



Transit Advisory Committee Agenda

Council Chambers
Regional Headquarters Building
605 Rossland Road East, Whitby

Tuesday, January 19, 2021

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 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, November 17, 2020

Pages 3-9

4. Presentations

- 4.1 Lauren Kubilis, Planner, Service Design, Durham Region Transit; re:
Durham Region Transit Policy Update

Pages 10-17

5. Correspondence

There are no correspondence items to be considered.

6. Information Items

- 6.1 General Manager's Report – December 2020 (2020-DRT-22)

Pages 18-30

- 6.2 Durham Region Transit U-Pass Agreement 2020-21 academic year
update (2020-DRT-23)

Pages 31-35

- 6.3 PRESTO Device Replacement (2020-DRT-24)

Pages 36-39

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|-----|--|-------------|
| 6.4 | General Manager's Report – January 6, 2021 (2021-DRT-01) | Pages 40-53 |
| 6.5 | Simcoe Street transit priority pilot study (2021-DRT-02) | Pages 54-61 |

7. Discussion items

There are no discussion items to be considered.

8. Reports

There are no reports to consider.

9. Other Business

- 9.1 Update on the status of paper transfers for customers paying a cash fare
- 9.2 January Schedule service enhancements

10. Dates of Next Meetings

- Tuesday, March 23, 2021 at 7:00 PM
- Tuesday, May 18, 2021 at 7:00 PM
- Tuesday, September 21, 2021 at 7:00 PM
- Tuesday, November 16, 2021 at 7:00 PM

11. Adjournment

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The Regional Municipality of Durham

MINUTES

TRANSIT ADVISORY COMMITTEE

Tuesday, November 17, 2020

A meeting of the Transit Advisory Committee was held on Tuesday, November 17, 2020 in the Council Chambers, Regional Municipality of Durham Headquarters, 605 Rossland Road East, Whitby at 7:04 PM. Electronic participation was offered for this meeting.

1. Roll Call

Present: Commissioner Barton, Chair
C. Antram, Ajax
J. Beaton, Whitby
R. Claxton-Oldfield, Clarington
K. Ginter, Member at Large
J. Hollingsworth, Member at Large
I. Liang, Scugog
M. Roche, AAC

***all members of Committee, except Chair Barton, participated electronically**

Absent: A. Desai, Student Association representative, Ontario Tech University,
Durham College and Trent University
J. Layne, Oshawa
A. Macci, Pickering
J. Martin, Brock
G. Weddel, Uxbridge

Staff

Present: B. Holmes, General Manager, Durham Region Transit*
A. McKinley, Deputy General Manager, Maintenance, Durham Region
Transit
*M. Binetti, Service Design, Durham Region Transit
*S. Glover, Committee Clerk, Corporate Services – Legislative Services
R. Inacio, Systems Support Specialist, Corporate Services – IT
*L. Kubilis, Planner, Service Design, Durham Region Transit
C. Tennisco, Committee Clerk, Corporate Services – Legislative Services
* Denotes staff participating electronically

2. Declarations of Interest

There were no declarations of interest.

For the benefit of the Committee members, Chair Barton provided a brief overview regarding stating a declaration of interest under the Municipal Conflict of Interest Act.

3. Adoption of Minutes

M. Roche asked that the September 29, 2020 minutes be amended on Page 5 under Item 7. 3) Report 2020-DRT-07: Durham Region Transit Automated Shuttle Pilot in the second paragraph by replacing the year “2121” with the year “2021” in the last sentence.

Moved by C. Antram, Seconded by K. Ginter,
That the minutes of the regular Durham Region Transit Advisory Committee meeting held on Tuesday, September 29, 2020, as amended, be adopted.

CARRIED

4. Introduction of new Committee Members

B. Holmes introduced Audra McKinley, Deputy General Manager of Maintenance, as the new Durham Region Transit senior staff representative for TAC. A. McKinley provided a brief overview of her background.

B. Holmes thanked Christopher Norris for all his work, over the years, on the Transit Advisory Committee.

5. Presentations

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

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 to collect facts and gain an understanding of how DRT's customers attitudes have changed in terms of transit; gather insight on future ridership patterns; and, determine ways to effectively communicate with DRT customers. She stated that a total of 806 surveys were completed and a variety of survey methods were used. She provided an overview of the key findings of the survey.

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

The Committee discussed the details of the survey methodology and the data collection presented. Concern were raised that the timing of the survey, with it being sent out in July, is not reflective of the Fall transit service changes or the On Demand service model; and, that there was no proactive means of communication to reach out to DRT's customers. It was noted that the majority of the population surveyed should have been ridership-focused to address concerns relating to the cancelled transit routes and future transit service levels, face coverings and DRT's disinfecting processes, and the reasons why riders discontinued the use of transit during the pandemic.

It was questioned whether Leger360 provided DRT the statistical comparators collected from the various transit agencies; and, if the demographics of the ridership profile has changed, specifically for seniors or the vulnerable ridership. L. Kubilis provided a summary of the survey techniques used and the focus of the statistical data collected.

The Committee suggested that future surveys be advertised, communicated and available to the transit riders on the buses and at the shelters, along with DRT's social media platforms, rather than conducting random telephone calls.

It was brought to the attention of the Committee that, for safety reasons, certain companies have asked their staff to avoid taking public transit and suggested alternate modes of travel. B. Holmes advised that the perception of the transmission of COVID-19 on public transit has been a challenge for the transit agencies during the pandemic. He clarified that transmission is not happening on DRT transit buses and noted that DRT is a very safe mode of travel, and that staff continues to make it safer and are working to get that message out to the public.

6. Correspondence Items

There were no items of correspondence to be considered.

7. Information Items

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

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

Moved by J. Hollingsworth, Seconded by C. Antram,
That Information Item 7.1 be received for information.
CARRIED

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

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

A. McKinley responded to questions regarding the funding and timelines for advancing the Highway 2 Pickering Median Bus Rapid Transit (BRT) project as part of the Durham-Scarborough Bus Rapid Transit (BRT) corridor.

Moved by J. Hollingsworth, Seconded by C. Antram,
That Information Item 7.2 be received for information.
CARRIED

7.3 General Manager's Report – November 2020 (2020-DRT-21)

Report #2020-DRT-21 from B. Holmes, General Manager, Durham Region Transit, was received.

Moved by J. Hollingsworth, Seconded by I. Laing,
That Information Item 7.3 be received for information.
CARRIED

8. Discussion Items

9. Other Business

9.1 Status of bus stops on Nash Road and Courtice Road for the 902B King Route

A concern was raised regarding the Route 902B bus 'deadheading' mid way through the route on Nash Road, between Trulls Road and Courtice Road, and the passengers being required to deboard the bus and walk.

A. McKinley advised that effective January 2021, the Route 902B service will not be running deadhead in this area as the service is not planned to return to that stretch of Nash Road. She explained that the Planning Design team is reviewing an option to operate the Route 902B trips via George Reynolds Drive, north of Nash Road, effective January 2021.

It was questioned whether these passengers are able to board the 902 B westbound bus, at the intersection of King Street and Courtice Road, or if they have to wait for the Route 902A bus. A. McKinley advised that staff will take the matter back to the Transit Planning team in regard to a potential interim solution.

B. Holmes explained that when a bus is running deadhead, no passengers are allowed to ride on the bus.

9.2 Update on the status of issuing transfers to customers paying by cash

A. McKinley advised that policy states that paper transfers are not available for customers who pay by cash and explained that, in July, Durham Region Transit (DRT) made available PRESTO cards at no cost to the customer to avoid any issues arising from not having a paper transfer available.

The Committee expressed concerns regarding the shift to the contactless fare payment and the elimination of paper transfers for customers paying with cash. It was noted that cash paying riders are inconvenienced by being denied a paper transfer and being required to pay an extra \$4.00 fare to board the next bus. It was also noted that the policy has become a source of conflict for DRT's operators; that DRT is the only transit system in the Province not offering a cash fare transfer; and, that the Region of York, Oakville Transit and Niagara Transit are offering riders a no contact PRESTO issued transfer.

Chair Barton inquired whether DRT has the technical ability to print a transfer. A. McKinley advised yes and explained that DRT is currently upgrading all of the PRESTO devices on the buses. B. Holmes also advised that at the on-set of the COVID-19 pandemic, and in consultation with the Public Health Department, after the installation of "bio shields" on the buses, DRT went to a contactless payment and decided that cash fares would be accepted, however a paper transfer would not be issued to help prevent further transmission of the virus and enhance confidence in the safety of transit travel.

Moved by C. Antram, Seconded by R. Claxton-Oldfield,
That the Transit Advisory Committee recommends to the Transit
Executive Committee:

- A) That the Transit Advisory Committee strongly supports that Durham Region Transit accept exact cash fares and that Durham Region Transit should also be providing paper transfers; and
- B) That the Transit Executive Committee be so advised.
CARRIED UNANIMOUSLY

9.3 On Demand performance and the return to fixed route service

[Items 9.4 and 9.5 were also considered at this time.]

A. McKinley provided an update on the On Demand service performance. She advised that the ridership and support for the On Demand service continues to grow, particularly in the low-ridership zones within the Region's urban and rural areas; and is delivering 2,000 trips per week. She noted that customers are becoming more familiar with how to book a trip through the On Demand app and enjoy the option of a more direct ride.

