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## **The Regional Municipality of Durham**

### **MINUTES**

#### **DURHAM REGION TRANSIT EXECUTIVE COMMITTEE**

**Wednesday, October 7, 2020**

A regular meeting of the Durham Region Transit Executive Committee was held on Wednesday, October 7, 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 attended 1:33 PM  
Regional Chair Henry attended at 1:47 PM due to municipal business  
**\* all members of Committee, except Regional Chair Henry, participated electronically**

Also

Present: Commissioner Kerr  
Commissioner Smith

Absent: Commissioner Bath-Hadden was absent due to illness

Staff

Present: 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  
D. Dunn, Project Manager, Transportation Design, Durham Region Transit  
S. Glover, Committee Clerk, Corporate Services – Legislative Services  
L. Hatch, Marketing Assistant, Durham Region Transit  
A. Haynes, Administrative Assistant, Durham Region Transit  
R. Inacio, Systems Support Specialist, Corporate Services – IT  
L. Kubilis, Planner, Service Design, Durham Region Transit  
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

M. Simpson, Director, Financial Planning and Purchasing, Finance Department  
N. Taylor, Treasurer, Durham Region Transit, and Commissioner of Finance  
M. White, Systems Support Specialist, Corporate Services – IT  
G. Williams, Director, Corporate Communication  
A. Wismer, Economic Analyst 2, Planning, Finance Department  
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 Anderson, Seconded by Commissioner Barton,  
(37) That the minutes of the regular Durham Region Transit Executive  
Committee meeting held on Wednesday, September 9, 2020, be adopted.  
CARRIED

**4. Delegations**

There were no delegations to be heard.

**5. Presentations**

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

This matter was considered later in the meeting due to a technical matter.  
[See pages 5 and 6 of these minutes.]

5.2 Bill Holmes, General Manager, Durham Region Transit, re: Phase A Service  
Plan– Week 1

B. Holmes, Durham Region Transit, provided a PowerPoint presentation update on the performance of the Phase A Service Plan – Week 1. A copy of the Presentation was distributed electronically to the Committee Members.

B. Holmes highlighted a few of Durham Region Transit achievements; and, he noted that its achievements were attributed to the exceptional DRT workforce of dedicated professionals, with the support of its key partners in Durham Regional staff and Unifor Local 222.

Highlights of the presentation included:

- Recap of rationale for Phase A Plan
- On Demand performance, Week 1 Summary
- Scheduled service performance
- Customer service and feedback
- Service change communications to date

B. Holmes provided an overview of the On Demand performance during the first week of the service from September 28 to October 4, 2020, which included 990 On Demand trips. He noted the overall ridership increased by six percent from the previous week, being the highest one week ridership increase since the start of the pandemic.

B. Holmes also provided an overview of the customer feedback received during this week. He noted that at the beginning staff were handling complaints from riders as they were not familiar with how to use the service. He stated that as the week progressed the trend moved from responding to complaints to providing trip support. Staff continue to track feedback to inform service adjustments and enhancements.

B. Holmes outlined the various channels used to communicate the service changes to date, including newspaper and radio advertisements and social media.

B. Holmes responded to questions regarding issues with respect to using the On Demand service in the Courtice zone; the options available for customers with limited or no internet services to book an On Demand transit trip; the timeline for the launch of the Automated Shuttle Pilot project; and the employment status of part-time DRT operators currently on lay-off.

B. Holmes also responded to questions regarding the threshold to re-establish the scheduled transit services in the On Demand zones and if the On Demand services would still be offered if scheduled services were re-established; the objectives to instill the customer confidence in DRT when they are ready to return to travelling; the paradigm of customers' travel patterns; the performance level of trips in the City of Oshawa area during the Phase A plan; and the DRT fare for On Demand services.

Regional Chair Henry requested staff to provide a presentation in regards to the On Demand services at the next regular scheduled Regional Council meeting to be held on Wednesday, October 28, 2020. B. Holmes advised that staff would be pleased to present to the members of Regional Council.

