



## Transit Executive Committee Agenda

Council Chambers  
Regional Headquarters Building  
605 Rossland Road East, Whitby

**Wednesday, December 8, 2021**

**1:30 PM**

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

1. **Roll Call**

2. **Declarations of Interest**

3. **Adoption of Minutes**

A) Durham Region Transit Executive Committee meeting –  
**November 3, 2021**

Pages 4-8

4. **Delegations**

A) Morgan Ste. Marie and Delcan Amaral, Durham Catholic District School Board; re: Student Bus Passes

B) Chair, Durham District School Board, re: Student Transportation

5. **Presentations**

There are no presentations

## 6. Correspondence

- A) Email correspondence from Rosemary McConkey, Oshawa City Councillor Ward 1, re: Bus stop on the North/East corner of Conlin Road and Ritson Road, Oshawa

Pages 9-10

Recommendation: Refer to staff for a response

- B) Email correspondence from Christine Frechette, Oshawa resident re: Bus stops on Conlin Road east of Ritson Road to Townline Road, Oshawa

Pages 11-12

Recommendation: Refer to staff for a response

## 7. Reports

- A) General Manager's Report – December 8, 2021 (2021-DRT-29)

Pages 13-28

- B) U-Pass Agreement Extension (2021-DRT-30)

Pages 29-33

- C) Follow up to zero fare transit report (2021-DRT-31)

Pages 34-40

- D) Ridership growth through accelerated investment in revenue service (2021-DRT-32)

Pages 41-58

## 8. Advisory Committee

### 8.1 Durham Region Transit Advisory Committee Minutes

- A) Transit Advisory Committee Meeting – November 16, 2021

Pages 59-64

## 9. Confidential Matters

There are no confidential matters to be considered

## 10. Other Business

## 11. Date of Next Meeting

Wednesday, January 12, 2022 at 1:30 PM

## **12. Adjournment**

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## **The Regional Municipality of Durham**

### **MINUTES**

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

**Wednesday, November 3, 2021**

A regular meeting of the Durham Region Transit Executive Committee was held on Wednesday, November 3, 2021 in the Council Chambers, Regional Headquarters Building, 605 Rossland Road East, Whitby, Ontario at 1:30 PM. Electronic participation was permitted for this meeting.

#### **1. Roll Call**

Present: Commissioner Collier, Chair  
Commissioner Barton, Vice-Chair attended the meeting at 1:56 PM  
Commissioner Anderson  
Commissioner Carter  
Commissioner Drew  
Commissioner Mulcahy  
Commissioner Pickles  
Commissioner Smith  
Regional Chair Henry left the meeting at 1:40 PM on municipal business and returned at 2:12 PM

Also

Present: Commissioner Crawford attended the meeting at 1:33 PM

Absent: None

Staff

Present: E. Baxter-Trahair, Chief Administrative Officer  
W. Holmes, General Manager, Durham Region Transit  
J. Austin, Deputy General Manager, Business Services, Durham Region Transit  
L. Huinink, Director, Rapid Transportation & Transit Oriented Development, Office of the Chief Administration Officer  
R. Inacio, Systems Support Specialist, Corporate Services – IT  
A. McKinley, Deputy General Manager, Maintenance, Durham Region Transit  
A. Naeem, Solicitor, Corporate Services – Legal Services  
C. Norris, Deputy General Manager, Operations, Durham Region Transit  
N. Taylor, Treasurer, Durham Region Transit, and Commissioner of Finance  
P. Uthayakumar, Program/Project Manager, Transit Administration, Durham Region Transit  
N. Prasad, Assistant Secretary to Council, Corporate Services – Legislative Services

S. Glover, Committee Clerk, Corporate Services – Legislative Services

**2. Declarations of Interest**

There were no declarations of interest.

At this time Chair Collier on behalf of the Committee acknowledged the sudden passing of the City of Pickering's local Councillor Ian Cummings and offered his condolences.

**3. Adoption of Minutes**

Moved by Commissioner Anderson, Seconded by Commissioner Smith,  
(49) That the minutes of the regular Durham Region Transit Executive  
Committee meeting held on Wednesday, October 6, 2021, be adopted.  
CARRIED

**4. Delegations**

There were no delegations to be heard.

**5. Presentations**

There were no presentations to be heard.

**6. Correspondence**

There were no correspondence items to be considered.

**7. Reports**

**A) General Manager's Report – November 3, 2021 (2021-DRT-27)**

Report #2021-DRT-27 from B. Holmes, General Manager, Durham Region Transit, was received.

B. Holmes introduced and played a video regarding the Whitby Autonomous Vehicle Electric shuttle, also known as the WAVE project.

J. Austin, Deputy General Manager, Business Services, Durham Region Transit advised that final testing and safety checks are being completed this week and that service will begin at the end of this week or early next week.

Staff responded to questions from the Committee regarding the length of time there will be a safety attendant on board the WAVE shuttle; whether there is a frequently asked questions (FAQ) document for the public; how inclement weather will affect the WAVE shuttle; the value of the WAVE shuttle compared to

an electric bus; and whether local street enhancements would affect the WAVE shuttle pilot project.

In response to a question from the Committee regarding the implementation of the Region of Durham mandatory vaccination policy, B. Holmes confirmed that DRT has implemented the policy.

In response to a question from the Committee regarding how many transit drivers have not complied with the vaccine mandate policy and whether service will be affected, B. Holmes advised that staff are planning for a possible service reduction due to staff not complying with the mandatory vaccination policy and will be reporting back to the Committee in December to provide a more fulsome outline of any impacts to January service.

Moved by Commissioner Anderson, Seconded by Commissioner Carter,  
(50) That Report #2021-DRT-27 of the General Manager, Durham Region Transit, be received for information.

CARRIED

B) E-Mission Zero: Durham Region Transit Battery Electric Bus and Charging Infrastructure Demonstration Pilot Update (2021-DRT-28)

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Report #2021-DRT-28 from B. Holmes, General Manager, Durham Region Transit, was received.

Staff responded to questions regarding whether the technicians that currently work on the transit fleet will need additional training to work on the electrified fleet or whether specialists would be hired; whether there is an opportunity for a representative from each municipality to preview the new technology and speak to the experts; what the maintenance schedule would be for an electric bus; and what the savings on fuel would be versus electricity and where those savings will be placed (i.e. specific reserve fund).

Concerns were raised in relation to the Purchasing By-Law and the recommended execution of a negotiated Design-Build-Operate-Maintain (DBOM) agreement with Oshawa Power and Utilities Corporation (OPUC) for the charging equipment and infrastructure at Durham Region Transit's Oshawa depot. A further question was raised regarding the impacts to the pilot program and fleet electrification transition plan if the report recommendations were not approved.