A. McKinley responded to questions regarding the On Demand service efficiencies during the peak periods; the average pick-up arrival time; and whether Specialized Services clients can utilize the On Demand service. The Committee inquired when the Trip Planning and On Demand video would be available to the public. B. Holmes advised he would check with staff and advise the Committee Clerk when the video is finalized.

Discussion ensued regarding the On Demand performance; how it will impact the threshold to re-establish the fixed route services; and when staff anticipates the return of fixed route services.

In response to a question regarding what the statistical data is for On Demand trip requests within designated zones such as Uxbridge to Pickering, A. McKinley advised she will take this question back to staff and get back to Chair Barton directly.

A. McKinley also responded to questions regarding what percentage of trip requests for On Demand services are being picked up by DRT as opposed to contracted taxis; the difference in operating costs between contracted taxis versus DRT providing the services; and, the timeline for PRESTO device installation on contracted services.

Discussion also ensued regarding what DRT staff and the Regional transit planning groups are doing to increase the residential density within a community to ensure viable transit routes going forward.

9.4 On Demand and conventional fixed route service ridership data compared to the previous network

This item was considered earlier in the meeting. See Item 9.3 on pages 6 and 7 of these minutes.

9.5 Update on On Demand service delivery

This item was considered earlier in the meeting. See Item 9.3 on pages 6 and 7 of these minutes.

10. Date of Next Meetings

Tuesday, January 19, 2021 at 7:00 PM

11. Adjournment

Moved by J. Hollingsworth, Seconded by R. Claxton-Oldfield
That the meeting be adjourned.
CARRIED

The meeting adjourned at 8:34 PM.

D. Barton, Chair, Transit Advisory Committee

C. Tennisco, Committee Clerk



Policy Updates
Transit Advisory Committee Meeting
January 19, 2021
Durham Region Transit

Overview

- DRT has reviewed the Operator Procedure (OP) manual and has made adjustments that reflects the new network and global situation
- Updates have been made to reflect new day-to-day policies, procedures and guidelines on transit
- Policies and procedures have been updated to provide clear direction and information that support a safe transit experience

Background

- DRT has reviewed Operating Procedures (OP) from transit agencies across Canada to ensure that our policies are in line with current standards
- A focus was placed on surrounding agencies to ensure that our policies are consistent – specifically for customers transferring from DRT
- Service Design has consulted with Operations and Legal to discuss current policies and proposed policies to ensure the objectives and purpose of the OP are met

Policy update highlights

- **Specialized Services**

- Minor policy updates regarding accessible door-to-door pick ups

- **Travelling with Pets**

- Policies have been condensed where possible. On Demand and Specialized have updated policies regarding travelling with pets. Conventional transit has minor revisions that are more clear and concise

- **Bicycles & Bike Racks**

- Updates have been made regarding Electric Bikes ("E-bikes").

- **Travelling with Children**

- We have reviewed Traffic Act legislation to ensure our policies reflect current government standards and revised wording where necessary

Policy update highlights

- **Photography/Video/Music and Audio Devices**

- Policies have been updated to include guidelines regarding loud audio devices/instruments onboard vehicles. New policies reflect the encouragement of customers using headphones/ear buds to ensure a more enjoyable ride for all customers.

- **Carry on items and Recreational Equipment**

- Policies have been included regarding large/bulky items. Recreational equipment policies have been included and contains guidelines regarding how large items such as Skis/Snowboards must be secured onboard.

- **Passenger Conduct**

- Currently policies regarding footwear, clothing requirements, language and obscene behaviour were scattered throughout the policy. A specific passenger conduct policy was implemented and these matters are addressed in one section.



Policy update highlights

- **Late Night Shuttles**

- This policy was removed as there are no late night shuttles within the new network

- **Transfer Calling**

- This policy was removed because services are running every 30 minutes or better, so there is no need for this procedure to continue

- **GO Train Connections**

- Updated to not hold buses that are scheduled to depart prior to GO train arrivals

Other policy considerations

- **Scent Free Policy** – DRT has considered a scent free policy however it was not included in the revisions for the following reasons:
 - Scents have many definitions and its not appropriate to draw a line as it could have legal implications
 - Other transit agencies such as Metrolinx and TTC do not have scent free policies – thus it would not be consistent across the GTHA
 - Scent Free Environments on DRT property will be considered as an “etiquette” guideline and not an official policy. Service Design will consult with Marketing and Communications to discuss a marketing campaign to inform customers of etiquette onboard buses

Thank you

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



The Regional Municipality of Durham Report

To: Durham Region Transit Executive Committee
From: General Manager, Durham Region Transit
Report: #2020-DRT-22
Date: December 2, 2020

Subject:

General Manager's Report – December 2, 2020

Recommendation:

That the 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. Previous Reports and Decisions

- 3.1 Not applicable

4. Financial

- 4.1 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.

5. Relationship to Strategic Plan

5.1 This report aligns with/addresses the following strategic goals and priorities in the Durham Region Strategic Plan:

- a. Service Excellence

6. Conclusion

6.1 For additional information, contact: Bill Holmes, General Manager, at 905-668-7711, extension 3700.

7. Attachments

Attachment #1: General Manager's Report – December 4, 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
December 2, 2020
TEC
Attachment #1

Performance Measures Dashboard	<u>2</u>
Safety	<u>3</u>
Ridership	<u>4</u>
Service Delivery	<u>6</u>
Updates	<u>7</u>
General	<u>8</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	October	0.81	0.36	✗ 75	✓ -14

Ridership

Conventional and On Demand (OD)						
Ridership	Monthly passengers	October	364K	1.1K	✗ -67.4	✗ -49.4
PRESTO Ridership	Customers paying using PRESTO	October	77.8 per cent	37.4 per cent	✓ 40.4	✓ 3.9
Bus full occurrences	Number operator reported occurrences	October	23 ³	365	NA	NA
Ridership (OD)	Number customer trips	October	6,749	185	NA	NA
Specialized Services						
Ridership	Number customer trips	October	5,186	16,428	✗ -68.4	✗ -58.5
Trip Demand	Total of trips delivered, no show or cancelled at door, unaccommodated	October	5,319	16,800	✗ -68.3	✗ -57.3
Unaccommodated Rate	Trip requests not scheduled	October	1.2 ³ per cent	0.9 per cent	🚩 -0.3	🚩 0

Service Delivery

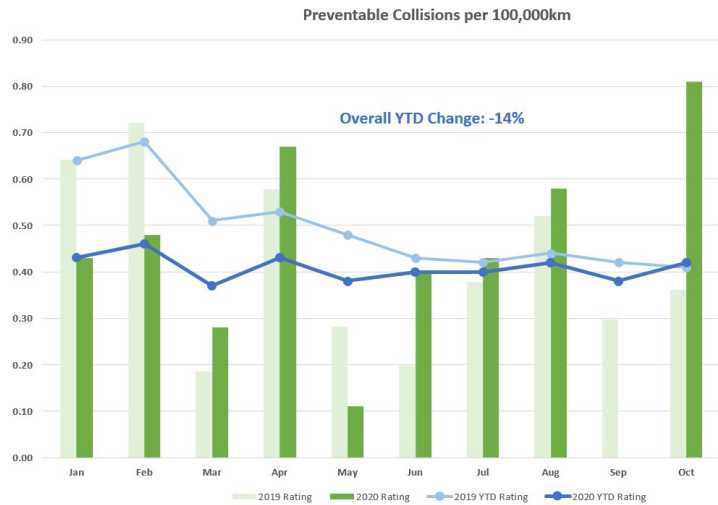
Conventional						
On time performance	Per cent on-time departures from all stops	October	77 per cent	77 per cent	✓ 0	✓ 3
Service availability	Per cent scheduled service delivered	October	98.5 per cent	99.7 per cent	✗ 1.2	🚩 -0.2

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

²Year to Date (YTD) compared to previous year

³Bus capacity limited to seated load, reduced ridership during pandemic

Preventable Collisions per 100,000 km



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, 14 per cent lower year to date than 2019. DRT recorded the highest monthly collision rate to date in October (0.81).

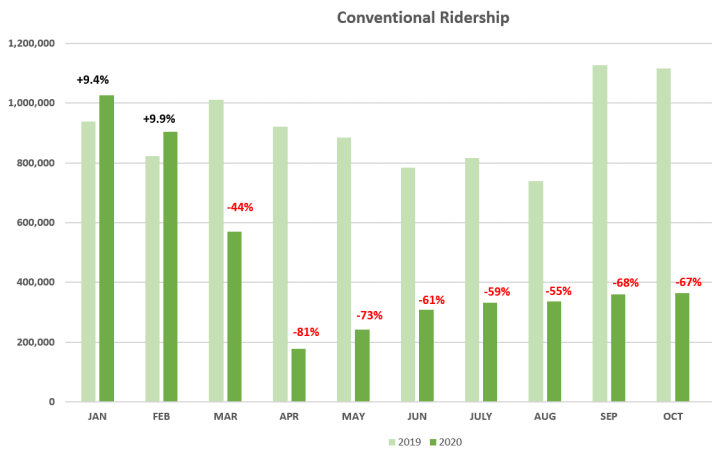
Action Plan

Supervisors continue to meet with operators reporting to the depots to ensure they are ready for work, and to remind them of the importance of defensive driving and attentiveness always. Further, Operations revised the collision management system to ensure mandatory defensive driver training is provided to an employee involved in a preventable collision before returning to revenue service or active duty.

