



Transit Advisory Committee Agenda

Council Chambers
Regional Headquarters Building
605 Rossland Road East, Whitby

Tuesday, September 21, 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 –
May 18, 2021

Pages 3 - 9

4. Presentations

- 4.1 Andrea Labriola, Eligibility Coordinator, Specialized Services re:
Specialized Transit, Eligibility Review and Appeal Process Pages 10 - 18
- 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) Pages 19 - 32
- 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) Pages 33 - 33

5. Correspondence

6. Information Items

- | | | |
|-----|---|-----------------|
| 6.1 | General Manager's Report – June 2, 2021 (2021-DRT-15) | Pages 34 - 48 |
| 6.2 | Durham Region Transit customer policies updates (2021-DRT-16) | Pages 49 - 65 |
| 6.3 | 100,000 On Demand passenger promotion (2021-DRT-17) | Pages 66 - 68 |
| 6.4 | General Manager's Report – September 8, 2021 (2021-DRT-19) | Pages 69 - 88 |
| 6.5 | The Route Ahead, Durham Region Transit 2022-2025 Service Strategy (2021-DRT-20) | Pages 89 - 122 |
| 6.6 | E-Mission Zero – Towards Zero Emission Public Transit in Durham (2021-DRT-21) | Pages 123 - 135 |
| 6.7 | Administration of U-Pass agreement (2021-DRT-22) | Pages 136 - 137 |

7. Discussion items

8. Other Business

- 8.1 Access to information for Transit Advisory Committee Members

9. Date of Next Meeting

- Tuesday, November 16, 7:00 PM

10. Adjournment

Notice regarding collection, use and disclosure of personal information:

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

The Regional Municipality of Durham

MINUTES

TRANSIT ADVISORY COMMITTEE

Tuesday, May 18, 2021

A meeting of the Transit Advisory Committee was held on Tuesday, May 18, 2021 in the Council Chambers, Regional Municipality of Durham Headquarters, 605 Rossland Road East, Whitby at 7:00 PM. In accordance with Provincial legislation, electronic participation was permitted for this meeting.

1. Roll Call

Present: Commissioner Barton, Chair
J. Beaton, Whitby
K. Chen, Student Association representative, Ontario Tech University,
Durham College and Trent University
R. Claxton-Oldfield, Clarington, attended the meeting at 7:26 PM
H. Hall, AAC
J. Layne, Oshawa
I. Liang, Scugog
J. Martin, Brock
M. Roche, AAC
G. Weddel, Uxbridge

All members of Committee participated electronically

Absent: C. Antram, Ajax
K. Ginter, Member at Large
J. Hollingsworth, Member at Large
A. Macci, Pickering

Staff

Present: *A. McKinley, Deputy General Manager, Maintenance, Durham Region Transit
*J. Austin, General Manager, Business Services, Durham Region Transit
*M. Binetti, Transportation Service Design, Durham Region Transit,
*R. Inacio, Systems Support Specialist, Corporate Services – IT
*C. Norris, Deputy General Manager, Operations, 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.

3. Introduction of new Committee Member - Heather Hall

Chair Barton introduced Heather Hall, the new representative on TAC for the Accessibility Advisory Committee. At the request of the Chair, Heather Hall provided a brief overview of herself.

4. Adoption of Minutes

Moved by J. Beaton, Seconded by J. Martin,
That the minutes of the regular Durham Region Transit Advisory
Committee meeting held on Tuesday, March 23, 2021, be adopted.
CARRIED

5. Presentations

**5.1 Jamie Austin, Deputy General Manager, Business Services, DRT and
Christopher Norris, Deputy General Manager, Operations, DRT re: Transit
Assistance Program and Secondary Student Transportation Incentives**

Jamie Austin and Christopher Norris provided a PowerPoint presentation on the Transit Assistance Program (TAP) and Secondary Student Transportation Incentives. J. Austin advised that the presentation provides an update on the DRT's reduced cost fare initiatives, including incentives to support the secondary schools' students.

J. Austin provided an overview of the Transit Assistance Program (TAP) Pilot.

Highlights of the presentation included:

- Overview: TAP Pilot Evaluation
- TAP Background
- Evaluation Methodology
- Summary of Results
- TAP Customer Characteristics
- TAP Card Usage
- Overall Customer Experience with TAP
- What Customers Like About TAP
- What Customer Do Not Like About TAP
- Caseworkers Impressions of TAP
- Recommendations
- Comparing TAP and the Access Pass

J. Austin provided an overview of the recommendations to: extend the TAP pilot through to March 2023; the Pay-as-you-go and Period Pass for TAP customers; discontinue the paper Access Pass by the end of 2021; waive the PRESTO card fee for Ontario Disability Support Program (ODSP) clients

shifting to TAP; develop a Communications strategy to build awareness and explain the TAP functions; investigate direct payment options with Social Services and the Province; and, assess the expansion potential to other vulnerable groups.

J. Austin noted that the Transit Executive Committee (TEC) adopted the recommendations, outlined in Report #2021-DRT-06: Transit Assistance Program pilot evaluation, at their meeting held on April 7, 2021.

C. Norris provided an overview of the Secondary Student Transportation Program and recommendations. He advised that the presentation outlines the market opportunities for school boards' students within the Region of Durham including the Durham Student Transportation Services secondary students.

Highlights of his presentation included:

- Child and Youth Fares
 - Initiatives
- Market Opportunities
 - Secondary Students in Durham Region
- Recommendations
 - Fares

C. Norris provided an overview of the recommendations that effective September 2021, the Y10 pass be discounted to \$63.50, from \$73.50; that a bulk pass purchase pilot be available to school boards in Durham Region and Durham Student Transportation Services with a minimum purchase of 570 monthly passes per month to qualify for a \$20 discount; and, that a report on the Y10 and Bulk Pass program will be brought back to TEC in June 2022 on the results of the pass programs.

C. Norris advised that at the Transit Executive Committee meeting held on April 7, 2021 TEC amended Part A) of the recommendations, of Report #2021-DRT-07: Secondary student transportation, to increase the discounted Y10 pass cost of \$73.50, by \$20.00, to lower the Y10 pass cost to \$53.50.

6. Correspondence Items

- 6.1 Direction Memo to Cheryl Tennisco, Committee Clerk, advising that Regional Council at its meeting on April 28, 2021 approved the appointment of Heather Hall, as the Accessibility Advisory Committee representative to the Transit Advisory Committee

Moved by J. Beaton, Seconded by J. Layne,

That Correspondence to Cheryl Tennisco, Committee Clerk, Regional Municipality of Durham, dated April 28, 2021, re: the appointment of Heather Hall as the Accessibility Advisory Committee member to Transit, be received for information.

CARRIED

7. Information Items

7.1 General Manager's Report – April 7, 2021 (2021-DRT-05)

Report #2021-DRT-05 from B. Holmes, General Manager, Durham Region Transit, was received.

Moved by J. Beaton, Seconded by J. Layne,
That Information Item 7.1 be received for information.

CARRIED

7.2 Paper transfers (2021-DRT-08)

Report #2021-DRT-08 from B. Holmes, General Manager, Durham Region Transit, was received.

Chair Barton recognized the efforts of the TAC regarding re-implementing the paper transfer.

A. McKinley advised the Committee that the issuing of paper transfers for cash and single cash ticket fares was re-introduced on May 3, 2021. She further advised, that to date, there appears to be no issues; and, that staff will review and report back, at a later date, to TEC on Durham Region Transit's current fare payment processes.

Moved by J. Beaton, Seconded by, J. Layne
That Information Item 7.2 be received for information.

CARRIED

7.3 On Demand outcomes and next steps (2021-DRT-09)

Moved by J. Layne, Seconded by J. Martin,
That Information Item 7.3 be received for information.

CARRIED

7.4 General Manager's Report – May 5, 2021 (2021-DRT-10)

At the request of the Chair, A. McKinley provided an overview of the ridership levels, including the fluctuation in the ridership resulting from the extension of the April 2021 'Stay At Home' provincial order. She advised that DRT staff continues to monitor the levels of the ridership; and, that staff anticipates that ridership will increase when the students return to classes in the fall.

The Committee questioned whether the ridership increased from the customers who use transit to travel to and from a vaccination clinic within Durham Region. A. McKinley advised yes, and, noted that this service has been well received by the customers in the Region.

R. Claxton-Oldfield advised the Committee that he attended a Public Information Centre and was impressed with the proposed 5 Year Service Plan for transit and going forward. He asked about the transit service plans for this September, and when the Members will be advised of these plans to inform any transit riders who may inquire. M. Binetti advised that a Report on the DRT service plans will be coming forward at the June 2, 2021 Transit Executive Committee meeting.

A. McKinley advised that the Committee Clerk will email a copy of the Report to the members when available.

Moved by R. Claxton-Oldfield, Seconded by M. Roche,
That Information Item 7.4 be received for information.
CARRIED

7.5 Zero Fare Transit – Experience and Implications (2021-DRT-11)

J. Beaton inquired whether staff has considered what a desirable transit rate would be, in terms of a zero fare and the current fare rate.

J. Austin discussed the challenges, outlined in the Report, related to zero fare transit systems; and, the experiences in other jurisdictions in terms of customers priorities for service reliability and cleanliness over zero fares. He advised that at the May 5, 2021 TEC meeting staff was asked to look at options to pursue various transit fare incentives, service investments, and the overall lost revenues and funding pressures associated with a discounted and zero fare transit system. J. Austin added that the DRT Long Term Transit Strategy envisions DRT shifting from an age based structure to an individual's ability to pay.

Discussion ensued regarding the opportunity for a free fare program, post-COVID, to grow the DRT ridership levels in certain zones including the downtown areas.

J. Austin responded to questions regarding the requirement for DRT's participation in the PRESTO agreement; the implications of a zero fare transit system with respect to the Provincial Gas Tax funding; the potential for a Greater Toronto Hamilton Area (GTHA) common fare; and, the need for a DRT competitive fare.

Moved by J. Martin, Seconded by J. Beaton,
That Information Item 7.5 be received for information.
CARRIED

8. Discussion Items

There were no discussion items to be considered.

9. Other Business

9.1 Eligibility Review – Specialized Service Process

At the request of M. Roche, A. McKinley provided an overview of the Eligibility Review – Specialized Service process. She advised that letters are being sent out to inactive registered clients that need to re-register to qualify to maintain their services.

J. Beaton inquired whether the window for Specialized Service clients to re-register could be extended, due to the extra burden of COVID, or take place via a telephone call. A. McKinley advised she would follow-up with staff in regards to the processes.

M. Roche asked staff whether the client requires a signed form from their physician to requalify for the Specialized Services.

A. McKinley advised that she would arrange for staff to present on the Eligibility Review – Specialized Service process at the September 21, 2021 TAC meeting.

10. Date of Next Meetings

Tuesday, September 21, 2021 at 7:00 PM

11. Adjournment

Moved by J. Layne, Seconded by J. Martin,
That the meeting be adjourned.
CARRIED

The meeting adjourned at 8:02: PM.

D. Barton, Chair, Transit Advisory Committee

C. Tennisco, Committee Clerk



Specialized Transit

Eligibility Review and Appeal Process

A green-tinted background image of a Durham Region Transit bus. The bus is white with green accents and has "Durham Region Transit" written on its side. It is positioned in the center-left of the frame, facing right. A thick orange horizontal line is located above the "Eligibility Review" title.

Eligibility Review

- Required for customers registered prior to January 2015
- Purpose is to determine best way to provide mobility
- Based on current abilities in accordance with the Accessibility for Ontarians with Disabilities Act (AODA) requirements
- Ensure fairness and equity

A green-tinted background image showing a Durham Region Transit Pulse bus and a car. The bus is on the left, and the car is on the right. The word 'PULSE' is visible on the side of the bus.

Eligibility Outcomes

Eligibility

- Unconditional Eligibility
- Conditional Eligibility
- Temporary Eligibility

Functional abilities

- Attendant requirement

Eligibility Appeals



Appeal Process

- Customer and/or representative request a review of DRT decision
- Appeal initiated by customer within 30 days of eligibility decision
- Purpose is to ensure appropriate matching of transit service with the abilities of the appellant
- The appeal panel operates independently of DRT has final authority regarding eligibility

Role of the Appeal Panel

The Appeal Panel's role is to deliver an objective, consensus-based decision on eligibility through review of applicant's:

- Specialized Services application
- Supporting documentation and assessments
- The results of any functional assessment the appellant may have attended
- Appeal materials
- Appeal interview

Composition of Eligibility Appeal Panel

At any hearing, the Appeal Panel shall be comprised of three members

- Occupational Therapist
- DRT conventional transit professional
- Representative of the community with a disability who uses DRT conventional transit services



Appeal Panel Decisions

The appeal panel can make the following final eligibility decisions:

- a) Uphold the original DRT eligibility decision
 - b) Change the original DRT eligibility decision, including deny eligibility
- Decisions should be based on the applicant's ability to use conventional transit.
 - Appeals based solely on compassionate grounds shall not be considered.



Eligibility Office

Durham Region Transit
605 Rossland Road East
Whitby, Ontario L1N 6A3
Phone: 1-866-247-0055
durhamregiontransit.com

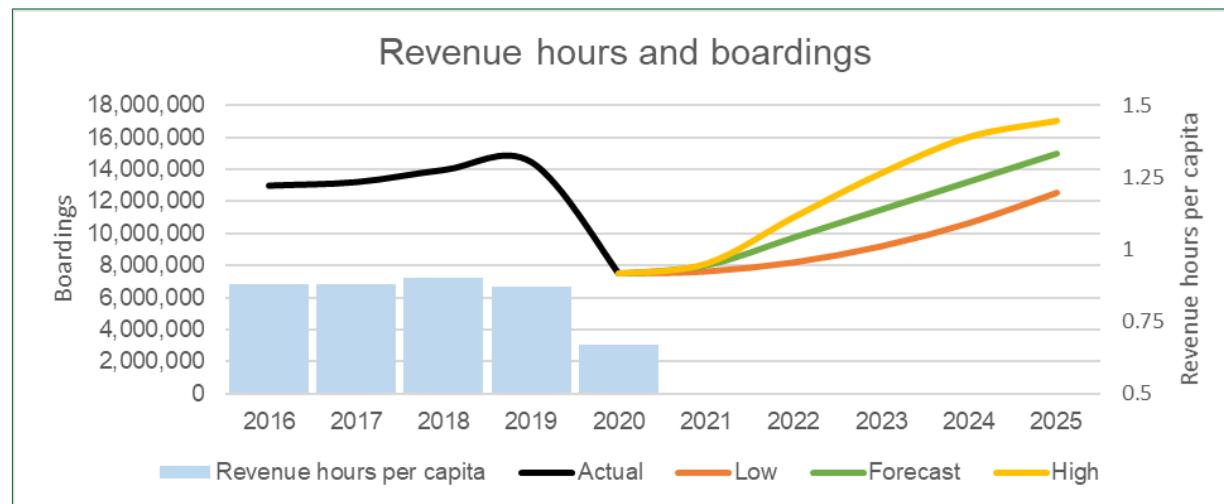


The Route Ahead Durham Region Transit 2022 - 2025 Service Strategy

**Transit Advisory Committee
Tuesday September 21, 2021**

Looking to 2025

- The previous service strategy set the course for ridership increases over the 2016-2020 period
- Investments in the DRT network advanced record ridership in 2019
- By 2025, ridership is expected to approach 2019 levels



E Example of a social equity goal

Pillars

Availability

- There when you need us
- Close to you
- Frequent service

Innovation

- Meet evolving needs and trip patterns
- Enhanced trip planning applications
- Flexible service delivery

Reliability

- Reduce travel time and on-time
- Meet changing travel needs
- Transit priority measures

Safety

- Improve the customer environment on board vehicles, at stops, terminals and stations

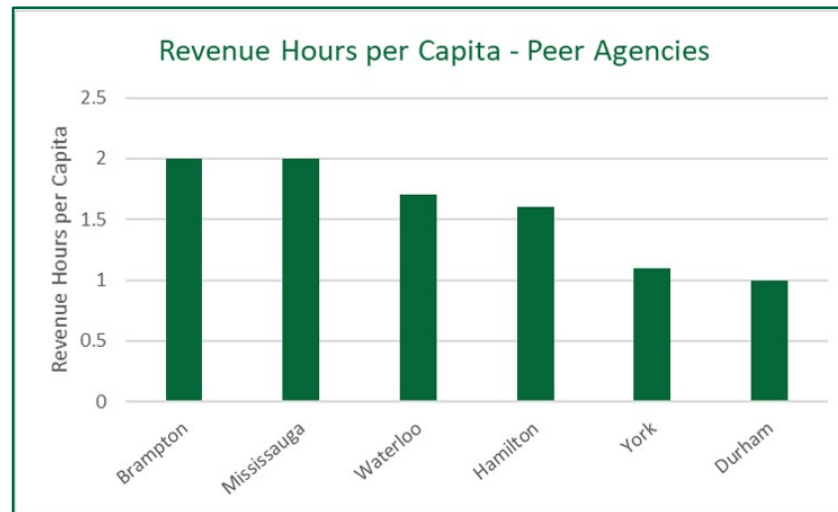
Growth

- Transit-first solutions to new communities
- Support the Region's economic development

Overview

- Guide transit service plan as DRT looks to regain ridership during the pandemic recovery period and ensure access for all residents
- Adapt services to new and changing travel behaviour and builds the foundation for future growth
- Positions transit as a viable alternative to single-occupancy vehicles and a reliable means of travel for people who do not have a car or cannot drive

E



CUTA 2019 statistics

The Route Ahead – Growing Ridership




Support existing customers:

- Enhance frequency and access to transit services, expand service to recreational and employment opportunities, and ensure all residents have equitable access to transit.

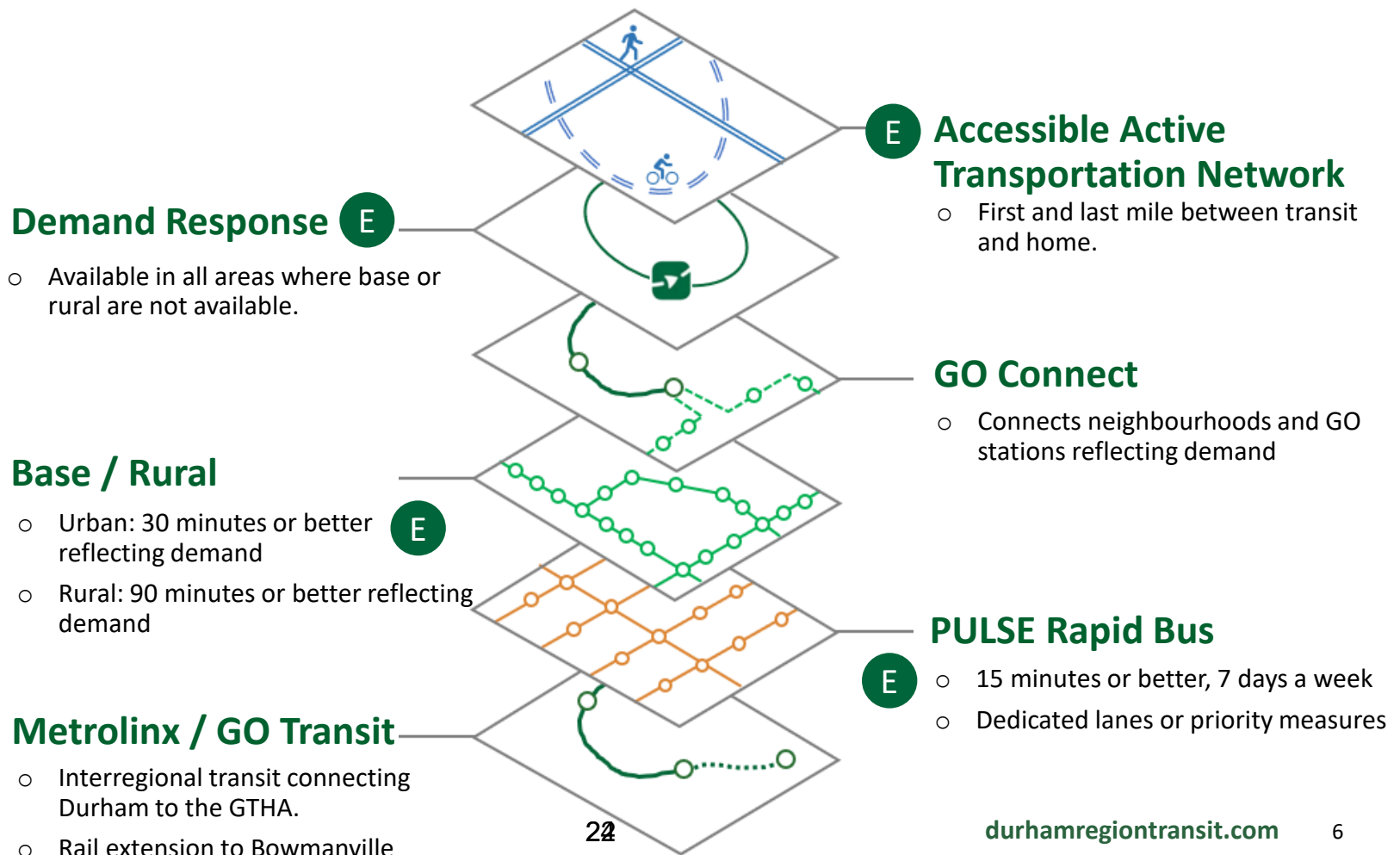
Demonstrate value for discretionary customers by:

- More frequent services, work with regional partners on campaigns to reinforce the value of transit, enhance the transit network with competitive travel times and efficient, and offer flexibility in service modes.

Capture new travel markets:

- Recreational travel 
- Employment centres 
- Overnight travel 
- Travel within Durham

Integrated Network



Service guidelines

Guides how transit services are delivered to an area by time of day and day of the week, ensures that services are sustainable and implemented in an efficient and fair manner.

- Transit service available 24-hours per day within the urban area.
- Scheduled routes will operate on roads conducive to transit use, such as arterial and collector roads. Service on local roads is discouraged.
- Service proximity: the walking time to the nearest bus stop
 - 80 per cent within 500-metres (4 to 5 minutes)
 - 95 per cent within 800-metres (8 to 10 minutes)
- PULSE Rapid Bus: considerations
 - The corridor is identified in the Durham Region Transportation Master Plan and Metrolinx Regional Transportation Plan as future rapid transit or rapid bus/priority bus.
 - Service can sustain minimum PULSE headways.

Service guidelines – Span and Service Levels

Span of service and service levels vary for Demand Response zones and scheduled routes, responding to customer demand.

Minimum headways		PULSE	Base	GO Connector (weekday only)	Rural	Overnight
Morning peak	05:00 - 08:59	15	30	15	90	N/A
Midday	09:00 - 15:59	15	30	N/A	90	N/A
Afternoon peak	16:00 - 18:59	15	30	15	90	N/A
Early evening	19:00 - 21:59	30	30	N/A	90	N/A
Late evening	22:00 - 24:00	30	30	N/A	90	N/A
Overnight	00:00 - 04:59	N/A	N/A	N/A	N/A	30

Service guidelines – Ridership productivity

Ridership productivity guideline provides a measure for the effectiveness of a transit route. Demand Response service is available in zones where scheduled route does not meet minimum ridership productivity target.

E

Operating period		PULSE	Base	GO Connector	Rural
Weekday Peak	Class Average	40	25	25	8
	Minimum	30	20	20	8
Weekday Midday	Class Average	40	20	NA	8
	Minimum	30	15	NA	8
Weekday Evenings	Class Average	30	20	NA	8
	Minimum	20	15	NA	8
Saturday	Class Average	35	20	NA	8
	Minimum	25	15	NA	8
Sunday	Class Average	30	20	NA	8
	Minimum	20	15	NA	8

Local Area Transit Plans

In specific growth areas of the Region the urban fabric continues to develop. Local Area Transit Plans will support DRT to work with stakeholders on developing adaptable transit service as these areas grow.

- Bowmanville (Clarington)
- Newcastle (Clarington)
- Courtice (Clarington)
- Kedron and Windfields (Oshawa)
- Port Perry (Scugog)
- Seaton (Pickering)
- Brooklin (Whitby)



Infrastructure

Hubs and stations

- Improve integration between Demand Response and Scheduled services.
- Support active transportation
- Improve customer experience at DRT operated infrastructure

Bus stops

- E** • Hard surfaced stops by 2025.
- Link to the active transportation network.
- Shelters will be installed at stops:
 - With more than 20 daily boardings.
 - At transfer points
- E** • Near relevant facilities such as hospitals and seniors facilities
- in Priority Neighbourhoods where a social equity factor of 1.5 will be used when evaluating boardings.

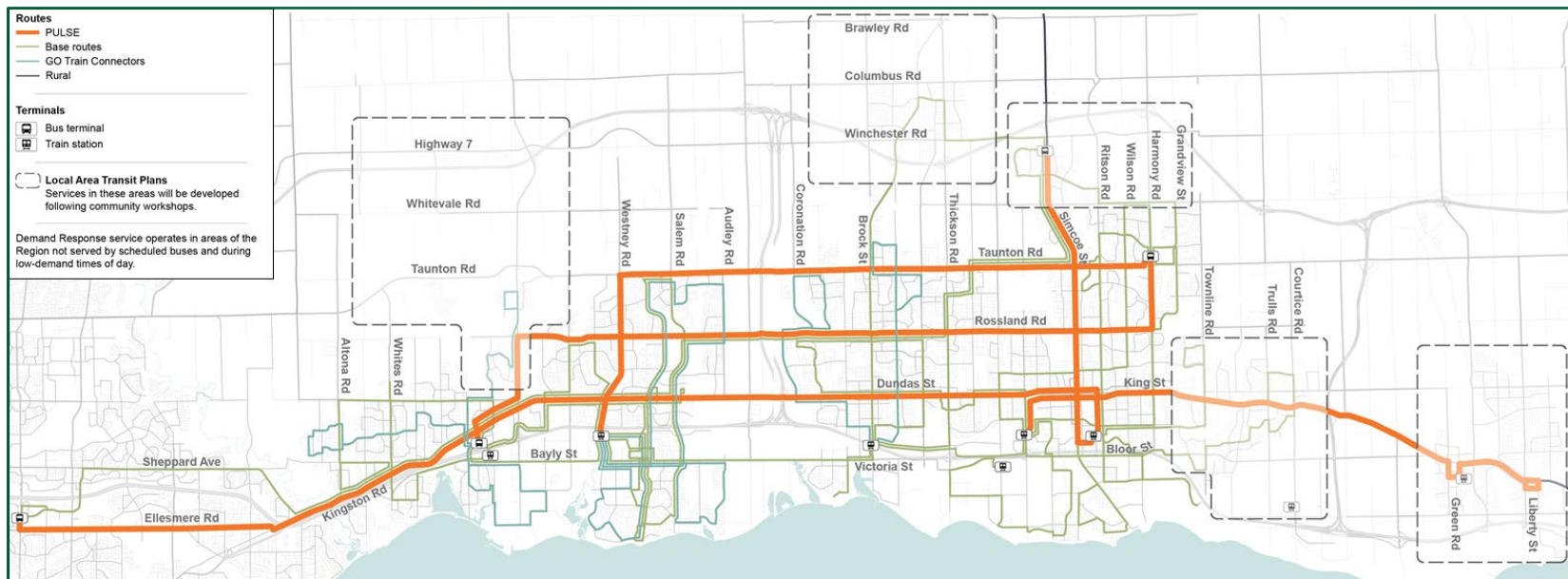
Transit priority

- Work with partners on implementation of:
 - Transit priority on busy corridors.
 - Queue Jumps.
- Advocate for additional transit priority at GO stations.

