54 per cent frequent customers plan to return to regularly daily commute after pandemic

36 per cent infrequent customers plan to return for some daily commute trips

80 per cent of customers will return to DRT when they feel comfortable using transit again

77 per cent of frequent customers plan to use the transit at least once a week in the fall of 2020

Communication of mandatory masks onboard and regular sanitization can improve confidence

Concerns connecting to surrounding transit agencies

- 45 per cent of customers use DRT to connect to other transit systems
- 35 per cent of those customers indicated concern using other transit systems compared to DRT
- 34 per cent of customers connecting to adjacent agencies are comfortable getting back to using transit in the next three months

Communication and fare payment

- Over 50 per cent of customers pay with PRESTO
- DRT website is the preferred source to access transit information
- Customers prefer third party trip planning apps
- Majority of customers are unaware of onboard passenger alerts, but those who are find them effective
- Customers prefer notifications one-four weeks in advance

Will non-riders begin using transit?

- Non-riders are likely to older adults with higher income
- Non-riders have regular access to a vehicle
- Around 50 per cent have used DRT in the past
- More than two thirds said that access to a vehicle/ preference to drive are the reasons they don't use DRT
- Non-riders do not expect to use DRT in the next six months to a year

Other data findings

- More than two thirds of our customers have access to a personal vehicle
- 85 per cent of customers work daily from an office location, less than half plan to return to daily commute
- 11 per cent of frequent riders have limited walking/biking abilities

Action plan

- Communication tactics and messages to highlight and reinforce that face coverings are mandatory, and demonstrate extensive cleaning and sanitization supporting customer and employee safety
- Enhance communication to customers during their travel
- Review cleaning and disinfecting processes to identify opportunities
- September 2021 service levels
- Ridership-focussed marketing strategy fall 2020 to highlight DRT and public transit as a safe, reliable, and competitive transportation alternative

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-19
Date: October 7, 2020

Subject:

General Manager's Report – October 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 – October 7, 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
October 7, 2020
TEC
Attachment #1

Performance Measures Dashboard	<u>2</u>
Safety	<u>3</u>
Ridership	<u>4</u>
Service Delivery	<u>6</u>
General	<u>7</u>

Performance Measures Dashboard

Safety

Key performance indicator	Description	Latest Measure	Current	Target ¹	Current Variance to Target (per cent)	YTD Status ² (per cent)
Collisions	Preventable collisions per 100,000 km	July	0.58	0.52	✗ 11	✓ -17

Ridership

Conventional and On Demand (OD)						
Ridership	Monthly passengers	July	335K	736K	✗ -54.6	✗ -43.5
PRESTO Ridership	Customers paying using PRESTO	July	74.7 per cent	50.1 per cent	✓ 24.6	NA
Bus full occurrences	Number operator reported occurrences	July	573 ³	43	NA	NA
Ridership (OD)	Number customer trips	July	255	61	✓ 318	✓ 369
Specialized Services						
Ridership	Number customer trips	July	4,684	14,239	✗ -67.1	✗ -54.5
Trip Demand	Total of trips delivered, no show or cancelled at door, unaccommodated	July	4,767	14,601	✗ -67.4	✗ -54.5
Unaccommodated Rate	Trip requests not scheduled	July	0.7 ³ 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	77 per cent	77 per cent	✓ 0	✓ 4
Service availability	Per cent scheduled service delivered	July	99.1 per cent	98.9 per cent	✓ 0.2	✗ -0.2

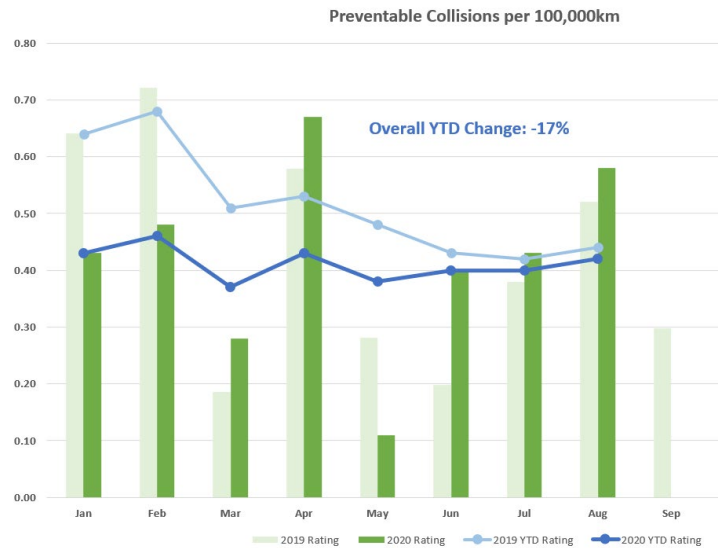
¹Target is 2019 measure for the same period as latest measure

²Year to Date (YTD) compared to previous year

³Bus capacity limited to half seated load through August, and two passengers on a Specialized vehicle. Annual comparison not relevant during pandemic.