Moved by Commissioner Carter, Seconded by Commissioner Mulcahy,  
(51) A) That the execution of a negotiated Design-Build-Operate-Maintain (DBOM) agreement with Oshawa Power and Utilities Corporation (OPUC) for the charging equipment and infrastructure at Durham Region Transit's Oshawa depot to support the charging requirements of the battery electric bus and charging infrastructure demonstration pilot (eBus Pilot), be approved conditional upon

Finance and Administration Committee approval of financing. The recommended partnership framework includes the following:

- i) OPUC to supply charging equipment and design and build facility upgrades at the Oshawa depot, at a cost not to exceed \$2.9 million, subject to finalization of OPUC's negotiations with a charging equipment vendor to be selected through a competitive procurement process, to be financed from the existing approved budget of \$900,000 (2019-COW-31) and an additional contribution of \$2.0 million from the one-time Federal Gas Tax revenues received in 2021;
  - ii) OPUC to operate and maintain the charging equipment for a period of five years, with a mutual option to renew for up to two one-year extensions, at a negotiated cost to the satisfaction of the Commissioner of Finance and Legal Services, to be funded from annual Durham Region Transit Business Plans and Budget;
- B) That the execution of an agreement with eCamion for the supply of integrated charging and energy storage equipment at the Oshawa depot at no cost to DRT, for testing purposes and to support maintenance operations of the electric buses, be approved;
  - C) That the execution of a negotiated agreement with eCamion for the design and build of facility upgrades at the Oshawa depot, at a net cost of up to \$100,000, to be funded from one-time Federal Gas Tax revenues received in 2021 be approved conditional upon Finance and Administration Committee approval of financing; and
  - D) That the General Manager of Transit be authorized to negotiate the commercial terms of agreements, satisfactory to the Commissioner of Finance and Legal Services, with Oshawa Power and Utilities Corporation and eCamion and/or its subsidiaries, as described in this report, to support the design, supply, build, operations and maintenance of charging equipment and infrastructure for the purposes of the eBus Pilot.

CARRIED

This matter will be considered by the Finance and Administration Committee on November 9, 2021 and presented to Regional Council on November 24, 2021.

## **8. Advisory Committee Resolutions**

### **8.1 Durham Region Transit Advisory Committee Minutes**

Moved by Commissioner Barton, Seconded by Commissioner Mulcahy,  
(52) That the minutes of the regular Transit Advisory Committee held on  
September 21, 2021, be received for information.

CARRIED

**9. Confidential Matters**

There were no confidential matters to be considered.

**10. Other Business**

There was no other business to be considered.

**11. Date of Next Meeting**

The next regularly scheduled Durham Region Transit Executive Committee meeting will be held on Wednesday, December 8, 2021 at 1:30 PM in the Council Chambers, Regional Headquarters Building, 605 Rossland Road East, Whitby.

**12. Adjournment**

Moved by Regional Chair Henry, Seconded by Commissioner Pickles,  
(53) That the meeting be adjourned.

CARRIED

The meeting adjourned at 2:18 PM

Respectfully submitted,

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S. Collier, Chair

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S. Glover, Committee Clerk



## Andrea Haynes

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**From:** Cheryl Bandel  
**Sent:** November 30, 2021 8:31 AM  
**To:** Andrea Haynes  
**Cc:** Kaitlin Smith; Nela Prasad; Leigh Fleury  
**Subject:** Fwd: Conlin Rd E Oshawa

Please see the email below from Councillor McConkey with the request that it be included on the December TEC agenda.

Cheryl

Sent from my iPhone

Begin forwarded message:

**From:** Clerks <Clerks@durham.ca>  
**Date:** November 30, 2021 at 8:19:30 AM EST  
**To:** Ralph Walton <Ralph.Walton@durham.ca>, Cheryl Bandel <Cheryl.Bandel@durham.ca>, Leigh Fleury <Leigh.Fleury@durham.ca>  
**Subject:** **FW: Conlin Rd E Oshawa**

From: Rosemary McConkey <RMcConkey@oshawa.ca>  
Sent: November 29, 2021 10:05 PM  
To: Clerks <Clerks@durham.ca>  
Cc: William (Bill) Holmes <William.Holmes@durham.ca>; Shaun Collier <shaun.collier@ajax.ca>; Dan Carter <dcarter@oshawa.ca>; Warren Munro <WMunro@oshawa.ca>; Anthony Ambra <AAmbra@oshawa.ca>; Paul Ralph <PRalph@oshawa.ca>; Susan Siopis <Susan.Siopis@Durham.ca>; John Neal <jneal@oshawa.ca>  
Subject: Conlin Rd E Oshawa

Please include this email on the Agenda for the December 8, 2021 DRT Executive Committee meeting.

Nov 29, 2021

Durham Region Transit Executive Committee

I was alerted on the weekend to the serious concerns of Oshawa residents that seniors are having to wait at an unsafe and inaccessible bus stop at the n/e corner of Conlin Rd. E and Ritson Rd. N.

As the Ward 1 City Councillor a number of people have shared their concern with me about this bus stop.

I had no idea it was located at this intersection as the signage is hardly visible, there is no sidewalk, only a small concrete section at the corner turn area, and the ground beyond is very uneven.

The conditions at this stop are just as unacceptable as another nearby Conlin Rd E. bus stop other constituents and I previously wrote DRT and Oshawa Mayor and staff about November 12, 2019 and January 15, 2020, and September 14 and 22, 2020, expressing our concerns about the DRT stops at Conlin Rd. & Wilson Rd.

Little if anything seems to have been done to improve that Conlin/Wilson DRT stop and now to learn of this one at the Conlin/Ritson intersection, well, I am appalled.

How can DRT seem to be oblivious to the unsafe conditions these Conlin Road bus stops present to the public, and not be aware of the ever present and growing construction traffic on Conlin Road East due to the on-going mega development of the Kedron Part II planning area?

Kindly confirm what timely action DRT will take on these complaints.

Regards,

Rosemary McConkey  
906 718-0900 (cell)

[Image removed by sender. Oshawa Logo]  
Rosemary McConkey, Oshawa City Councillor Ward 1  
905-436-5615 | 905-718-0900 (cell) | 1-800-667-4292  
rmcconkey@oshawa.ca | www.oshawa.ca

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## Andrea Haynes

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**From:** Leigh Fleury  
**Sent:** November 30, 2021 10:36 AM  
**To:** Andrea Haynes  
**Cc:** Kaitlin Smith; Nela Prasad; Cheryl Bandel  
**Subject:** FW: Safety Concern - Conlin & Ritson bus stop

Hi Andrea,

Please see the email below for the TEC Agenda.