Safety and Training continue to provide mandatory refresher training for operators

Ridership

Conventional and On Demand



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 monthly ridership continues to be significantly reduced compared to 2019.

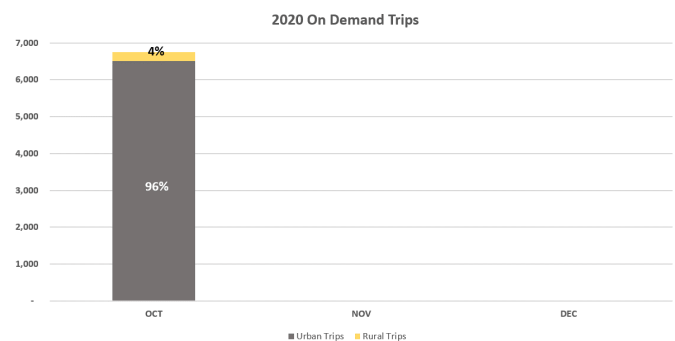
- April 19 per cent
- May 27 per cent
- June 39 per cent
- July 41 per cent
- August 45 per cent
- September 32 per cent
- October 33 per cent

Year to date ridership is approximately 48 per cent lower than 2019.

Looking forward, 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 for the foreseeable future, 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.

On Demand

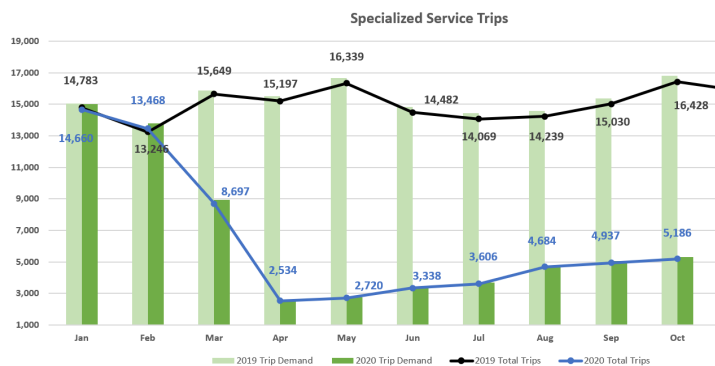


Following the September 28 implementation of the On Demand platform across the network, October ridership with On Demand was approximately two per cent (6,749 riders) of overall transit ridership. As of mid-November, weekly On Demand ridership is exceeding 2,000 per week, with trips bookings increasingly spread throughout the low demand zones.

Action Plan

Staff continue to 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.

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

Monthly ridership continues to be significantly reduced compared to 2019.

- April 15 per cent
- May 18 per cent
- June 25 per cent
- July 28 per cent
- August 33 per cent
- September 33 per cent
- October 32 per cent

Year to date ridership is 58 per cent lower than 2019. On-going closures of day programs across the Region continue to contribute to low ridership on Specialized Services.

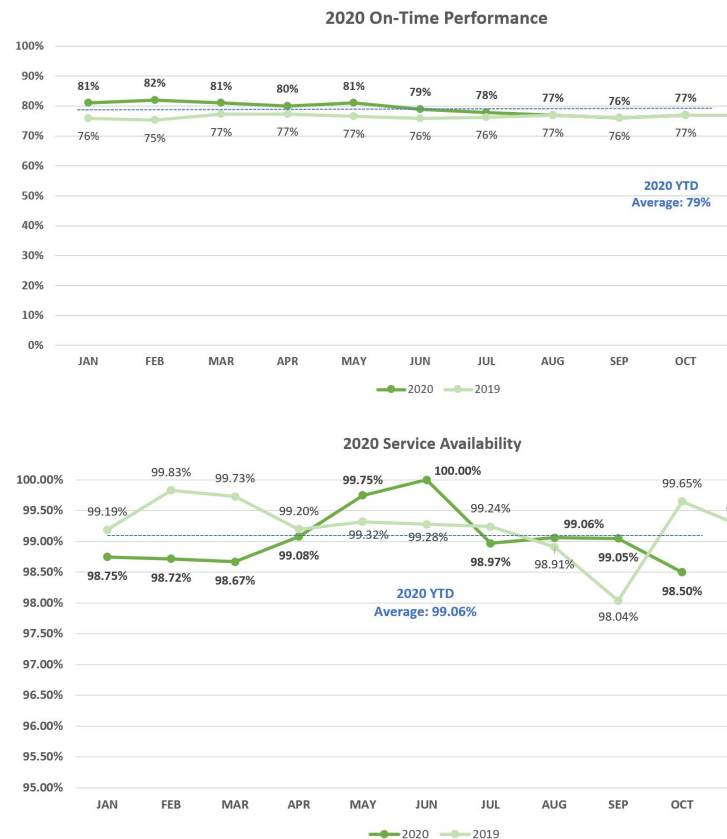
The number of unaccommodated trips continues to be lower than 2019, reflective of the reduced demand during the pandemic.

Action Plan

Staff continue to liaise with customers to ensure DRT meet their transportation needs during the pandemic.

Service Delivery

On Time Performance and Availability (conventional)



Service availability in October was 98.5 per cent, and 99.1 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. Operations has re-engaged the internal Transit Control Work Group to review recent service performance and identify corrective actions for any deficiencies impacting OTP and service availability.

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

OTP in October was up slightly to 77 per cent, with the year to date OTP remaining at 79 per cent.

1. Eligibility Review – Specialized Services

Since January 2015, eligibility for new Specialized Services applicants has been based on requirements specified in the *Accessibility for Ontarians with Disabilities Act* (AODA). To ensure fairness and equity for all customers DRT recently launched a review of eligibility for all active customers registered before 2015. In Ontario people are expected to use regular conventional transit services, but when a person has a disability that prevents them from using conventional services for part or all of their public transit trip, they may be eligible for specialized transit services,

Approximately one month before a customer is expected to participate in the eligibility review a letter outlining the purpose, process and potential eligibility outcomes is mailed to the customers. To ensure information is current, customers are required to complete the Specialized Services application form. The application requires customers to provide updated medical information and their current abilities related to the use of public transit, as well as information about their barriers to travel using conventional transit. Due to the pandemic customers have been provided an additional three-month window to submit their updated application. To avoid potential interruption to their service, customers are informed to return their completed forms by the specified due date.

Through November 20, 2020, approximately 300 eligibility review applications have been sent to customers. The eligibility review team has already received 30 per cent of the required applications. Based on the number of applications received, we estimate that 50 per cent to 60 per cent of customers may not submit their application on time, which will result in a disruption to their service until the application is received. Some customers have expressed difficulty booking an appointment with their doctor, and they have been reminded that the application can be completed by a medical professional who has the appropriate knowledge, skill and judgment to evaluate their specific abilities, including a physician, nurse practitioner, registered nurse (RN/RPN), physiotherapist, occupational therapist or kinesiologist.

As expected, the reviews completed so far have resulted in adjustments to customer eligibility based on current AODA requirements, and as an outcome from the investments in accessible public transit made by Region (such as the bus fleet meeting AODA accessibility requirements, hard surface bus stops, enhanced pedestrian network).

- No eligibility change (unconditional eligibility)five per cent
- Change in eligibility
 - to conditional eligibility85 per cent
 - to ineligible..... 10 per cent

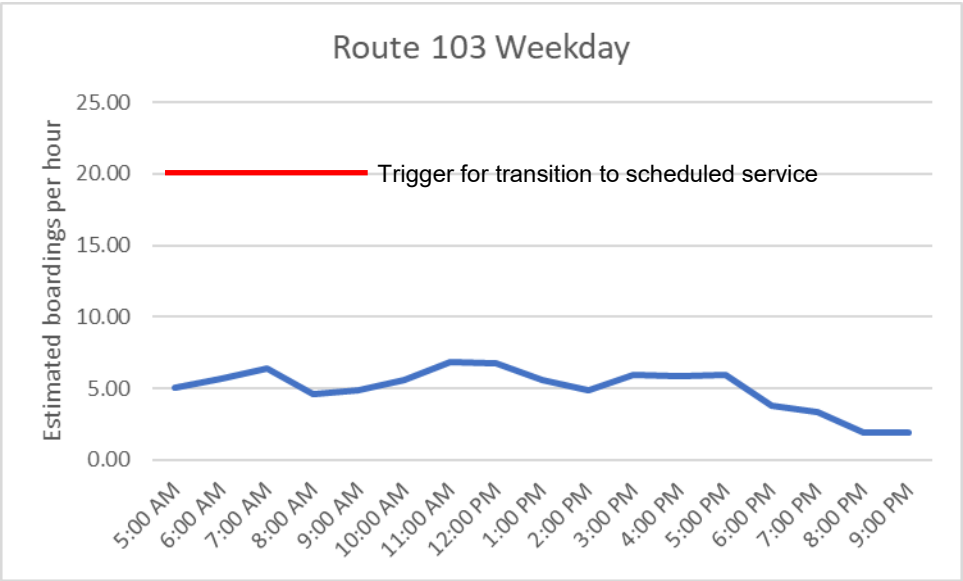
Approximately 20 per cent of these customers are now required to travel with a personal care attendant because they are unable to travel safely on their own.