Safety

Preventable Collisions per 100,000 km



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.

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, 17 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.

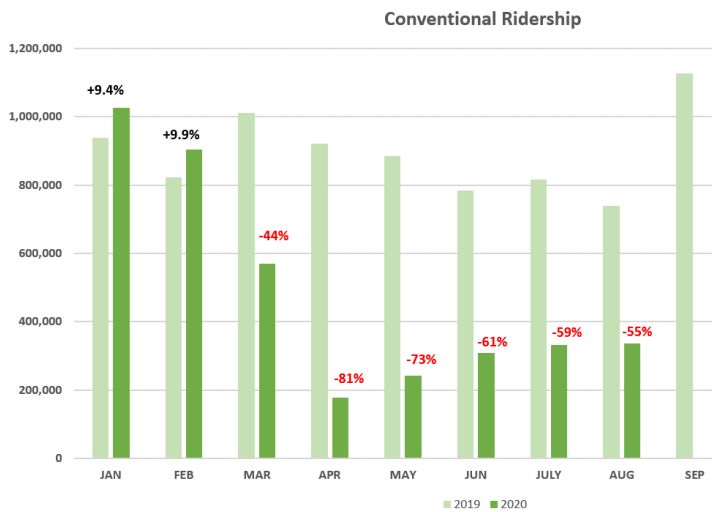
Monthly collision rate is increasing as general traffic volumes are increasing during Phase 3 of the provinces reopening plan.

Action Plan

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

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

Customers continue to return to transit although overall ridership continues to be significantly reduced compared to 2019.

- April: 19 per cent
- May: 27 per cent
- June: 39 per cent
- July: 41 per cent
- August: 45 per cent

Year to date ridership is approximately 55 per cent lower than 2019. Through March 15,

2020, ridership was approximately 7.5 per cent above budgeted.

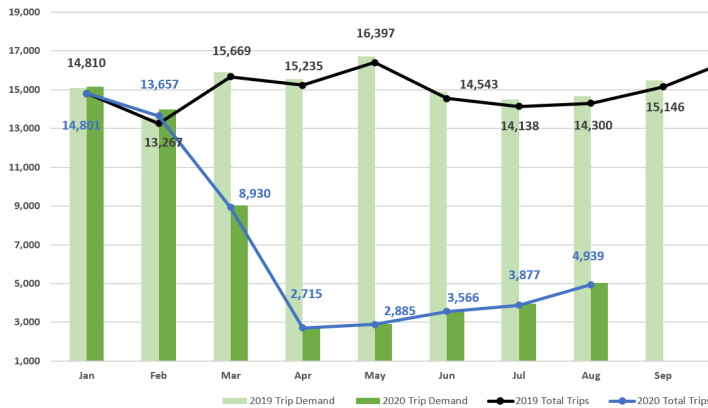
Looking ahead to the fall, previous ridership assumptions remain relevant, with year end ridership projected to be approximately 50 per cent lower than 2019.

- 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 in the Durham boards of education (50 per cent of students eligible to travel to school daily), and some students continuing 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 and implement appropriate elements of the Ridership Recovery Framework.