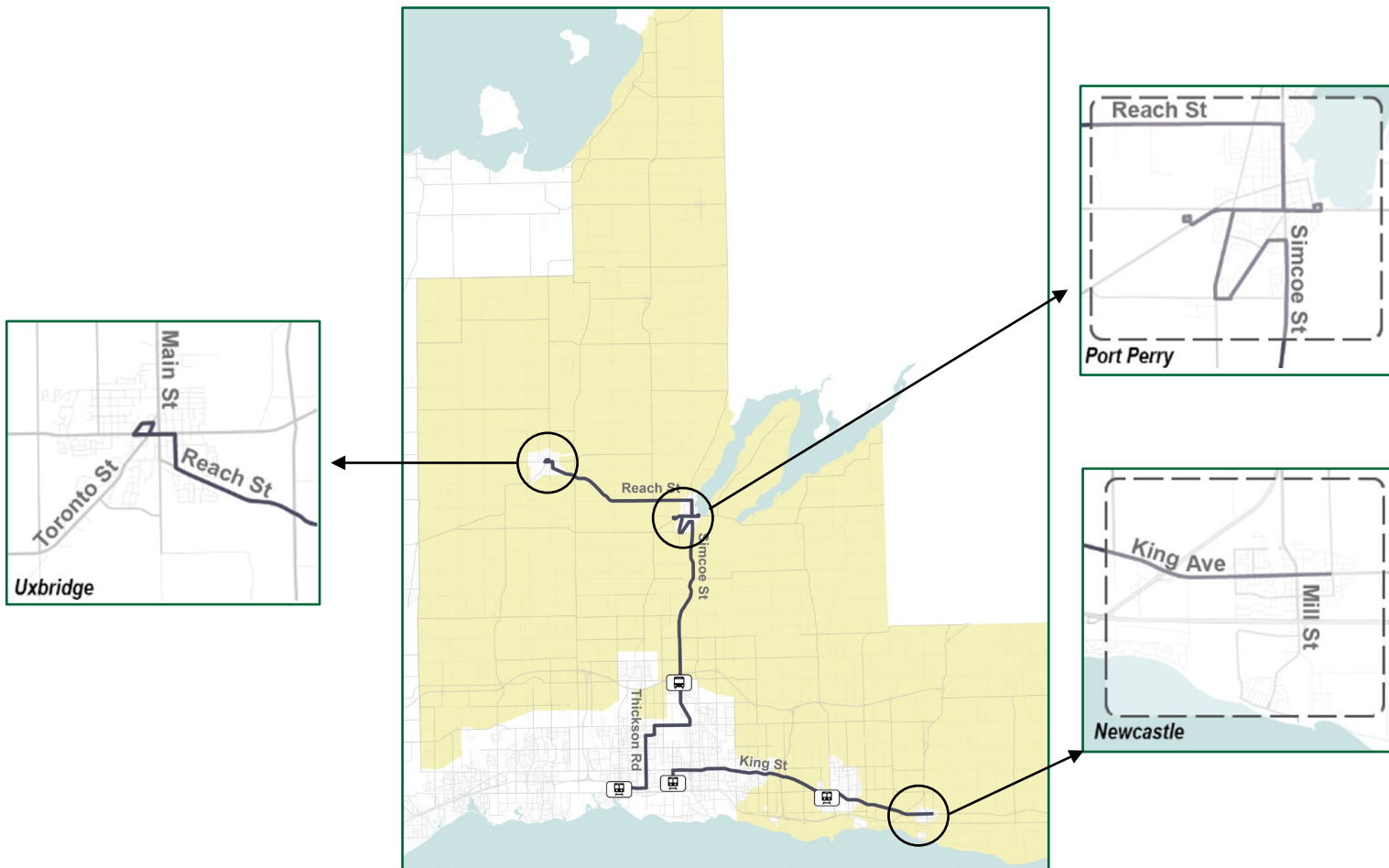
Wayfinding and customer information

- Provide easy to understand information.
- Reduce barriers to accessing information. **E**

2025 Network - Urban



2025 Network - Rural





Join us on the Route Ahead

Durham Region Transit
605 Rossland Road East
Whitby, Ontario L1N 6A3
Phone: 1-866-247-0055
durhamregiontransit.com

E-Mission Zero



- 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

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: #2021-DRT-15
Date: June 2, 2021

Subject:

General Manager's Report – June 2, 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 – June 2, 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's Report

June 2, 2021

TEC

Attachment #1

Performance Measures Dashboard	2
Safety	3
Ridership	4
Service Delivery	7
Updates	10
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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	Number preventable collisions per 100,000 km	April	0.48	0.67	✓ -28.4	✗ 4.7

Ridership

Scheduled						
Ridership (x1,000)	Number passengers	April	259	179	✗ -44.7	✗ -60.1
PRESTO Ridership	Customers paying using PRESTO (per cent)	April	78.5	0 ⁵	NA	NA
Bus full occurrences	Number operator reported occurrences	April	1 ³	315	NA	NA
Demand Responsive						
Ridership - Specialized	Number customer trips	April	4,169	2,534	✓ 64.5	✗ -58.4
Unaccommodated Rate - Specialized	Trip requests not scheduled (per cent)	April	0.4	0.4	✓ 0	✓ -0.5
Ridership – On Demand	Number customer trips	April	8,292	181	NA	NA

Service Delivery

Scheduled						
On time performance	On-time departures from all stops (per cent)	Service Period 1 ⁴	78.7	81.3	NA	✗ -2.6
Service availability	Scheduled service delivered (per cent)	Service Period 1 ⁴	99.6	98.8	NA	✓ 0.8
Mean Distance Between Failure (MDBF)	Average number of revenue service kilometres between occurrences of vehicle defects impacting service (revenue service kilometers)	April	9,334	N/A	N/A	NA

¹Target is 2020 measure for the same period

²Year to Date (YTD) compared to previous year

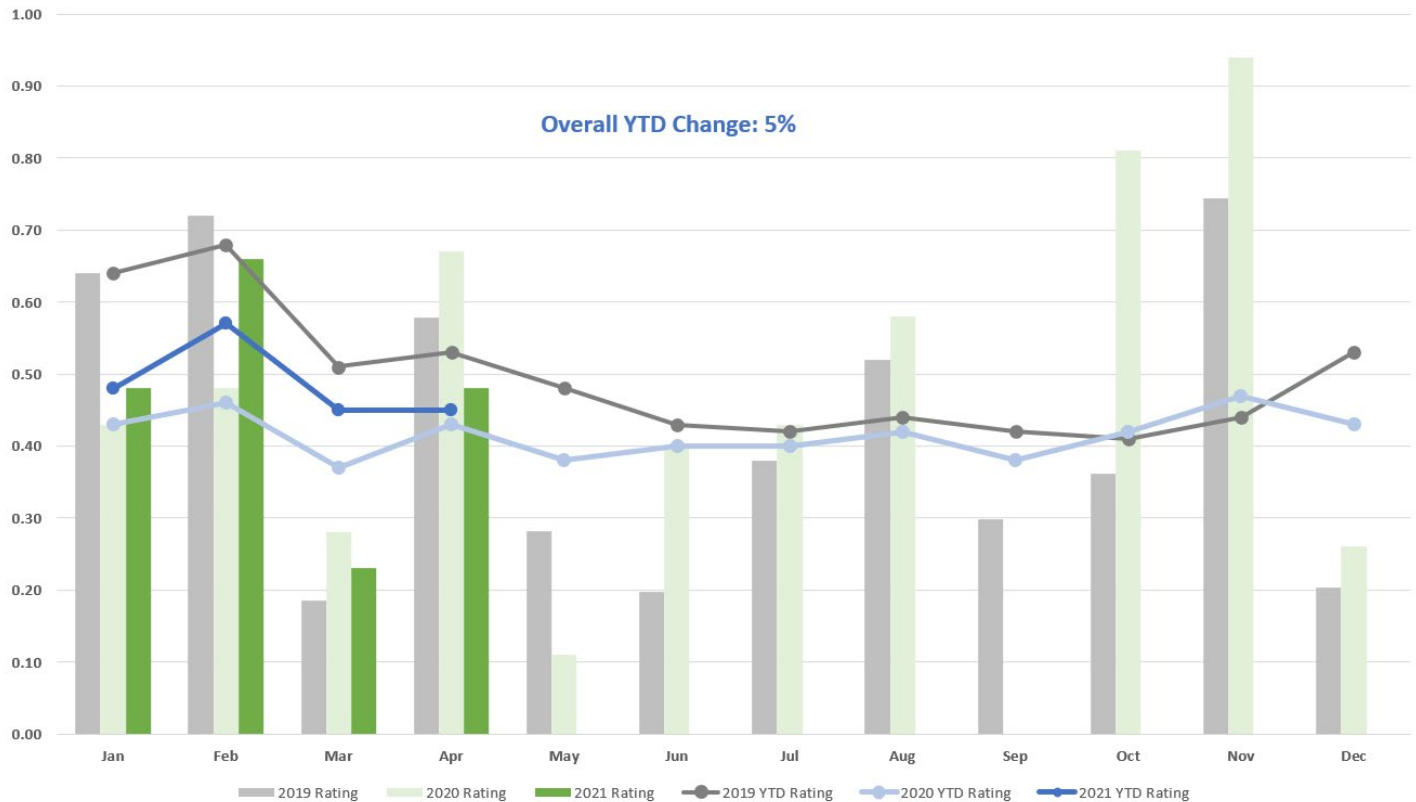
³Bus capacity limited to seated load, reduced ridership during pandemic

⁴January 3 through April 5, 2021

⁵Fare suspension during pandemic (mid March – June 2020)

Safety

Preventable collisions rate per 100,000 km



Definition: A preventable collision is one in which the driver failed to do everything reasonable to avoid the collision. The preventable collision rate is the number of preventable collisions per 100,000 kilometres of travel for all Durham Region Transit (DRT) vehicles.

A collision may not be reportable to police based on the Highway Traffic Act, but for DRT purposes all collisions are documented and investigated.

Analysis

For the second consecutive month, preventable collisions were lower than the previous year; 28 per cent lower in April. The year to date collision rate remained higher than 2020; five per cent through April.

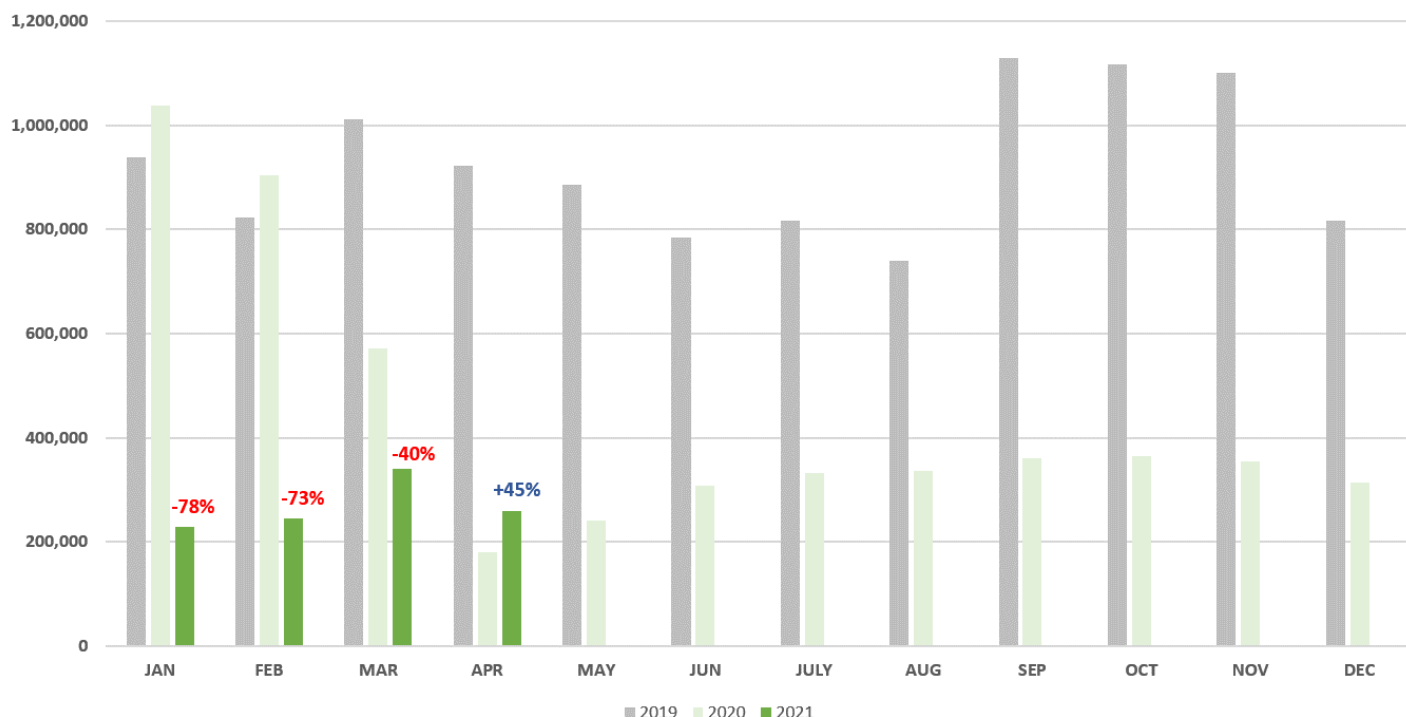
Action Plan

Safety and Training staff have implemented additional measures to curb the trend of increasing monthly collision rate.

- Trainers and mobile supervisors deployed to depots and relief points to host “safety talks” with bus operators, focussing on work preparations and defensive driving habits.

Ridership

Scheduled transit



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.

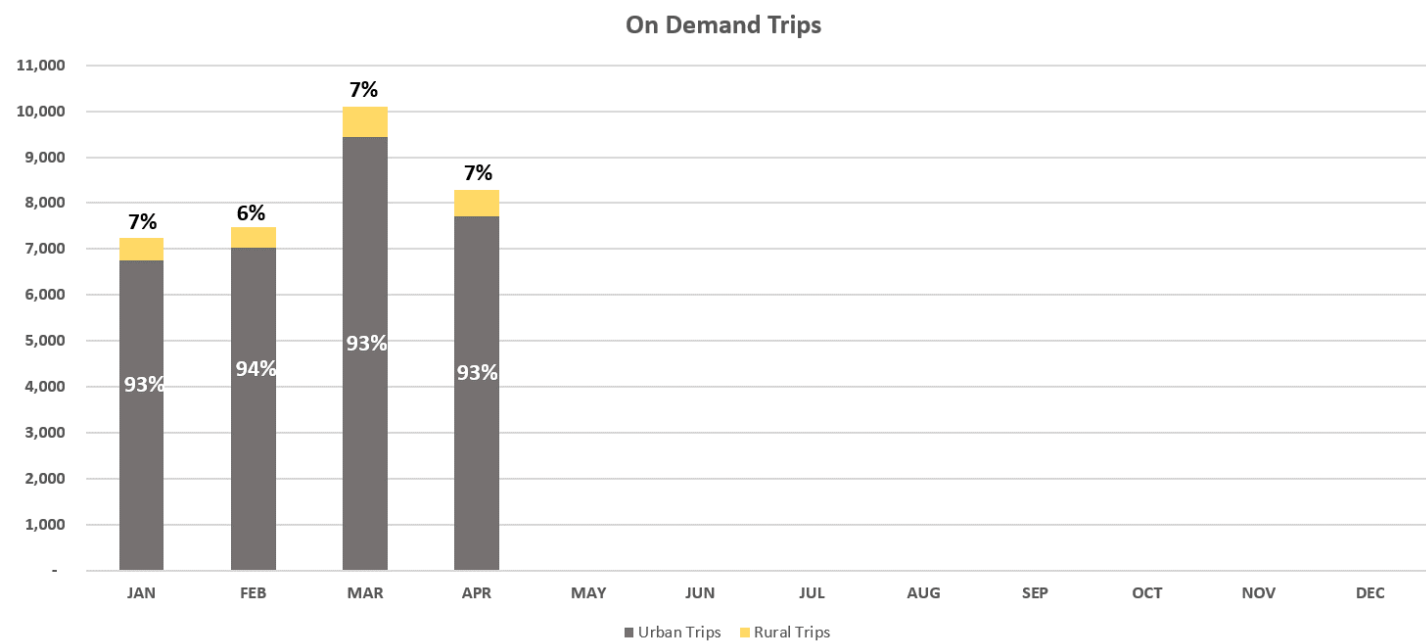
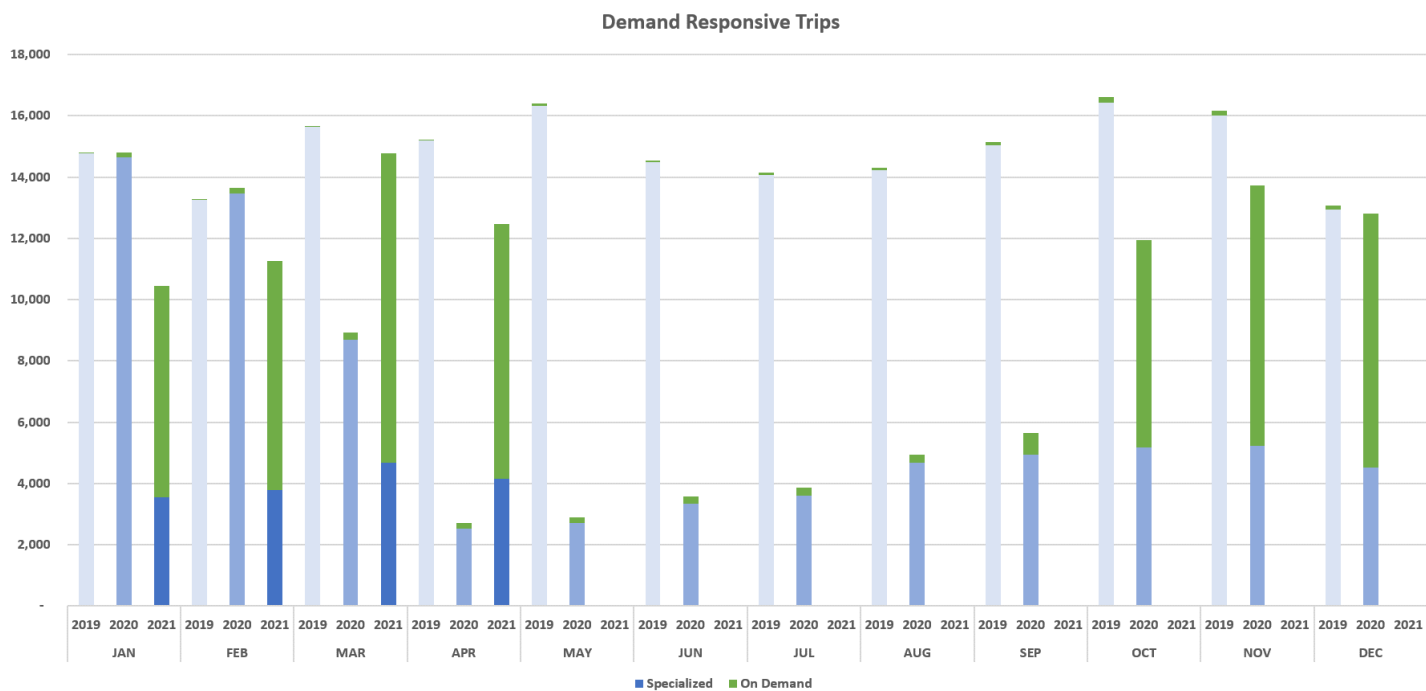
Results

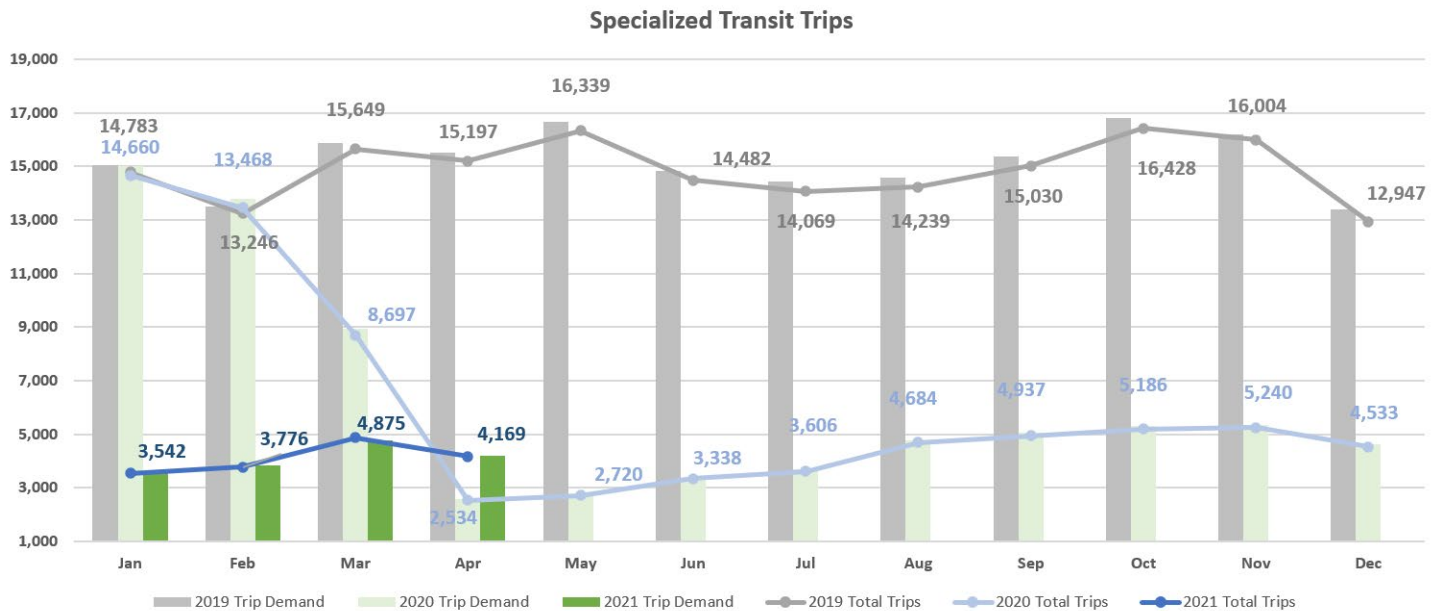
April 2020 was the first full month impacted by the COVID 19 pandemic. One year later, the province has endured a third wave and entered another stay at home order. In April 2021, ridership was 45 per cent higher and 2020, and 72 per cent lower than 2019.

Action Plan

Through mid-May 2021, the ridership monitoring framework indicates that ridership within low demand areas have not reached the minimum thresholds to return scheduled routes within the next four-week period. In consideration of the escalation in the provincial vaccination program, service enhancements are planned for the summer and fall to ensure transit service is accessible to residents travelling to key conversation areas and parks, and institutional and industrial destinations across the Region.

Demand Response Transit





Definitions:

Ridership: A trip is considered a one-way passenger trip from origin to destination, regardless of the number of transfers that may be required.

Trip Demand (Specialized): Specialized transit trip demand is the sum of all trips delivered, no-shows and cancelled at the door, and unaccommodated trips.

Unaccommodated Rate (Specialized): An unaccommodated Specialized transit trip is one where DRT is unable to schedule a trip for the specific requirement requested by the customer, or the customer declined to accept the trip option provided by the booking agent.

Results

Similar to scheduled service ridership, specialized transit ridership in April was 64.5 per cent higher in 2021 compared to 2020, and 27.5 per cent of 2019 levels.

Specialized transit delivered 99.6 per cent of trip requests in April.

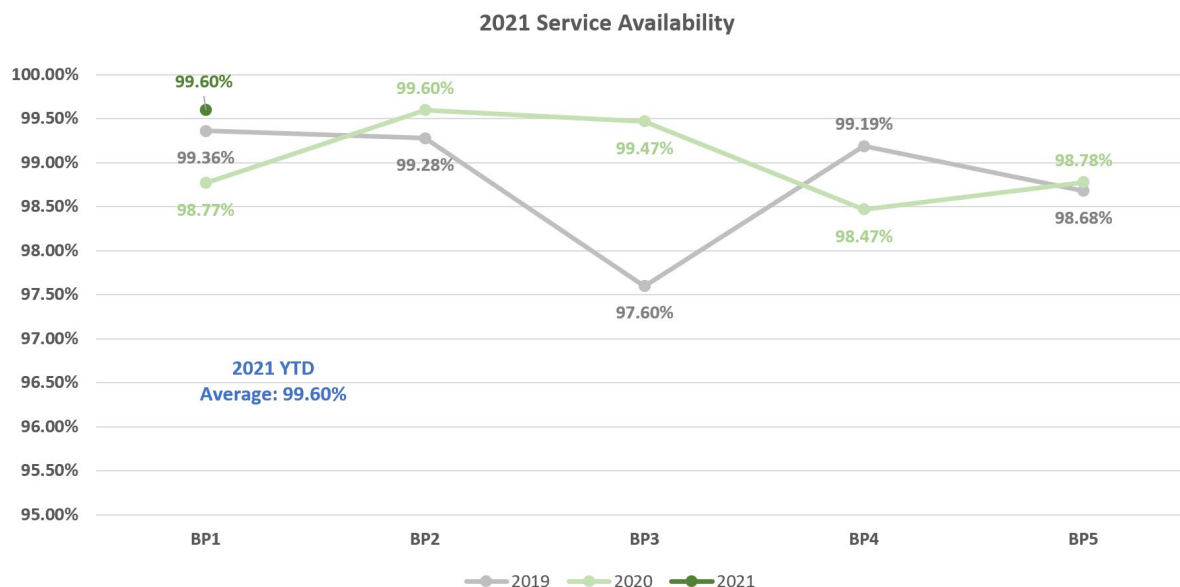
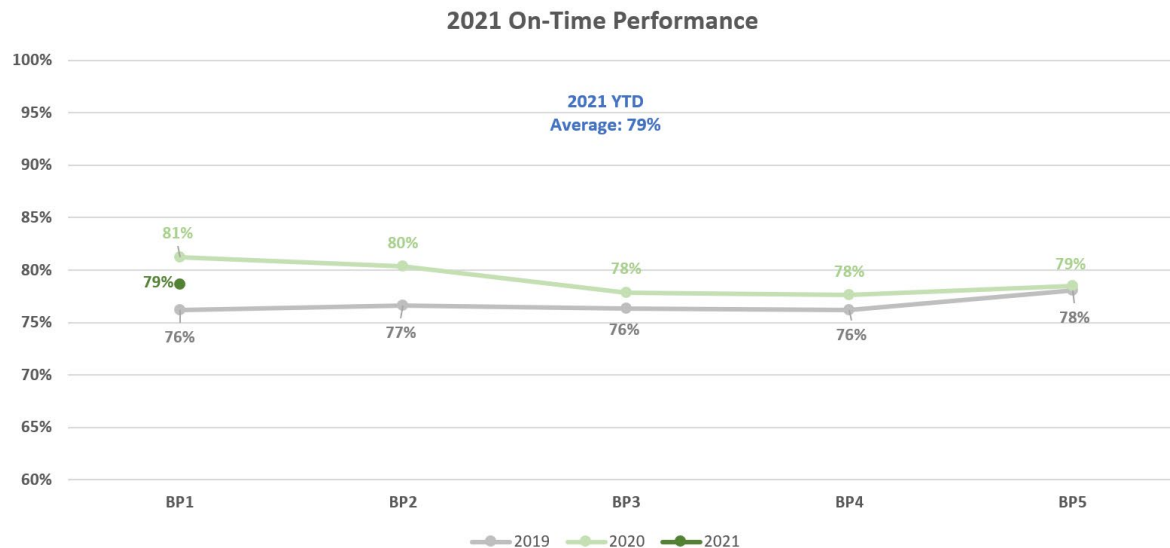
During the current lock down, On Demand experienced an 18 per cent ridership reduction in April (8,292 trips), down from the record ridership in March where 10,094 trips were delivered.