2. Phase A Service Monitoring Program

A ridership monitoring framework was implemented as part of the Phase A service plan to accommodate customer across the network. When ridership in low demand areas reaches the minimum threshold of 20 boardings per hour, scheduled routes are planned to replace On Demand service in specific zones. To date, ridership within low demand areas have not reached the minimum threshold of 20 boardings per hour.

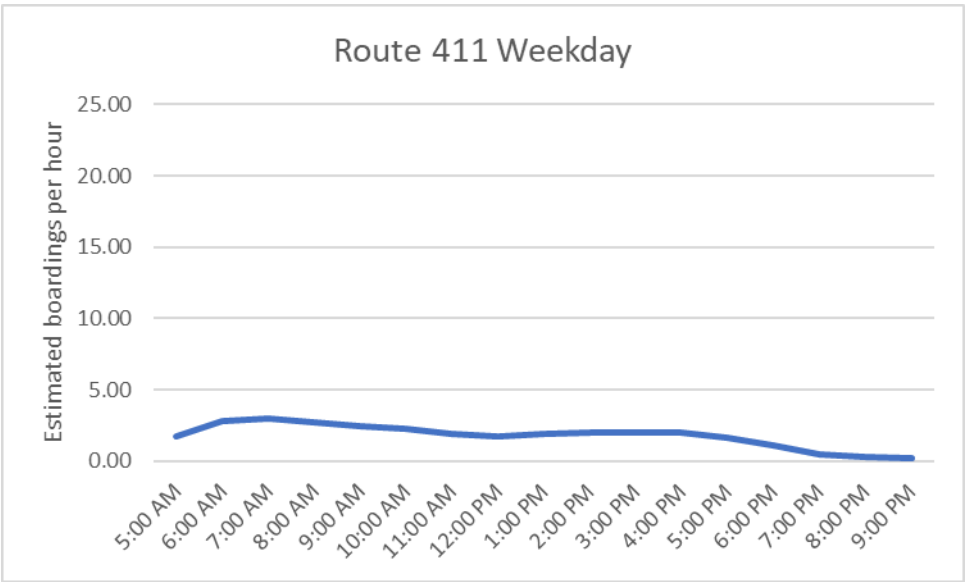
As an example, the future route 103 will serve the western part of the City of Pickering and is currently recording an average six to seven boardings per hour throughout the weekday.

Figure 1: Current estimated ridership on future route 103



Similarly, the future route 411 will serve the Courtice and Bloor Street areas and is currently recording an average three to four boardings per hour throughout the weekday.

Figure 2: Current estimated ridership on future route 411



3. Ridership Recovery Framework - Update

The Ridership Recovery Framework is focused 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 Public Information Centres (PIC's) scheduled for November
2	Highlight existing and implement evolving COVID-19 related safety measures	In Progress
3	Implement Service Plan (Phased-approach) and modify successive phases based on emerging ridership patterns	Complete
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
7	Communication and marketing campaign promoting DRT and public transit. Fulsome campaign to be implemented in the fourth quarter of 2020	In Progress

4. Durham-Scarborough Bus Rapid Transit corridor

The third Public Information Centre, a virtual event, is being held Monday, November 16, 2020 through Friday, December 19, 2020, and can be accessed at <https://metrolinxengage.com/DSBRT>.

As part of Public Information Centre #3, the project team will present and seek feedback on the preliminary design and results of the technical studies, including potential impacts and proposed mitigation measures.

Due to COVID-19, consultation will be conducted virtually. Information boards and narrated videos will be posted on the project website. Participants will be able to provide feedback by completing an online survey. Information will be available on the project website for four weeks.

For hardcopies of the consultation materials, or accessibility accommodations, participants are to contact Metrolinx by e-mail at DSBRT@metrolinx.com, or telephone at (416) 202-3723. All information produced as part of this project is available at www.metrolinxengage.com.

General

1. Upcoming Service Enhancements

Various service enhancements will soon be implemented based on feedback from customers and review of system performance.

Effective Monday, December 7, 2020:

- i. Route 405: A new branch of the route, route 405C, will service Delpark Community Centre hourly seven days a week.

Effective Monday, January 3, 2021:

- ii. Schedule Adjustments
 - a. Schedules adjusted to meet revised GO train schedules
 - b. Service frequency changes from every 15 minutes to every 30 minutes:
 - Routes 216 and 224 during weekday peak periods
 - Routes 902 and 915 on Saturday early mornings, and all-day Sundays
- iii. Routing Changes
 - c. 403C: New late evening trip, Monday to Saturday, serving the south Oshawa Industrial area connecting to downtown Oshawa
 - d. 980: New late evening trip, Monday to Saturday, serving the south Oshawa Industrial area connecting to Ajax, Pickering, and Whitby via Highway 2
 - e. 901B: will operate to and from Oshawa Centre Terminal and Ontario Tech/Durham College north campus via Gibb Street
 - f. 902B: will operate via George Reynolds Drive in Courtice, providing additional scheduled service coverage to the area of Courtice north of Highway 2, between Trulls and Courtice Road

3. Holiday Season Service

A reduced service schedule will operate during the period Friday December 25, 2020 and Sunday January 3, 2021. Due to the pandemic there will be no additional service scheduled for New Year's Eve, however, customers will still be able to ride DRT for free after 8 p.m. on December 31, 2020.

- | | |
|--------------------------|-------------------------|
| • Friday, December 25 | Christmas Day schedule |
| • Saturday, December 26 | Saturday schedule |
| • Sunday, December 27 | Sunday schedule |
| • Monday, December 28 | Reduced Sunday schedule |
| • Tuesday, December 29 | Reduced Sunday schedule |
| • Wednesday, December 30 | Reduced Sunday schedule |
| • Thursday, December 31 | Reduced Sunday schedule |
| • Friday, January 1 | Reduced Sunday schedule |

- Saturday, January 2 Reduced Sunday schedule
- Sunday January 3 Reduced Sunday schedule

The reduced Sunday schedule operated between Monday December 28, 2020 and Sunday January 3, 2021 provides early morning service on the frequent and grid routes and On Demand service throughout the Region to ensure customers who must travel can continue to do so. The following reductions will be in effect for the reduced Sunday schedule.

- Route 410: northbound trips departing at 5:28 and 5:45 will not operate
- Route 902: B trips, between the Oshawa Centre Terminal and Highway 2 and Trulls, will not operate, and service will operate every 30 minutes
- Route 915: daytime service will operate every 30 minutes

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-23
Date: December 2, 2020

Subject:

Durham Region Transit U-Pass agreement 2020-2021 academic year update

Recommendation:

That the Transit Executive Committee (TEC) recommends:

- A) That Report #2020-DRT-23 authorizes the Treasurer and General Manager of Durham Region Transit (DRT) to execute, in response to the ongoing impacts of the COVID-19 pandemic, an amendment to the existing U-Pass Agreement with Durham College, Ontario Tech University and Trent University to:
- i) Suspend participation in the U-Pass agreement without prejudice for the Winter and Summer 2021 semesters; and
 - ii) Extend the existing U-Pass agreement with Durham College, Ontario Tech University and Trent University (Durham Campus), including a 1.9 per cent increase in the fee per eligible student from \$141.75 per semester to \$144.50 per semester for the period of September 1, 2021 to August 31, 2022 conditional upon Finance and Administration Committee approval.
-

Report:

1. Purpose

- 1.1 This report updates TEC on the status of DRT's U-Pass agreement with Durham College, Ontario Tech University and Trent University for the remainder of the 2020-2021 academic year in response to the impacts of the COVID-19 pandemic and to authorize a one-year extension to the U-Pass agreement from September 2021 to August 2022.

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 (i.e., 12 rides) 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. Previous Reports and Decisions

- 3.1 At its meeting of January 8, 2020, TEC authorized a one-year extension to the existing U-Pass agreement with Durham College, Ontario Tech University and Trent University (Durham Campus), including a two per cent increase in the fee per eligible student from \$139.00 per semester to \$141.75 per semester for the period of September 1, 2020 to August 31, 2021 (Report #2020-DRT-02).
- 3.2 Subsequently, at its meeting of July 8, 2020, TEC authorized a temporary suspension of the one-year extension to the U-Pass agreement for the fall 2020

semester at the request of the three post secondary institutions due to the impacts of COVID-19 on the delivery of academic programming (Report #2020-DRT-15).

4. Current status

- 4.1 Requests from all three post secondary institutions to continue the suspension of the U-Pass through the 2021 winter and summer semesters have been received by DRT. The majority of programming at the institutions is planned to remain remotely delivered for the remainder of the academic year as a result of the ongoing COVID-19 pandemic.
- 4.2 Extending the temporary suspension of the U-Pass agreement does not preclude Durham College, Ontario Tech University or Trent University from execution of a further extension to the existing agreement with DRT. All three institutions are supportive of executing a new one-year extension to the U-Pass agreement to take effect September 2021 in time for the 2021-2022 academic year. As part of the extension a fee adjustment of 1.9 per cent will be applied increasing the fee per eligible student by \$2.75 per semester from \$141.75 to \$144.50.
- 4.3 During the U-Pass suspension period regular transit fares will continue to apply to post secondary students travelling on DRT.