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
- August: 35 per cent

Year to date ridership is 54 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

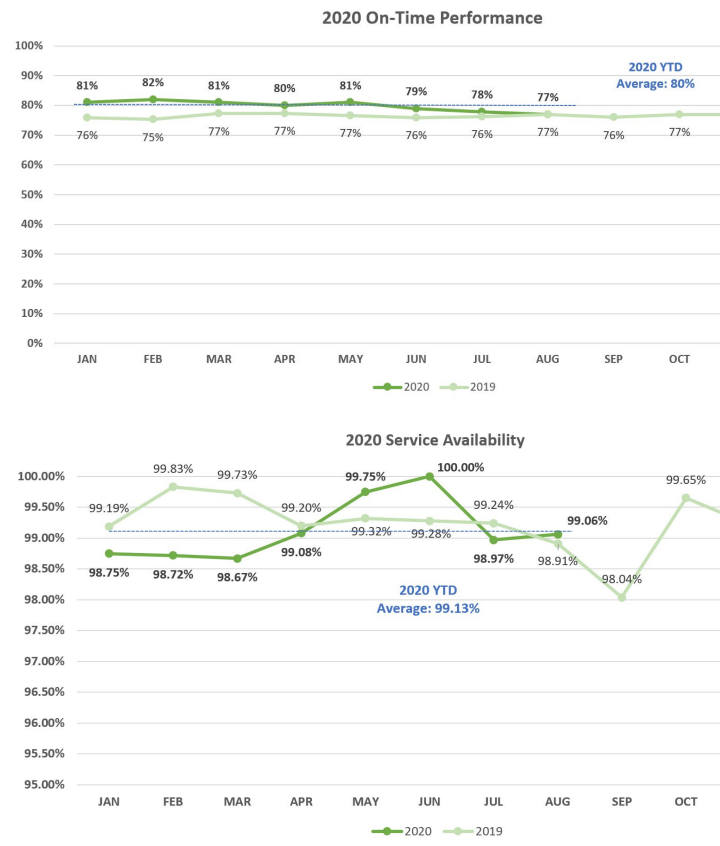
Ridership continues to be stronger than last year despite the pandemic, reflective of the enhancements implemented September 2019. August ridership was up 318 per cent, with year to date ridership 369 per cent higher than 2019.

Action Plan

On Demand ridership is expected to increase significantly in October following the launch of the Phase A Service on September 28, when On Demand will be available in low-ridership zones within the Urban areas of the Region and throughout Clarington.

Service Delivery

On Time Performance and 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

Increasing traffic volume continues to impact on-time performance and for the first time in 2020 OTP was below the 78 per cent on-time target.

However, annual OTP through August remains at 80 per cent, up from 77 per cent in 2019.

Service availability in August was 99.1 per cent, and 98.9 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. Transit Control are leveraging on-street resources to replace service impacted by unplanned service disruptions.

General

1. Ridership Recovery Framework - Update

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.

	Initiative	Status
1	Investigate opportunities for short-term transit priority solution(s) to support a more reliable and competitive transit service	In Progress
2	Highlight existing and implement evolving COVID-19 related safety measures	In Progress Highlighting mandatory use and proper wearing of face coverings.
3	Implement Service Plan (Phased-approach) and modify successive phases based on emerging ridership patterns	In Progress Phase A implemented September 28
4	Survey customers and non-customers to determine needs and expectations of DRT and their short and long-term plans for travel	Complete
5	Implement PRESTO E-Ticketing solution as an additional touchless payment solution	Complete
6	Continued incentives for customers to transition to PRESTO solutions (see 2020-DRT-18 PRESTO Card Incentive)	Complete Free card when loading \$6.50 through 2020
7	Communication and marketing campaign promoting DRT and public transit. Fulsome campaign to be implemented in the fourth quarter of 2020	In Development

2. Customer Market Research

As part of the Ridership Recovery Plan and to inform future service plans and the 2021 budget, a market research survey of DRT customers and Durham residents was completed to understand their perceptions, ideas and plans to return to DRT, or to start using DRT during the period of economic recovery.

Public transit ridership will be impacted through 2021 as people adjust to the realities of the pandemic, including working and studying remotely. In the early stages of the pandemic, publicized reports cited high risk for transmission of COVID-19 on public transit, however, that has not been the experience on Durham Region Transit (DRT), or the transit industry in general. DRT monitored various transportation and transit surveys since the start of the pandemic, which have generally indicated a slow return of ridership, with people being hesitant to return to transit citing lack of need to travel in general, and concerns of contracting the COVID virus while using public transit. The local

market research confirmed these trends within our Durham population and validated DRT's response supporting customers. The research also clarified the expected timeline for customers planning to return to regular travel using public transit.

- 80 per cent of customers will return to DRT when they feel comfortable using transit again
- 54 per cent of frequent transit users plan to return to their regular daily commute after the pandemic has passed, and 36 per cent of infrequent riders plan to return to DRT for some of their daily commutes
- 77 per cent of frequent customers plan to use DRT at least once a week in the fall of 2020

This work will also inform ridership recovery initiatives.