Action Plan

Staff continue to review ridership trends and the pandemic status to project service level and routing requirements in advance of the service change planned for September 7, 2021.

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 has increased to 80 per cent. OTP is reported for each service period.

Service availability measures the actual service delivered by DRT compared to the scheduled revenue service. The service availability target is 99.5 per cent. Service availability is reported for each service period.

Results

OTP for the 2021 service period 1 (BP1) improved by three per cent compared to 2019 and two per cent lower than 2020. Year to date OTP is one per cent below the target of 80 per cent.

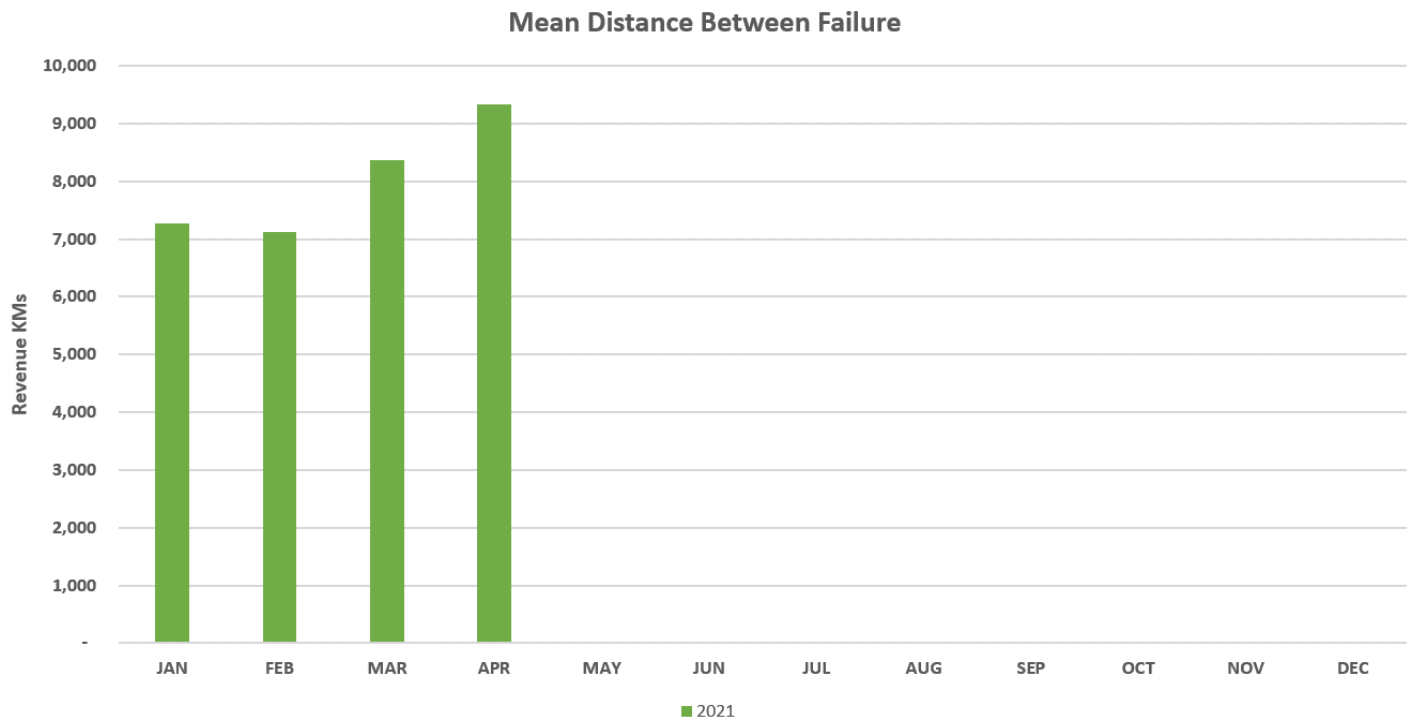
Service availability improved 0.2 per cent compared to 2019 and 0.8 per cent compared to 2020, exceeding the target of 99.5.

Action Plan

Service Planning staff have completed recent run time analysis to update schedules to reflect actual trip running times.

Service availability is impacted by unplanned events such as on-street conditions impacting service delivery (collisions, detours, etc.) and mechanical defects. Maintenance staff continue to enhance vehicle maintenance activities to mitigate on-street defects, as demonstrated in the Mean Distance Between Defects metric, and operations management continue to use available on-street resources to cover service when unplanned event happen.

Mean Distance Between Failure (conventional)



Definition

Mean Distance Between Failure (MDBF) measures the reliability of the fleet by tracking the mean distance between bus breakdowns or mechanical failures that result in cancelled or missed service. A bus breakdown or mechanical failure is any incident that precludes a revenue vehicle from completing its trip or beginning its next scheduled trip, and is measured by the total number of revenue vehicle kilometers (conventional service fleet) divided by the total number of chargeable vehicle defects during the reporting period.

Chargeable vehicle defects (or chargeable mechanical failures) are consistent with guidelines from the Ontario Public Transit Association (OPTA) and does not consider failures resulting from passenger-related events (i.e. sickness on the bus), farebox or other technology defects such as PRESTO readers.

Service impacts resulting from bus breakdowns are mitigated by assigning an available bus or reassigning a bus from a lower priority trip, to cover all or a portion of the affected trip(s).

Results

MDBF improved for the second consecutive month, increasing by 11.5 per cent in April to 9,334 km.

Action Plan

DRT will establish an appropriate MDBF target at the end of 2021 with the objective to continuously enhance preventative maintenance practices and improve annual MDBF performance.

1. 2021 Service Update

In executing the 2021 Service Plan and in response to the current realities of the pandemic, several service enhancements will be implemented June 21, 2021 and September 7, 2021. DRT will be piloting the return of two scheduled routes replacing On Demand, expanding service into industrial, health care and secondary school areas, and residents will be able to leave their vehicles home and not worry about parking when using DRT to access attractions, recreational areas and green spaces across the Region.

2021 Summer Service Enhancements

1. Route 110: Pickering Parkway Terminal – Sunbird Loop, replacing temporary On Demand in central Pickering
2. Route 120: Pickering Station – Sunbird Loop, providing integration with GO Lakeshore East train
3. Enhance Route 224: Ajax Station - Taunton, servicing Paradise Park and Veteran's Point Gardens on weekends and holidays
4. Enhance Route 917: Oshawa - Toronto, servicing Toronto Zoo and Rouge National Urban Park on weekends and holidays between June 24 and September 6
5. On Demand to conversation areas and parks: On Demand will be available to residents supporting access to over 15 conservation areas and parks in Clarington, Scugog and Uxbridge

2021 September Service Enhancements (September 7, 2021)

1. New Route 392: Oshawa Centre – Ontario Shores, providing limited weekday service to access Lakeridge Health Whitby, Ontario Shores, and Abilities Centre
2. Enhance Route 407: Harmony Terminal – South Oshawa, increasing access to South Oshawa Industrial area
3. Reintroduce Route 411: Oshawa Centre – South Courtice, increasing access to South Oshawa Industrial area and Pereyma and Holy Trinity secondary schools, replaces temporary On Demand service in South Courtice
4. Enhance Route 901: North Campus – Oshawa Centre: Increasing access to the Oshawa Centre on weekday evenings and weekends
5. Enhance Route 905: Whitby Station – Harmony Terminal – Uxbridge, additional evening trips to Uxbridge on Saturdays, increasing access to GO Lakeshore East and Whitby GO Station
6. New Route 920: Toronto – Amazon Ajax – North Campus, new cross-regional route connecting to TTC Rapid Transit Network Line 3 (McGowan Station) and employment (Amazon Distribution Centre, Sheppard East Industrial) and post secondary (Centennial College, North Campus) destinations

7. New Overnight Mobility: New mobility options for 24/7 service including PULSE 900 (Morningside to Simcoe) and 901 (King to North Campus). On Demand available within urban areas connecting to scheduled service and GO rail stations.

2. Approval of the final Investing in Canada Infrastructure Program (ICIP) project

In an April 28 letter, the Honorable Caroline Mulroney, Minister of Transportation, confirmed approval of the final ICIP – Transit Stream project for the construction of median bus rapid transit lanes in Pickering as part of the Durham Scarborough Bus Rapid Transit (DSBRT) program. This \$126 million project includes \$45.8 million federal funding and \$36.2 million provincial funding. The 7.7 kilometer project will include dedicated median Bus Rapid Transit lanes along with dedicated off-road cycle tracks. The project will proceed following completion of the DSBRT environmental assessment and will be completed in phases between 2022 and 2025. Staff will present an overview of the current planned construction phasing and schedule for the BRT segments currently funded through ICIP.

General

1. **DRT Trips to Vaccine Clinics**

Over the past six weeks (week ending May 9, 2021) 151 free trips were provided to/from COVID-19 vaccination clinics across the Region thanks to a generous donation from Ontario Power Generation. Free trips using DRT's demand responsive services continue to be available to all residents. Information and details are available on DRT's website (durhamregiontransit.com), or by contacting a DRT customer service representative by telephone (866-247-0055).

2. **Eligibility Appeal Panel for Specialized Services**

Following a hiatus during the early days of the pandemic, the Eligibility Appeal Panel resumed their work virtually in 2021.

In accordance with the *Accessibility for Ontarians with Disability Act*, Specialized Services implemented the AODA eligibility criteria in January 2015. The current DRT Eligibility Panel process and terms of reference was approved by TEC in May 2018 (#2020-DRT-17). An independent panel ensures DRT decisions are thoroughly considered along with information provided by appellants. The independent eligibility appeal panel includes an Occupational Therapist, a DRT conventional transit professional, and a representative of the community with a disability who uses DRT conventional transit services. After considering the information and rationale presented by DRT staff, and any additional information provided by the appellants, the panel issues their final eligibility decision.

The panel can make two final eligibility decisions:

- a) uphold the original eligibility decision made by specialized services staff; or
- b) revise the original eligibility decision, including denying eligibility.

In 2020, seven valid eligibility appeals were received: one from a new applicant, and six from customers participating in the eligibility review process. The appeal panel upheld 100 per cent of the eligibility decisions of DRT specialized services staff, and one appeal remains pending to be scheduled.

Through April 2021, 11 valid appeals were received from customers participating in the eligibility review process. The appeal panel upheld 75 per cent (six appeals) of eligibility decisions made by specialized services staff; 25 per cent of appeals (two appeals) were revised, one of which included the additional requirement of a personal care attendant as the panel decided that the applicant was unable to travel independently. The remaining three appeals will be scheduled for the next available appeal panel hearing date.

3. **Notes of gratitude from local students**

Students from Monsignor John Pereyma Catholic Secondary School in Oshawa recently shared personal notes of gratitude with Durham Region Transit (DRT) staff (samples below).

These messages of hope are timely, relevant, and demonstrate a sense of partnership in our shared vision for safety and service within our local communities.

In anticipation of a safe reopening of the community and serving families with flexible transit options in the weeks and months ahead, this kind gesture from local students serves as a reminder to DRT staff that their work is valued and appreciated by the community. A few examples are shown below.

“Thank you for working all day and night. Even during the global pandemic, you still don’t struggle to get student, parents, and other workers to where they need to be. You are so helpful and always will be. Thank you. Stay safe :)”

“Thank you so much for all that you have done throughout this past year, to keep us all safe and healthy throughout this pandemic.”

“I want to thank you for all your hard work, especially during the pandemic. Every day you help people get to their jobs, appointments, and home safely. I know that it might be scary driving lots of different people, but your job is very important, and I appreciate your service. My sister takes the bus to go to Durham college and I’m glad that she is safe on the bus.”

“Thank you so much for still driving everyone to work, school, activities, and more. We are so very thankful that you put others before yourselves. During these hard times, you are the reason people’s lives are saved because you drive the doctors and nurses to the hospital to help people who are sick. Thank you for all your hard work, you are very appreciated.”



Durham Region Transit Report

To: Durham Region Transit Executive Committee
From: General Manager, Durham Region Transit
Report: #2021-DRT-16
Date: June 2, 2021

Subject:

Durham Region Transit customer policies updates

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 provide the Transit Executive Committee (TEC) with an overview of updates to Durham Region Transit's (DRT) customer policies.

2. Background

- 2.1 Current DRT customer policies were established in 2006 following the amalgamation of the Oshawa Transit Commission, Whitby Transit, Clarington Transit and Ajax Pickering Transit Authority; ad hoc updates have been made over the past 15 years.
- 2.2 The Ministry of Transportation (MTO) has established a Fare and Service Integration table to advance service and fare integration across the GTHA, with deliverables scheduled for early to mid 2022. Service integration will require transit agencies to collaborate and ensure alignment of operational policies and practices to deliver a consistent and reliable public transit experience.
- 2.3 In advance of further service integration opportunities and in consideration of known operational challenges and customer feedback with some existing policies, throughout

2020 DRT staff completed a best practice review of customer-facing policies, including transit agencies from across the GTHA, and provincially and nationally.

2.4 DRT customer policies adhere to five key principles:

1. Clear and Concise: Policies support a diverse community for a common understanding of expectations.
2. Technology: Policies reflect current and impending technology systems.
3. Consist Customer Experience: Policies are aligned with public transit service providers across the Greater Toronto and Hamilton Area (GTHA) to support a consistent inter-regional travel experience.
4. Modern Service: Policies embrace evolving models and methods for providing access and delivering public transit within the Region of Durham.
5. Equity: Policies developed through the social equity lens.

2.5 Engagement & Consultation

- a. Internal stakeholders, including Legal, were engaged to considered operational, organizational, and legislative requirements and challenges, ensuring policies are implemented equitably across DRT services.
- b. At their meeting held January 19, 2021, the Transit Advisory Committee received a staff presentation and provided feedback and recommendations for staff consideration.
- c. A total of 585 people attended a virtual Public Information Centre (PIC) during March 2021. In addition to posted information on the virtual PIC site, staff consulted in person with participants during eight hours of virtual discussions on March 30 and April 1; 13 people participated in these discussions.

2.6 Updated customer policies are summarized in Attachment #1.

3. Previous Reports and Decisions

3.1 Not applicable.

4. Relationship to Strategic Plan

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

- a. Economic Prosperity: Enhance communication and transportation networks to better connect people and move goods more effectively

- b. Service Excellence: Collaborate for a seamless service experience and demonstrate commitment to continuous quality improvement and communicating results

5. Conclusion

- 5.1 DRT's updated customer policies are clear and concise reflecting a modern transit organization committed to adopting technology to provide a consistent customer experience within the Region and the GTHA.
- 5.2 The new and revised customer policies will be launched August 1, 2021, supported by an extensive communications plan. Policies will be available on the website (durhamregiontransit.com) or by contacting DRT Customer Services by telephone (1-866-247-0055) or e-mail (DRTHelps@durham.ca).

6. Attachments

Attachment #1: DRT Customer Policies, August 1, 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

DRT Customer Policies, August 1, 2021

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Passenger Code of Conduct

Existing Policy	New/Revised Policy
No existing policy.	<ul style="list-style-type: none"> • Respectful behaviour is expected of DRT employees and from customers and passengers. Acts of aggression, intimidation, or harassment will not be tolerated. Those who act in such a manner will be asked to leave DRT property, including vehicles. • All persons on or about any property owned, leased, occupied or used by DRT, including vehicles and bus stops, shall at all times: <ul style="list-style-type: none"> ○ pay a full and valid fare when boarding the DRT vehicle ○ provide proof of payment if requested by a DRT employee or other authority having jurisdiction ○ adhere to the transfer policy ○ vacate a seat in the priority seating area of the bus for persons with disabilities ○ wear shoes, boots, sandals or other similar footwear ○ be fully clothed ○ remain behind the yellow line on the floor while the bus is in service, except for boarding ○ use earphones when operating any radio, recording device, digital music, or audio device, musical instrument or similar device, and that the sound level does not disturb other passengers or DRT employees • All persons on or about any property owned, leased, occupied or used by DRT, including vehicles and bus stops, are prohibited to:

Existing Policy	New/Revised Policy
	<ul style="list-style-type: none"> ○ place feet/shoes on seats ○ lay down on seats ○ litter; and shall carry all litter off property ○ smoke or carry a lighted cigar, cigarette, pipe, other tobacco product, or any other lighted smoking equipment or material ○ consume alcohol ○ cause a disturbance with profanity, gestures, fighting, or being offensive ○ conduct themselves in a manner that creates public indecency ○ interfering or obstructing a DRT employee or contractor from performing their duties ○ to use profane, abusive, indecent, foul, insulting or obscene language or behaviours ○ urinate, expectorate or defecate, except in facilities specifically intended for such actions ● No person shall enter any property owned, leased, occupied, or used by DRT, including vehicles and buses, being in possession of: <ul style="list-style-type: none"> ○ a firearm, air gun, air rifle, pellet gun, pellet rifle, gas charged gun, gas charged rifle, imitation firearm, an offensive weapon or a prohibited weapon; or ○ explosives, pyrotechnical material, flammable material, offensive or toxic material, or any other dangerous thing, object, or material ● passengers who are in possession of a knife must always ensure it is safely secured by the customer while

Existing Policy	New/Revised Policy
	<p>travelling on a DRT vehicle in the following manner:</p> <ul style="list-style-type: none"> ○ the blade of the knife must be in a sheath; ○ the knife must be secured by the PASSENGER; and ○ at no time and under no circumstances shall the blade of the knife be exposed while travelling on a DRT vehicle.

Transfers

Existing Policy	New/Revised Policy
<ul style="list-style-type: none"> • After paying your fare by cash or ticket, request a transfer from the operator. Your transfer gives you two hours of unlimited travel. • For customers using On Demand, when transferring to scheduled service, show the On Demand transfer to the Operator, and then insert it into the farebox. The Operator will then issue a printed transfer. • When using a PRESTO card or E-Ticket, transfers are automatically calculated, allowing you to travel for two hours. • Once your transfer is expired, you will need to pay a new fare. In the event that you experience a problem, pay your fare and contact Customer Service at 1-866-247-0055, making note of the four-digit bus number, date, and time of the event. 	<ul style="list-style-type: none"> • Paper transfers are free and must be requested from the bus operator when paying a fare by cash or DRT ticket. • A transfer is valid for two hours. • Passengers paying by cash or tickets must request a transfer from the vehicle operator after paying their fare. • Customers using Demand Response (On Demand and Specialized) and transferring to scheduled service must show the On Demand transfer to the bus operator when boarding, and then insert it into the farebox. The operator will then issue a printed transfer. • Customers shall not alter paper transfers and must surrender the transfer upon request to an operator or other DRT representative for inspection. • Paper transfers shall be maintained in good condition with printed information remaining readable. • Paper transfers that are not readable to the vehicle operator are considered invalid and the customer shall pay a fare and a new transfer will be issued.

Bicycles

Existing Policy	New/Revised Policy
<ul style="list-style-type: none"> • Bicycles with 16-inch to 29-inch wheels are to be placed in front mounted bike racks. • Before the bus arrives, the customer must remove loose items from the bicycle including water bottles, saddlebags, carriers or any non-permanent fixture. • For safety reasons, do not abandon the bus to assist customers to load or unload bikes. • E-bikes and scooters are not permitted onboard the bus or on the bike rack at any time. 	<ul style="list-style-type: none"> • Conventional buses are equipped with bike racks that accommodate two bicycles on a first-come, first-served basis. • Electric and pedal powered bicycles that meet the weight and size requirements are permitted to use DRT's bus bike system: <ul style="list-style-type: none"> ○ Tire size: <ul style="list-style-type: none"> ▪ minimum 16-inch ▪ maximum 29-inch / 700c ○ Weight: maximum 25 kilograms (55 lbs) • Loose items on the bicycle, including water bottles, saddlebags, carriers, or any non-permanent fixture, must be removed by the customer before boarding the bus. • Customers are solely responsible for loading and unloading their bicycle from the bike rack system. Customers are required to ensure the bike rack is secured after removing their bicycle. Bus operators are prohibited to assist customers with loading or unloading bicycles. • Bicycles are not permitted onboard a DRT vehicle.

Animals – Scheduled Service

Existing Policy	New/Revised Policy
<ul style="list-style-type: none"> • Dogs/cats will not normally be allowed on Durham Region Transit vehicles; however, exceptions will be made for the following. <ul style="list-style-type: none"> ○ Dogs on a leash with a muzzle ○ Dogs, cats, or all other animals confined in a pet transportation crate • A pet stroller which fully secures the animal inside the device is acceptable as a small animal pet transportation crate of DRT buses. • Customers are required to be in control of any device or items brought on board, ensuring they are properly secured while keeping the aisle clear for the safety for other customers. 	<ul style="list-style-type: none"> • Dogs, cats, and all other household pets are permitted onboard DRT vehicles, provided the dog, cat, or household pet: <ul style="list-style-type: none"> ○ is on a leash or is transported inside an enclosed, secure pet carrier or other suitable device; and ○ does not create a disturbance or inconvenience to other passengers or DRT employees. • A pet stroller which fully secures the animal inside the device is acceptable as a small animal pet transportation crate/carrier on DRT buses. • Pet containers, carriers and strollers must be kept clear of the aisle and must not inconvenience or jeopardize the safety of other passengers or DRT employees. • Passengers are required to be in care and control of any animal or items brought on board, ensuring they are properly secured. • This policy does not apply to a guide dog or service animal, as defined under Ontario Regulation 429/07 of the Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c. 11, provided the guide dog or service animal remains under the care and control of the passenger at all times.

Carry on items

Existing Policy	New/Revised Policy
<ul style="list-style-type: none"> • Customers carrying ice skates must have skate guards or the skates are to be carried in a bag. • Skateboards, hoverboards, rollerblades are required to be carried onboard the bus. • Rollerblading and skateboarding are not permitted onboard the bus. Customer footwear is required at all times. 	<ul style="list-style-type: none"> • Passengers are expected to independently manage any items carried onto a DRT vehicle, ensuring that items are stored safely such that the aisles and doorways of the vehicle remain clear and safe at all times. • Ice skates, roller blades, scooters, skateboards and other similar devices or equipment are permitted on DRT vehicles. These items must be carried by the passenger and not used on board the vehicle. • Ice skates must have skate guards installed or carried in an appropriate carrier. • Skis, snowboards and other large bulky recreational items are permitted on buses, provided there is available space on the bus. Skis and snowboards must be secured within a soft shell or hard shell travel bag and must be carried upright. These items are currently not permitted on Demand Responsive (On Demand and Specialized Transit) service.

Photography and video

Existing Policy	New/Revised Policy
<ul style="list-style-type: none"> Customers are permitted to take photos and/or record videos for personal use, provided that the photos and/or videos are not published publicly on social media, YouTube, etc. If a photo and/or video is published, DRT will take the necessary steps to attempt to have it removed. Safety is always DRT's priority. Taking photos and/or recording videos must not interfere with the safe operation of a vehicle or the flow of pedestrians. Individuals taking photos and/or recording videos for commercial use on DRT vehicles or property must have written permission from DRT. To obtain permission for commercial photography/filming, individuals should be directed to DRT Customer Experience for assistance. Photography, filming or video recording by customers of Operators in the normal course of their duties onboard or on DRT property is discouraged. Customers are not restricted from taking photographs or a video recording in public spaces, permitted the Operator is not the subject matter. 	<ul style="list-style-type: none"> Passengers are permitted to take photos and/or record videos for personal use, provided that the photos and/or videos are not published publicly on social media. While taking photos and/or recording videos, the passenger is prohibited to interfere with the safe operation of a vehicle, flow of pedestrians, or any DRT employee during the course of their work. Individuals and organizations taking photos and/or recording videos for commercial use involving DRT staff, vehicles or property must receive prior written authorization from DRT. Photography, filming, or video recording of DRT staff during the normal course of their duties is strongly discouraged.

Demand Responsive Accessible-Door to Accessible-Door Assistance (Specialized)

Existing Policy	New/Revised Policy
<ul style="list-style-type: none"> • An accessible-door or entrance is an entrance at a residence or facility equipped with a well-designed ramp that meets AODA specifications. • If there is no ramp or elevator, the premises must be free of steps for an electric wheelchair or scooter and be no more than one (1) step (between landings) <i>of</i> no more than seven (7) inches for a manual wheelchair. • The Operator will assist each passenger to/from an accessible door to/from the bus. 	<ul style="list-style-type: none"> • Entrances to residences or facilities used by DRT staff for the purpose of assisting customers shall meet the accessibility requirements under the Ontario Building Code. Please consult with your local municipality for information. • Residents and/or property managers shall ensure their properties are safe and secure and do not compromise the safety of DRT staff during the conduct of their duties. • All pathways, sidewalks, ramps, and other surfaces between the applicable vehicle parking location and the accessible entrance shall be clear of snow, ice and any other obstacles or debris prior to customer pick-up or drop off. • At locations where a ramp or elevator is not provided, and where customers use an electric mobility device, there shall be no steps between the applicable vehicle parking location and the accessible entrance. • At locations where a ramp or elevator is not provided and where customers use a manual mobility device, there shall be no more than one (1) step between landings <i>of</i> no more than seven (7) inches between the applicable vehicle parking location and the accessible entrance. • The operator will assist customers between the vehicle and first

	<p>accessible door by providing help with a mobility device, walking next to the customer, opening / closing a door. Operators are prohibited to enter a residence or facility beyond the first accessible door.</p>
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Children travelling alone

Existing Policy	New/Revised Policy
<ul style="list-style-type: none"> Adult supervision for groups of children under 12 is required (one adult per six children is recommended). 	<ul style="list-style-type: none"> Parents and/or guardians are solely responsible for ensuring their children can independently use the transit system before permitting their child, aged 16 or younger, to travel unattended when using DRT services.