Thank you

Leigh



Leigh Fleury | Legislative Officer and Deputy Clerk Pro Tem  
Corporate Services Department  
The Regional Municipality of Durham  
[Leigh.Fleury@durham.ca](mailto:Leigh.Fleury@durham.ca) | 905-668-7711 extension 2020 | [durham.ca](http://durham.ca)  
My pronouns are she / her



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**From:** Clerks <Clerks@durham.ca>  
**Sent:** November 30, 2021 8:37 AM  
**To:** delegations <delegations@durham.ca>  
**Cc:** Ralph Walton <Ralph.Walton@durham.ca>; Cheryl Bandel <Cheryl.Bandel@Durham.ca>; Leigh Fleury <Leigh.Fleury@Durham.ca>  
**Subject:** FW: Safety Concern - Conlin & Ritson bus stop

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**From:** Christine Frechette [REDACTED]  
**Sent:** November 29, 2021 6:55 PM  
**To:** Rosemary McConkey <[RMcConkey@oshawa.ca](mailto:RMcConkey@oshawa.ca)>; Clerks <[Clerks@durham.ca](mailto:Clerks@durham.ca)>; [Mayor@Oshawa.ca](mailto:Mayor@Oshawa.ca); Dan Carter <[dcarter@oshawa.ca](mailto:dcarter@oshawa.ca)>  
**Cc:** Shaun Collier <[shaun.collier@ajax.ca](mailto:shaun.collier@ajax.ca)>; [williams.holmes@durham.ca](mailto:williams.holmes@durham.ca)  
**Subject:** Safety Concern - Conlin & Ritson bus stop

To Whom This Concerns,

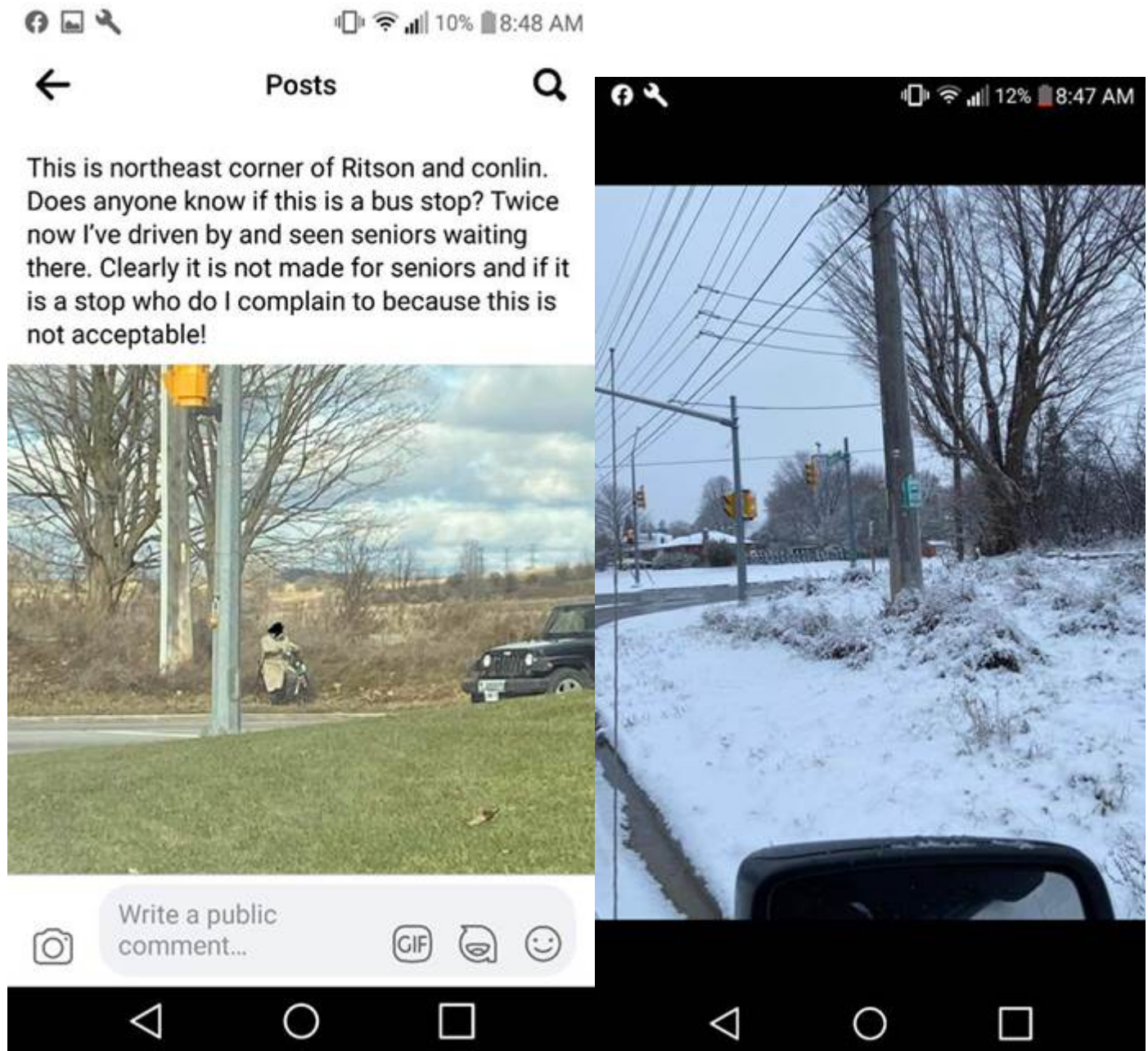
I am requesting that this safety matter be added to the DRTS Executive Committee Agenda for its Dec. 8/21 meeting and be given priority in the Region's 2022 budget (if not sooner).  
Please refer to the images below (posted by someone on Facebook, Nov. 28/21).

You can see an elderly person waiting at a bus stop, using an assistive device in unkempt grass. Our seniors should not have to wait for public transit at a very busy intersection without a proper platform and shelter.

Trusting you will address this matter promptly.

Respectfully,

Christine Frechette



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



## The Regional Municipality of Durham Report

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To: Durham Region Transit Executive Committee  
From: General Manager, Durham Region Transit  
Report: #2021-DRT-29  
Date: December 8, 2021

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**Subject:**

General Manager's Report – December 8, 2021

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**Recommendation:**

That the Transit Executive Committee recommends

That this report be received for information.

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**Report:**

**1. Purpose**

- 1.1 This report is submitted at each Transit Executive Committee (TEC), for information.

**2. Background**

- 2.1 The General Manager Report provides regular updates on key performance measures and summaries of current activities and transit issues in Attachment #1.