- Communication tactics and messages to highlight and reinforce to customers and the public that face coverings are mandatory while riding DRT (with exceptions), and to demonstrate the extensive cleaning and sanitization efforts that support customer and employee safety
- Enhance communication to customers during their travel
- Review cleaning and disinfecting processes to identify opportunities
- September 2021 service levels
- Ridership-focussed marketing strategy fall 2020 to highlight DRT and public transit as a safe, reliable, and competitive transportation alternative

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-20
Date: October 7, 2020

Subject:

Investing in Canada Infrastructure Program – Public Transit Stream Funding Update

Recommendation:

That the Durham Region Transit Executive Committee recommends to Regional Council:

- A) That the following provincially and federally approved Investing in Canada Infrastructure Program – Transit Stream (ICIP) projects and 2021 project costs receive pre-budget approval conditional upon Finance and Administration Committee approval of project financing:

Table 1: Provincial and Federal Government Approved ICIP Projects

	Proposed 2021 Pre-budget Approval	
	#	(\$, '000)
HWY 2 Rapid Transit Lanes (Ajax, Whitby, Oshawa)		
Property		9,000
Climate Lens Assessment		100
Design/Utility Relocation/Construction		9,200
Subtotal HWY 2 Rapid Transit Lanes		18,300
Simcoe Street Rapid Transit Corridor		
EA & Climate Lens Study		5,100
Shelters	80	400
Traffic Signals	10	400
Que Jumps	4	900
Subtotal Simcoe Street Rapid Transit Corridor		6,800
Operator protective Shields		1,225
On-Board Destination Sign Upgrades		750
Replacement Buses (BRT, 40 ft Buses)	5	3,762
Specialized Mini Bus Replacements	4	793
Conventional Replacement Buses	11	9,900
Advanced Fuel and Fluid Management System		500
Bus Stop Infrastructure		1,169
Raleigh Administrative Building Re-Build (Design)		500
Total		43,699

- B) That property acquisition and Climate Lens Assessments necessary to advance the Highway 2 Pickering Median Bus Rapid Transit (BRT) project, at an estimated cost of \$800,000, receive 2021 pre-budget approval in advance of Federal approval of the related ICIP project application, conditional on Finance and Administration Committee approval of project financing:

Table 2: Property Acquisition and Climate Lens Assessments to Advance Highway 2 Bus Rapid Transit (BRT) Projects (Federal Approval Pending)

	Proposed 2021 Pre-budget Approval (\$, '000)
Pickering Median Transit Lanes (Altona to Notion)	
Property	700
Climate Lens Assessment	100
Total	800

- C) That the following Pickering Median Highway 2 Bus Rapid Transit (BRT) project components and project costs receive 2021 pre-budget approval, conditional upon Finance and Administrative Committee approval of project financing and Federal approval of the Region's related ICIP application:

Table 3: 2021 Highway 2 BRT ICIP Project Costs (Federal Approval Pending)

	Proposed 2021 Pre-budget Approval (\$, '000)
Pickering Median Transit Lanes (Altona to Notion)	
Property	11,000
Design/Utility Relocation/Construction	11,500
Total	22,500

Report:

1. Purpose

- 1.1 The purpose of this report is to provide an update on funding applications submitted by the Region and Durham Region Transit (DRT) under the Investing in Canada Infrastructure Program – Public Transit Stream (ICIP), and to approve the Region's share of eligible and ineligible project costs and Regional funding subject to approval of the Finance and Administration Committee.

2. Background

- 2.1 On July 22, 2019 the application window for the Public Transit Stream of ICIP opened for Greater Toronto and Hamilton Area municipalities with a deadline for submissions of October 24, 2019. It is noted that applications are planned to be accepted through multiple program intakes, but it is unknown when future intakes will take place.
- 2.2 Eligible ICIP projects are cost shared at a rate of 40 per cent federal, 33.33 per cent provincial and 26.67 per cent municipal funding. All ICIP projects must be substantially completed by March 31, 2027.
- 2.3 The Region's allocations under ICIP include \$95 million in federal and \$79 million in provincial funding which, when combined with a required \$63 million Regional contribution towards program-eligible costs, results in \$237 million in total program eligible costs. It is estimated that additional Regional funding totalling

\$44.1 million will be necessary for program-ineligible costs, including land and staffing costs.