GO Train arrival connections

Existing Policy	New/Revised Policy
<ul style="list-style-type: none"> When a GO train is running late, buses may wait at the platform for customers up to five (5) or twenty (20) minutes as required. 	<ul style="list-style-type: none"> DRT endeavours to maintain service schedules at all times. Many DRT routes connect with GO Transit trains at stations. A connecting bus route is defined as a route that includes at least seven minutes between an arriving GO Train and a departing DRT bus route. This connection time enables the customer to transfer between train platforms and bus stops. When an eastbound GO train is late, departures of connecting DRT bus trips may be delayed by up to five (5) minutes, or 20 minutes for the last bus trip of the day.

Strollers, shopping carts or wagons

Existing Policy	New/Revised Policy
<ul style="list-style-type: none"> • Strollers can be wheeled onto the bus. • Ask the operator to deploy the ramp, if needed. • Strollers can be parked in the priority seating area, with the child in the device, when the area is not occupied by passengers needing priority seating. • Stroller brakes need to be applied to prevent it from rolling. • Strollers must be placed to keep the aisles clear and not interfere with other customers. • When requested, strollers need to be folded for safe customer access to seats and exits. • Passengers with strollers need to be able to manage them as operators are unable to assist. • Be prepared that you may sometimes need to wait for a later bus to accommodate a stroller if the accessible seating area is occupied and you're not able to fold your stroller 	<ul style="list-style-type: none"> • Strollers can be wheeled onto the bus. Customers are required to ask the operator to deploy the ramp, if needed. • Strollers can be parked in the priority seating area, with the child in the device, when the area is not occupied by persons with disabilities. • Stroller brakes need to be applied to prevent it from rolling. • Strollers must be stored to keep the aisles clear and to not interfere with other customers. • Aisles and doorways are to remain clear of obstructions at all times and devices shall not interfere with other customers. Devices that impede with the aisle or doorway shall be folded by the passenger and stored accordingly. • Passengers with strollers must be able to manage the stroller as bus operators are unable to assist. • When there is insufficient space on a bus to accommodate a passenger with a stroller, the customer is required to wait for the next bus. • Small portable shopping carts (bundle buggies) are permitted on a DRT vehicle. The passenger shall maintain control of the device and safely secure the cart at all times.

	<ul style="list-style-type: none"> • Play buggies, plastic pull-along carts or wagons are prohibited on DRT vehicles.
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If you see something, say something

Existing Policy	New/Revised Policy
No existing policy.	<ul style="list-style-type: none">• If a customer or passenger observes a suspicious package that is left on the bus, at a stop, in a shelter, or at a facility, please notify a DRT staff member immediately. Do not attempt to open or handle a suspicious package and discourage others around you from going near or handling the package.• If a customer or passenger encounters a suspicious person, notify a DRT staff member immediately.

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-17
Date: June 2, 2021

Subject:

100,000 On Demand passenger promotion

Recommendation:

That the Durham Region Transit Executive Committee approve:

- A) That in recognition of the success of Durham Region Transit (DRT) On Demand launched on September 21, 2020 as part of the Ridership Recovery network, that DRT staff be authorized to issue a PRESTO card pre-loaded with a \$500 value to the On Demand passenger completing trip 100,000 as recorded in the On Demand technology platform scheduling system;
 - B) That should the 100,000-passenger be a Durham Region Transit or Region of Durham employee or a member of an employee's family, the next registered passenger who is not a Durham Region Transit or Region of Durham employee or member of an employee's family shall be recognized as the 100,000-passenger and issued the \$500 PRESTO card; and
 - C) That the \$500 PRESTO card be funded from the approved 2021 Durham Region Transit Operating Business Plans and Budget.
-

Report:

1. Purpose

- 1.1 The purpose of this report is to request approval of the Transit Executive Committee (TEC) to authorize staff to issue a \$500 PRESTO card. This card would be awarded as part of a promotional campaign, celebrating the success of

DRT's new On Demand service; recognizing the 100,000-passenger trip booked through this service.

2. Background

- 2.1 On September 21, 2020, the Phase 1 service plan was launched as part of DRT's ridership recovery framework. The service plan included a new On Demand service operating in low ridership zones within urban areas and rural areas across the Region. DRT On Demand was supported by the launch of a new technology platform encompassing TEC approved recommendations arising from rural transit review in June 2020, and current industry best practices.
- 2.2 DRT On Demand ridership has increased steadily since September 2020, recording 10,094 trips in March 2021. The 100,000-passenger trip is expected in mid-July 2021.
- 2.3 DRT continually explores opportunities to enhance communication and marketing of services to customers and residents. An effective marketing campaign to recognize the 100,000-passenger trip will generate attention to the service from customers and the public and will provide an opportunity to improve ridership and attract new public transit riders.

3. Previous Reports and Decisions

- 3.1 Ridership Recovery Framework Presentation, July 8, 2020, Transit Executive Committee.
- 3.2 #2021-DRT-09, On Demand outcomes and next steps.

4. Financial Implications

- 4.1 Marketing costs, including the \$500 PRESTO card, will be funded from the approved 2021 Durham Region Transit Operating Business Plans and Budget.

5. Next Steps

- 5.1 Following TEC approval of report recommendations, DRT and Corporate Communications will launch the 100,000-passenger marketing campaign culminating in the promotion of the 100,000-passenger, pending the wishes of the passenger.

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: Drive organizational success through innovation, a skilled workforce, and modernized services.

7. Conclusions

- 7.1 Since the initial launch in September 2020, DRT's On Demand service has ensured residents have access to frequent and reliable public transit. A marketing campaign, including the opportunity to win a \$500 PRESTO card, will generate enthusiasm for the 100,000-passenger incentive, and provide an opportunity for DRT to improve ridership and attract new public transit riders.

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



The Regional Municipality of Durham Report

To: Durham Region Transit Executive Committee
From: General Manager, Durham Region Transit
Report: #2021-DRT-19
Date: September 8, 2021

Subject:

General Manager's Report – September 8, 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 – September 8, 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's Report
September 8, 2021
TEC
Attachment #1

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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	Number preventable collisions per 100,000 km	July	0.25	0.43	✓ -41.9	✓ -10.0

Ridership

Scheduled						
Ridership (x1,000)	Number passengers	July	365	334	✓ 9.2	✗ -43.6
PRESTO Ridership	Customers paying using PRESTO (per cent)	July	78.6	65.4	✓ 13.2	✓ 54.0
Bus full occurrences	Number operator reported occurrences	July	8 ³	483	NA	NA
Demand Responsive						
Ridership - Specialized	Number customer trips	July	5,338	3,877	✓ 37.7	✗ -39.6
Unaccommodated Rate - Specialized	Trip requests not scheduled (per cent)	July	1.1	0.6	⚠ 0.5	✓ -0.2
Ridership – On Demand	Number customer trips	July	10,157	271	NA	NA

Service Delivery

Scheduled						
On time performance	On-time departures from all stops (per cent)	Service Period 2 ⁴	80.3	80.3	✓ 0	✗ -1.0
Service availability	Scheduled service delivered (per cent)	Service Period 2 ⁴	99.4	99.6	⚠ -0.2	✓ 0.3
Mean Distance Between Failure (MDBF)	Average number of revenue service kilometres between occurrences of vehicle defects impacting service (revenue service kilometers)	June	14,646	N/A	N/A	NA

¹Target is 2020 measure for the same period

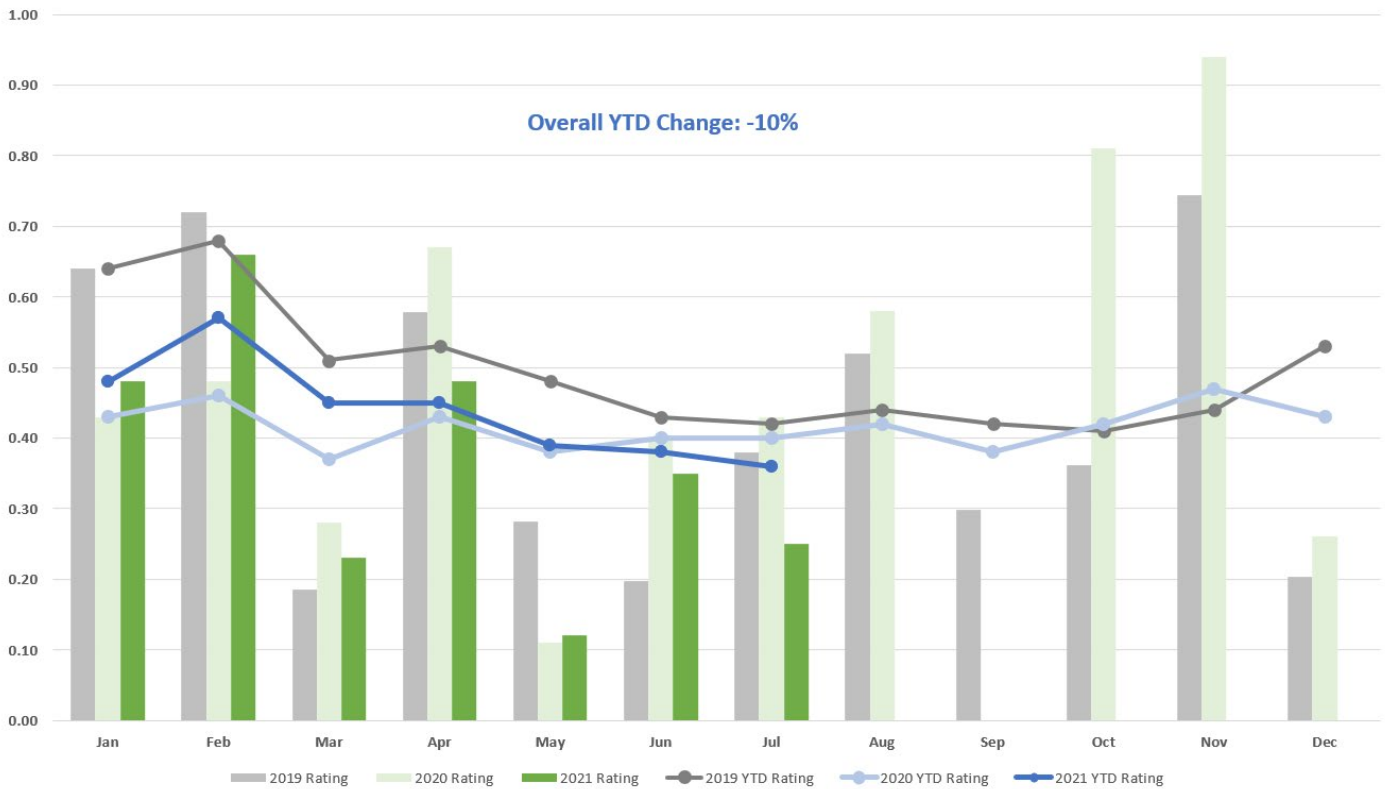
²Year to Date (YTD) compared to previous year

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

⁴April 5 through June 20, 2021

Safety

Preventable collisions rate per 100,000 km



Definition: A preventable collision is one in which the driver failed to do everything reasonable to avoid the collision. The preventable collision rate is the number of preventable collisions per 100,000 kilometres of travel for all Durham Region Transit (DRT) vehicles.

A collision may not be reportable to police based on the Highway Traffic Act, but for DRT purposes all collisions are documented and investigated.

Analysis

The preventable collision rate continues to improve in 2021, ten per cent lower than last year through July. The positive monthly trend continued in July, down 25 per cent compared to 2020.

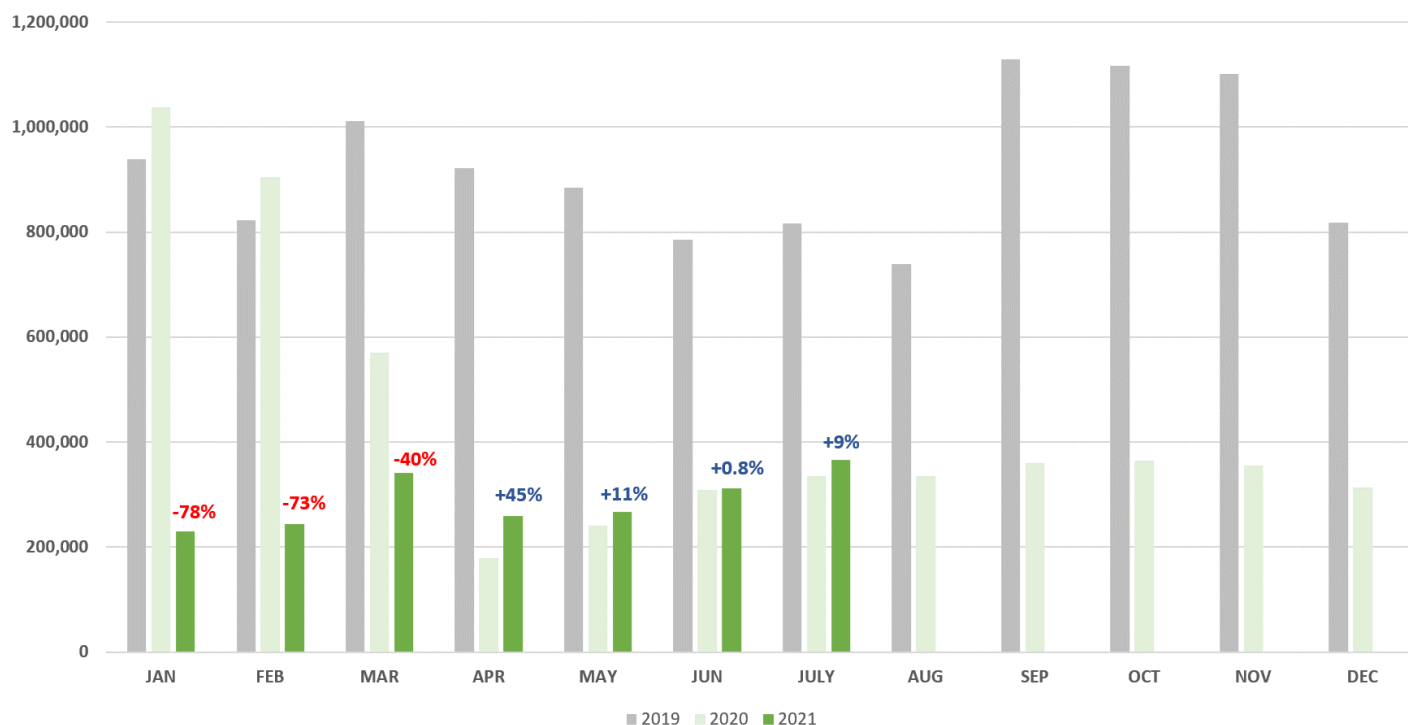
Action Plan

Safety and Training staff have implemented additional measures to curb the trend of increasing monthly collision rate.

- Trainers and mobile supervisors deployed to depots and relief points to host “safety talks” with bus operators, focussing on work preparations and defensive driving habits.

Ridership

Scheduled transit



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.

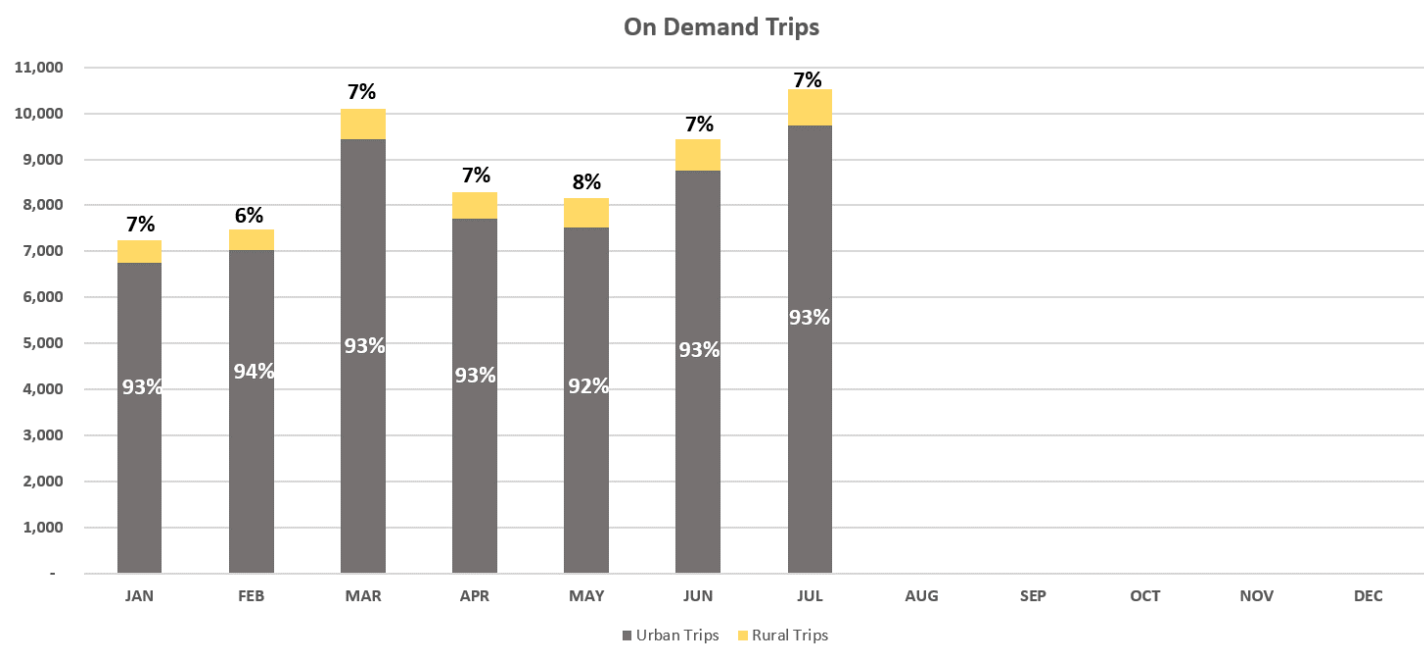
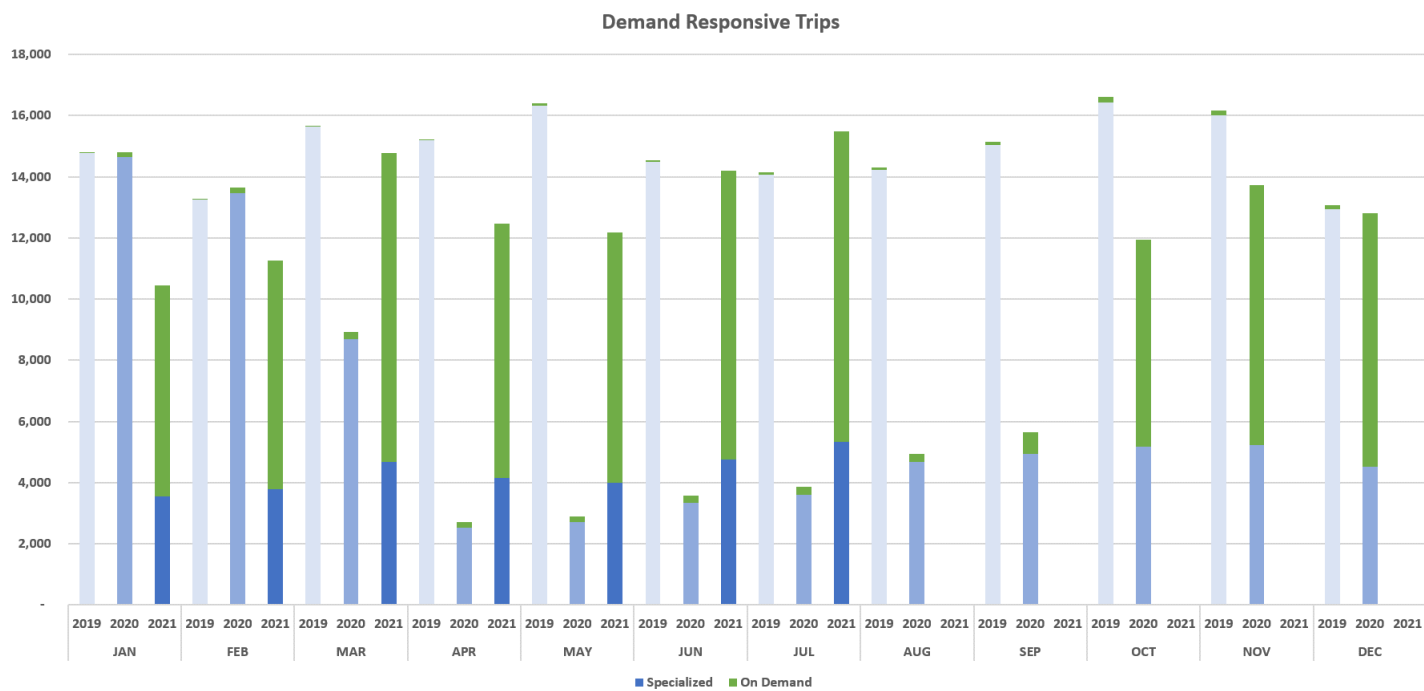
Results

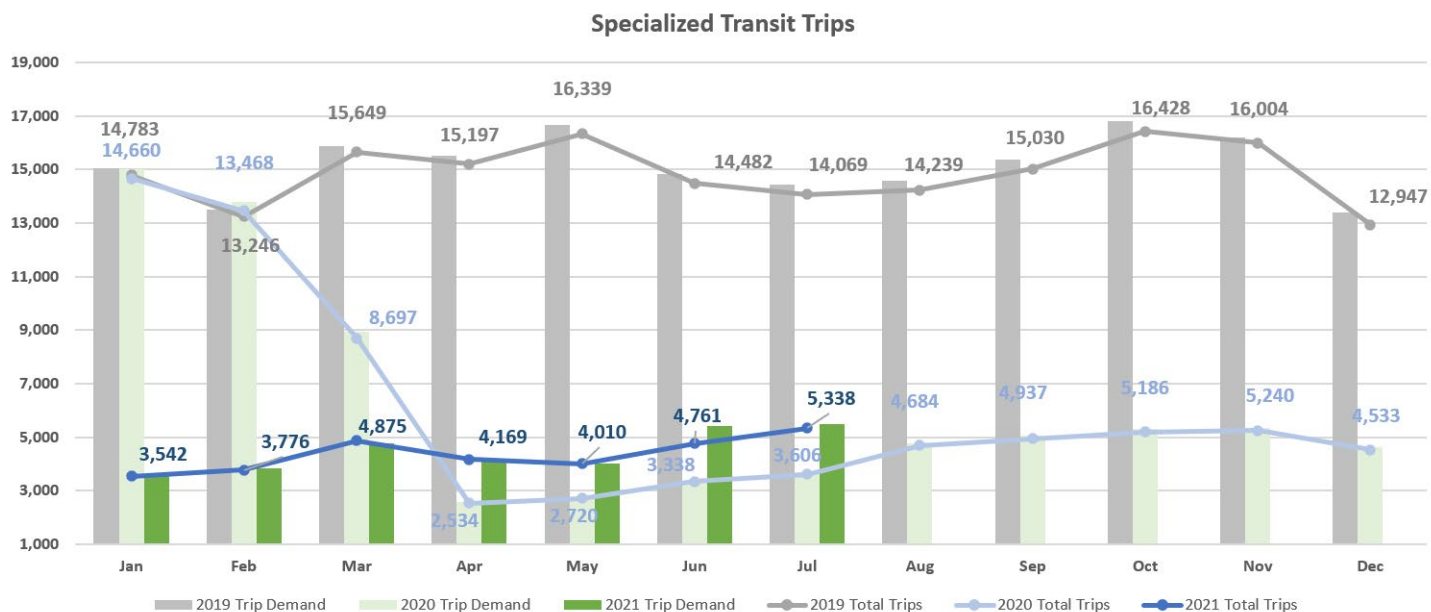
Monthly ridership continues to improve since April; nine per cent higher in July compared with 2020, and 45 per cent of 2019 ridership.

Action Plan

Service enhancements scheduled for September will accommodate expected ridership increases as people return to work, post secondary campuses resume classes, and youth return to secondary schools.

Demand Response Transit





Definitions:

Ridership: A trip is considered a one-way passenger trip from origin to destination, regardless of the number of transfers that may be required.

Trip Demand (Specialized): Specialized transit trip demand is the sum of all trips delivered, no-shows and cancelled at the door, and unaccommodated trips.

Unaccommodated Rate (Specialized): An unaccommodated Specialized transit trip is one where DRT is unable to schedule a trip for the specific requirement requested by the customer, or the customer declined to accept the trip option provided by the booking agent.

Results

On Demand continues to experience record monthly ridership, reaching 10,157 monthly trips.

Like scheduled service ridership, specialized service ridership continues to improve, with June ridership at 38 per cent of 2019 levels. Specialized transit delivered 98.9 per cent of trip requests in July.

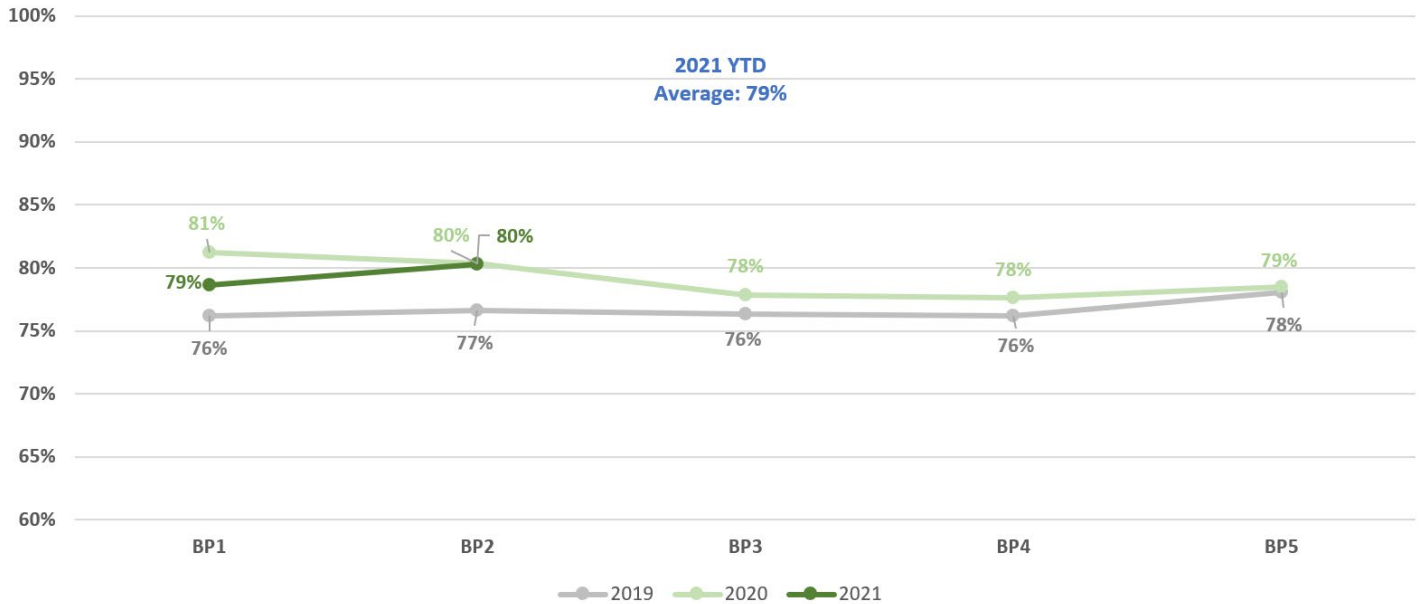
Action Plan

Staff continue to review ridership trends and the pandemic status to project service level and routing requirements in advance of the service change planned for September 7, 2021. The ridership monitoring framework indicates that while improving, ridership within low demand areas have not reached the minimum thresholds to return scheduled routes within the next four-week period.