**3. Previous Reports and Decisions**

- 3.1 Not applicable

**4. Financial**

- 4.1 The General Manager's Report focuses mainly on performance and service standards. There are no financial impacts associated with TEC's receipt of this report.

**5. Relationship to Strategic Plan**

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

- a. Service Excellence

**6. Conclusion**

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

**7. Attachments**

Attachment #1: General Manager's Report – December 8, 2021

Respectfully submitted,

Original signed by

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Bill Holmes  
General Manager, DRT

Recommended for Presentation to Committee

Original signed by

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Elaine C. Baxter-Trahair  
Chief Administrative Officer



## General Manager's Report

December 8, 2021

TEC

Attachment #1

Performance Measures Dashboard	<a href="#"><u>2</u></a>
Safety	<a href="#"><u>3</u></a>
Ridership	<a href="#"><u>4</u></a>
Service Delivery	<a href="#"><u>7</u></a>
Updates	<a href="#"><u>11</u></a>
General	<a href="#"><u>12</u></a>

# Performance Measures Dashboard

## Safety

Key performance indicator	Description	Latest Measure	Current	Target <sup>1</sup>	Current Variance to Target (per cent)	YTD Status <sup>2</sup> (per cent)
Collisions	Number preventable collisions per 100,000 km	October	0.49	0.81	✓ -39.5	✗ 3.8

## Ridership

Scheduled						
Ridership (x1,000)	Number passengers	October	489	365	✓ 36.7	✗ -22.7
PRESTO Ridership	Customers paying using PRESTO (per cent)	October	81.7	77.9	✓ 3.8	✓ 37.0
Bus full occurrences	Number operator reported occurrences	October	24 <sup>3</sup>	23	✗ 4	NA
Demand Responsive						
Ridership - Specialized	Number customer trips	October	6,740	5,186	✓ 30.0	✗ -29.7
Unaccommodated Rate - Specialized	Trip requests not scheduled (per cent)	October	1.2	1.0	✗ 0.2	✓ -0.1
Ridership – On Demand	Number customer trips	October	10,499	6,749	✓ 55.6	NA

## Service Delivery

Scheduled						
On time performance	On-time departures from all stops (per cent)	Service Period 3 <sup>4</sup>	79.9	77.9	✓ 2.0	✓ 0
Service availability	Scheduled service delivered (per cent)	Service Period 3 <sup>4</sup>	99.0	99.5	✗ -0.5	✓ 0.1
Mean Distance Between Failure (MDBF)	Average number of revenue service kilometres between occurrences of vehicle defects impacting service (revenue service kilometers)	October	55,186	N/A	N/A	NA

<sup>1</sup>Target is 2020 measure for the same period

<sup>2</sup>Year to Date (YTD) compared to previous year

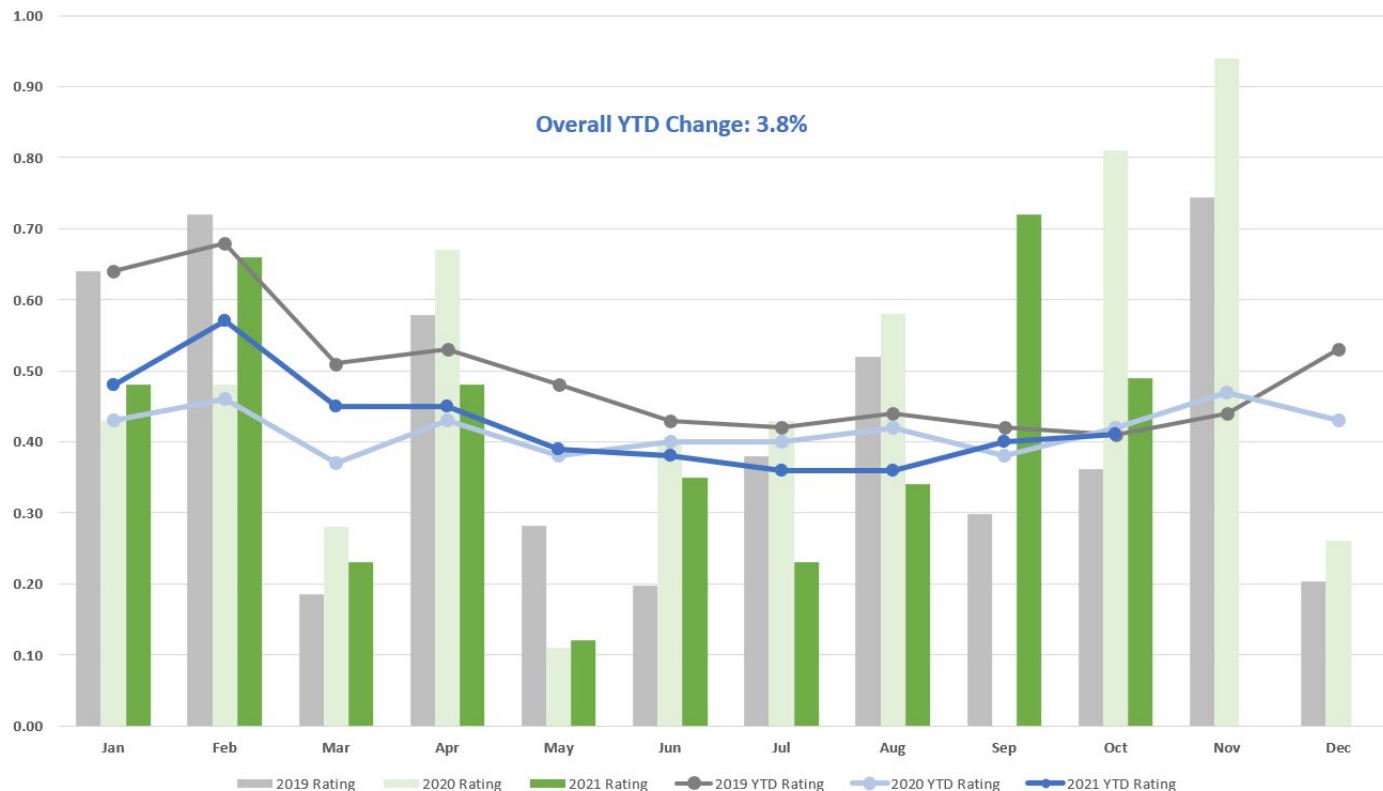
<sup>3</sup>Bus capacity limited to seated load, reduced ridership during pandemic

<sup>4</sup>June 21 through September 5, 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