5. Financial Implications

- 5.1 The overall net impact of suspending U-Pass participation for all three post secondary institutions during the winter 2021 semester is estimated at \$3.1 million and an additional \$0.6 million for the 2021 summer semester based on 2020 budgeted U-Pass revenues. These projected impacts will need to be provided in Durham Region Transit's 2021 Business Plan and Budget.
- 5.2 The suspensions as outlined will reduce DRT's 2021 forecasted revenue by \$3.7 million. Should the Region be successful in receiving federal and provincial funding under Phase 2 Safe Restart Transit Stream, it is estimated that this funding may be used to offset \$2.3 million in lost U-Pass revenue from January 1, 2021 through March 31, 2021. Unlike Phase 1 funding, federal and provincial funding under the Phase 2 Safe Restart Transit Stream will require the execution of a transfer payment agreement that may include additional requirements on the use of these funds.
- 5.3 Additional 2021 revenues of approximately \$60,000 are expected as a result of a 1.9 per cent increase in the U-Pass fee from \$141.75 per semester to \$144.50

effective September 1, 2021, based on comparable post-secondary enrollment to 2019. The annualized revenue impact through August 2022 is estimated at \$130,000.

- 5.4 The Commissioner of Finance has been consulted and concur with the recommendations of this report.

6. Next Steps

- 6.1 A similar report to seek approval of the U-Pass fee increase will be presented to the Finance and Administration Committee.
- 6.2 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 through August 2021 and one-year extension beginning September 2021.

7. Relationship to Strategic Plan

- 7.1 This report aligns with/addresses the following strategic goals and priorities in the Durham Region Strategic Plan:
- a. 1.5 Expand sustainable and active transportation – by improving access for post secondary students in Durham to public transit as an affordable and sustainable means of travel for educational and personal needs.
 - b. 5.1 Optimize resources and partnerships to deliver exceptional quality services and value – by leveraging partnerships with Durham’s post secondary institutions to provide DRT’s best overall value fare product offering unlimited access to DRT services for eligible students.

8. Conclusion

- 8.1 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.

- 8.2 DRT is committed to working with its post secondary partners to assist their efforts in managing the impacts of the COVID-19 pandemic during the 2020-2021 academic year. DRT also remains supportive of executing an extension to the existing agreement so that all parties, including post secondary students, can continue to benefit from reduced cost access to public transit in Durham following the pandemic.

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

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-24
Date: December 2, 2020

Subject:

PRESTO Device Replacement

Recommendation:

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

- 1) That the replacement of the Region's PRESTO infrastructure, including devices on all buses be approved, at an estimated cost of \$3.2 million conditional upon Finance and Administration Committee approval of project funding.
-

Report:

1. Purpose

- 1.1 The purpose of this report is to gain approval of the Region's PRESTO infrastructure, including devices on all buses be approved, at an estimated cost of \$3.2 million condition upon Finance and Administration Committee approval of project funding.

2. Background

- 2.1 PRESTO device replacement on DRT vehicles is currently scheduled to be completed by the end of 2020 at an estimated cost of \$3.2 million.
- 2.2 Similar to other 905 transit agencies, DRT submitted an application to the federal and provincial governments for funding under the Investing in Canada Infrastructure Program (ICIP) – Public Transit Stream in October 2019. The application was subsequently deemed ineligible for funding under the program.

3. Previous Reports and Decisions

- 3.1 At its meeting on February 23, 2017, TEC adopted recommendations for the approval of a new ten-year PRESTO operating agreement between Metrolinx and the 905 transit agencies through November 2027. Under the agreement, PRESTO is responsible for the procurement and installation of new devices on behalf of the 905 transit agencies, while the transit agencies remain responsible for the device acquisition and installation costs (Report #2017-DRT-17).
- 3.2 At its meeting of November 6, 2019, TEC received a report outlining the 14 applications submitted by the Region for funding under the Investing in Canada Infrastructure Program – Public Transit Stream. This included an application for the replacement of all on board PRESTO devices (Report #2019-DRT-20).
- 3.3 On October 7, 2020, TEC received a report updating on the status of the Investing in Canada Infrastructure Program funding applications. The report noted that the Region's application for funding for the replacement of PRESTO devices was deemed ineligible under the program as a vendor had been selected by Metrolinx in advance of Federal project approval. Other 905 transit agencies have similarly had their PRESTO device projects deemed ineligible (Report #2020-DRT-20).

4. Current Status

- 4.1 Existing PRESTO devices on board DRT vehicles are more than ten years old and at end of life. In accordance with the Region's operating agreement with Metrolinx, Metrolinx commenced the replacement of all PRESTO devices in October 2020 with targeted completion by mid-December.
- 4.2 The updated devices will enable new functionality to be introduced for electronic fare payment by DRT customers. This includes reduced card loading delays and electronic validation of PRESTO E-Tickets whereby smart phones with active electronic tickets can be tapped on the device reader when boarding. It will also enable the introduction of open payment allowing customers to pay their fare with their credit card by tapping the device reader.

5. Financial Implications

- 5.1 As a result of PRESTO device replacement being deemed ineligible under the Investing in Canada Infrastructure Program, it is proposed that the full cost of PRESTO device replacement estimated at \$3.2 million be financed at the discretion of the Commissioner of Finance condition upon approval of Finance and Administration Committee.
- 5.2 The Commissioner of Finance has been consulted and concurs with the recommendations of this report.

6. Next Steps

- 6.1 Replacement of all on board PRESTO devices to be completed by the end of 2020.
- 6.2 A similar report will be presented to the Finance and Administration Committee on December 8, 2020.

7. Relationship to Strategic Plan

- 7.1 This report aligns with/addresses the following strategic goals and priorities in the Durham Region Strategic Plan:
 - a. 5.2 Collaborate for a seamless service experience – by working with Metrolinx and 905 transit agencies to modernize the PRESTO electronic fare payment system enabling new functionality supporting seamless travel by transit customers in Durham Region and across the Greater Toronto and Hamilton Area.

8. Conclusion

- 8.1 As a result of the Region's application for funding to cover costs for PRESTO device replacement under the Investing in Canada Infrastructure Program being deemed ineligible, project financing is required by the Region in accordance with the terms of the PRESTO Operating Agreement for device replacement.

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



The Regional Municipality of Durham Report

To: Durham Region Transit Executive Committee
From: General Manager, Durham Region Transit
Report: #2021-DRT-01
Date: January 6, 2021

Subject:

General Manager's Report – January 6, 2021

Recommendation:

That the 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. Previous Reports and Decisions

- 3.1 Not applicable

4. Financial

- 4.1 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.

5. Relationship to Strategic Plan

5.1 This report aligns with/addresses the following strategic goals and priorities in the Durham Region Strategic Plan:

- a. Service Excellence

6. Conclusion

6.1 For additional information, contact: Bill Holmes, General Manager, at 905-668-7711, extension 3700.

7. Attachments

Attachment #1: General Manager's Report – January 6, 2021

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
January 6, 2021
TEC
Attachment #1

Performance Measures Dashboard	<u>2</u>
Safety	<u>3</u>
Ridership	<u>4</u>
Service Delivery	<u>7</u>
Updates	<u>8</u>
General	<u>10</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	November	0.71	0.74	✓ -25	✓ -16

Ridership

Conventional and On Demand (OD)						
Ridership	Monthly passengers	November	355K	1.1K	✗ -67.7	✗ -51.4
PRESTO Ridership	Customers paying using PRESTO	November	78.5 per cent	37.6 per cent	✓ 40.9	✓ 6.6
Bus full occurrences	Number operator reported occurrences	November	27 ³	398	NA	NA
Ridership (OD)	Number customer trips	November	8,495	171	NA	NA
Specialized Services						
Ridership	Number customer trips	November	5,240	16,004	✗ -67.3	✗ -57.3
Trip Demand	Total of trips delivered, no show or cancelled at door, unaccommodated	November	5,330	16,215	✗ -67.1	✗ -58.2
Unaccommodated Rate	Trip requests not scheduled	November	0.4 ³ per cent	0.9 per cent	✓ -0.5	✓ -0.1

Service Delivery

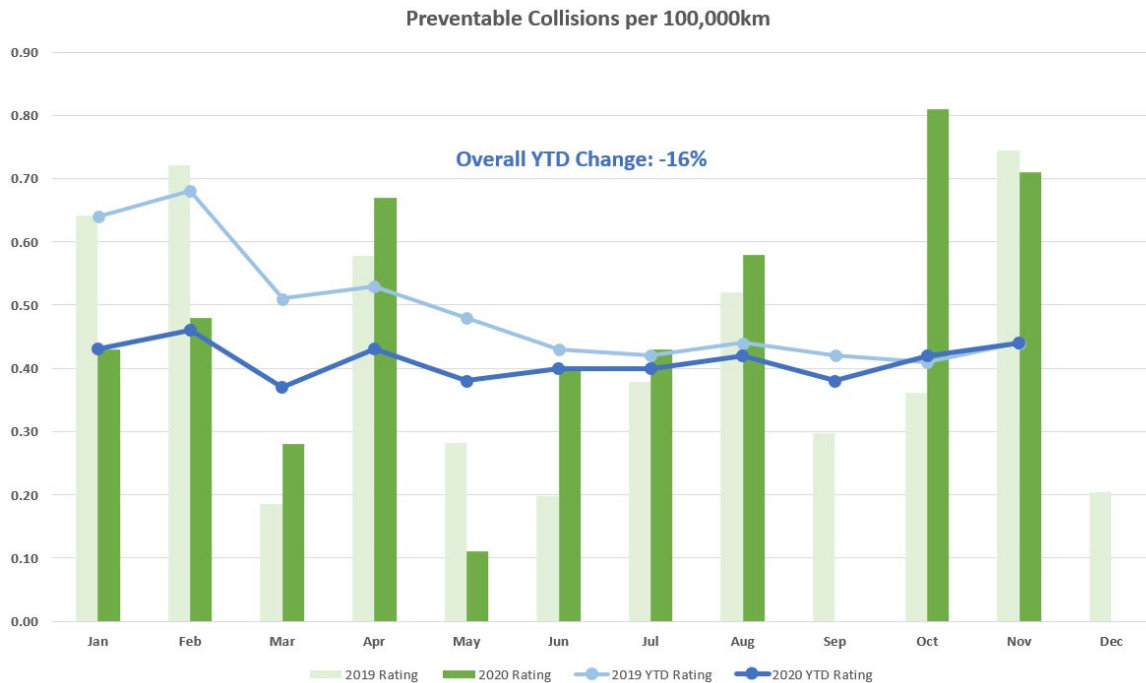
Conventional						
On time performance	Per cent on-time departures from all stops	November	78 per cent	77 per cent	✓ 1	✓ 3
Service availability	Per cent scheduled service delivered	November	98.8 per cent	99.2 per cent	🚩 0.4	🚩 -0.2