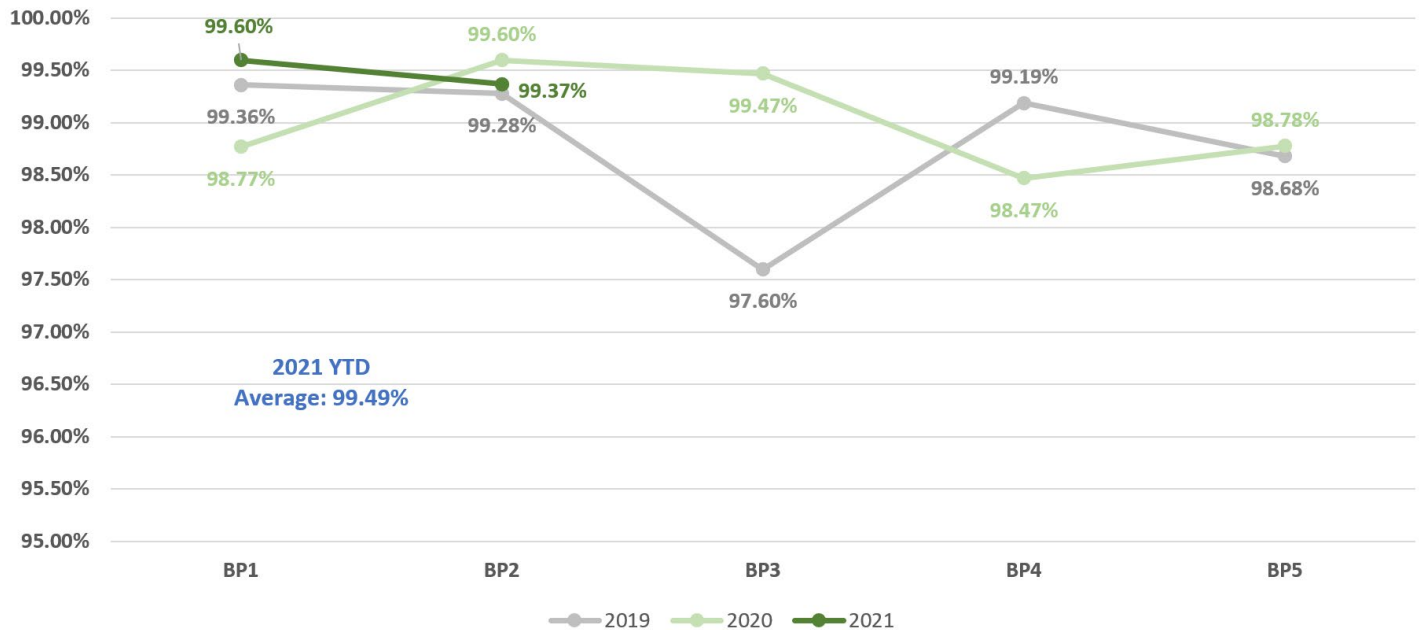
Service Delivery

On Time Performance and Availability (conventional)

2021 On-Time Performance



2021 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 has increased to 80 per cent. OTP is reported for each service period.

Service availability measures the actual service delivered by DRT compared to the scheduled revenue service. The service availability target is 99.5 per cent. Service availability is reported for each service period.

Results

OTP for 2021 service period 2 (BP2), between April 5 and June 20, improved by one per cent compared to 2021 service period 1, and remained consistent with 2020 service period 2. Year to date OTP is one per cent below the target of 80 per cent.

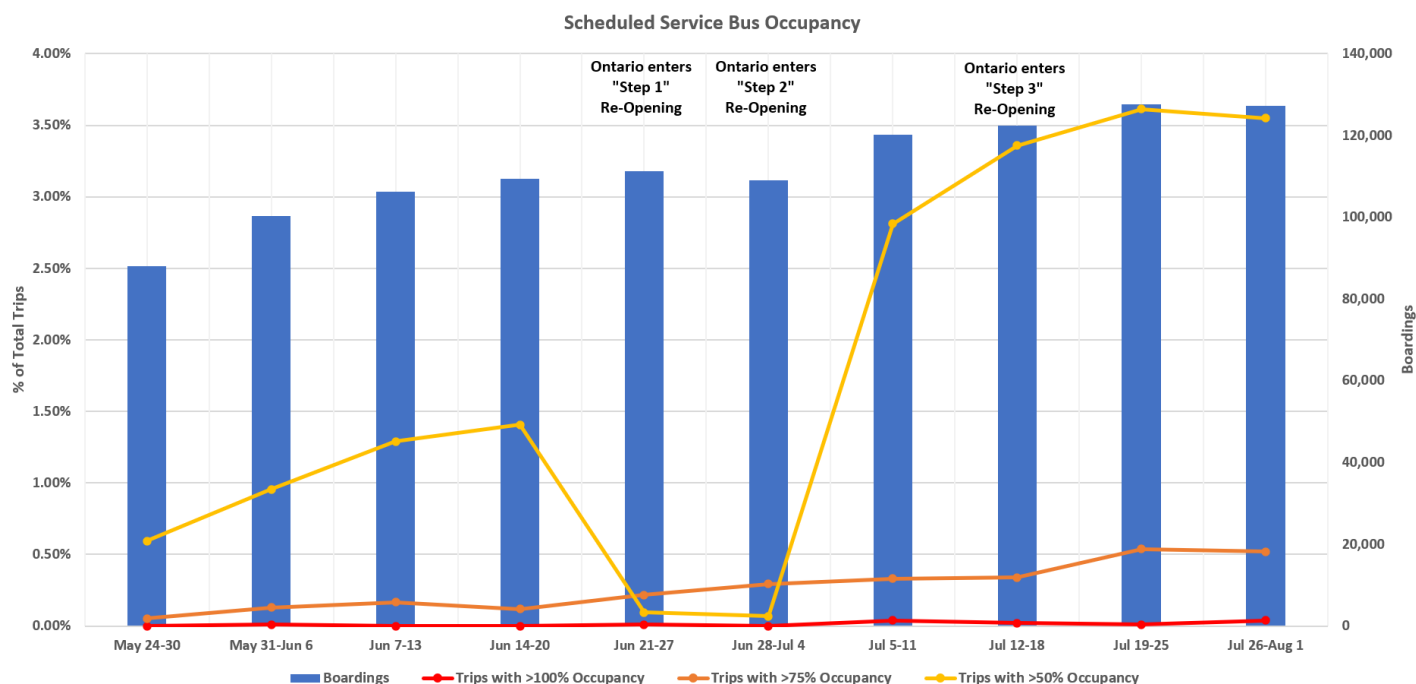
Service availability decreased marginally to 99.4 per cent, 0.2 per cent lower than 2020 and slightly below the target of 99.5 per cent.

Action Plan

Service Planning staff have completed recent run time analysis to update schedules to reflect actual trip running times which are expected to improve overall OTP.

Service availability is impacted by unplanned events such as on-street conditions impacting service delivery (collisions, detours, etc.) and mechanical defects. Maintenance staff continue to enhance vehicle maintenance activities to mitigate on-street defects, as demonstrated in the Mean Distance Between Defects metric, and operations management continue to use available on-street resources to cover service when unplanned event happen.

Scheduled Service Maximum Bus Occupancy



Definition

Maximum bus occupancy is a measure of the maximum number of riders on a scheduled service vehicle at any point of a trip, currently expressed as a percentage of the seated capacity. The data accounts for the differences in capacity for regular and articulated buses.

For planning purposes, maximum capacity is considered the vehicle seating capacity during the pandemic recovery period. There are no mandated/legislated bus passenger capacity limit and at times capacity on a trip may exceed the maximum seated capacity.

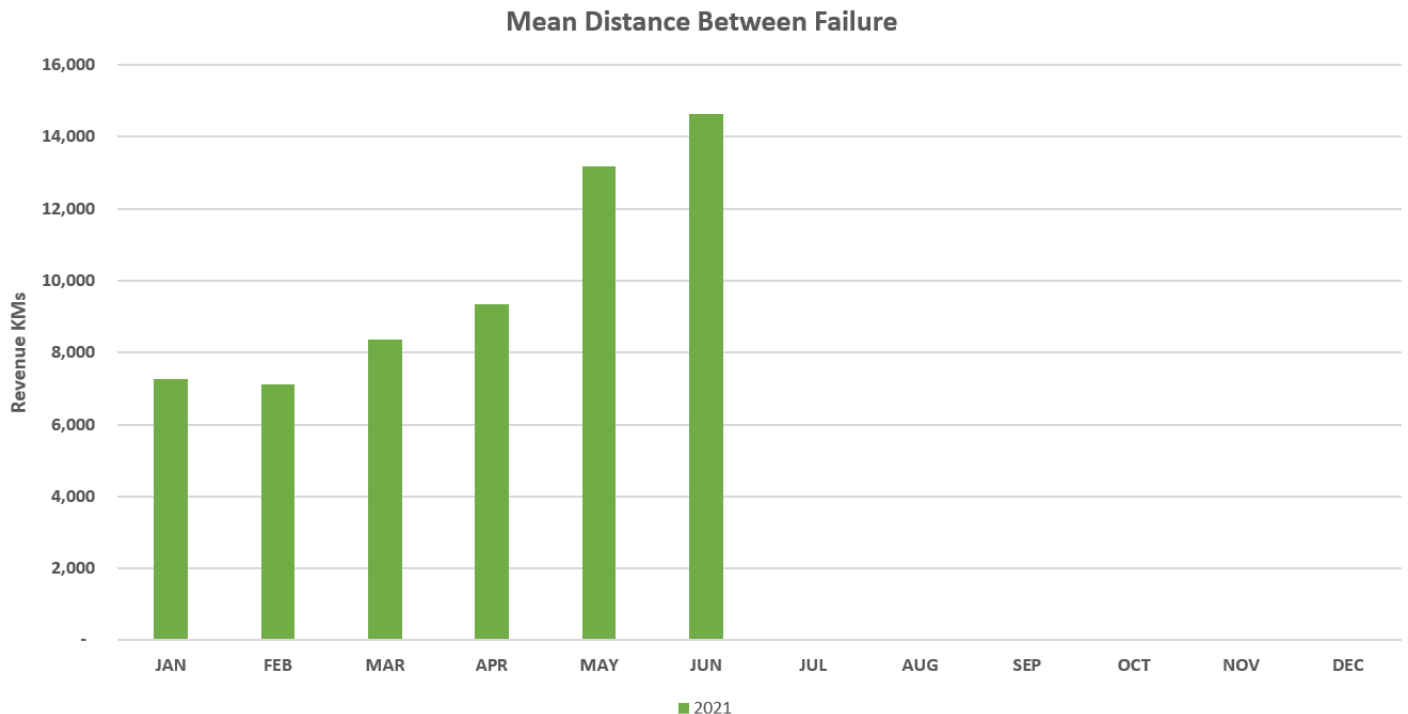
Results

During the last two weeks of July, maximum occupancy was below 50 per cent of seated capacity for approximately 96.5 per cent of all trips, with only 0.5 per cent of trips exceeding 75 per cent seated capacity.

Action Plan

The transit network continues to provide adequate capacity for current customer demand. As ridership increases into the fall, DRT will continue to monitor bus occupancy and implement operational controls to increase route capacity where appropriate.

Mean Distance Between Failure (conventional)



Definition

Mean Distance Between Failure (MDBF) measures the reliability of the fleet by tracking the mean distance between bus breakdowns or mechanical failures that result in cancelled or missed service. A bus breakdown or mechanical failure is any incident that precludes a revenue vehicle from completing its trip or beginning its next scheduled trip, and is measured by the total number of revenue vehicle kilometers (conventional service fleet) divided by the total number of chargeable vehicle defects during the reporting period.

Chargeable vehicle defects (or chargeable mechanical failures) are consistent with guidelines from the Ontario Public Transit Association (OPTA) and does not consider failures resulting from passenger-related events (i.e. sickness on the bus), farebox or other technology defects such as PRESTO readers.

Service impacts resulting from bus breakdowns are mitigated by assigning an available bus or reassigning a bus from a lower priority trip, to cover all or a portion of the affected trip(s).

Results

MDBF continued to steadily improve, increasing to 14,464 km for June.

Action Plan

DRT will establish an appropriate MDBF target at the end of 2021 with the objective to continuously enhance preventative maintenance practices and improve annual MDBF performance.

1. Service & Fare Integration Table

The Fare and Service Integration (FSI) Provincial-Municipal Table consists of senior representatives from transit systems within the Greater Toronto Hamilton Area (GTHA) and the broader Golden Horseshow area. The Table will work together to develop recommendations, guiding principles, and considerations for fare and service integration (FSI) design and in other areas identified by the members as necessary to improve transit and the rider experience in order to make significant progress. The Table is intended to be a problem-solving body that explores ideas and enhances collaboration between the Ministry of Transportation (MTO), Metrolinx, transit systems and other transit-focused organizations.

The Honourable Stan Cho, Associate Minister Ministry of Transportation, is the new Chair of the Table, replacing Ministry Surma who was recently appointed Minister of Infrastructure.

The cross-boundary service integration program initiated by TTC, Brampton Transit, DRT, Mi-Way and York Transit, has recommended a three-phased program to eliminate duplication of service on common corridors within Toronto and provide a one-bus service for riders crossing the 905/416 boundary. The program is based on two principles: agencies operating open door within Toronto to enable customers to access 905 transit agency buses within the City of Toronto for local travel, and to match capacity with demand by coordinating schedules between TTC and 905 transit agencies, to remove duplication and optimize transit capacity. The grass roots program will result in more frequent service for customers, financial efficiencies to reallocate service to other priority areas, reduced emissions of green house gasses, and a model for future service integration including specialized transit services.

TTC data suggests that 13 per cent of TTC customers start or end their trip in the 905, with 4.3 per cent using local 905 transit agencies; 0.1 per cent of these customers use DRT. For local travel within Toronto, 905 transit agency buses cannot be used by TTC customers due to legislative barriers, despite available capacity and operating on the same roadways as TTC buses. The 905 transit services are prohibited from serving customers and must operate “closed doors” within Toronto. A “closed door” operation means that when travelling into Toronto from Durham, DRT can only drop-off customers within Toronto (no pick-ups in Toronto), and when travelling from Toronto into Durham, DRT can only pick-up customers (no drop offs in Toronto) travelling into Durham.

Integration of services within Toronto will require legislative changes to enable 905 transit agencies to deliver services within the City of Toronto, and a resolution of fare collection technology for non-PRESTO customers. In order to deliver cross-boundary Service, changes to the *City of Toronto Act* are required which will remove the limitation to allowing other public passenger transportation organizations to enter into agreements with the TTC to better coordinate services across municipal boundaries.

Two routes have been identified to pilot the service integration program as part of a Phase 1 deployment: Dufferin North (York Transit) and Burnhamthorpe (Mi-Way). The Ellesmere and

Shephard corridors are scheduled for Phase 3 of the program pending the outcome of the pilot. Pending approval by the Province and the local municipalities, phase 1 of the pilot program is planned for fall 2021.

2. DRT Trips to Vaccine Clinics

For the week ending August 8, 2021, 499 free trips (189 trips with Specialized Services, 310 Trips with On Demand) have been delivered to/from COVID-19 vaccination clinics across the Region thanks to a generous donation from Ontario Power Generation. Free trips using DRT's demand responsive services continue to be available to all residents. Information and details are available on DRT's website (durhamregiontransit.com), or by contacting a DRT customer service representative by telephone (866-247-0055).

3. Reminder – September Service Updates

Several service enhancements were implemented September 7, 2021.

1. New Route 392: Oshawa Centre – Ontario Shores, providing limited weekday service to access Lakeridge Health Whitby, Ontario Shores, and Abilities Centre
2. Enhance Route 407: Harmony Terminal – South Oshawa, increasing access to South Oshawa Industrial area
3. Reintroduce Route 411: Oshawa Centre – South Courtice, increasing access to South Oshawa Industrial area and Pereyma and Holy Trinity secondary schools, replaces temporary On Demand service in South Courtice
4. Enhance Route 901: North Campus – Oshawa Centre: Increasing access to the Oshawa Centre on weekday evenings and weekends
5. Enhance Route 905: Whitby Station – Harmony Terminal – Uxbridge, additional evening trips to Uxbridge on Saturdays, increasing access to GO Lakeshore East and Whitby GO Station
6. New Route 920: Toronto – Amazon Ajax – North Campus, new cross-regional route connecting to TTC Rapid Transit Network Line 3 (McGowan Station) and employment (Amazon Distribution Centre, Sheppard East Industrial) and post secondary (Centennial College, North Campus) destinations
7. New Overnight Mobility: New mobility options for 24/7 service including PULSE 900 (Morningside to Simcoe) and 901 (King to North Campus). On Demand available within urban areas connecting to scheduled service and GO rail stations.

4. 100,000 On Demand rider

The countdown is on! To celebrate Durham Region Transit's (DRT) appreciation for customers using On Demand service, the 100,000th rider will be gifted a pre-loaded \$500 PRESTO fare card that can be used on all DRT services within Durham Region.

As of August 5, 2021, 90,000 customer trips were delivered since September 20, 2020.

5. Continued COVID-19 safety precautions

DRT continue to require compliance to COVID-19 safety and precautionary measures.

- Everyone in a DRT revenue service vehicle is required to wear a mask or face covering, except where the person is required to be accommodated as specified by the applicable provincial legislation.
- Passengers are also expected to:
 - not travel on a DRT vehicle when presenting symptoms associated with COVID-19 or have had close contact with someone who has tested positive for COVID-19
 - review and follow the passive screening protocol posted on the front of the vehicle before boarding
 - use contactless are payment where possible
 - remain behind the yellow line of the bus while in service
 - use hand sanitizer
 - respect respiratory etiquette at all times

6. The modern U-Pass

Durham Region Transit (DRT) will be resuming the U-Pass with Durham College, Ontario Tech University and Trent University for the 2021-2022 academic year. In collaboration with Metrolinx and partner institutions, a new electronic U-Pass is being introduced for the fall semester.



This modern app-based U-Pass replaces the legacy student pass system and required extensive resources to administer and manage.

Eligible students can use the electronic U-Pass either through the PRESTO e-ticketing app, or students without phone will use a PRESTO card with the concession and pass loaded. The U-Pass will be valid on DRT services only and will not be accepted on connecting transit services.

The PRESTO e-ticketing app will enable post-secondary students to use their Android and Apple devices to activate and present their U-Pass pass when boarding DRT. These electronic passes are expected to be used by most students and will have the same built-in security features as the regular electronic tickets and passes, with horizontal and vertical moving text and images; as well as a “tap” feature, which ensures it is a live and valid fare (and not a screenshot or video recording).

The PRESTO U-Pass will provide DRT with valuable ridership and service information to monitor and evaluate the U-Pass program, including specific boarding data across the network, an understanding of actual U-Pass ridership, and the relative value of the U-Pass rate. The PRESTO U-Pass also supports the high-level of PRESTO adoption in Durham required by the operating agreement signed with Metrolinx.

1. Public Vehicles Act Repealed, deregulation of intercommunity bus service

Effective July 1, 2021, Ontario has deregulated the intercommunity passenger transportation vehicle (PTV) sector. As a result, providers in Ontario that deliver intercommunity PTV services across municipal borders for compensation no longer require a public vehicle operating license to provide services on a specific route. According to the Ministry of Transportation, deregulation is intended to make it easier for new carriers to step into the marketplace and address service gaps for passengers and lead to better transportation for Ontarians.

Intercommunity PTV providers are required to follow updated safety, insurance, customer service and reporting requirements that were transferred from the Public Vehicles Act to the Highway Traffic Act under Ontario Regulation 418/21, Passenger Transportation Vehicles.

In collaboration with the Ontario Public Transit Association (OPTA), DRT participated in several information and feedback sessions with the Ministry of Transportation during the consultation period to ensure the interests and concerns of public transit providers were thoroughly considered.

No changes were made to existing municipal authority to operate public transit vehicles within its respective municipal boundaries. Municipalities also continue to be permitted to impose business licensing by-laws and requirements on private carriers for trips where passengers are picked up and dropped off within the boundaries of the municipality.

Within the new regulatory framework, DRT will be exempt from certain intercommunity PTV regulations, including:

- Annual reporting requirements to the ministry, such as routes, schedules, ridership, and vehicle fleet profiles; and
- Notifications of discontinuance of services and service changes.

The MTO will continue to work with transit providers to modernize the regime for standing passengers, to ensure passenger safety while complementing the objectives of service integration and a connected municipal transit regime.

2. Federal Zero Emission Transit Fund (ZETF) Program

On August 9, 2021, Infrastructure Canada announced the \$2.75 billion Zero Emission Transit Fund (ZETF) Program, a five year national program to support communities to invest in zero emission public transit and school transportation options by switching to cleaner electrical power and supporting the purchase of zero emission vehicles and infrastructure. The funding is part of the \$14.9 billion federal investment in public transit over eight years and supports the government's commitment to help purchase 5,000 zero emission buses over the next five years.

The Canada Infrastructure Band (CIB) also committed to complementary funding of \$1.5 billion for zero emission buses through its three-year Growth Plan.

Staff are working through the complete details of the program, and there two ZETF components under which projects are eligible for funding:

- Planning and Design Projects: Eligible projects include studies, modelling and feasibility analysis that will ensure that transit operators have established a comprehensive electrification plan and are prepared to submit applications for capital projects under the ZETF.
- Capital Projects: Eligible capital projects include Zero Emission Buses (ZEBs), charging and refueling infrastructure, and other ancillary infrastructure needs. ZEBs are vehicles that have the potential to produce no tailpipe emissions such as battery-electric and hydrogen fuel cell powered vehicles. They may still have a conventional internal combustion engine but must be able to operate without using it. Retrofits of conventional fuel buses to ZEBs are also eligible.

Eligible capital expenditures can include:

- Procurement of ZEBs;
- Charging/Refueling equipment; and
- Construction or improvements to new facilities

Ineligible expenditures are generally consistent with other funding programs, and there are other specific ineligible expenditures.

- Purchase or maintenance of diesel buses.
- Compressed natural gas rolling stock and infrastructure reliant on fossil fuels.
- Renewable natural gas production, off site Hydrogen production and power generation facilities; and costs associated to the transportation of zero emission fuels.
- Light- and medium-duty vehicles not oriented toward passenger transport (e.g., service trucks).
- Hybrid buses.

The application-based ZETF is a separate fund from the Investing in Canada Infrastructure Program funding investment in transit-related capital and infrastructure.

DRT recently signed an agreement with HRD Ltd, to complete the project supporting the planning, design, and timeline for DRT's transition to a zero-emission transit fleet. This work is highlighted in report 2021-DRT-22. This project will not be eligible for funding since expenditures related to agreements signed prior to approval of ZETF funding, are ineligible. Delaying this work may have significant impacts to the timely transition to zero emission buses and may limit access to capital funding available through the ZETF program for vehicle and infrastructure expenses. The ZETF is a new program and the processing timeline for application approvals is unknown. Recent approvals through the ICIP program were received 18 months or more after applications were submitted. Further, it will be important to secure funding to ensure timely orders of buses based on the limited manufacturing capacity for ZEBs.

This project will position DRT to respond to the technical application requirements and to begin to submit applications for vehicles and infrastructure in early 2022.

3. Demand Response Service Study

In February 2021 the Government of Ontario, through the Audit and Accountability Fund, approved funding of up to \$100,000 towards the Durham Region Transit Demand Responsive Transit Study for the cost of an independent third-party reviewer to deliver a final report with specific and actionable recommendations for cost-savings and efficiencies by October 15, 2021.

EY was the independent third-party reviewer selected for this work. Consistent with DRT's application, the objective of the work was to make findings and recommendations to help DRT:

1. Ensure compliance with the *Accessibility for Ontarians with Disabilities Act* requirements specific to Specialized Services.
2. Reorder demand responsive services (On Demand and specialized services) as required to be client centric and outcome focussed.
3. Ensure that equity of access of Specialized Transit is comparable to scheduled and On Demand service models.
4. Recalibrate the roles and responsibilities of parties throughout the transit system.
5. Identify opportunities for efficiencies and value.
6. Ensure the service model aligns with the strategic priorities of the Region and DRT.

The successful launch of DRT's On Demand service in September 2020 enabled customers in low ridership zones to plan and book their trip in real-time and access a frequent and reliable transit service regardless of where they live, work or travel within the Region. Staff quickly recognized the opportunities and synergies with specialized services that would enable all customers to benefit from a unified demand response service model that's customer-centric, equitable, and seamless.

Staff will submit the final report and recommendations at the October 2021 TEC meeting.

The DRT Demand Responsive Transit study will provide DRT a roadmap of sequenced implementation activities to guide actions and key milestones to ensure demand responsive service is equitable, customer-focused, and reliable.

4. DRT staff are exceptional

DRT is extremely proud of the dedication and commitment demonstrated every day by employees. Service excellence is embedded in all aspects of the organization as demonstrated by recent feedback from our valued customers.

“I called customer service this morning to query what buses are available to me, a senior who uses a walker to get to the area with the Canadian Tire store. This gentleman took his time to help me out and gave me the number of the bus that would get me within that area. He never became frustrated or annoyed and really should be recommended for his patience, kindness and thoughtfulness.”

“This compliment is for both the driver and reservationist. I never had two people be more kind to me in my whole life and without their help I wouldn’t have been able to get home, also the driver was nice, and the reservationist pulled it off.”

“I took my three-year-old daughter on her very first bus ride. The driver made her feel very comfortable and excited about taking the bus. The ride was smooth, and it was an overall very positive experience. Thank you.”



The Regional Municipality of Durham Report

To: Durham Region Transit Executive Committee
From: General Manager, Durham Region Transit
Report: #2021-DRT-20
Date: September 8, 2021

Subject:

The Route Ahead, Durham Region Transit 2022-2025 Service Strategy

Recommendation:

That the Transit Executive Committee recommends:

- a) That the 2022-2025 Service Strategy, The Route Ahead, be approved; and
- b) That the 2022-2025 Service Strategy be funded through the annual Durham Region Transit Business Plans and Budgets.

1. Purpose

- 1.1 The purpose of this report is to seek approval from the Transit Executive Committee (TEC) for the Durham Region Transit (DRT) 2022-2026 service strategy.

2. Background

- 2.1 In 2016, DRT launched its latest Five-Year Service Strategy to guide the development of the transit service between 2016 and 2020. Major themes included the establishment of a high frequency network as the foundation of the transit services, minimum 30-minute route headways, improved span of service and availability with additional early morning and late-night trips, service to new growth areas as soon as possible and aligning transit services to be as direct as possible to improve travel times.
- 2.2 In 2019, DRT initiated a review of transit services in the rural areas of the Region. The review assessed available mobility options, forecasted transit demand, and

service delivery models and technology platforms used in similar jurisdictions. Several recommendations and an implementation plan were developed to enhance the mobility of residents in the rural areas.