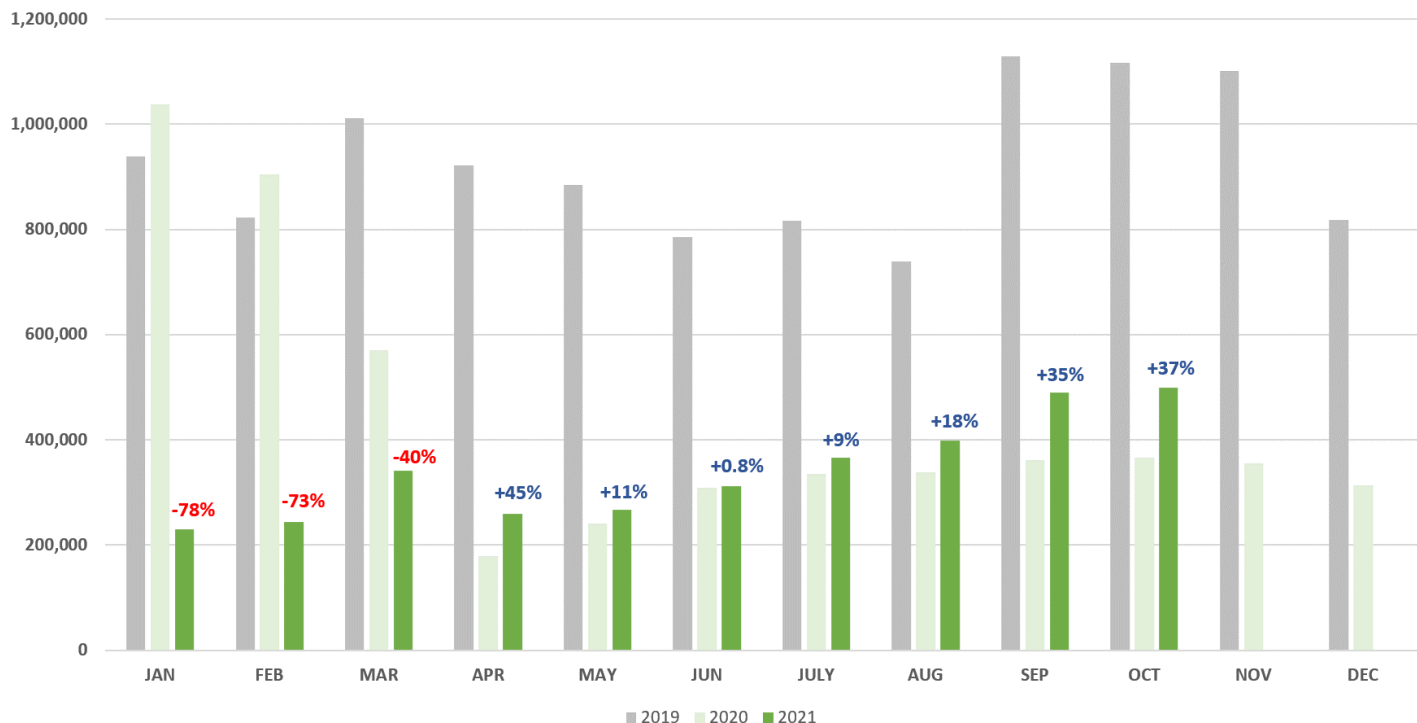
The year-to-date collision rate is 3.8 per cent lower than last year, with a monthly rate of 0.49 in October 2021.

### Action Plan

Safety and Training staff continue to review root causes of collisions to identify prevention measures to enhance the safety management system. Further, Business Services are developing an analytics dashboard to support staff and the Joint Health and Safety Committees to highlight common issues, locations and root causes of collisions.