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

²Year to Date (YTD) compared to previous year

³Bus capacity limited to seated load, reduced ridership during pandemic

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 number of preventable collisions in 2020 remains 16 per cent lower than 2019. However, through November the 2020 collision rate is the same as 2019 (0.44 collisions per 100,000 km).

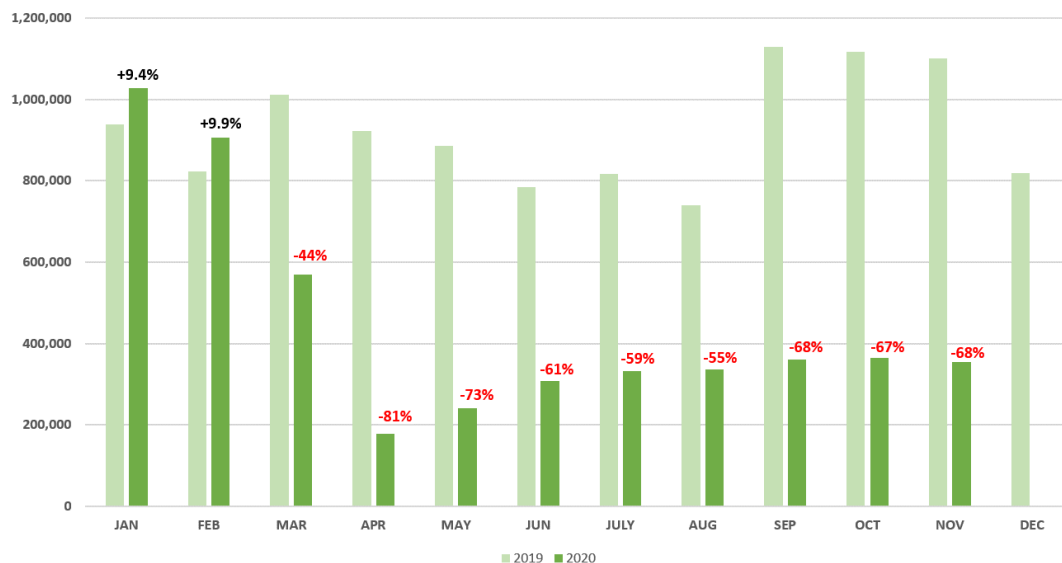
Action Plan

Supervisors continue to meet with operators reporting to work to ensure they are ready for work, and to remind them of the importance of defensive driving and attentiveness. Further, Operations revised the collision management system to ensure mandatory defensive driver training is provided to an employee involved in a preventable collision before returning to revenue service or active duty.

Safety and Training continue to provide mandatory refresher training for operators returning to the workplace following an extended period of absence.

Ridership

Conventional and On Demand



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 monthly ridership continues to be significantly reduced compared to 2019.

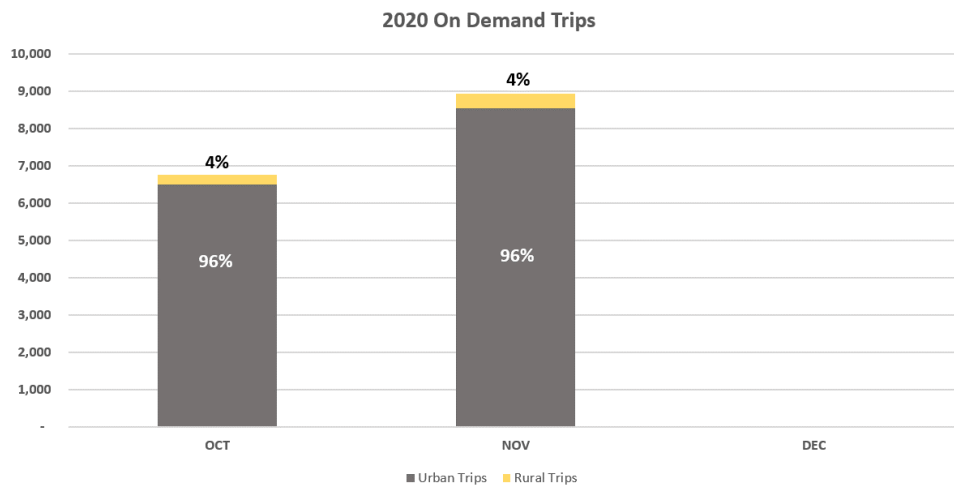
- April 19 per cent
- May 27 per cent
- June 39 per cent
- July 41 per cent
- August 45 per cent
- September 32 per cent
- November 33 per cent
- November 32 per cent

Year to date ridership is approximately 50 per cent lower than 2019.

Looking forward, 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 for the foreseeable future, 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.

On Demand

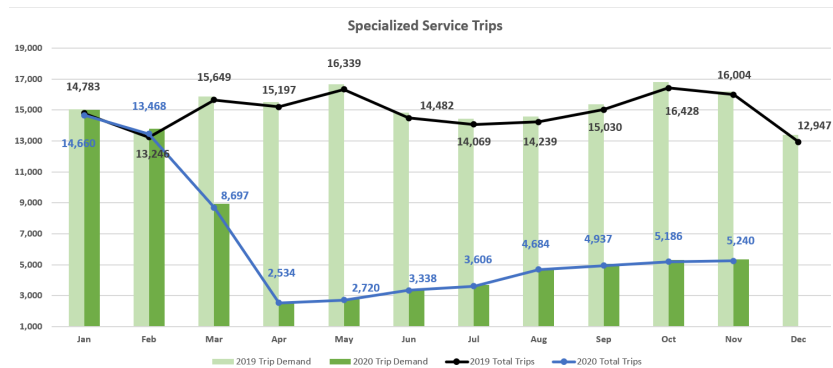


On Demand ridership continues to improve weekly, with 8,495 trips delivered in November. The week of November 30 through December 6 recorded the highest weekly ridership to date, with 2,232 passengers delivered on 2,122 trips.

Action Plan

Through November, the ridership monitoring framework indicates that ridership within low demand areas have not reached the minimum thresholds required to return scheduled routes within the next four-week period.

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

Monthly ridership continues to be significantly reduced compared to 2019.

- April 15 per cent
- May 18 per cent
- June 25 per cent
- July 28 per cent
- August 33 per cent
- September 33 per cent
- November 32 per cent
- November 33 per cent

Year to date ridership is 59 per cent lower than 2019. Closures of day programs across the Region continue to contribute to low ridership on Specialized Services.

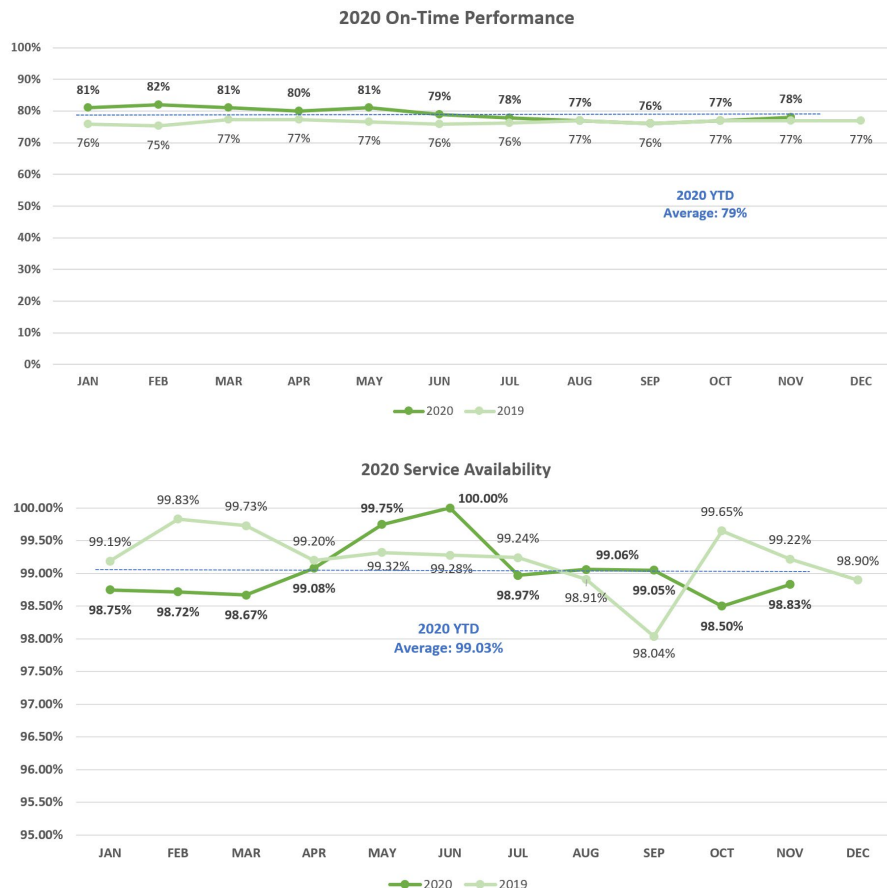
The number of unaccommodated trips continues to be lower than 2019, reflective of the reduced demand during the pandemic.