- 2.3 In 2020, the COVID-19 pandemic had a significant impact to transit ridership across the Province; at the lowest point, DRT ridership decreased by 73 per cent compared to the period in 2019. To adapt and ensure all residents could access public transit, DRT launched a Ridership Recovery Framework in September 2020. The revised network concentrated frequent transit service on several key routes which accounted for 98 per cent of ridership and implemented On Demand transit services in areas of low demand across the entire Region. On Demand transit service provided access to a flexible mobility options connecting residents to the frequent transit network, a GO Transit rail station or to any stop within their zone.
- 2.4 The three-year Route Ahead plan will influence transit services during the pandemic recovery period as DRT rebuilds ridership, adapts service to new and emerging travel behaviours, and build the foundation for future service growth.
- 2.5 By 2026, transit ridership is expected to approach pre-pandemic levels and DRT will begin to realize positive outcomes from recent strategic transportation investments such as the GO Train extension to Bowmanville, a new zero-emission bus garage in north Oshawa to support the transition to a zero-emission fleet and opening of new sections of the centre-lane Durham-Scarborough Bus Rapid Transit (DSBRT) that will improve service reliability. The next five-year service strategy, 2026-2030, will support a modern transit network connecting with expanded GO Train service, the return to record annual ridership, and the transition to zero-emission vehicles.

3. Previous Reports and Decisions

- 3.1 #2016-DRT-03, DRT Servicing and Financing Study, Five Year Service Strategy.

In February 2016, TEC approved the implementation of the recommendations and strategy objective to develop a transit system that was to be available, consistent, direct, frequent, and seamless, to provide Durham Region residents and visitors with an attractive alternative to the personal car.

- 3.2 #2020-DRT-12, Review of transit services in rural Durham

In June 2020 TEC approved the implementation of the recommendations and strategy outlined in report #2020-DRT-12.

- a. Replace scheduled services in low demand areas of rural areas with On Demand service.
- b. Adopt a scalable advanced technology platform that is complementary with and has the capability to schedule and dispatch both Specialized Services and On Demand trips in coordination with the scheduled service network to provide efficiencies through integration of services.

3.3 Ridership Recovery Initiative Update Transit Network Presentation, July 8, 2020, Transit Executive Committee.

DRT's Ridership Recovery Plan introduced On Demand in the urban area as part of the Phase A service plan for September 2020 as part of several service changes to adapt the transit network to the realities of the COVID-19 pandemic and establish a sustainable and scalable network to support economic recovery and increasing ridership.

The Phase A service plan enabled DRT to enhance access to public transit by increasing frequencies on the frequent transit network and core routes, adjust service to new and emerging travel patterns, and providing access to public transit for all residents regardless of where they live, work or travelled within the Region.

4. Discussions

4.1 The Route Ahead service strategy is based on five principles.

- a. Availability: provide access to transit service across the entire region and at all hours of the day.
- b. Innovation: enhance the customer experience and journey with modern tools and technology.
- c. Reliability: provide mobility that is frequent and on-time, and supports evolving travel needs and patterns.
- d. Safety: focus on the customer travel and safety experience onboard vehicles and at stops and terminals.
- e. Growth: service is available in new communities as soon as possible so residents have access to transit when they move-in.

4.2 Customer markets

- a. Existing: The post-secondary market and travel to Toronto's central business district (CBD) each represented 25 per cent of daily boardings prior to the pandemic. Post-secondary travel is expected to return in Fall 2021 as in-class learning resumes. Travel to Toronto's CBD is not expected to fully resume in the short term and the oversupply of free parking at GO Stations will likely impact DRT ridership negatively. The remaining market is made up of travel within Durham: work, shopping and leisure, and high school; these are expected to gradually increase as the province moves forward with its reopening plans.
- b. New travel markets: The Route Ahead strategy will establish new partnerships and service offerings that reinforce resiliency in the transit network and increase ridership. Actions include access to recreational centres, targeting employment centres, overnight travel and where possible greater service integration with the GO Transit, the Toronto Transit Commission, and York Region Transit.

4.3 The Route Ahead: Service Strategy 2022 to 2025 (Attachment #1)

- a. Transit Service
 - Design

In addition to quality, frequency and speed of service, the environment in which transit service operates influences success. Establishing routes that provide access to destinations and travel through mixed uses are essential to improving frequency and availability of a scheduled service. This includes route directness and efficient access to transit stops through active transportation connections.
 - The Network

The transit network in Durham Region comprises various transit services that form one comprehensive transit network.

 - (i) Rapid Transit

The Route Ahead will guide services as the GO Lakeshore East Rail extension is commissioned, providing seamless connections from residents' neighbourhood transit stops to destinations across the Greater Toronto and Hamilton Area.

The successful PULSE rapid bus service will also be extended to the 902 King, 915 Taunton and 916 Rossland routes. This will expand frequent service to more areas of the region to align with the Region's Transportation Master Plan and Metrolinx's Regional Transportation Plan.

(ii) Base and GO Connect Routes

Base and GO Connect Routes will be launched along corridors connecting destinations with GO rail services where demand supports a base 30-minute service.

(iii) Demand Response

Demand response service will provide flexible mobility to all areas of the region where demand cannot sustain 30-minute scheduled service.

(iv) Local Area Transit Plans

Focused on specific areas within the Region where the urban fabric continues to develop, the Local Area Transit Plans (LATP) will provide residents a view of the future state of transit service as the area matures.

A full engagement strategy will be used to consult with municipalities, residents, and businesses to develop the future transit plans. Plans will be developed for the following areas:

- Bowmanville (Clarington)
- Newcastle (Clarington)
- Courtice (Clarington)
- Kedron & Windfields (Oshawa)
- Port Perry (Scugog)
- Seaton (Pickering)
- Brooklin (Whitby)

b. Infrastructure

The customer experience is influenced by the service delivered and the infrastructure that supports the journey.

- Stations, terminals, and hubs provide convenient on street transfer points between scheduled and demand response services, including customers who are eligible for specialized services. The Route Ahead will influence this infrastructure to support effective connections between scheduled routes, demand responsive services, and active transportation networks.
- Transit Priority: Transit priority measures improve transit reliability by moving buses efficiently, making the journey faster for customers and reducing resource requirements to operate similar service levels. The Route Ahead will identify and develop tools to deploy transit priority measures that support transit.
- Supporting infrastructure: Most transit customers begin or end their trip as a pedestrian, using a bike, or other emerging mobility options. Providing high quality customer information, wayfinding, and infrastructure is instrumental in an easy to use and accessible transit system.

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. Environmental Sustainability

- Expand sustainable and active transportation

b. Economic Prosperity

- Position Durham Region as the location of choice for business
- Enhance communication and transportation networks to better connect people and move goods more effectively

c. Service Excellence

- Optimize resources and partnerships to deliver exceptional quality services and value

6. Conclusion

6.1 The Route Ahead, 2022-2025 Service Strategy, will inform the planning and implementation of transit services during the pandemic recovery period to support enhanced access to mobility that meet the needs of Durham residents and business.

6.2 For additional information, contact: Christopher Norris, Deputy General Manager Operations, at 905-668-7711, extension 3752

7. **Attachments**

Attachment #1: The Route Ahead: Durham Region Transit Service Strategy 2022-2025

Attachment #2: The Route Ahead Deployment Plan

Respectfully submitted,

Original signed by

Bill Holmes
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Recommended for Presentation to Committee

Original signed by

Elaine C. Baxter-Trahair
Chief Administrative Officer

The Route Ahead

Durham Region Transit (DRT)
Service Strategy 2022 – 2025

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Durham Region Transit's Vision, Mission, Principles and Values

Vision

The public chooses DRT service because it is convenient and meets their mobility needs.

Mission

To deliver efficient and effective mobility solutions across the Region of Durham in the most sustainable way possible.

Principles

- Every customer trip counts.
- We provide value to customers, our stakeholders, and our community.
- We provide customer-centric integrated services that enable independent, spontaneous and worry-free travel.
- We are accountable for decisions and transparent in sharing successes and failures.
- We mitigate the environmental impact of our operations.

Values

Committed to serving our local communities, DRT shares the core values outlined by the Region:

- **Leadership:** We demonstrate integrity and vision, providing the organization with good governance and management.
- **Effectiveness:** We anticipate the changing needs of the community and provide services within a framework of financial stability and transparency.
- **Innovation:** We support life-long learning and commitment to ongoing research, knowledge exchange, and continuous quality improvement.
- **Inclusion:** We provide an accessible, inclusive environment that values the diversity of our staff and the community.
- **Environmental Responsibility:** We prioritize community leadership and environmental sustainability in our operations.
- **Service Excellence:** We encourage professional excellence through collaboration, partnerships and teamwork in a culture that fosters trust and respect.

Foreword

Following record-setting ridership in 2019 and the first two months of 2020, pandemic related measures began impacting ridership on March 16, 2020.

The COVID-19 pandemic resulted in a new reality for transit services across the province as most residents stayed home from work and school. While ridership fell by up to 73 per cent, thousands of essential workers—who sustained our communities—continued to rely on DRT, each day, to safely travel to their jobs. DRT also continued to serve residents travelling to essential medical appointments and retail locations.

The demand for public transit is expected to gradually recover to pre-pandemic levels. Based on available data, DRT estimates ridership to recover considerably by 2025 (Figure 1).

While five-year service plans are the norm, this three-year plan will cover what is expected to be the pandemic recovery period, leading into an exciting DRT future. By 2026, DRT will begin to realize positive outcomes from recent strategic transportation investments made by the Region:

- completion of the GO Transit train extension to Bowmanville;
- a new zero-emission bus garage in north Oshawa to support the transition to a zero-emission fleet;
- new sections of the centre-lane Durham-Scarborough Bus Rapid Transit (DSBRT) coming online;
- and the first year of the post pandemic five-year service plan.

The Route Ahead will guide transit service planning for the next three years as DRT looks to rebuild and regain ridership during the pandemic recovery period; adapt services to new and changing travel behaviour; and build the foundation for future growth.

Compared to transit systems in Ontario with comparable populations, the level of transit service delivered in Durham Region has historically been below-average (Figure 2). As population and employment grow in Durham over the coming years, it is important to enhance investment in transit to offer additional travel options for residents, deliver a competitive mobility service and ultimately attract new customers.

The Route Ahead positions transit as a viable alternative to single-occupant automobiles and a reliable means of travel for people who do not have a car or cannot drive.

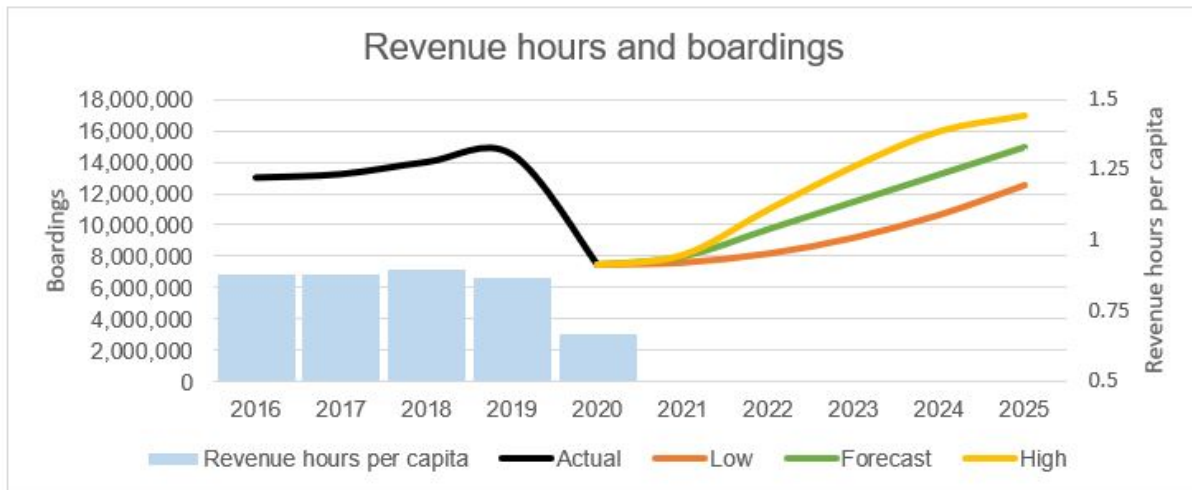


Figure 1: DRT Revenue hours per capita and boardings by year

Municipality	Revenue hours per capita
Brampton	2.0
Hamilton	1.6
Mississauga	2.0
Ottawa	2.6
Waterloo	1.7
York	1.1
Durham	1.0

Figure 2: 2019 Revenue hours per capita comparison among Ontario peer transit systems (Canadian Urban Transit Association)

Pillars

The foundation of the Route Ahead service strategy is supported by five pillars: availability, innovation, reliability, safety and growth.

Availability

Customers can access transit when they need to travel. Service is available in all areas of Durham Region, using a mix of scheduled service and Demand Response service delivery models. Service is flexible and reflects the purpose and volume of travel in urban and rural areas of Durham Region.

DRT endeavours to reduce the average customer wait times for transit in urban and rural areas, 24 hours a day. Scheduled service frequencies on major corridors will be attractive for those with multiple travel options and Demand Response services will be adapted to keep wait times low.

Innovation

The ability to meet customers' evolving needs and trip patterns will require a combination of existing and new strategies.

DRT will continuously adapt its flexible service delivery models to new customer needs and travel patterns. Leveraging technological solutions will be critical for success, as will be increasing access of these solutions for all customers.

Reliability

The service will be flexible to meet and adjust to new travel patterns as customers return to work, school, shopping, and recreational activities.

Transit priority measures will improve reliability by decreasing travel time.

Safety

Safety is central to each customer's journey, be it in a vehicle or at bus stops and terminals.

DRT will improve the customer environment on-board vehicles, at stops, and in stations by leveraging best practices and new solutions.

Growth

The Region of Durham will continue to see growth in residential and employment opportunities, for which new residents and employers will expect transit to be a competitive mobility option.

DRT will endeavour to provide transit-first solutions to new communities so that residents can rely on public transit from day one, and to support the Region's economic development by supporting employment and recreational access.

Supporting Regional Plans

DRT will continue to support initiatives for a more compact, transit friendly Region, including:

- Durham Region's Strategic Plan
- Envision Durham
- Transportation Master Plan
- Metrolinx Regional Transportation Plan
- Greater Golden Horseshoe Transportation Plan

Customer markets

DRT's ridership includes several customer markets, which have been impacted in different ways by COVID-19.

Post-Secondary

The post-secondary travel market makes up 25 per cent of transit trips and is primarily comprised of U-Pass customers travelling to Durham College, Ontario Tech University and Trent University. Post-secondary ridership is expected to re-establish itself quickly, as provincial guidance provides for a return to in-class learning in fall 2021.

Limited campus parking before the COVID-19 pandemic encouraged students to use public transit. In fall 2021, it is expected that parking availability may improve with campus activities and some students may choose to drive to campus, resulting in a lower travel market than 2019 levels. As more students return to campus, parking constraints will again become a challenge, resulting in transit becoming a more attractive travel option for staff and students.

New service, operating as Route 920, will be operating starting September 2021—providing service to both the Centennial College Progress Campus in Toronto and the Durham College/Ontario Tech University campus in north Oshawa. This new service is expected to address challenges currently experienced by some customers travelling between Toronto and Durham Region by reducing fare and service integration barriers.

Toronto Central Business District

Commuters travelling to downtown Toronto's Central Business District make up 25 per cent of transit trips and are not expected to return to DRT in large numbers in the short-term. Prior to the COVID-19 pandemic, DRT played an important role in linking local neighbourhoods to GO Transit train stations. Downtown commuters have historically relied on transit, with over 70 per cent of Durham residents who commute to downtown Toronto doing so by transit, mostly on GO train services.

GO Transit customers formed a significant ridership—based on many local DRT routes that operated between area GO stations and local neighbourhoods. These routes generally operated along local roads, in areas beyond walking distance of services operating along main corridors. GO Transit customers represented over 50 per cent of customers on these local routes. During the height of the pandemic these routes saw ridership decline to the point that many trips were carrying only one or two customers.

This market is expected to remain depressed over this service strategy period due to the following factors:

- Employers are expected to move towards a mix of work from home and in-office work, resulting in employees commuting downtown only a few days a week.
- With less employees commuting every day to work, parking constraints at GO stations are expected to ease, making park-and-ride more attractive to some customers who previously relied on DRT services.

Trips within Durham Region

Work

DRT provides travel to many employment locations throughout Durham Region, representing approximately 30 per cent of transit trips.

While this market was impacted by the COVID-19 pandemic, the effects were less significant than other markets. This is expected to rebound faster than other markets.

New industrial employment growth—such as Amazon distribution and fulfilment centres opening in September 2021—will contribute to market growth.

Shopping, Leisure and Recreation

This customer market represents 20 per cent of transit trips and is expected to rebound faster than others. Many trips access essential services such as food, shopping or medical appointments.

To make it easier for customers to access recreational opportunities, DRT enhanced services to recreational areas in summer 2021, helping to further rebuild this market and attract additional ridership.

High school students

Accounting for approximately one per cent of transit trips, high school-related travel ceased during large portions of the 2020-2021 school year. DRT initiated a review to better understand the impacts of various student travel scenarios on the DRT network. DRT identified opportunities within existing resources to increase the share of students using DRT for school-related travel to 42 per cent from nine per cent, including adjustments to the Y10 youth 10-month loyalty fare incentive program.

The Route Ahead: 2022 to 2025

While post-pandemic ridership markets remain uncertain, it is expected that ridership will return to 2019 levels by 2025. By 2025, structural changes in travel patterns will be solidified and growth in travel will have replaced any ridership lost by existing customers travelling less.

To support ridership recovery and growth to 2025, DRT will:

- Be innovative in service offerings, enhance the customer experience and seek new ridership markets.
- Work with regional partners to ensure that customers have a seamless and convenient experience using transit.
- Adapt to changes in the travel markets as they occur.

Current customers

Essential trips

Representing approximately 35 per cent of pre-pandemic ridership, many current customers used DRT throughout the height of the pandemic. For many of these residents, DRT remains their sole method of travel to work, appointments and essential shopping.

It is important for DRT to ensure that it offers services that allow all residents, regardless of where they live or their access to an automobile or ability to drive, to fully participate in society.

To support all residents and provide access to transit, DRT will:

- Enhance frequency and access to transit services across the Durham, ensuring DRT services are available to support residents' travel needs and the economic recovery of the Region.
- Expand service to recreational opportunities throughout the Region and in neighbouring Toronto.
- Leverage the Social Equity Guidelines to ensure all residents have equitable access to transit services.

Discretionary trips

Discretionary trips—made by customers with other travel options, such as driving or carpooling—represented approximately 65 per cent of transit trips prior to the pandemic. Whether avoiding parking constraints, traffic, or just wanting to relax during their commute, DRT will need to demonstrate value to regain these customers.

DRT will demonstrate value to customers by:

- Providing more frequent services that make transit an easy travel alternative to the automobile.
- Maintaining competitive fare options.

- Working with our regional partners, such as Metrolinx, on campaigns reinforcing the value of transit services.
- Enhancing the transit network to take customers where they are going in a fast and efficient manner.
- Offering flexibility in travel with different service models.

Developing new travel markets

To position DRT for sustained ridership growth, the following markets were identified as areas where DRT can attract new customers.

Recreational travel

As demand grows in recreational areas, and parking constraints increase at popular locations, DRT will enhance services to key destinations and position DRT as a viable option for recreational travel.

DRT will enhance access to recreational opportunities within Durham, and to regional attractions, by:

- Exploring recreational markets, including access to the Pickering and Whitby waterfronts.
- Working with regional and municipal partners to provide connections between transit services and trail and cycling facilities, such as the Waterfront Trail and the proposed Durham Meadoway.

Employment centres

Most employees travelling from Durham Region to jobs in downtown Toronto use public transit. However, the automobile dominates travel to employment centres in Durham Region, Toronto (outside the downtown core) and in York Region.

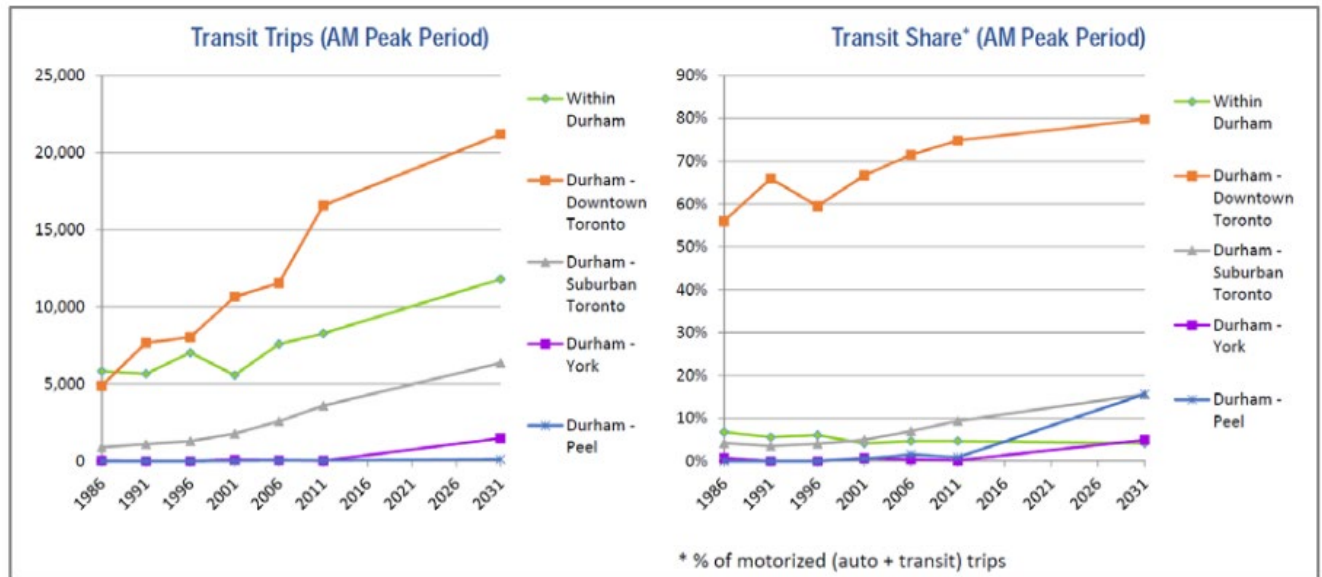


Figure 3: Transit mode share by destination (Durham Region Transportation Master Plan, 2017)

DRT can enhance transit options for travel to non-downtown Toronto areas by ensuring service is attractive, fast and meets the needs of employees in these areas. DRT will:

- Partner with business groups and business improvement associations to promote DRT services.
- Continue to support progress of the Durham Scarborough Bus Rapid Transit corridor to the Scarborough City Centre.
- Review service delivery models between Durham Region and York Region.

Overnight travel

Whether travelling to an overnight or early morning work shift, or to and from late night leisure activities and entertainment, residents require mobility at all times of the day and night. DRT will:

- Expand and monitor 24-hour transit service across the network and make the appropriate adjustments to ensure efficient and effective service for residents.

Travel within Durham

Travel within Durham Region represents the largest travel market. The 2017 Durham Transportation Master Plan found that during the morning peak period, over 50 per cent of work trips remained within Durham Region.

While the number of transit trips was growing prior to the pandemic, the proportion of trips carried by transit for internal trips within Durham Region has remained stable.

Because local journeys within Durham are shorter and do not require the additional fare associated with connecting to other transit agencies, local travel is generally more conducive to transit use.

The transit system needs to support people to travel anywhere-to-anywhere. DRT has made significant changes and investments to provide frequent and available service, and these improvements will encourage customers to make local trips using transit within Durham Region and their local communities. Future actions will include:

- Reviewing how different service offerings, such as Demand Response, can better connect people to where they are travelling locally.
- Marketing the more frequent and available service, to build awareness of how easy transit service is for making local trips.

Social equity: supporting greater access to mobility

To ensure all residents have access to mobility, DRT has created social equity guidelines that apply a social equity lens to service planning decisions.

Service design elements

To create a resilient transit network, several factors are required. These factors are often outside the direct control of DRT, and DRT will collaborate with municipal and regional partners to advance transit supportive development.

Density

The Ontario Transit Supportive Guidelines recommends that 22 units per hectare, or 50 residents and jobs per hectare, as the minimum density at which a basic 20- to 30-minute bus service can be supported. While this is only a recommendation—and there are examples of lower densities supporting high service levels—in general, higher density results in more potential customers for a transit route.

DRT will endeavour to collaborate with local and regional groups to support and promote Transit Orientated Development and transit friendly communities across the Region, including the major transit station areas.

Destinations and mixed uses

A mix of uses and a variety of destinations along a transit corridor produces the best results for high ridership on a route. For example, PULSE 901 Simcoe serves several major destinations including downtown Oshawa, the Lakeridge Health medical area, the Durham College/Ontario Tech University north campus, and various higher density residential and commercial areas in between. This mixture of uses and destinations makes PULSE 901 one of the highest-performing routes in the system: and supports a high level of service.

Today, GO stations within Durham Region are transfer points between DRT and GO Transit services. Surrounded by parking lots, these stations have few uses within walking distance that make them destinations to support transit ridership.

DRT will work with our partners at Durham Region and at local municipalities and Metrolinx, to advance important work in transforming GO stations into hubs and destinations by:

- Supporting the Rapid Transit and Transit Oriented Development Office to ensure DRT services can support high density, mixed use areas around new train stations.
- Working with area municipalities on intensification plans around GO stations.

Direct, easy to understand routing

In order to remain competitive and compete for travel time with an automobile, DRT considers routes that are direct as possible. Although these routes can bring bus stops closer to some destinations, the overall increase in travel time from operating on local roads discourages ridership.

DRT will maximize direct routes where possible and appropriate.

A comprehensive transit network

The transit network in Durham Region comprises various transit services that operate as one comprehensive transit network.

Rapid Transit

GO Transit rail

The GO Lakeshore East rail service provides rapid transit service within and between Durham Region and Toronto. Many DRT services feed into the GO rail line, and Metrolinx is planning for the extension of service from Oshawa to Bowmanville.

DRT is working in collaboration with Metrolinx and our Rapid Transit Office on the design of the Lakeshore East rail service, and integration of DRT services with the extension.

PULSE Rapid Bus

DRT's PULSE routes provide rapid bus service throughout the Region. To improve reliability, PULSE corridors typically feature dedicated lanes or priority transit measures, such as HOV lanes, queue jump lanes or signal priority. Service operates every 15 minutes or better, seven days a week. This allows customers to benefit from enhanced amenities on buses and at transit stops.

PULSE service is currently available on Highway 2, between the Centennial College / University of Toronto Scarborough Campus and downtown Oshawa, and on Simcoe Street, between south Oshawa and the Durham College / Ontario Tech north Oshawa Campus.