# 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

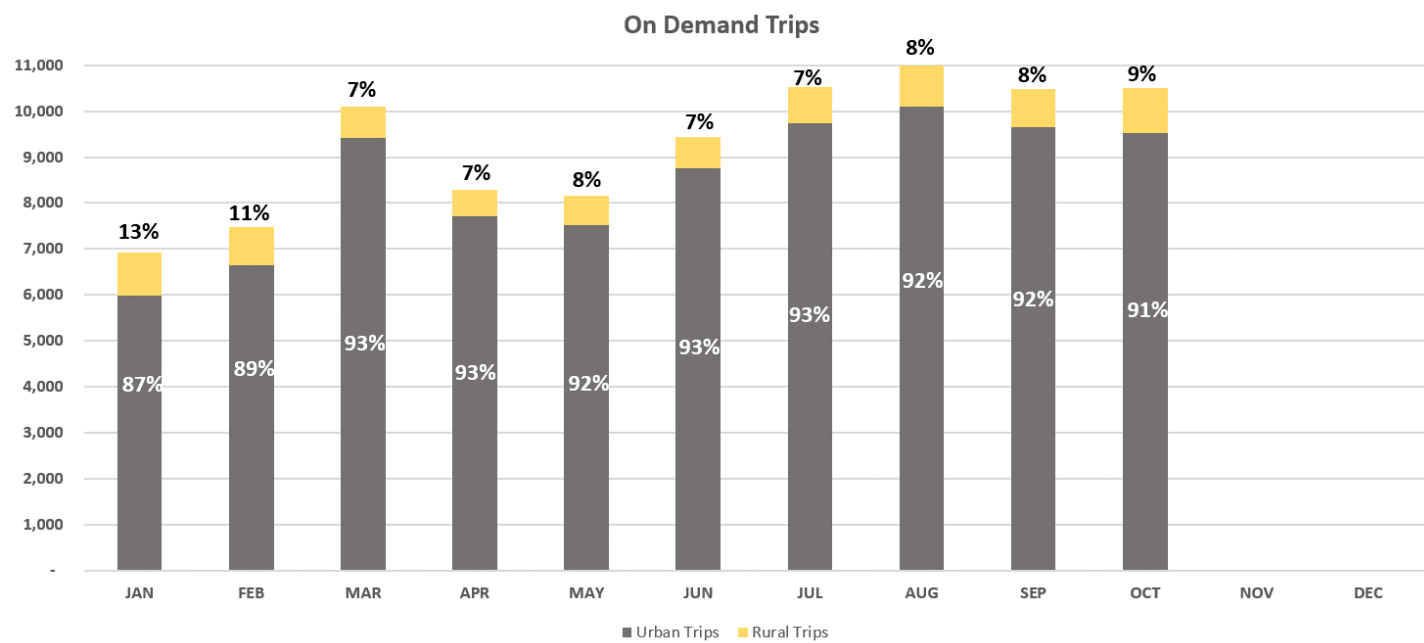
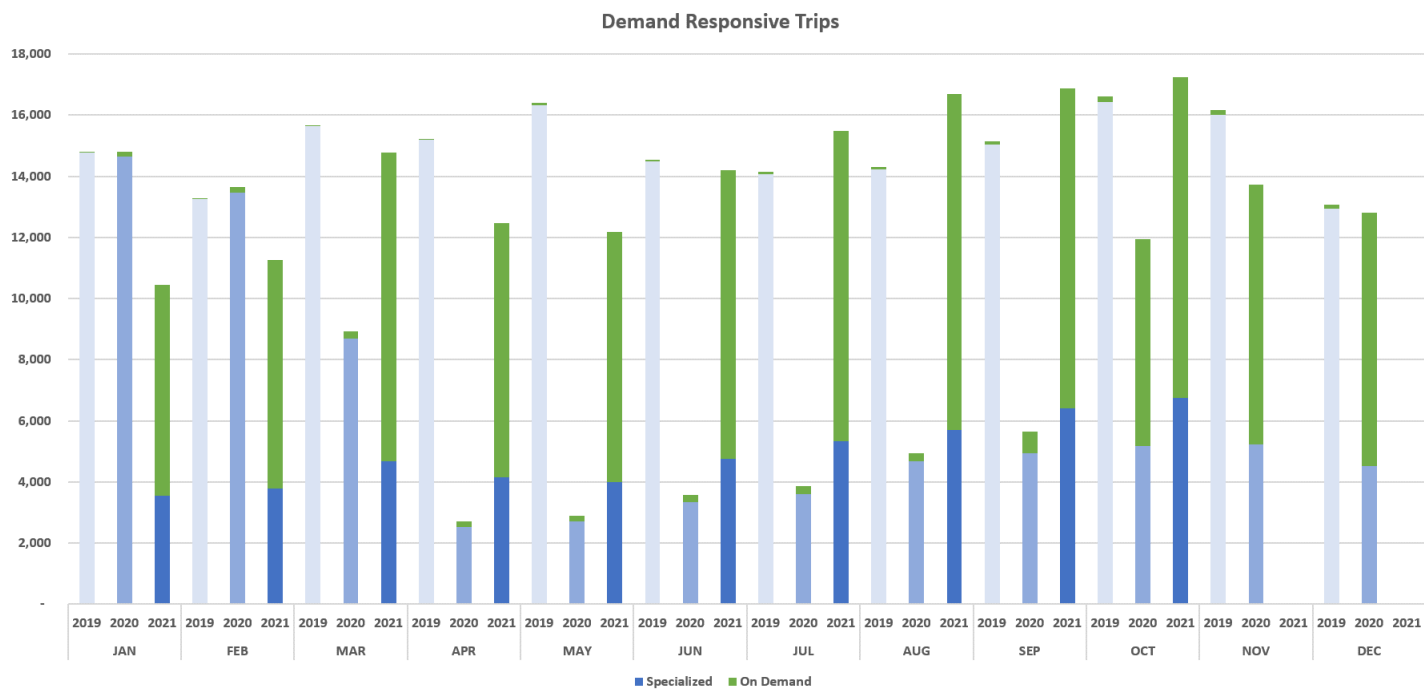
Monthly ridership improved significantly in October, 37 per cent higher in October compared with 2020, and approximately 44 per cent of pre-pandemic (2019) ridership for the same period. Overall ridership (Scheduled, On Demand, Specialized) is approximately 50 per cent of pre-COVID levels.

Through October, 80 per cent of customers paid their fare using PRESTO, nine per cent of customers continue to pay using cash, and seven percent of customers used a paper ticket which continue to be issued by social services agencies.

### Action Plan

Staff continue to monitor ridership trends to plan for expanded service when appropriate. Business Services staff have successfully transitioned some social service agencies to a PRESTO solution and will continue to work with partners to support residents and transition to PRESTO.

# 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 strong ridership, recording 10,499 monthly trips in October. On Demand trips rebounded in October following a five per cent decline in September with the reintroduction of some scheduled routes.

Specialized service ridership in October was 41 per cent of 2019 levels. However, ridership increased by 30 per cent compared to the same period in 2020 and compared to September 2021 ridership increased five per cent in October. Specialized transit delivered 98.8 per cent of trip requests in October.

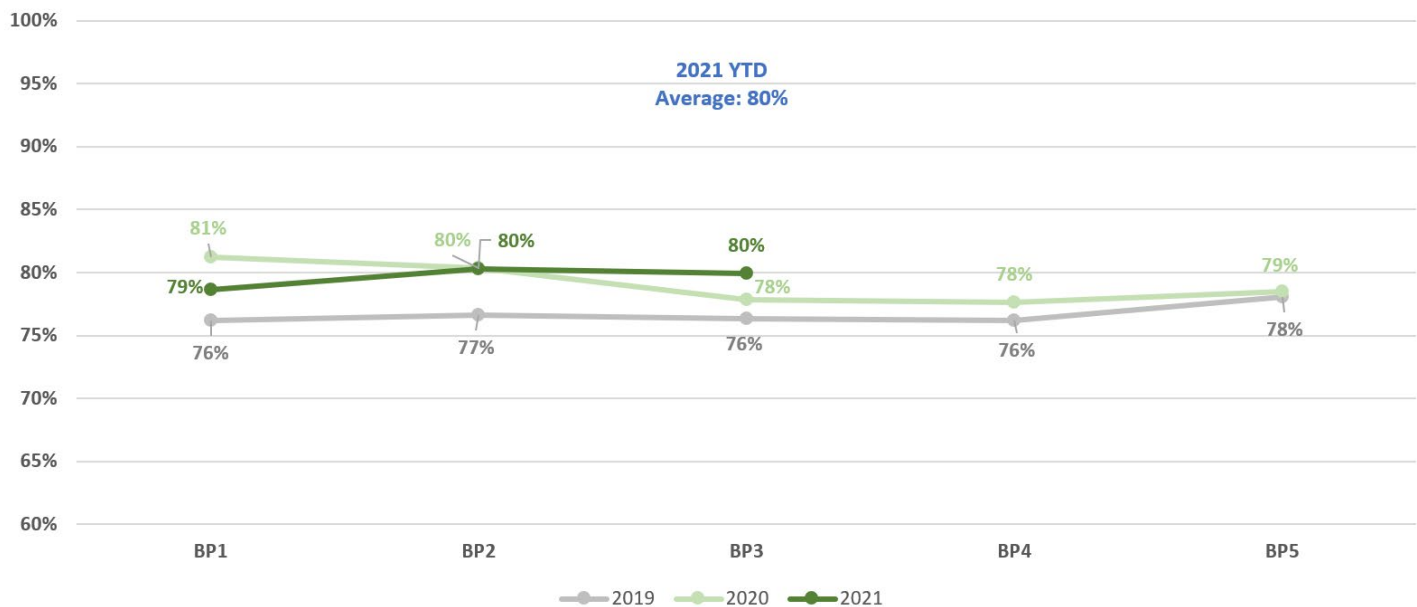
## Action Plan

Staff continue to review ridership trends and the pandemic status to project service level and routing requirements. The ridership monitoring framework does not support the transition of On Demand zones back to scheduled services within the next month.

