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The Regional Municipality of Durham

MINUTES

TRANSIT ADVISORY COMMITTEE

September 21, 2021

A meeting of the Transit Advisory Committee was held on Tuesday, September 21, 2021 in the Council Chambers, Regional Municipality of Durham Headquarters, 605 Rossland Road East, Whitby at 7:01 PM. In accordance with Provincial legislation, electronic participation was permitted for this meeting.

1. Roll Call

Present: Commissioner Barton, Chair
C. Antram, Ajax
J. Beaton, Whitby
R. Claxton-Oldfield, Clarington
H. Hall, AAC left the meeting at 8:40 PM
J. Hollingsworth, Member at Large
J. Layne, Oshawa left the meeting at 8:50 PM
M. Roche, AAC
J. Sankarlal, Student Association representative, Ontario Tech University,
Durham College and Trent University

***all members of the Committee participated electronically**

Absent: K. Ginter, Member at Large
I. Liang, Scugog
A. Macci, Pickering
J. Martin, Brock
G. Weddel, Uxbridge

Staff

Present: J. Austin, Deputy General Manager, Business Services, Durham Region
Transit
M. Binetti, Supervisor, Transportation Service Design, Durham Region
Transit
B. Holmes, General Manager, Durham Region Transit
R. Inacio, Systems Support Specialist, Corporate Services – IT
A. Labriola, Eligibility Coordinator, Specialized Services, Durham Region
Transit
A. McKinley, Deputy General Manager, Maintenance, Durham Region
Transit
S. Glover, Committee Clerk, Corporate Services – Legislative Services
***all staff except R. Inacio participated electronically**

2. Declarations of Interest

There were no declarations of interest.

3. Adoption of Minutes

Moved by J. Beaton, Seconded by H. Hall,
That the minutes of the regular Durham Region Transit Advisory
Committee meeting held on Tuesday, May 18, 2021, be adopted.
CARRIED

4. Presentations

4.1 Andrea Labriola, Eligibility Coordinator, Specialized Services re: Specialized Transit, Eligibility Review and Appeal Process

Andrea Labriola, Eligibility Coordinator, Specialized Services, provided a PowerPoint presentation regarding Specialized Transit, Eligibility Review and Appeal Process.

Highlights from the presentation included:

- Eligibility Review
- Eligibility Outcomes
- Eligibility Appeals
 - Appeal Process
 - Role of the Appeal Panel
 - Composition of Eligibility Appeal Panel
 - Appeal Panel Decisions
- Eligibility Office

A. Labriola responded to questions from the Committee regarding whether statistics have been collected between the use of the On Demand service over specialized service for individuals with a disability and any potential process differences between the two services; how the representative of the community with a disability who uses Durham Region Transit (DRT) for the eligibility appeal panel is chosen; whether more education can be given to the medical professionals on how to fill out the eligibility review form; whether service agreements for day services are specific to one drop-off destination; how long a residents' eligibility will remain active during COVID and whether that time frame has been increased; what type of registered healthcare professional is required to fill out the eligibility review form and if the applicant needs to see them in person, and instead of a registered healthcare professional, if a staff member of a day program would suffice;; and if barriers have been identified by appellants during the eligibility appeal process.

4.2 Michael Binetti, Supervisor, Service Design, Durham Region Transit re: The Route Ahead, Durham Region Transit 2022-2025 Service Strategy [Item 6.5] (2021-DRT-20)

Michael Binetti, Supervisor, Service Design, Durham Region Transit provided a PowerPoint presentation regarding The Route Ahead, Durham Region Transit 2022-2025 Service Strategy.