Action Plan

Staff continue to liaise with customers to ensure DRT meet their transportation needs during the pandemic.

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

OTP in November remained steady at 78 per cent, and year to date OTP remaining at 79 per cent.

Service availability improved slightly in November to 98.83 per cent, and 99.03 per cent year to date. Service availability has been mainly influenced by unplanned service disruptions.

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.

1. Durham-Scarborough Bus Rapid Transit Project

The Highway 2 Bus Rapid Transit corridor (BRT) is a crucial transportation corridor connecting people through the Region of Durham and Scarborough as an integral part of the 2041 Regional Transportation Plan for the Greater Toronto and Hamilton Area (GTHA). With rapid growth in the past decade and the expectation that Durham will continue to be the fastest growing region in the GTHA, demand for travel along the corridor will continue to increase and a higher capacity form of transit will be needed to mitigate traffic congestion and link communities and employment on both sides of the Toronto-Durham boundary. The Durham-Scarborough Bus Rapid Transit project proposes approximately 36 kilometres of dedicated transit infrastructure, connecting downtown Oshawa, Whitby, Ajax, Pickering and Scarborough. The project builds on the existing PULSE service and will provide more dedicated transit infrastructure along Highway 2 and Ellesmere Road to connect to future Scarborough Centre subway station and the Lake Shore East extension at the Oshawa Centre GO Train.

Leveraging Quick Win funding from the province, the Region has so far completed five kilometers of curb side BRT in Pickering and Ajax. The province is also funding the current Environmental Assessment process for the entire BRT corridor, which is currently underway.

Through the Investing in Canada Infrastructure Program (ICIP) – Transit Stream, funding has recently been approved for two rapid transit projects.

- \$58.7 million for BRT lanes in Ajax, Whitby and Oshawa, which includes temporary transit priority measures through Pickering Village, downtown Whitby, and downtown Oshawa.
- \$12.6 million to complete the environment assessment process for rapid transit along the Simcoe Street corridor in Oshawa, and PULSE infrastructure along the existing corridor.

The third ICIP BRT application, \$115 million for centre-lane BRT through Pickering, has been approved by the province and is awaiting Federal government approval.

Today's presentation provides the Transit Executive Committee with an overview of the planned phasing and expected timing of construction for the segments of the BRT corridor, subject to the provision and approval of funding from the other levels of government.

2. Ridership Recovery Framework - Update

The Ridership Recovery Framework is focused 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 (see report)
2	Highlight existing and implement evolving COVID-19 related safety measures	In Progress
3	Implement Service Plan (Phased approach) and modify successive phases based on emerging ridership patterns	Complete
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
7	Communication and marketing campaign promoting DRT and public transit. Fulsome campaign to be implemented in the fourth quarter of 2020	In Progress

General

1. Audit of Metrolinx Operations and Governance

The office of the Auditor General of Ontario recently released their Value-for-Money Audit report on Metrolinx Operations and Governance. The report highlighted some important issues for Durham Region Transit.

PRESTO Adoption Rate

DRT has the lowest PRESTO adoption rate on the PRESTO network at 37.5 per cent (2019 data). OC Transpo in Ottawa has the second lowest adoption rate at 48.8 per cent. GO Transit maintains the highest PRESTO adoption rate at 92.6 per cent, followed by Brampton Transit at 91.8 per cent, Oakville Transit at 88.1 per cent, and Burlington Transit at 80.8 per cent. The median adoption rate is 75 per cent.

The report identified that one of the key objectives of the PRESTO fare card system is to seamlessly connect GO Transit and municipal transit agencies in the GTHA, making it more convenient for users to take transit across the region. However, the adoption rate of PRESTO in municipal transit systems varies, and that the cost and technology limitations of adding the unique needs of each municipality have been a barrier for some agencies. The audit also reported that some transit agencies improved their adoption rate by ending their previous fare options, such as ending tokens for the TTC.

The current U-Pass contributes to DRT's low adoption rate, with 30 per cent of ridership being post-secondary students. In 2019 the three post-secondary institutions approach DRT for a PRESTO solution equivalent to an existing third-party digital UPass solution. PRESTO was only able to incorporate the UPass on the PRESTO card, and DRT and the institutions would incur additional costs in managing, distributing and administering the cards, as well as incurring a \$6 fee per card. DRT agreed with the institutions to move forward with a third-party digital UPass solution as there was no cost to DRT and the solution was paid for and easily administered by the institutions. However, the post-secondary institutions continue to express their interest in an effective PRESTO UPass solution because many students travel across the GTHA to come to school. In response to the Auditor's recommendation, Metrolinx stated that to enhance PRESTO adoption they will be working with Durham region on a transit fare solution for post-secondary students.

Fare Integration

Fare integration has been a topic of discussion for many years. The Metrolinx vision for integrated fares across the GTHA would allow riders to cross regional and municipal boundaries using different transit systems by paying just one fare rather than having to pay an individual fare for every system travelled on. Early in 2019, Metrolinx coordinate the Fare Integration Forum, including representation from transit agencies across the GTHA, with a mandate to advance fare and service integration across the region to promote increased transit ridership across municipal boundaries. This work has advanced, particularly on fare integration, and recommendations are emerging such as fares by

zones or distance. In all models, fare integration will result in lost revenue for each transit agency which must be covered by at least one level of government.

The audit recommended, and Metrolinx accepted, to work jointly with municipal transit agencies to propose fare integration options to the Ministry of Transportation and that the Ministry address barriers to implementation.

Reducing Operating Costs

The audit recommended that to demonstrate legislative accountability, compliance with its mandate, and to reduce operating costs, that Metrolinx implement cost-saving strategies, such as reducing management overhead and reliance on external consultants. Metrolinx will undertake to develop and implement cost savings strategies and a review of divisional structures to understand the appropriate spans of control.

COVID-19

In September 2020, Metrolinx increased services in both its rail and bus lines as schools and some businesses reopened. Ridership saw a steady but slow recovery, and as of September 2020, ridership was still about 90 per cent below the original ridership forecast from before the pandemic.

2. Report from Toronto Region Board of Trade: Integrating the Toronto Region's Transit Networks

The Toronto Region Board of Trade recently released their report titled "Erasing the Invisible Line, Integrating the Toronto Region's Transit Networks (November 2020). The report proposes two solutions to eliminate boundaries between agencies resulting in the creation of a truly integrated regional transit system.

Transit federation

The report proposes the establishment of the Toronto Region Transit Federation, a cooperative, locally engaged approach to integrating the transit system while maintaining municipal control of local transit. Based on models from Germany, municipalities would build, fund, and administer their own transit systems while coordinating key aspects of their systems at a regional level, such as combining fare structures, and integrated public information, planning, and schedules.

Universal fare structure

The report proposes a zone approach to fares, with a base fare that would enable a customer to travel between two zones. Each municipality would form at least one zone, with the largest municipalities divided into two zones. This approach would mean that nobody traveling a short distance over a boundary would face a jump in fares, and travel at the Regional level would be at the base fare rate.

For example, the Region of Durham is proposed to include two zones; Western Durham (Pickering and Ajax), and Eastern Durham (the local area municipalities). Travel between the two zones in Durham would require the base fare. Similarly, travel between Pickering into Scarborough (Outer Toronto zone) would require the base fare. However, the fare to travel between Whitby and

Scarborough would include the base fare, and an additional zone fare. The fare structure would include all transit providers, including the 905, TTC, and GO Train, GO Bus, and UP Express.

The report outlines the proposed fare structure which will involve fare adjustments that would reduce transit agency revenues.

- \$11 million: Elimination of co-fare between GO Transit and 905 agencies
- \$34 million: Reductions of fares on short cross-boundary trips between TTC and 905 agencies
- \$45 million: Free transfers between GO and TTC
- \$75 million: Reduction in GO Transit fares

The report highlights that the division of costs between municipalities and the provincial government is a matter for negotiation, and if the province were to decide to cover the entire annual cost of the reform, it would be a way for the province to provide meaningful operating support to facility cross-municipal travel without needing to provide direct subsidy to cover municipal agency deficits.

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: #2021-DRT-02
Date: January 6, 2021

Subject:

Simcoe Street transit priority pilot study

Recommendation:

That the Transit Executive Committee recommends:

That this report be received for information.

Report:

1. Purpose

- 1.1 The purpose of this report is to inform Transit Executive Committee (TEC) on the outcomes of the Simcoe Street Transit Priority Pilot Study (Study).