- 2.4 At its meeting of November 6, 2019, TEC received a report from the General Manager of DRT summarizing the project applications submitted by the Region for ICIP funding (#2019-DRT-20). The report identified a total of 14 projects involving rapid transit advancement, fleet renewal, safety and accessibility improvements and modernization and innovation initiatives.

3. Project Status and Funding Update

- 3.1 As of September 18, 2020, of the 14 applications submitted:

- a. Eleven applications have received funding approval from the provincial and federal governments, including:
 - Highway 2 Rapid Transit Lanes (Ajax, Whitby, Oshawa)
 - Simcoe Street Rapid Transit Corridor
 - 13 Replacement BRT Buses (2020-2022)
 - Two Articulated BRT Buses (2020)
 - 11 Replacement Conventional Hybrid Buses (2020)
 - 16 On Demand Replacement Vehicles (2020-2023)
 - Bus Stop Infrastructure Improvements
 - Operator Protective Shields
 - On-Board Destination Sign Upgrades
 - Raleigh Operations and Administration Building Re-Build
 - Advanced Fuel and Fluid Management System
- b. Two applications have been nominated by the provincial government and are pending approval by the federal government, including:
 - Highway 2 Median Transit Lanes (Pickering)
 - Transit Analytics Innovation Platform
- c. One application – PRESTO Device Replacement – was deemed by the federal government to be ineligible for ICIP funding based on program requirements

A summary of the status of all 14 projects is included in Attachment #1.

- 3.2 Further to provincial and federal approvals for DRT's fleet acquisition projects on June 30, 2020, approval of the Region's contributions for the applicable 2020

vehicle purchases was received by the Regional Chair and Chief Administrative Officer on July 16, 2020 in accordance with the Delegation of Authority during the Recesses of Regional Council provisions of the Region's Budget Management Policy (Article 19). This allowed DRT to proceed with purchasing the 2020 vehicles ahead of a July 31, 2020 deadline for the existing vendor contract, avoiding new procurement fees levied by Metrolinx for vehicle purchases through the Transit Procurement Initiative.

- 3.3 Table 4 summarizes the \$13.1 million in vehicle costs for 20 growth and replacement vehicles to be purchased in 2020, including the Region's contribution of \$3.5 million comprised of Provincial Gas Tax funds (\$2.0 million) and transit development charges (\$1.5 million).

Table 4: 2020 ICIP Vehicle Purchase Gross Costs and Approved Financing

Project Description	Number of Units	Gross Cost	Recommended Financing			
			ICIP Grant	Provincial Gas Tax	Transit Development Charges	
					Residential	Non-Residential
Growth Vehicles⁽¹⁾						
BRT Buses (60 ft Articulated)	2	2,250,000	1,649,925	192,024	281,555	126,496
Simcoe BRT Buses (40 ft)	8	5,835,000	4,278,806	497,982	730,166	328,046
Sub-Total	10	8,085,000	5,928,731	690,006	1,011,722	454,542
Replacement Vehicles⁽²⁾						
Replacement buses (BRT, 40 ft Buses)	6	4,232,250	3,103,509	1,128,741	0	0
Specialized Mini Bus Replacement	4	793,000	581,507	211,493	0	0
Sub-Total	10	5,025,250	3,685,016	1,340,234	0	0
Total	20	13,110,250	9,613,746	2,030,240	1,011,722	454,542

Notes:

(1) Growth vehicle projects include growth vehicle outfitting including PRESTO devices, fareboxes, radios, annunciators and INIT technology

(2) Replacement vehicle projects include replacement vehicle outfitting including PRESTO/INIT MACD decommission/install

(3) Totals may not add due to rounding.

- 3.4 The delegated authority did not provide approval for the acquisition of DRT's first hybrid electric buses which will replace 11 conventional buses, as hybrid electric buses are not available through the existing Transit Procurement Initiative vendor contract. This report recommends pre-budget approval of the project to proceed with procurement of the vehicles subject to financing approval of the Region's contribution by Finance and Administration Committee.
- 3.5 Pre-budget approval is also being sought through this report to proceed with orders for the 2021 replacement vehicle purchases that are part of the ICIP project approvals. This includes five replacement PULSE Bus Rapid Transit buses and four replacement mini buses for DRT's On Demand and specialized transit services. Project costs also include the costs associated with outfitting the new vehicles with required technology including PRESTO and INIT systems. Pre-

budget approval for 2021 vehicle purchases, for which the federal and provincial governments have already approved, will enable DRT to purchase the vehicles so they arrive when needed within the applicable budget year. Otherwise, waiting for approval of the 2021 funding of these approved ICIP projects will delay receipt of buses and risk added costs to maintain vehicles scheduled to be retired.