Based on the Region's Transportation Master Plan (Figure 4) and development of corridors in the Durham Official Plan / Envision Durham, future PULSE rapid bus corridors will be implemented by 2025:

- Taunton Road, between Westney Road and Harmony Terminal
- King Street East, between Oshawa Centre Terminal and Liberty Street in Bowmanville
- Rossland Road, between Brock Road (Pickering) and Harmony Terminal
- Highway 2 service extended to the Scarborough Town Centre
- Simcoe Street extended to Windfields Farm Drive

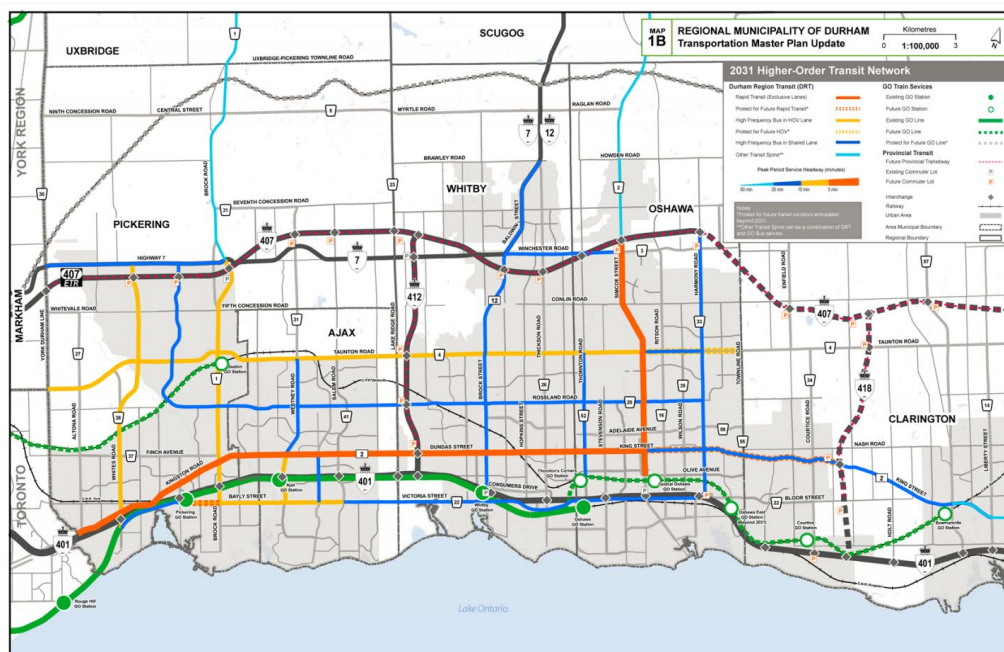


Figure 4: Durham Region TMP (2017) - 2031 Higher-Order Transit Network

Base and GO Connect Routes

These scheduled services operate along busy corridors and in areas where 30-minute service can be sustained at or above the ridership productivity guidelines (see Appendix 1). Base routes operate along major corridors throughout the Region at least every 30 minutes. GO Connect routes are peak-period services that connect residential areas and nearby GO stations, where demand warrants. These services often replace Demand Response services during busy commute periods.

During periods where demand is low, scheduled service may be replaced with Demand Response service. Scheduled service will facilitate cross-regional travel and connect Durham Region with neighbouring York Region and Toronto.

Demand Response

Since September 2020, DRT has operated two Demand Response services: the Demand Response service in rural and low-ridership urban areas for all customers; and Specialized Services, focused on transportation for eligible persons with disabilities who are unable to use conventional transit service. Adopting the recommendation from the Rural Review study in 2019, On Demand and Specialized

Services will be merged as Demand Response services to deliver a seamless and equitable service for all residents.

This change does not impact a customer's eligibility for specialized services through the *Accessibility for Ontarians with Disabilities Act* (AODA). Consistent with AODA policies, there is no change to the delivery of transit services provided to eligible residents.

When scheduled service is not available in some areas, customers will have access to Demand Response for their mobility needs. In urban areas, the Demand Response service will operate stop-to-stop within a zone, or to a scheduled route, terminal, or station. Customers in rural areas will benefit from the same level of service, however pick ups and drop offs are made at the curb. Customers with established eligibility for specialized services will continue to be picked up and dropped off at their original destination.

Local Areal Transit Plans

Local Area Transit Plans (LATP) focus on transit services in specific growth areas of the Region where the urban fabric continues to develop. The plans will provide residents with a future state of transit service and transitional principles to service as the area matures.

A full engagement strategy will be used to work with local municipalities, residents and businesses to develop fulsome LATPs.

LATPs will be developed for the following areas:

- Bowmanville (Clarington)
- Newcastle (Clarington)
- Courtice (Clarington)
- Kedron and Windfields areas (Oshawa)
- Port Perry (Scugog)
- Seaton (Pickering)
- Brooklin (Whitby)

Service and Fare Integration

Travel between Durham Region and the rest of the Greater Toronto and Hamilton Area (GTHA) provides residents access to job opportunities, health services, schools, and leisure activities.

Customers crossing municipal boundaries continue to face barriers to competitive transit service, including:

- Forced to transfer between DRT and other transit providers to continue their journey instead of a one-seat ride.
- Paying a double fare when transferring between DRT and other transit providers, such as GO Transit and Toronto Transit Commission (TTC).

To create a seamless experience for customers, DRT will:

- Explore service options between Durham Region and York Region.
- Continue to work with the provincial table to reduce transfers through enhanced cross boundary services and fare integration between the City of Toronto and outlying regions.

Infrastructure

Stations, Terminals and Hubs

Effective infrastructure is key to providing convenient on-street and off-street transfer points—between and among regional rail and bus service, scheduled DRT routes and demand response services—particularly for customers with limited abilities. A separate initiative will influence how to best leverage this infrastructure for customer transfers between scheduled routes and demand responsive services.

Stations and terminals are the anchor points of the transit system. GO Transit train stations and DRT terminals are generally the busiest locations in DRT's system, where many customer journeys start, end or transfer to another service. DRT does not own any station or terminal infrastructure; several existing terminals are at or near capacity; and stakeholders have initiated planning and design work to expand and improve these facilities. Targeting investment at these locations will benefit most customers.

Hubs will provide convenient on-street transfer points between scheduled and demand response services and active transportation. The active transportation network provides a vital link between a customer's origin and destination and DRT service. Compared to regular on-street bus stops, hubs will include enhanced shelters, amenities and improved on-road facilities to accommodate multiple vehicles and vehicle types. Hubs will be:

- Linked into the surrounding active transportation network and include bike racks.
- Strategically located to allow for easy transfers between scheduled and Demand Response services.
- Designed to accommodate customer accessibility requirements and future mobility opportunities.
- Created in collaboration with our partners on the regional and local cycling plans to ensure cycling infrastructure links with DRT services.
- Accommodating to cyclists, with bike racks installed at select stops across the network with the goal of having most of the urban area within a 10-minute bike ride of the PULSE network.

Bus stops

Bus stops are the first point of contact between customers and the transit service. Transit stops will be enhanced to provide an informative and pleasant environment.

- All bus stops will have a hard surface by 2025.
- Bus stops will link to the active transportation network.

- Shelters will be installed at stops with more than 20 daily boardings and at transfer points between multiple routes. They will also be consistent with DRT's social equity guidelines: installed at sensitive land use locations, such as hospitals and seniors' residences.

Wayfinding and Customer Information

Wayfinding and customer information are the first opportunity for DRT to communicate important information to customers. Its ease of understanding and availability are key to attracting and retaining new customers and to ensure existing customers are aware of changes that may impact their journey.

An updated wayfinding initiative will leverage lessons learned from a Wayfinding Strategy Pilot with Metrolinx and place a priority on social equity and accessibility. The initiative will provide wayfinding and customer information that is easily understood by customers, while reducing barriers to accessing service.

Transit Priority

Transit priority measures provide enhanced speed and reliability for transit services—increasing the competitiveness of transit. Transit signal priority (TSP) makes it easier for buses to travel through intersections, which makes the journey faster for customers. It also helps to reduce resource requirements to operate similar levels of service on routes.

To enhance travel times on busy corridors, DRT has been working with regional partners to implement queue jump stops at busy intersections. Queue jump stops are those that allow buses to by-pass traffic queues at an intersection; using the right-turn lane and far side bus bays.

DRT will continue to advocate for additional transit priority measures at GO train stations. Many DRT routes converge at GO train stations and targeted improvements at these locations will benefit large numbers of customers. Reduced travel time into and out of GO stations will help position DRT as an attractive choice for residents considering DRT for travel to and from GO train stations.

A separate initiative will develop a strategy and tools to determine where, and which type of transit priority measures, should be deployed.

Supporting infrastructure and active transportation connections

High-quality active transportation connections are important to transit ridership. Transit customers begin and end their journeys—to and from their nearest transit stop—by either walking, cycling, or engaging in another form of transportation. Effective connections reduce the need to operate circuitous, low performing bus routes through local neighbourhoods to reach potential customers.

Most transit trips result in a return journey, with transit service operating on opposite sides of the street. A well-connected pedestrian network provides safe and convenient locations where customers can cross busy streets. Where they exist, bus stops are

often co-located with traffic signals. Elsewhere, pedestrian crossovers, mid-block pedestrian signals and other appropriate facilities enhance pedestrian and transit user safety.

To ensure the transit network is accessible to all, DRT will work with:

- Local municipalities to identify gaps in the sidewalk and crosswalk network.
- Regional partners to influence pedestrian network design in new developments.

Mobility is changing fast. Scooters, for example, are becoming more popular in some jurisdictions. DRT is working to better understand emerging mobility options and protecting for these options in the design of future transit and stop areas.

Appendix 1: Service Guidelines

Service deployment guideline

Residents of Durham Region can access transit services throughout the entire area on a 24-hour basis. How the service is delivered to an area varies by time of day and day of the week, to ensure that services are sustainable and implemented in an efficient and fair manner.

The Demand Response delivery model provides base coverage in rural Durham Region and in urban areas when customer demand does not meet minimum ridership productivity for scheduled bus service. The following framework is used when considering transitioning an area to scheduled service from Demand Response:

- Scheduled routes will operate on roads conducive to transit use, such as arterial and collector roads. Service on local roads will be discouraged.
- Ridership projections indicate that the scheduled route will achieve the minimum ridership target (passenger boardings per hour), as outlined in the ridership productivity guideline.
- Newly deployed scheduled service must meet minimum ridership targets within six months.
- Scheduled routes will not operate at headways longer than 30 minutes, nor for periods of the day shorter than three hours.
- Route performance will be regularly evaluated for modification; expansion into new service areas or service periods; or service reduction or transition to or from demand response. The span of service and level of service will be adjusted, based on the customer demand for each route.

Ridership productivity guideline

The ridership productivity guideline provides a measure of the effectiveness of a transit route. As a base service, Demand Response service is provided when scheduled routes are unable to meet minimum ridership productivity targets. Ridership productivity targets are not applicable to the overnight network, because the service provides mobility to groups of customers who may have no other travel option available. Each service type (PULSE, Base, GO Transit Connector and rural) contribute differently to the DRT transit network and each have unique minimum productivity targets. Route productivity varies based on the varying built environments in which each route operates. The following are used for each service type:

- Route Classification average: the average boardings per revenue hour among all routes within the service type and operating period.
- Route Ridership minimum: based on the average boardings per revenue vehicle hour for each individual route within the service type.

Table 1 provides ridership productivity minimums for each route type/classification.

Table 1: Ridership productivity minimums for each scheduled service route type (boardings per hour)

Operating period		PULSE	Base	GO Connector	Rural
Weekday Peak	Class Average	40	25	25	8
	Minimum	30	20	20	8
Weekday Midday	Class Average	40	20	NA	8
	Minimum	30	15	NA	8
Weekday Evenings	Class Average	30	20	NA	8
	Minimum	20	15	NA	8
Saturday	Class Average	35	20	NA	8
	Minimum	25	15	NA	8
Sunday	Class Average	30	20	NA	8
	Minimum	20	15	NA	8

Service frequency guidelines

DRT provides 24-hour transit service seven days a week in urban areas, and service from 06:00 to 24:00 on weekdays and 07:00 to 21:00 on weekends in rural areas. The span of service and service levels varies for each of the Demand Response zones and scheduled routes, based on customer demand. A scheduled route must meet the minimum ridership productivity guideline, which is based on the minimum service frequency at which it is required to operate.

Table 2 presents the minimum service levels for each scheduled route type. In many cases, routes may need to operate more frequently than the minimum frequencies to accommodate higher ridership levels. In these cases, vehicle capacity guidelines are used to determine the service frequency.

Tables 2-4: Minimum service levels for each route type

Weekday		PULSE	Base	GO Connector	Rural	Overnight
Morning peak	05:00 - 08:59	15	30	15	90	N/A
Midday	09:00 - 15:59	15	30	N/A	90	N/A
Afternoon peak	16:00 - 18:59	15	30	15	90	N/A
Early evening	19:00 - 21:59	30	30	N/A	90	N/A
Late evening	22:00 - 24:00	30	30	N/A	90	N/A
Overnight	00:00 - 04:59	N/A	N/A	N/A	N/A	30

Weekday		PULSE	Base	GO Connector	Rural	Overnight
Saturday		PULSE	Base	GO Connector	Rural	Overnight
Early morning	05:00 - 08:59	15	30	N/A	90	N/A
Morning	09:00 - 11:59	15	30	N/A	90	N/A
Afternoon	12:00 - 18:59	15	30	N/A	90	N/A
Early evening	19:00 - 21:59	30	30	N/A	90	N/A
Late evening	22:00 - 24:00	30	30	N/A	90	N/A
Overnight	00:00 - 04:59	N/A	N/A	N/A	N/A	30

Sunday		PULSE	Base	GO Connector	Rural	Overnight
Early morning	05:00 - 08:59	15	30	N/A	90	N/A
Morning	09:00 - 11:59	15	30	N/A	90	N/A
Afternoon	12:00 - 18:59	15	30	N/A	90	N/A
Early evening	19:00 - 21:59	30	30	N/A	90	N/A
Late evening	22:00 - 24:00	30	30	N/A	90	N/A
Overnight	00:00 - 04:59	N/A	N/A	N/A	N/A	30

On the scheduled service network, the minimum service frequency is 30 minutes on urban routes and 90 minutes on rural routes. This results in a customer waiting up to 15 minutes for a bus in the urban area, and 45 minutes in the rural area.

To ensure equity to scheduled service wait times, DRT deploys vehicles to ensure the time between a customer requesting a Demand Response trip and pick up, achieves the following objectives:

- Urban areas: Customers will not wait more than 30 minutes for a pick up, with an average overall wait time less than 15 minutes.
- Rural areas: Customers will not wait more than 45 minutes for a pick up, with an average overall wait time less than 20 minutes.

By 2025, all Demand Response customers, including current Specialized Services customers, will experience similar average trip wait times, including pre-booked trips or trips scheduled in real time. The accommodated rate for trip requests made by eligible persons with disabilities will exceed 99.6 per cent.

Vehicle capacity guideline

The vehicle capacity guidelines provide a level of customer comfort when travelling on DRT. The guideline is used when designing services; however the customer experience may vary due to unplanned operational issues and day-to-day variability in travel demand. These guidelines do not apply to the current vehicle loads implemented in response to the COVID-19 pandemic.

The following guidelines are used when designing the service:

Vehicle type	Off-peak Design Maximum Capacity (100 per cent of seated load)	Peak Period Design Maximum Capacity (150 per cent of seated load)
PULSE 60-foot (articulated)	52	78
PULSE 40-foot	36	54
Base 40-foot	36	54
Demand response sedan, van, minibus	four to 18	four to 18

Vehicle capacity considers the average number of passengers that can be accommodated on a bus during its busiest hour, and most popular point on the route.

Service proximity guideline

Service proximity means the walking distance between dwellings and the nearest bus stop.

In the urban area:

- Dwellings within a 500-metre walk of a bus stop: 80 per cent.
- Dwellings within an 800-metre walk of a bus stop: 95 per cent.

In the rural area, 100 per cent of dwellings will be served by Demand Response at the curb (such as the entrance to a property).

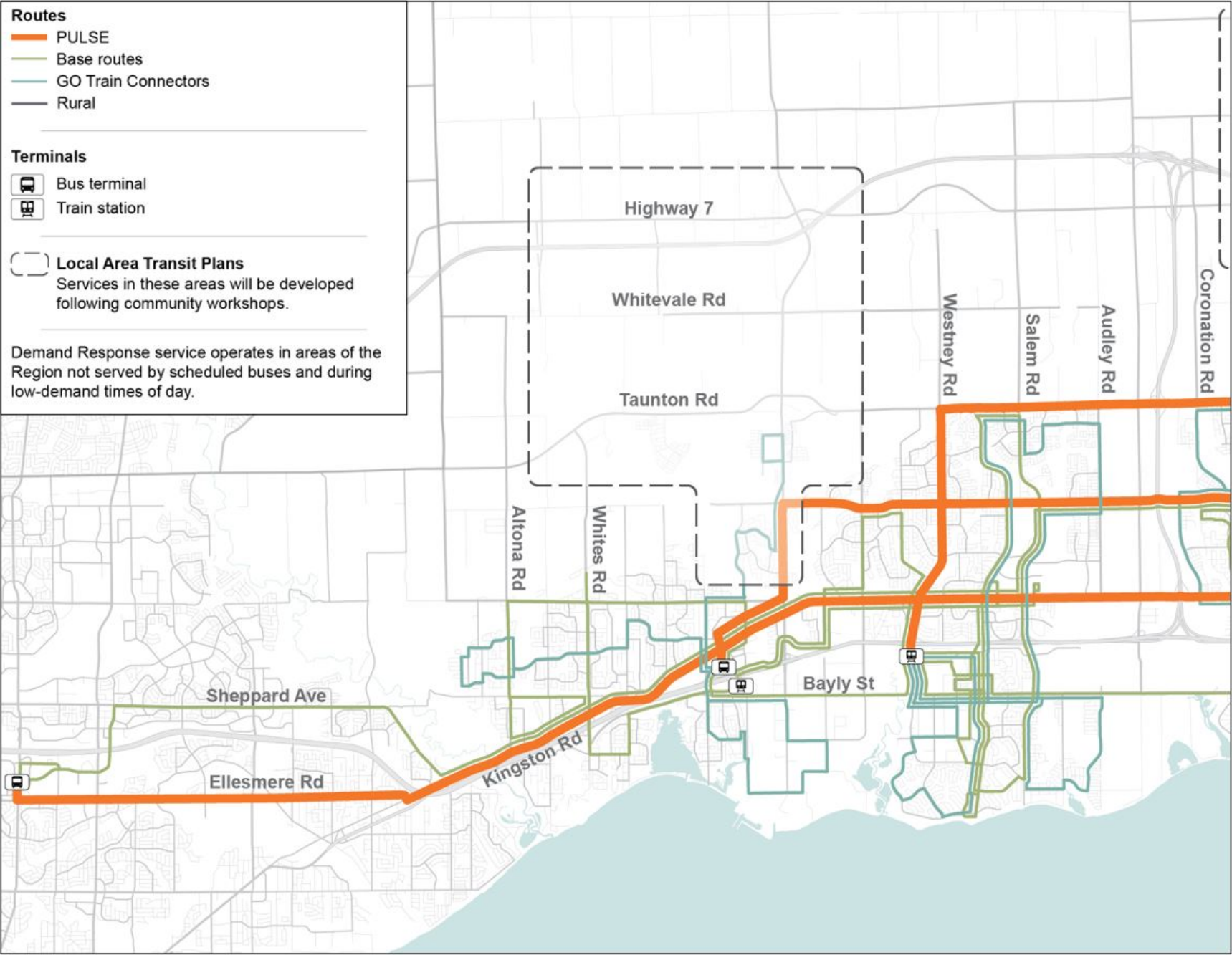
Customers who are eligible for Specialized Services are provided an accessible door-to-accessible-door trip, based on their eligibility. Customers with unconditional eligibility will receive trips using only Demand Response service. Customers with conditional eligibility may receive trips that include travel on a combination of Demand Response and scheduled service.

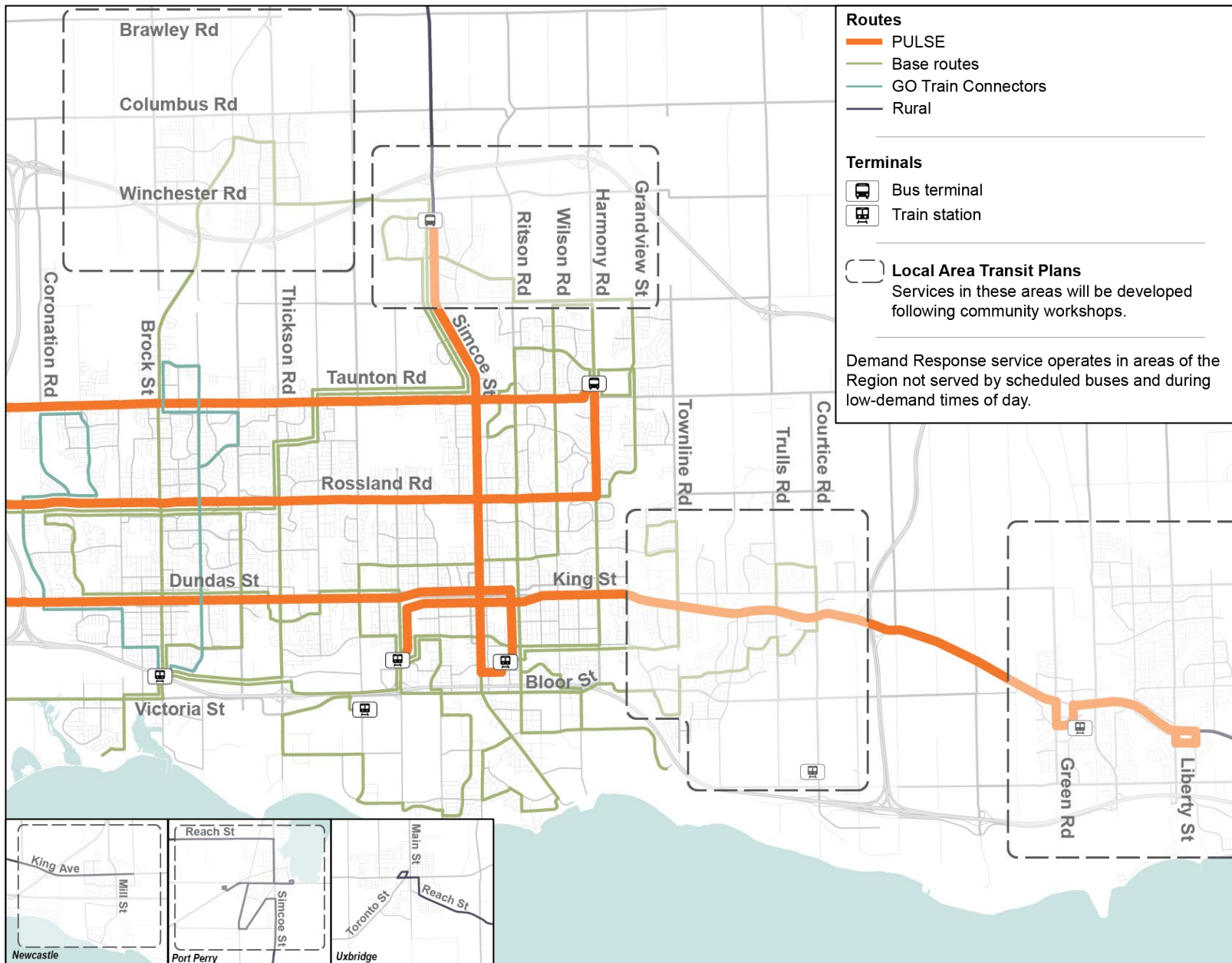
PULSE Rapid Bus Considerations

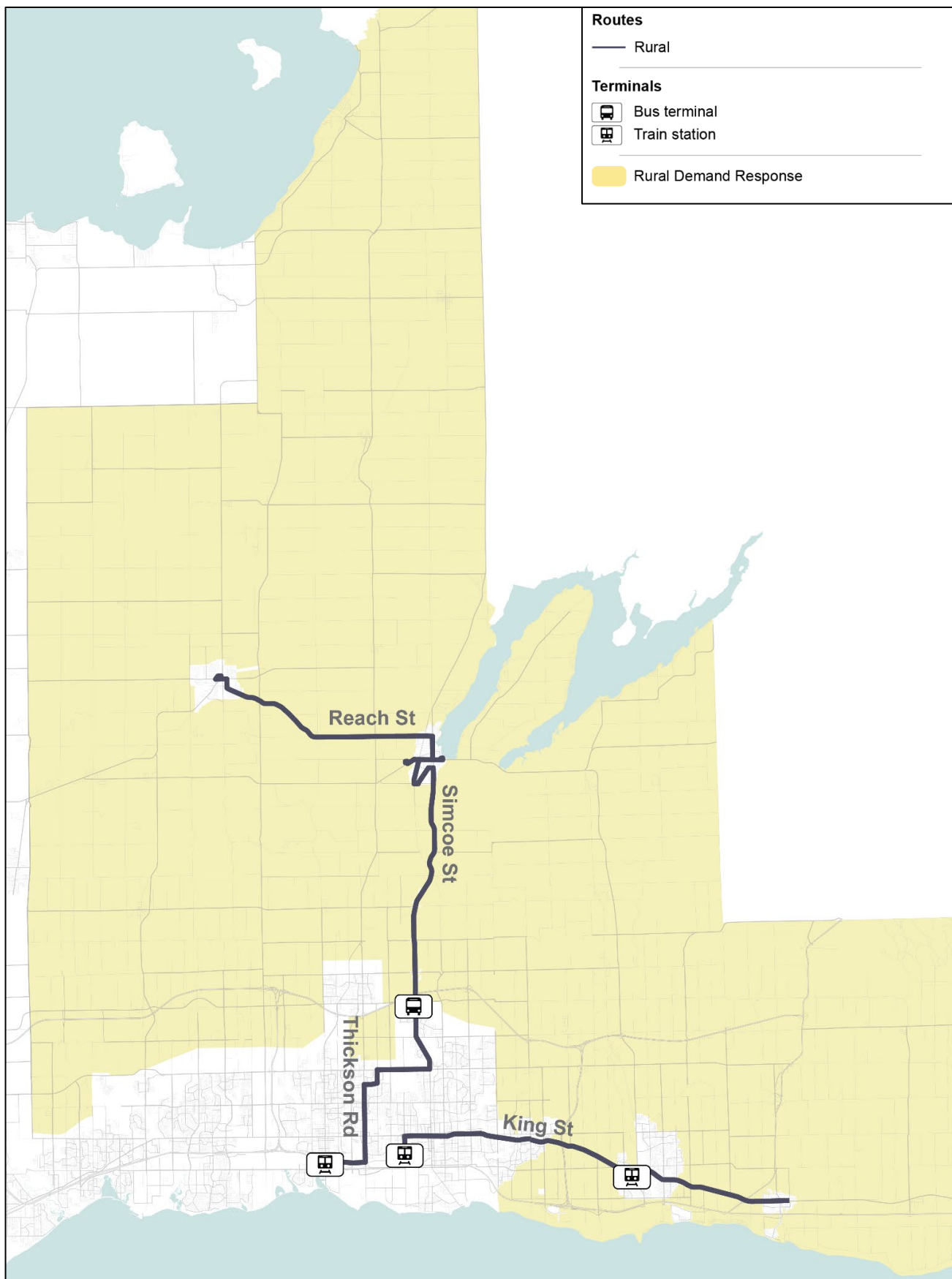
Scheduled services will be considered to transition to the PULSE service type when the following criteria are met:

- The corridor is identified in the Durham Region Transportation Master Plan and/or Metrolinx Regional Transportation Plan as future rapid transit or rapid bus/priority bus.
- Analysis indicates that the service could sustain minimum service headways and meet ridership productivity as defined under the PULSE service type.