2. Background

- 2.1 The Simcoe Street corridor in Oshawa is Durham Region Transit's (DRT) second busiest after Highway 2. On weekdays during the fall 2019, an average of 7,200 DRT customers travelled on the Simcoe corridor, accounting for 13 per cent of all boardings. The corridor connects three priority neighbourhoods (Lakeview, Downtown Oshawa, Beatrice North), multiple post-secondary institutions, civic and health care facilities, downtown Oshawa and other commercial and employment centres, residential areas, and inter-regional DRT routes.
- 2.2 As part of DRT's Ridership Recovery Strategy, staff evaluated short-term opportunities across the Region to increase ridership by improving transit reliability and competitiveness. Improving competitiveness by reducing travel time and improving service reliability benefits existing customers and establishes a higher-

quality service for residents. Simcoe Street was identified as the corridor that afforded the best opportunity for short term measures during the period of the pilot.

3. Previous Reports and Decisions

- 3.1 Regional Council endorsed the Transportation Master Plan (TMP) (2017-COW-268) on December 13, 2017. The TMP identifies the Simcoe Street corridor as a rapid transit corridor.
- 3.2 The TMP also notes that transit priority measures can have the greatest benefit for rapid transit and high frequency networks, as is the case on Simcoe Street.
- 3.3 Regional Recovery Framework and Action Plan (2020-COW-22).

4. Discussion

- 4.1 The Study considered three approaches to improve transit travel times: stop optimization, reserved lanes, and transit priority enhancements at intersections.
- 4.2 The Study was limited to actions which could be implemented during the one-year pilot project beginning in early 2021. As a pilot, the implemented measures must be easily deployed and exclude interventions that would require significant infrastructure or construction.
- 4.3 Public Engagement
 - a. An online Public Information Centre (PIC) was conducted November 16 to 30, 2020, presenting potential transit priority measures and preliminary findings to solicit feedback from the public. The virtual PIC was attended by 73 unique visitors, who provided 44 survey responses.
 - b. Public feedback was positive on stop consolidation measures, and there was general support for efforts to improve transit service on the corridor.
 - c. Feedback on reserved bus lanes generally highlighted concerns for congestion and traffic infiltration on parallel streets. Several participants expressed a desire to improve transit conditions without reducing general traffic capacity.
 - d. Several comments related to concerns of current traffic safety and speeding, and a desire to improve cycling conditions on the corridor.

4.4 Reserved bus lanes

- a. The study identified two locations where dedicated bus lane transit priority at intersections may reduce transit travel time and reliability.
 - Intersections at Taunton Road and Rossland Road: The study concluded that the temporary reallocation of the lanes to transit would have significant impacts to the operation of the intersection unless the intersections were re-designed and re-constructed for transit priority. Implementing bus only lanes at these intersections would require infrastructure beyond the scope of the pilot.
- b. Reserved lanes from Parkwood Court (north of Adelaide Avenue) to Olive Avenue were examined. Due to the higher than anticipated costs of implementation, the proposed pilot of reserved bus lanes is being deferred at this time. .

4.5 Bus Bulb & Stop Relocation

- a. Bus bulbs allow buses operating in the second lane (adjacent to curb-side parking lane) to stop without merging in and out of the curb lane. Bus bulbs are constructed by extending the curb out from the sidewalk for the length of a bus (Attachment #2). Bus bulbs provide more space for amenities and streetscaping while maintaining a clear sidewalk. Where a bus merges into and out of a curb lane a “No Stopping” zone generally extends beyond the bus stop in order to allow buses to properly change lanes and align with the curb. Installing a bus bulb reduces the length of the curb reserved for transit, allowing space for streetscaping or additional on-street parking.

A bus bulb installed at Simcoe Street northbound at Athol would benefit DRT operations while providing an opportunity for the City of Oshawa to enhance streetscaping or recover on-street parking.

- b. A farside stop at Simcoe Street northbound at Adelaide Street will eliminate the need for buses to merge in and out of the northbound right turn lane south of the intersection. Instead, the bus would travel through the intersection, stopping in-lane beyond the intersection. Pending a confirmed design, the stop may also support space for a bus shelter and better integration with future east-west service on Adelaide Avenue.

4.6 Stop Optimization

- a. Travel time savings from stop optimization accounts for 40 per cent of the potential travel time savings along the corridor. The removal of the identified stops will improve travel time with minimal impacts to the residences and businesses currently within a five-minute walk of a bus stop.
- b. Stops are generally planned to maximize the number of customers within a reasonable walk of transit services. A 400 metre distance corresponds to an approximate five-minute walk. DRT's walking distance coverage area guidelines is 70 per cent of residence and businesses within a 400-metre walk of a transit stop, and 90 per cent within a 600-metre walk.
- c. Stop closures:
 - The study identified 15 bus stop locations for DRT to close that will ensure residents remain within a five-minute walk of other stops on the corridor. These locations are near other stops and/or the stop location does not have significant residential or commercial density.
 - The table below identifies the stops to be closed and the average weekday boardings during the fall 2019.
 - By implementing the changes to the stops the total daily time saved for all passengers is estimated at 51 hours per weekday, or 2.5 minutes each.

Stop	Weekday daily boardings	Boardings per trip
Cedar Northbound at Dwight	26	0.5
Centre Southbound at Bond	29	0.3
Lakeview Park Westbound at Kluane	2	<0.1
Simcoe Northbound at 1601 Simcoe	1	<0.1
Simcoe Northbound at Cayuga	3	<0.1
Simcoe Northbound at Darcy	15	0.1
Simcoe Northbound at Eastwood	37	0.5
Simcoe Northbound at King	354	4.0
Simcoe Northbound at Sunset	14	0.1
Simcoe Northbound at Taunton (South side stop)	44	0.5
Simcoe Southbound at 1598 Simcoe	2	<0.1
Simcoe Southbound at Darcy	10	<0.1
Simcoe Southbound at Harbour	1	<0.1
Simcoe Southbound at Hospital Court	12	0.1

Stop	Weekday daily boardings	Boardings per trip
Simcoe Southbound at Sunset	51	0.5

d. Stop relocations:

Three stop relocations were identified that will improve bus stop amenities and improve pedestrian connections:

- Ritson at Madawaska moved to Valley Drive west of Ritson Road
- Southbound at Cayuga moved to Glovers Road
- Southbound at Switzer moved to Robert Street

4.7 Reserved Transit Lane Standards

- The City of Toronto, City of Mississauga and Region of York share a common standard of red lane markings to identify dedicated transit lanes within their jurisdictions and, in some cases, red coloured asphalt. Red surfaces have emerged as the predominant identifier of transit lanes, like the colour green identifying cycling lanes.
- Studies conducted in New York and San Francisco suggest red surface treatments reduced obstructions in the transit lanes caused by vehicles stopped illegally.
- In December 2019 the U.S. Department of Transportation issued interim approval for optional use of red-coloured pavement for transit lanes, having reviewed the results of experimental applications in the United States over the preceding decade. They found reduced illegal lane occupancy and/or improved transit travel time at most locations studied.
- As additional reserved transit lanes are implemented across the GTHA and motorists grow accustomed to the presence of red road surfaces and markings for reserved transit lanes, inconsistencies between designs may contribute to non-compliance among road users.
- As an outcome from this study, DRT will coordinate with the Region to adopt the appropriate road treatments for reserved transit lanes across the Region.

5. Financial implications

- The costs associated with the removal and relocation of the identified transit stops will be completed within DRT's annual stop infrastructure program.
- Upgrading to red pavement treatments along the existing 3.0 kilometres of reserved bus lanes on Highway 2 within the Town of Ajax and 2.0 kilometres in Pickering, is estimated at \$6.8 million. DRT will coordinate with the Rapid Transit & Transit

Oriented Development office to review opportunities to upgrade existing pavement markings in consideration of the construction plan and schedule for the Durham-Scarborough BRT.

- 5.3 Construction of the bus bulb at Athol street is beyond the scope of this pilot, however, DRT will liaise with the City of Oshawa for consideration during an applicable revitalization or construction project.
- 5.4 Relocation of the north bound bus stop to the far side of the intersection is beyond the scope of this pilot, however, DRT will liaise with the Works department to coordinate and fund the work accordingly.

6. Relationship to Strategic Plan

- 6.1 This report aligns with/addresses the following strategic goals and priorities in the Durham Region Strategic Plan:
 - a. Service Excellence - to provide exceptional value to Durham taxpayers through responsive, effective, and fiscally sustainable service delivery.

7. Conclusion

- 7.1 The Study concluded that stop optimization is the preferred solution that best achieves the objectives of the Study. Additional transit priority measures were determined to be beyond the scope and timing of the pilot.
- 7.2 Additional work to enhance the Simcoe corridor is planned for the near future, including a visioning process with Stakeholders to establish a transit vision for the corridor, and the Transit Project Assessment Process to determine how the Simcoe corridor will develop as a rapid transit corridor. As a precursor and/or part of the visioning process, staff will also explore piloting reserved bus only lanes on sections of the Simcoe corridor.
- 7.3 For additional information, contact: Christopher Norris, at 905-668-7711, extension 3752.

8. Attachments

Attachment #1: Illustrations of reserved lanes and bus bulbs

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: Illustration of bus bulb at intersection (Source: NACTO)



Legend:

- 1 – Consider nearside or farside and interactions with other road users
- 2 – Can provide space for shelters
- 3 – Can incorporate streetscaping features