- 3.6 Project approvals are also being sought for additional ICIP project approvals received in August and September, including Highway 2 Rapid Transit lanes, Simcoe Rapid Transit Corridor, Bus Stop Infrastructure Improvements, Operator Protective Shields, On-Board Destination Sign Upgrades, Raleigh Operations and Administration Building Re-Build, and the Advanced Fuel and Fluid Management projects. Required funding for the Simcoe Rapid Transit Corridor projects includes bus stop infrastructure, transit priority measures and Environmental Assessment costs for future higher order transit (Region funding for the Simcoe Bus Rapid Transit growth buses was approved through the July 20, 2020 delegated authority). The Transit Project Assessment Process (TPAP) currently underway in partnership with Metrolinx and the City of Toronto would define the ultimate form of rapid transit development for the two Highway 2 projects.
- 3.7 Furthermore, conditional project approval is being requested for property acquisition and Climate Lens Assessments necessary to advance the Highway 2 Pickering Median Bus Rapid Transit (BRT) project, at an estimated cost of \$800,000, in advance of anticipated Federal approval of the related ICIP project application, conditional on Finance and Administration Committee approval of project financing. Furthermore, conditional approval of a further \$22.5 million in Pickering Median Highway 2 BRT costs is being requested, conditional upon Finance and Administration Committee approval of project financing and Federal approval of the Region's related BRT ICIP application. These conditional approvals will allow for Region staff to initiate work as soon as possible once final approvals are received from the other orders of government. The delayed roll-out of ICIP to 905-area transit agencies has already reduced the number of available construction seasons from ten to six years for projects to be completed ahead of the March 31, 2027 funding deadline.
- 3.8 The Region will be initiating completion of Climate Lens Assessments for the two Highway 2 Bus Rapid Transit projects and the Simcoe Rapid Transit Corridor. These assessments are a condition of funding approval for projects with eligible costs in excess of \$10 million. The estimated cost to complete the three assessments is \$300,000. These are considered an eligible expenditure for ICIP funding and can proceed prior to final program funding approval.

- 3.9 Durham Region Transit, along with several partner 905 transit agencies, are disappointed to have received the June 30, 2020 federal decision regarding the ineligibility of PRESTO device replacement costs for ICIP funding. PRESTO is mandated for 905 transit agencies as a condition of Provincial Gas Tax eligibility. Transit agencies are facing significant costs to replace devices at end of life on all vehicles. For DRT this is estimated at \$3.2 million. Delays in the roll-out of the ICIP program while the device replacement program progressed, and contracts were entered into by Metrolinx ahead of ICIP funding approvals in order to meet project deadlines, contributed to the applications being deemed ineligible.
- 3.10 PRESTO device replacement on DRT vehicles is currently scheduled to begin in late September and to be completed by end of November. DRT along with other 905 transit agencies and Metrolinx are exploring alternative financing options, including discussions with the Province on project eligibility under Safe Restart funding recently announced to assist transit agencies with pandemic-related cost impacts.
- 3.11 It is noted that the total ICIP funding allocated to the Region is not reduced as a result of the decision on the PRESTO device replacement project. The Region will have the opportunity to submit additional projects for funding approval at a future application window.

4. Financial Implications

- 4.1 The following table summarizes the proposed sources of financing for the federally approved ICIP project costs for which 2021 pre-budget approval is being sought, conditional on Finance and Administration Committee approval of project financing:

Table 5: Proposed Financing for Federally approved ICIP projects (\$, '000)