Appendix 2: Network Map 2025







The Route Ahead Deployment Plan (2022-2025)

2021

- Service
 - Review and launch additional scheduled route and GO connectors
 - Monitor performance of scheduled and demand response services, implement adjustments to services as required
 - Collaborate with tourism and economic development agencies to identify/update links to recreational and employment destination.
- Infrastructure
 - Initiate Station, Terminals, and Hubs Strategy, including 10-year capital plan
 - Develop necessary upgrades for new park and ride locations in Uxbridge and Scugog (2019 Rural Review recommendations)
 - Initiate discussions with townships of Scugog and Uxbridge to locate new park and ride locations and coordinate budget requirements (2019 Rural Review recommendations)
 - Coordinate with Regional Works for 2022 Budget upgrades to the Shirley Road Park and Ride location (2019 Rural Review recommendations)

2022

- Service
 - Launch Demand Response service delivery model (integration of On Demand and Specialized Services)
 - Launch PULSE 915 Taunton
 - Explore service integration between Durham Region and York Region
 - Review and launch additional scheduled route and GO connectors
- Monitor performance of scheduled and demand response services, recommend 2023 service and budget requirements accordingly
- Infrastructure
 - Commence use of new park and ride locations in Uxbridge and Scugog
 - Commence use of upgraded Shirley Road Park and Ride
 - Deploy terminal and hub infrastructure
 - Deploy supporting customer infrastructure
 - Initiate Transit Priority Measures Strategy, including 10-year capital plan
 - Initiate customer wayfinding strategy and deployment plan
- Local Area Transit Plan
 - Scugog (Port Perry)
 - Oshawa (Kedron and Windfields)

2023

- Service
 - Launch PULSE 916 Rossland
 - Review and launch additional scheduled route and GO connectors
- Monitor performance of scheduled and demand response services, recommend 2024 service and budget requirements accordingly Infrastructure
 - Deploy terminal and hub infrastructure
 - Deploy supporting customer infrastructure
 - Review and deploy additional transit priority measures
- Local Area Transit Plan
 - Pickering (Seaton)

2024

- Service
 - Launch PULSE 902 King
 - Review and launch additional scheduled route and go connectors
- Monitor performance of scheduled and demand response services, recommend 2025 service and budget requirements accordingly Infrastructure
 - Deploy terminal and hub infrastructure
 - Deploy supporting customer infrastructure
 - Review and deploy additional transit priority measures
- Local Area Transit Plan
 - Clarington (Bowmanville, Courtice and Newcastle)

2025

- Service
 - Review and launch additional scheduled route and go connectors
 - Monitor service performance to inform 2026-2030 service strategy
 - Adjust schedule routes as required for new GO Lakeshore East Bowmanville stations, including extending PULSE 900 Highway 2 and PULSE 901 Simcoe to Ritson GO Station
- Infrastructure
 - Commission bus terminals at new GO Lakeshore East Bowmanville extension stations
 - Deploy terminal and hub infrastructure
 - Deploy supporting customer infrastructure
 - Review and deploy additional transit priority measures
- Local Area Transit Plan
 - Brooklin (Whitby)



Durham Region Transit Report

To: Durham Region Transit Executive Committee
From: General Manager, Durham Region Transit
Report: #2021-DRT-21
Date: September 8, 2021

Subject:

E-Mission Zero – Towards Zero Emission Public Transit in Durham Region

Recommendation:

That the Transit Executive Committee recommends

That this report be received for information.

Report:

1. Purpose

- 1.1 This report provides an overview of Durham Region Transit's (DRT's) commitment to transition to zero emission fuels as part of the Region's E-Mission program. DRT is advancing a coordinated suite of initiatives supporting the assessment and deployment of clean technologies aimed at reducing greenhouse gas emissions from public transit in Durham.

2. Background

- 2.1 The 2019 Durham Region Community Energy Plan (DCEP) found that transportation is responsible for more energy use, costs, and greenhouse gas (GHG) emissions than any other source. In March 2021, Council approved the Corporate Climate Action Plan with targets to reduce corporate greenhouse gas (GHG) emissions by 100 per cent by 2045. This includes the transition of corporate fleets, such as public transit vehicles, to low carbon alternatives.
- 2.2 In August 2021 the Region launched the E-Mission program focused on creating a cleaner, low-carbon future by supporting and empowering Durham residents in

making the transition to lower and zero emission vehicles. As part of these efforts, E-Mission Zero is DRT's commitment to adopt zero emission vehicles in its fleet to help reduce overall GHG emissions from the transportation sector in Durham.

3. Previous Reports and Decisions

- 3.1 In November 2019, Regional Council approved the purchase of up to eight electric buses and associated charging infrastructure for a total of \$10.1 million using one-time allotted Federal Gas Tax funds (2019-COW-31). This pilot allows for the assessment of battery electric bus and charging technology, including its performance in local conditions to inform long-term fleet transition and deployment.
- 3.2 In March 2020, the Transit Executive Committee (TEC) authorized DRT to proceed with the launch of an autonomous shuttle pilot in cooperation with partners at the Town of Whitby, Metrolinx and SmartCone Technologies, among others (2020-DRT-07).
- 3.3 In March 2020, Regional Council approved acquisition of property at 2400 Thornton Road, Oshawa, for a future transit facility (2020-COW-3).
- 3.4 In February 2021, Regional Council approved DRT's Business Plans and Budgets (2021-DRT-04), including the 2023 capital forecast of funding for construction of the new transit facility.

4. E-Mission Zero Program

- 4.1 DRT's E-Mission Zero program includes multiple initiatives that are setting the foundation for the transition to zero emission technologies by DRT over the next 20 years. These include:
 - a. Integrated battery electric bus and charging infrastructure demonstration pilot project – DRT is finalizing procurement of its first zero emission battery electric buses and charging infrastructure leveraging \$10.1 million in federal Gas Tax funding for this pilot project. As part of the pilot, DRT is partnering with the Oshawa Power and Utility Corporation (OPUC), using grant funding from The Atmospheric Fund, to assess charging infrastructure design and financing options for DRT's Raleigh depot in Oshawa. DRT is also collaborating with eCamion, leveraging funding from the Canadian Urban Transit Research and Innovation Consortium (CUTRIC), to install and test a newly developed integrated bus charging and energy storage solution. An

update report with recommended next steps on the pilot will be presented to TEC in the Fall of 2021.

- b. WAVE (Whitby Autonomous Vehicle Electric) shuttle pilot project – DRT and the Durham Region Works Department have partnered with the Town of Whitby, Metrolinx, SmartCone Technologies and others to launch an integrated zero emission autonomous shuttle and intelligent infrastructure pilot in 2021. The pilot is receiving funding from the Ontario Centre of Innovation's Autonomous Vehicle Innovation Network. The battery electric shuttle will operate as DRT Route 300 along a six-kilometre route between Whitby Station and the Whitby waterfront. The pilot aligns with DRT's interests in exploring new service models and clean technologies that can provide more responsive, sustainable, and efficient transit options for customers, particularly in areas of Durham that are not suited to full-sized, conventional bus service. Following delays due to the COVID-19 pandemic, the WAVE pilot is expected to begin passenger service in the Fall of 2021.
 - c. Zero Emission Bus (ZEB) fleet and facility feasibility study – DRT has retained HDR through a competitive procurement process to complete a full zero emission fleet and facility feasibility study. The study is expected to be completed in early 2022 and will identify a multi-year ZEB fleet transition, infrastructure, and investment plan. DRT will be reporting back to TEC on the results of the study.
 - d. New flagship net zero Green House Gas (GHG) emission transit operations and maintenance facility – DRT is proceeding with the design and development of a new operations and maintenance facility at 2400 Thornton Road in Oshawa capable of hosting a fleet of zero emission vehicles. This will be a flagship building for DRT and is to mirror the zero GHG emission commitment for the public transit fleet through incorporation of enhanced energy and sustainability features. Construction is expected to begin in 2024 with completion in 2027.
- 4.2 Additional information on these projects, and related initiatives to reduce emissions from transit, is provided in Attachment #1 to 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. Environmental Sustainability

1.1 Accelerate the adoption of green technologies and clean energy solutions through strategic partnerships and investment

1.4 Demonstrate leadership in sustainability and addressing climate change

b. Economic Prosperity

3.4 Capitalize on Durham's strengths in key economic sectors to attract high-quality jobs

c. Service Excellence

5.4 Drive organizational success through innovation, a skilled workforce, and modernized services

5.2 DRT's E-Mission Zero Program will showcase Durham Region as a leader in the adoption of new mobility models and clean technologies.

6. Next Steps

6.1 To build awareness about the Region's and DRT's efforts to address the impacts of climate change through transition to zero emission fuels, DRT will be sharing the E-Mission Zero framework in Attachment #1 with federal, provincial and municipal stakeholders and potential funding partners.

6.2 DRT will report back to TEC as E-Mission Zero initiatives advance, including opportunities to leverage funding and financing such as the Zero Emission Transit Fund announced by the federal government (see preliminary details in this month's GM report 2021-DRT-19) and financing for fleet transition and related infrastructure available to transit agencies through the Canada Infrastructure Bank.

7. Conclusion

7.1 DRT's E-Mission Zero is a bold and ambitious suite of initiatives that highlight Durham Region's leadership and innovation in advancing new mobility models and clean technologies. These initiatives align with the Region's Strategic Plan, corporate climate change objectives and the overall E-Mission program supporting the shift to low carbon alternatives in the transportation sector.

7.2 For additional information, contact: Jamie Austin, Deputy General Manager, Business Services, Durham Region Transit, at 905-668-7711, extension 2624.

8. Attachments

Attachment #1: DRT E-Mission Zero Framework

Respectfully submitted,

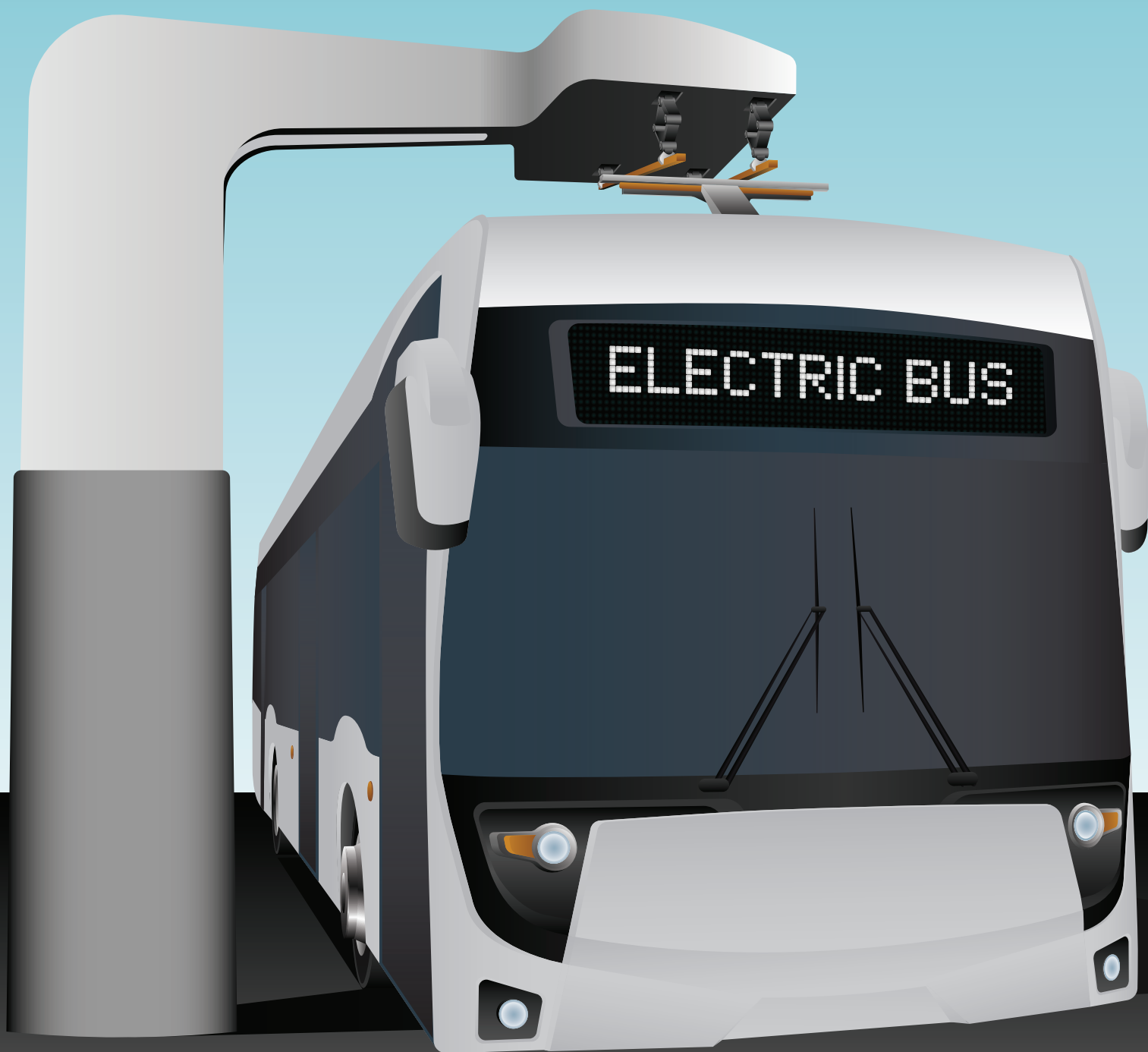
Original signed by

Bill Holmes
General Manager, DRT

Recommended for Presentation to Committee

Original signed by

Elaine C. Baxter-Trahair
Chief Administrative Officer



**A vision to reduce
greenhouse gas
emissions through
clean technologies**

About E-Mission

The Regional Municipality of Durham has partnered with Oshawa Power and Elexicon Energy on a region-wide zero emission vehicle (ZEV) education and awareness initiative called E-Mission, with partial

funding from Natural Resources Canada. Launched in summer 2021, E-Mission includes a wide variety of opportunities for residents of Durham to learn more about electric vehicles.



About Durham Region Transit

Durham Region Transit (DRT) is Durham Region's network of scheduled and demand responsive transit services, serving eight unique area municipalities: Ajax, Brock, Clarington, Oshawa, Pickering, Scugog, Uxbridge and Whitby. The system offers a variety of service options for residents and visitors; and continues to lead with innovative solutions and new customer-focused initiatives.

DRT is pleased to support Durham Region's corporate commitment to addressing climate change by implementing the **E-Mission Zero** program – a vision to reduce greenhouse gas emissions from public transit through clean technologies.



Vision

The public chooses DRT service because it's convenient and meets their mobility needs.

Mission

To deliver efficient and effective mobility solutions across the Region in the most sustainable way possible.

Principles

- Every customer trip counts.
- We provide value to customers, our stakeholders, and our community.
- We provide customer-centric integrated services that enable independent, spontaneous and worry-free travel.
- We are accountable for decisions and transparent in sharing successes and failures.
- We mitigate the environmental impact of our operations.

Values

Committed to serving all people in Durham Region, we value:

- **Leadership:** We demonstrate integrity and vision, providing the organization with good governance and management.
- **Effectiveness:** We anticipate the changing needs of the community and provide services within a framework of financial stability and transparency.
- **Innovation:** We support life-long learning and commitment to ongoing research, knowledge exchange, and continuous quality improvement.
- **Inclusion:** We provide an accessible, inclusive environment that values the diversity of our staff and the community.
- **Environmental Responsibility:** We prioritize community leadership and environmental sustainability in our operations.
- **Service Excellence:** We encourage professional excellence through collaboration, partnerships and teamwork in a culture that fosters trust and respect.

Durham Region Transit's vision for a zero-emissions bus fleet and new Operations and Maintenance facility

Summary

Durham Region Transit (DRT) is a leader when it comes to the adoption of new mobility solutions and clean technologies. Our goal is to improve the customer experience while making transit more sustainable, safer and cost effective.

Some of our actions include implementing demand-responsive micro transit; piloting autonomous and connected technologies; and transitioning the vehicle fleet to alternative fuel propulsion systems with the goal of achieving zero emissions by 2045.

Aligning with Durham Region's Corporate Climate Change Plan and Community Energy Plan, DRT will adopt renewable technologies that contribute to sustainable communities across the Region.

E-Mission Zero

To support this transition, DRT has launched **E-Mission Zero**, an ambitious and co-ordinated suite of emission-reducing initiatives intended to introduce a more sustainable network of vehicles, infrastructure and facilities over the next 25 years. Bringing new technology and smart infrastructure to Durham Region, this program is positioned to significantly reduce transit emissions; with a focus on healthy, sustainable communities for generations to come.

This vision is a transformational breakthrough for our transit system. It provides opportunities for employment growth, community partnerships and expanded services within the Region; reinforcing DRT as a safe, reliable, sustainable mode of transportation for residents and visitors.

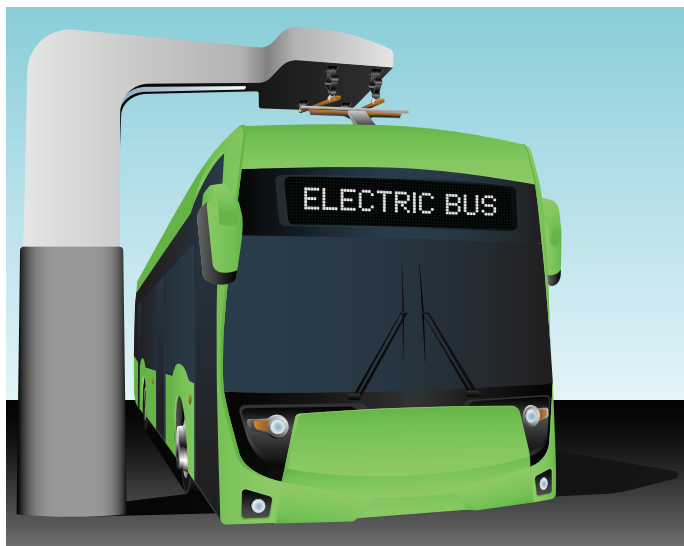
E-Mission Zero initiatives:

- Electric Bus and Charging Infrastructure Demonstration Pilot
- Zero Emission Bus (ZEB) Transition Feasibility Study
- The WAVE autonomous vehicle pilot
- Design and build of a flagship net zero ZEB operations and maintenance facility

Quick Facts

- In 2019, Regional Council approved Federal Gas Tax funding to assess up to eight battery electric buses and charging technology.
- Vehicles will be deployed on routes 900 PULSE Highway 2 and 901 PULSE Simcoe for the initial launch of the pilot in 2022.
- A feasibility study and infrastructure assessment is underway to inform the requirements and prepare a transition plan for the fleet and supporting infrastructure to achieve zero-emissions.

Electric bus pilot



What is an electric bus?

An electric bus uses a propulsion system that is powered by an on-board electricity source from a battery or fuel cell. Charging takes place via an external source, such as a power charging station.

Starting in 2022, DRT will launch a pilot involving eight battery electric buses, with models from multiple bus manufacturers. Four depot charging stations and eight pantograph down dispensers will be installed at a storage facility to enable overnight vehicle charging. Findings from the pilot will help to inform future operational decisions on electrifying transit.

The vehicles and charging systems will be stored, maintained, and operated out of DRT's Operations and Maintenance Transit facility. This is located at 710 Raleigh Avenue and 715 Farewell Street in Oshawa.

To advance this pilot project, DRT has collaborated with additional partners. The Atmospheric Fund is providing funding to support key analysis and design work for the electric bus project, including specifications for the buses and charging infrastructure.

There will also be electric grid upgrade requirements undertaken by Oshawa Power and Utilities Corporation (OPUC).

DRT will be working with eCamion which is leveraging funding from the Canadian Urban Transit Research and Innovation Consortium (CUTRIC) to develop and test new integrated energy storage and bus charging technology as part of DRT's battery electric bus trials.

A Pantograph dispenser is one type of charging system that can be installed in transit facilities in Oshawa, Ontario to charge electric buses through conductive charging.

Did you know?

DRT is purchasing its first hybrid electric buses as part of Durham Region's efforts to reduce greenhouse gas emissions and operating costs.

This initiative is part of a broader partnership with federal, provincial and municipal government-funded major transportation projects, under the Investing in Canada Infrastructure Program.

The hybrid electric buses are expected to replace up to 11 conventional diesel buses, and will be in service across Durham Region in late 2021.

Autonomous Electric Vehicle Pilot



It will also assess the operational, financial, environmental and customer service benefits, in addition to the implications, of autonomous shuttle technology in community transit.

Visit connectwhitby.ca/RideTheWAVE for more information about the autonomous vehicle.

Durham Region and DRT have partnered with the Town of Whitby, SmartCone Technologies, Metrolinx and others* to launch an autonomous electric shuttle pilot project aided by intelligent transportation infrastructure in 2021. The project, which is supported through funding from the Ontario Centres of Innovation Autonomous Vehicle Innovation Network (AVIN), demonstrates how DRT is leveraging new service models and clean technologies to help make transit safer and more sustainable in Durham.

This pilot will be the largest of its kind in Canada, operating on a six-kilometre loop between the Whitby GO Transit station and the Port Whitby area. More than 70 pieces of intelligent infrastructure, including sensors, and visual and audio signals, will be deployed along the route to provide advance notice of shuttle operations to ensure the safety of pedestrians and cyclists, shuttle passengers and other drivers. This is a Canadian first for autonomous vehicle deployments of this type and aligns with Durham Region's Vision Zero strategy to make our roads as safe as possible.

The pilot will test the physical and digital infrastructure needed to support the safe and efficient operation of connected and autonomous vehicles—through a range of traffic and weather conditions.

Did you know?

DRT launched one of the largest On Demand microtransit services in Canada in 2020. All residents of Durham now have access to public transit across the Region's 2,500 square kilometre service area regardless of where they live and all at the same low fare.

Customers can book a trip when they need it in as little as 15 minutes in advance through the On Demand app or by phone.

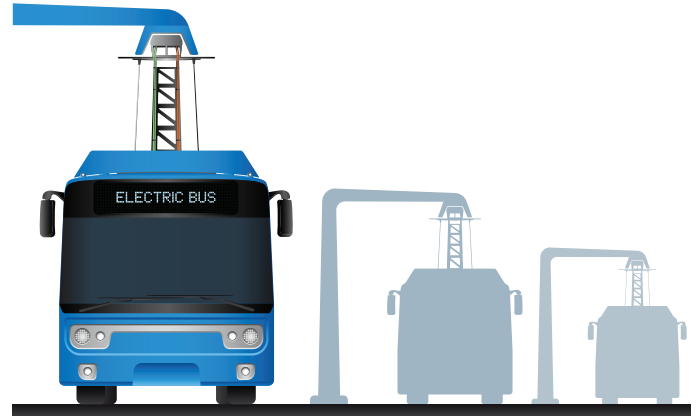
By using smaller and more flexible On Demand vehicles in place of full-sized diesel buses in lower demand urban and rural areas, DRT is making transit more available to Durham residents while reducing overall emissions from transit.

Zero Emission Bus Feasibility Study and Transition Plan

DRT has initiated a feasibility study on the adoption of zero-emissions propulsion technologies, including the development of a fleet, infrastructure and facility transition plan.

The study will inform on available technology—a review of infrastructure requirements, economic feasibility, and provide an assessment of DRT’s existing fleet, facilities, and operations. This will also assist in defining multi-year capital and operating investment requirements in support of a full transition to a zero-emissions fleet.

A final report is anticipated by end of 2021.



E-Mission Zero: Operations and Maintenance Facility 2400 Thornton Road North

DRT is planning for the design and build of a new flagship facility in north Oshawa. This facility will support a full fleet of zero emissions vehicles, while aiming for high energy standards that will allow it to be a net-zero-energy building.

The 2400 Thornton North facility will store and maintain up to 200 buses. The facility is expected to be completed and commissioned in 2026.



Photo source: iStock



Durham Region Transit
605 Rossland Road East,
Whitby, Ontario
L1N 6A3

Customer Service Centre
110 Westney Road South
Ajax, Ontario
L1S 2C8

DurhamRegionTransit.com



If you require this information in an accessible format, please contact Durham Region Transit Customer Service at 1-866-247-0055. See DurhamRegionTransit.com for more information.



The Regional Municipality of Durham Report

To: Durham Region Transit Executive Committee
From: General Manager, Durham Region Transit
Report: #2021-DRT-22
Date: September 8, 2021

Subject:

Administration of U-Pass agreement

Recommendation:

That the Transit Executive Committee recommends

That this report be received for information.

Report:

1. Purpose

- 1.1 The purpose of this report to inform the Transit Executive Committee (TEC) on the continued application of the U-Pass agreement as post-secondary institutions resume on-campus programming.

2. Background

- 2.1 Durham Region Transit Commission, Ontario Tech University, Durham College, and Trent University entered into a U-Pass agreement on May 1, 2017. The parties entered into separate one-year extension agreements in April 2019 and March 2020.
- 2.2 In December 2020, TEC approved the suspension of the U-Pass through the 2021 winter and summer semesters since programming at the post secondary institutions was remotely delivered as a result of the ongoing COVID-19 Pandemic.
- 2.3 In December 2020, TEC, the Finance and Administration Committee, and Regional Council approved a one-year extension of the U-Pass agreement to take effect September 2021, expiring August 31, 2022. As part of the extension a fee adjustment of 1.9 per cent was applied increasing the fee per eligible student by \$2.75 per semester from \$141.75 to \$144.50.

- 2.4 Ontario Tech University, Durham College, and Trent University have advised DRT that they plan to resume on-campus delivery of most of their programs starting with the September 2021 semester; some programs will continue to be remotely delivered.
- 2.5 As the post-secondary institutions resume on campus programming, the number of semester U-Passes issued by DRT is expected to fluctuate compared to pre-COVID-19 enrollment data.
- 2.6 In addition to general contract requirements, the U-Pass agreement includes provisions for enrolment status, the use of transit service by students, and reconciliation of enrolment data for students. There will be ongoing discussions around these definitions in the U-Pass agreement as the post secondary institutions await to see how the new school year evolves with the resumption of on campus learning.

3. Previous Reports and Decisions

- 3.1 2020-DRT-23 Durham Region Transit U-Pass agreement 2020-2021 academic year update

4. Relationship to Strategic Plan

- 4.1 This report aligns with/addresses the following strategic goals and priorities in the Durham Region Strategic Plan:
- a. Service Excellence: Optimize resources and partnerships to deliver exceptional quality services and value.

5. Conclusion

- 5.1 The General Manager, Durham Region Transit, in consultation with DRT's Solicitor, will continue to apply the framework of the U-Pass agreement in consideration of post secondary institutions resuming on-campus programming.

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