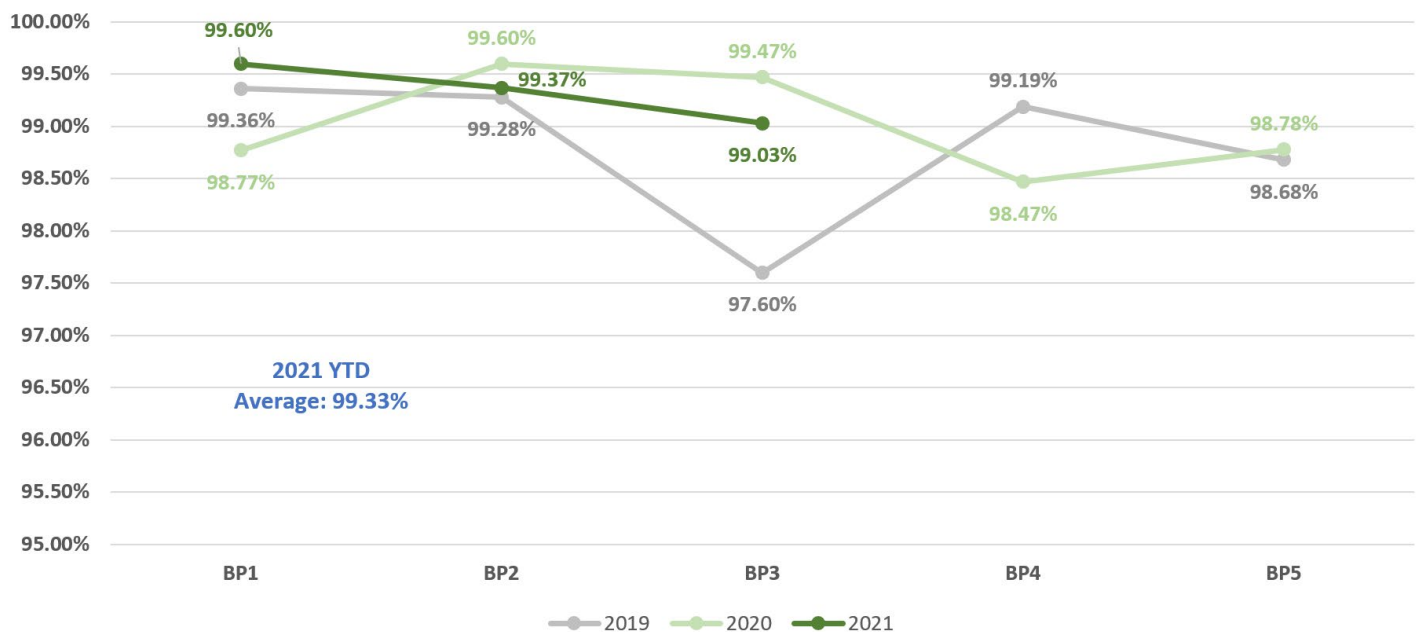
## Service Delivery

### 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 3 (BP3), between June 21 and September 5, achieved the 80 per cent target. Year to date OTP has also achieved the 80 per cent.

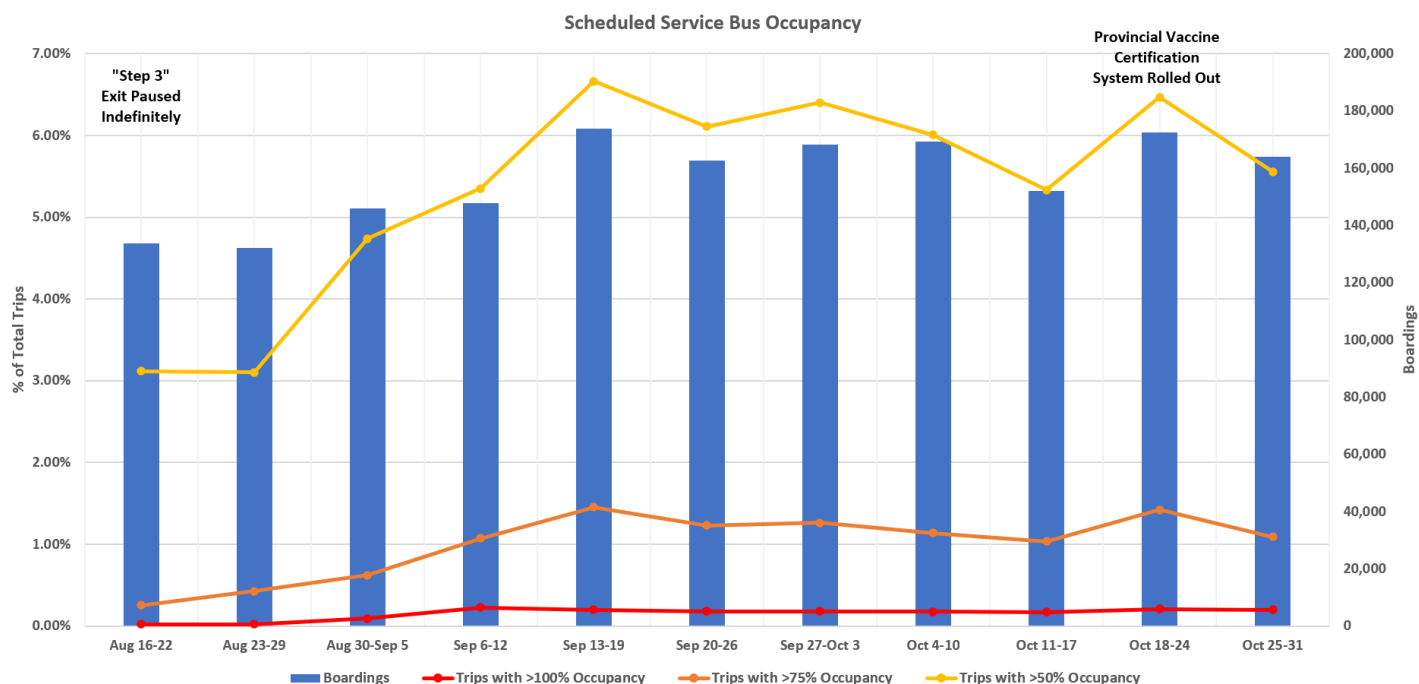
Service availability decreased marginally to 99.03 per cent, slightly below the target of 99.5 per cent.