	Proposed 2021 Pre-budget Approval		Financing (\$, '000)					
	#	(\$, '000)	ICIP Grant	Provincial Gas Tax	Transit Capital Reserve Fund	Roads Residential DC	Roads Commercial DC	Regional Roads Reserve
HWY 2 Rapid Transit Lanes (Ajax, Whitby, Oshawa)								
Property		9,000	-	-	6,998	1,462	140	401
Climate Lens Assessment		100	73	-	27	-	-	-
Design/Utility Relocation/Construction		9,200	6,746	-	626	1,334	128	366
Subtotal HWY 2 Rapid Transit Lanes		18,300	6,820	-	7,650	2,796	268	766
Simcoe Street Rapid Transit Corridor								
EA & Climate Lens Study		5,100	3,740	-	1,360	-	-	-
Shelters	80	400	293	-	107	-	-	-
Traffic Signals	10	400	293	-	107	-	-	-
Que Jumps	4	900	660	-	240	-	-	-
Subtotal Simcoe Street Rapid Transit Corridor		6,800	4,986	-	1,814	-	-	-
Operator protective Shields		1,225	898	327	-	-	-	-
On-Board Destination Sign Upgrades		750	550	200	-	-	-	-
Replacement Buses (BRT, 40 ft Buses)	5	3,762	2,759	1,003	-	-	-	-
Specialized Mini Bus Replacements	4	793	582	211	-	-	-	-
Conventional Replacement Buses	11	9,900	7,260	2,640	-	-	-	-
Advanced Fuel and Fluid Management System		500	367	133	-	-	-	-
Bus Stop Infrastructure		1,169	857	312	-	-	-	-
Raleigh Administrative Building Re-Build (Design)		500	367	133	-	-	-	-
Total		43,699	25,445	4,960	9,464	2,796	268	766

4.2 The following table details the proposed sources of financing for the property acquisition and Climate Lens Assessments necessary to advance the Pickering Median Highway 2 Bus Rapid Transit (BRT) project. 2021 pre-budget approval is being sought for these project costs, conditional upon Finance and Administration Committee approval of project financing.

Table 6: Property and Climate Lens Assessments to Advance Pickering Median Transit Lanes (\$, '000)

	Proposed 2021 Pre-budget Approval	Financing				
		ICIP Grant	Roads Development Charges		Regional Roads Reserve	Transit Capital Reserve Fund
Pickering Median Transit Lanes (Altona to Notion)						
Property	700	-	456	52	143	49
Climate Lens Assessment	100	73	-	-	-	27
Total	800	73	456	52	143	76

4.3 The following table details the proposed sources of financing for the Pickering Median Highway 2 Bus Rapid Transit (BRT) project costs for 2021 for which pre-budget approval is being sought, conditional upon Finance and Administration Committee approval of project financing and Federal approval of the Region's related ICIP funding application.

7: Further 2021 Costs for Pickering Median Transit Lanes (\$, '000)

	Proposed 2021 Pre-budget Approval	Financing				
		ICIP Grant	Roads Development Charges		Regional Roads Reserve	Transit Capital Reserve Fund
			Residential	Commercial		
Pickering Median Transit Lanes (Altona to Notion)						
Property	11,000	-	7,161	818	2,251	770
Design/Utility Relocation/Construction	11,500	8,433	1,997	228	628	215
Total	22,500	8,433	9,158	1,047	2,878	985

- 4.4 The following table shows all approved, proposed and forecasted ICIP project costs apart from costs associated with project implementation staffing. Forecasted ICIP project costs and financing will be included in the 2021 Capital Budget Forecast and future Business Plans and Budgets.

Table 8: ICIP Project Expense Forecasts (\$, 000)

	Approved Through Delegated Authority	Proposed Pre-budget Approval	Forecast					
	2020	2021	2022	2023	2024	2025	2026	Total
EXPENSES								
Road Projects								
Median Transit Lanes (Altona to Notion)	-	23,300	38,900	500	63,570	-	-	126,270
HWY 2 Rapid Transit Lanes (Ajax, Whitby, Oshawa)	-	18,300	7,100	11,095	32,500	2,700	-	71,695
Simcoe Street Rapid Transit Corridor	-	6,800	-	-	-	-	-	6,800
Subtotal Road Projects	-	48,400	46,000	11,595	96,070	2,700	-	204,765
Vehicles								
Simcoe BRT Buses	5,835	-	-	-	-	-	-	5,835
Replacement Buses - BRT	4,232	3,762	1,411	-	-	-	-	9,405
Growth Buses - BRT Articulated	2,250	-	-	-	-	-	-	2,250
Replacement Buses - Conventional Hybrid	-	9,900	-	-	-	-	-	9,900
OnDemand/Specialized Mini Bus Replacement	793	793	793	793	-	-	-	3,172
Subtotal Vehicles	13,110	14,455	2,204	793	-	-	-	30,562
Technology and Infrastructure Upgrades								
Destination Sign Upgrades	-	750	-	-	-	-	-	750
Advanced Fuel and Fluid Management System	-	500	-	-	-	-	-	500
Transit Analytics Innovation Platform	-	-	1,794	1,661	1,329	1,329	532	6,644
Operator Protective Shields	-	1,225	-	-	-	-	-	1,225
Bus Stop Infrastructure	-	1,169	2,631	2,923	3,021	-	-	9,744
Raleigh Administrative Building Re-Build	-	500	4,500	-	-	-	-	5,000
Undefined Project to Replace PRESTO Project	-	-	3,004	-	-	-	-	3,004
Subtotal Technology and Infrastructure Upgrades	-	4,144	11,929	4,584	4,349	1,329	532	26,867
TOTAL EXPENSES	13,110	66,999	60,133	16,972	100,419	4,029	532	262,194