Moved by Regional Chair Henry, Seconded by Commissioner Mulcahy,  
(38) That the order of the Agenda be altered to consider Items 7. A) Report #2020-DRT-19 and 7. B) Report #2020-DRT-20 next.  
CARRIED

## **7. Reports**

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

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Report #2020-DRT-19 from B. Holmes, General Manager, Durham Region Transit, was received.

Moved by Commissioner Barton, Seconded by Commissioner Carter,  
(39) That Report #2020-DRT-19 of the General Manager, Durham Region Transit, be received for information.

CARRIED

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

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Report #2020-DRT-20 from B. Holmes, General Manager, Durham Region Transit, was received.

Moved by Commissioner Carter, Seconded by Commissioner Barton,  
(40) 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
<b>Total</b>		<b>43,699</b>

- 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)**

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

- 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)**

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

CARRIED

This matter will be considered by the Finance & Administration Committee on October 13, 2020 and presented to Regional Council on October 28, 2020 as Item 2. of the 7<sup>th</sup> Report of the Finance & Administration Committee.

## 5. Presentations

- 5.1 Lauren Kubilis, Planner, Service Design, Durham Region Transit; re: DRT Customer Survey, Ridership Recovery Framework
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Lauren Kubilis, Durham Region Transit, provided a PowerPoint presentation on the Ridership Recovery Framework - Customer Survey. A copy of the Presentation was provided in the agenda.

Highlights of her presentation included:

- Background
- Data collection methodologies
- Key findings – ridership profile
- Impacts of the pandemic and returning to transit
- Concerns connecting to surrounding transit agencies
- Communication and fare payment
- Will non-riders begin using transit?
- Other data findings
- Action Plan

L. Kubilis advised that DRT partnered with Leger 360 to survey the general population and transit users within the Region. She noted that a total of 806 surveys were completed and a variety of survey techniques were used. She provided an overview of the findings of the survey.

L. Kubilis outlined the proposed action plan which includes enhanced communication to customers, including a focus on cleaning and disinfection processes; and, a ridership marketing strategy to highlight DRT and public transit as a safe, reliable and competitive transportation alternative.

B. Holmes responded to questions regarding how the COVID-19 second wave would impact the key finding outlined in the Customer Survey in terms of the riders returning to transit.

## **6. Correspondence**

There were no items of correspondence to be considered.

## **7. Reports**

Items 7. A) Report #2020-DRT-19 and 7. B) Report #2020-DRT-20 were considered earlier in the meeting. [See pages 3 to 5 of these minutes.]

## **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**

A) Transit Worker Appreciation Day

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Regional Chair Henry, on behalf of the Chair and members of the Transit Executive Committee, recognized the dedication and hard work of the Durham Region Transit staff. He stated that the staff of DRT play a vital role in ensuring essential workers get to where they need to go; and, in keeping Canada and Durham Region moving. He added that in Durham he has seen these employees' in action providing excellent customer service to ensure that DRT has a positive impact on the lives of residents. Chair Henry thanked the staff of Durham Region Transit and noted that Durham Region is also promoting the Transit Worker Appreciation Day on Social Media and that any posts and videos can be shared using hashtag#thanks transit.

The Transit Executive Committee members also thanked the staff of Durham Region Transit for their excellent customer service, dedication and efforts, particularly during the COVID-19 pandemic.

**11. Date of Next Meeting**

The next regularly scheduled Durham Region Transit Executive Committee meeting will be held on Wednesday, November 4, 2020 at 1:30 PM in the Council Chambers, Regional Headquarters Building, 605 Rossland Road East, Whitby.

**12. Adjournment**

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

CARRIED

The meeting adjourned at 2:40 PM

Respectfully submitted,

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S. Collier, Chair

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C. Tennisco, Committee Clerk