Highlights from the presentation included:

- Looking to 2025
- Strategy Pillars
 - Availability
 - Innovation
 - Reliability
 - Safety
 - Growth
- Overview
- The Route Ahead – Growing Ridership
- Integrated Network
- Service Guidelines
 - Span and Service Levels
 - Ridership Productivity
- Local Area Transit Plans
- Infrastructure
- 2025 Network – Urban
- 2025 Network – Rural
- Join Us on The Route Ahead

M. Binetti responded to questions from the Committee regarding what plans Durham Region Transit (DRT) has for improving the rider experience at bus hubs and terminals; what the criteria is for moving from the On Demand service back to a fixed bus route; what percentage of On Demand vehicles are contracted out and what percentage are Regional vehicles; what is DRT's vision for On Demand and what demographic is being targeted; details of the 916 and 920 bus routes; how bus routes are adjusted and how new stops are determined; community consultation plans for the identified growth areas of the Region; and, whether staff have considered a shuttle type service to meet demand for local area connections.

In response to a question from J. Hollingsworth regarding whether a targeted fare incentive meant for people to enjoy recreational activities around Durham Region could be implemented through the Presto E-ticket program, M. Binetti advised that he would look into it and get back to J. Hollingsworth directly.

In response to a concern from J. Beaton regarding the reliability of the autonomous shuttle at the Whitby GO station and whether a communication

piece could be released recommending the use of the On Demand service over the use of the autonomous shuttle for better reliability, M. Binetti advised that staff would look into that.

4.3 Jamie Austin, Deputy General Manager, Durham Region Transit re: E-Mission Zero – Towards Zero Emission Public Transit in Durham Region [Item 6.6] (2021-DRT-21)

Jamie Austin, Deputy General Manager, Durham Region Transit provided a brief PowerPoint presentation regarding E-Mission Zero – Towards Zero Emission Public Transit in Durham Region.

J. Austin provided an overview of Attachment #1 of Report #2021-DRT-21: DRT E-Mission Zero Framework that includes a wide variety of opportunities for residents of Durham to learn more about electric vehicles.

J. Austin advised that the E-Mission Zero program is a suite of initiatives to reduce greenhouse gas emissions from public transit through clean technologies and highlighted the following E-Mission Zero initiatives:

- Battery Electric Bus and Charging Infrastructure Pilot Project
- Whitby Autonomous Vehicle Electric (WAVE) Shuttle Pilot Project
- Zero Emission Bus Fleet and Facility Feasibility Study
- Flagship Transit Operations and Maintenance Facility

J. Austin responded to questions from the Committee regarding whether DRT staff review reports of other agencies that have piloted electric buses in their fleets; and whether the electric buses that Durham Region will be acquiring will become a permanent addition to the Region's fleet.

At 8:50 PM J. Layne left the meeting and quorum was lost.

4.4 Bill Holmes, General Manager, Durham Region Transit re: Transition to an Amalgamated Demand Responsive Service

This item was not considered due to a lack of quorum.

5. Correspondence Items

There were no communication items to be considered.

6. Information Items

6.1 General Manager's Report – June 2, 2021 (2021-DRT-15)

This item was not considered due to a lack of quorum.

6.2 Durham Region Transit Customer Policies Updates (2021-DRT-16)

This item was not considered due to a lack of quorum.

6.3 100,000 On Demand Passenger Promotion (2021-DRT-17)

This item was not considered due to a lack of quorum.

6.4 General Manager's Report – September 8, 2021 (2021-DRT-19)

This item was not considered due to a lack of quorum.

6.5 The Route Ahead, Durham Region Transit 2022-2025 Service Strategy (2021-DRT-20)

This item was not considered due to a lack of quorum.

6.6 E-Mission Zero – Towards Zero Emission Public Transit in Durham (2021-DRT-21)

This item was not considered due to a lack of quorum.

6.7 Administration of U-Pass Agreement (2021-DRT-22)

This item was not considered due to a lack of quorum.

7. Discussion Items

This item was not considered due to a lack of quorum.

8. Other Business

8.1 Access to Information for Transit Advisory Committee Members

This item was not considered due to a lack of quorum.

9. Date of Next Meetings

Tuesday, November 16, 2021 at 7:00 PM

10. Adjournment

The meeting adjourned at 8:55 PM.

D. Barton, Chair, Transit Advisory Committee

S. Glover, Committee Clerk