4.5 Project implementation will have staff implications across the organization. Staff are in the process of developing the implementation staffing plan. This staffing plan will be presented as part of the 2021 and future Business Plans and Budgets or an appropriate reporting mechanism through the Committee and Council process.

4.6 The Region along with other 905 transit agencies and Metrolinx are exploring alternative financing options for the PRESTO device replacement project, including eligibility under the Safe Restart Funding program. Recommended funding for this project will be brought forward as part of the 2021 Business Plans and Budget or an appropriate reporting mechanism through the Committee and Council process.

5. Next Steps

5.1 The Commissioners of Works and Finance have been consulted and concur with the recommendations of this report.

- 5.2 A similar report to seek approval of the financing for the recommended capital projects will be presented to the Finance and Administration Committee on October 13, 2020 and Regional Council on October 28, 2020.
- 5.3 Upon approval of the recommendations in this report, staff will initiate work on ICIP projects that have received full approval from the federal and provincial governments, including the required Climate Lens Assessments. For the Highway 2 Median Transit lanes receiving conditional approval, work will begin on completion of the required Climate Lens Assessment and initial land acquisition. Project implementation will commence upon receipt of final project approvals as communicated in writing from the Minister of Transportation Ontario.
- 5.4 Project and financing approvals required for Region's contribution to the Transit Analytics Innovation Platform project will be brought forward through the 2021 business plan and budget process pending confirmation of ICIP project approval from the federal and provincial governments.
- 5.5 The Region will be required to enter into a transfer payment agreement to be negotiated with the Province. Details on the agreement(s) and approval to execute will be brought to a future meeting of TEC. In the interim, work can proceed on the approved projects based on the eligible project expenditures date identified in the project approval letter from the Minister of Transportation Ontario.

6. Attachments

Attachment #1: ICIP Project Status

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: ICIP Project Status

Projects	ICIP eligible costs (\$ millions)	Status as of September 18, 2020
Rapid Transit Projects		
1) Hwy 2 Median Transit Lanes (Pickering)	\$114.6	Pending approval
2) Hwy 2 Rapid Transit Lanes (Ajax, Whitby, Oshawa)	\$58.7	Approved
3) Simcoe Street Rapid Transit Corridor	\$12.6	Approved
Rapid Transit Subtotal	\$185.9	
Fleet Renewal		
4) 13 Replacement BRT Buses	\$9.4	Approved
5) 2 Articulated BRT Buses	\$2.2	Approved
6) 11 Replacement Conventional Hybrid Buses	\$9.9	Approved
7) 16 On Demand Replacement Vehicles	\$3.2	Approved
Fleet Renewal Subtotal	\$24.7	
Safety and Accessibility Improvements		
8) Bus Stop Infrastructure	\$9.7	Approved
9) Raleigh Administrative Building Re-Build	\$5.0	Approved
10) Operator Protective Shields	\$1.2	Approved
Safety and Accessibility Improvements Subtotal	\$15.9	
Modernization and Innovation		
11) On-Board Destination Sign Upgrades	\$0.8	Approved
12) Advanced Fuel and Fluid Management System	\$0.5	Approved
13) Transit Analytics Innovation Platform	\$6.6	Pending approval
14) PRESTO Device Replacement	\$3.1	Deemed ineligible
Modernization and Innovation Subtotal	\$11.0	
Total	\$237.5	