## **Action Plan**

Service Planning staff continue to complete run time analysis to ensure route running times implemented at the next service change in January 2022 reflect actual trip running times and 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.

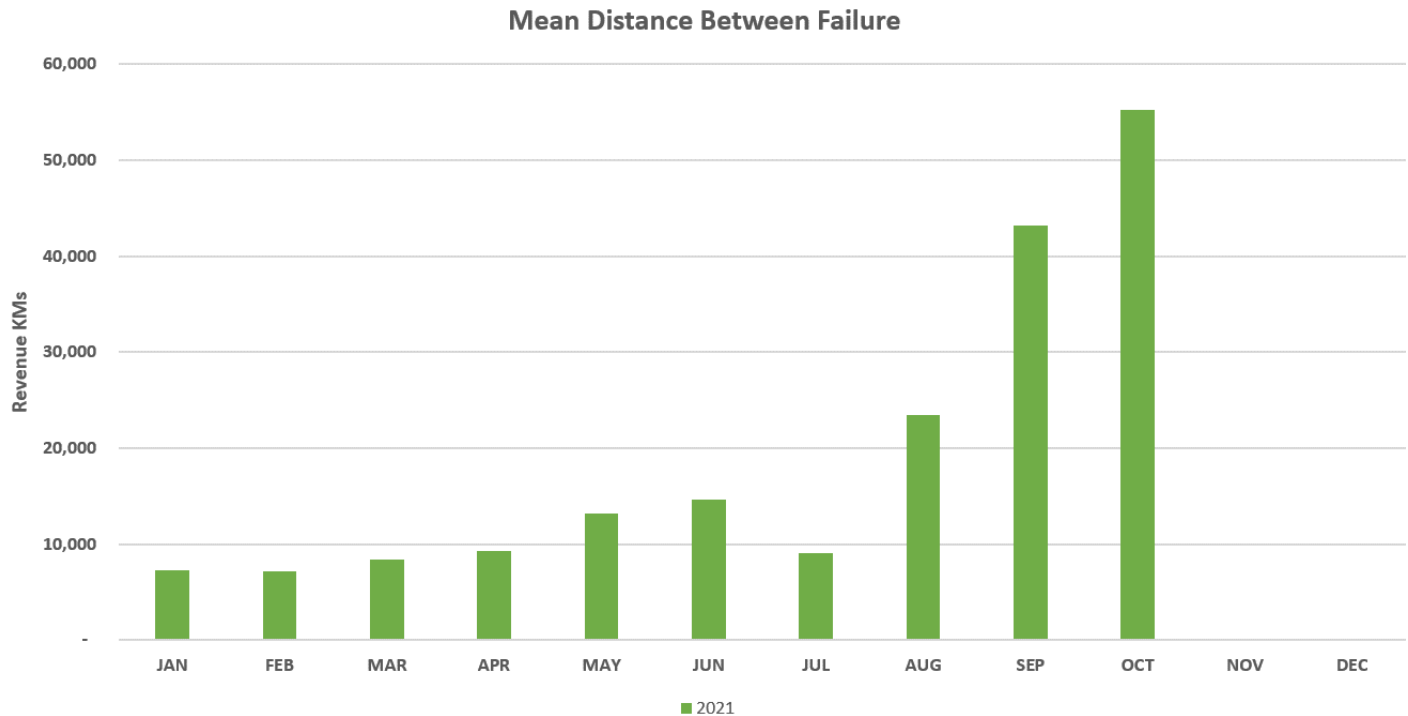
## Results

During the last week of October, maximum occupancy was below 50 per cent of seated capacity for approximately 94.5 per cent of all trips, with approximately one 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 and 2022, DRT will continue to monitor bus occupancy and implement operational controls to increase route capacity where appropriate. As ridership increases and as vaccination rates in the community continue to rise, DRT will be removing self-imposed capacity limits to ensure customer trips can be delivered.

## 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 55,186 km for October.

### 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. Summer 2021 ridership accessing recreational opportunities

Between June 21 and September 6, 2021 (Labour Day), DRT improved transit connections to recreational opportunities across Durham Region and into Toronto. On weekends and holidays, Route 224 was extended to Ajax waterfront parks and Route 917 connected residents to the Toronto Zoo and Rouge National Urban Park. Fixed pick up / drop off stops were established at 15 conservation areas / trailheads in the rural On Demand service area to help customers identify where to wait for an On Demand vehicle without needing to know the address of the conservation area or trailhead. On Demand stops in locations where winter maintenance is not performed will be removed for the winter.

Approximately 640 residents, or an average of 26 customers a day, travelled on Route 224 to the Ajax waterfront. On an average day, approximately 14 customers travelled to the Toronto Zoo and two customers travelled to the Rouge National Urban Park, for a total of 390 customer trips.

As of October 31, 38 On Demand customer trips have been delivered to or from conservation areas / trailheads in the rural On Demand area. The Countryside Preserve in Uxbridge was the most popular location, representing 87 per cent of the trips. Locations with no ridership will be re-evaluated for 2022.

## 2. Compliance to vaccination policy

As of November 20, 2021, 91.4 per cent of DRT staff indicated that they will be fully compliant with the COVID-19 vaccination policy requirement to be fully vaccinated by the established deadline. Up to 8.6 per cent of DRT's workforce (41 employees) may not be available to work in January 2022. These staff members were non-compliant with dates outlined in the policy, did not disclose their status or indicate that they have not received a first dose or scheduled their second dose. Several additional staff submitted for an exemption under the Ontario Human Rights Code, and their status is unknown at this time.

Employees who have not disclosed their vaccine status or have not received a first dose as of November 20, 2021, will be placed on an unpaid administrative leave effective January 10, 2022, for six weeks if they are not fully vaccinated by December 20, 2021.

As a result of the new Ministry of Health guidelines regarding timing between dose intervals, employees who received their first dose of the vaccine by November 20, 2021 and entered their second dosage date will have until January 22, 2022 to comply and if they are not fully vaccinated by January 22, 2022 will be placed on an unpaid administrative leave as of January 30, 2022 for 6 weeks.

## General

### 1. **December 2021 service change (December 6 – 24, 2021)**

Effective December 6, 2021, service adjustments will be implemented to align with anticipated demand and to improve reliability on several routes. Areas affected by the service adjustments will continue to have access to On Demand or alternative scheduled routes.

#### Route 103

- Based on current low ridership, the first trip of the day will be cancelled (On Demand service will be available)

#### Routes 110 and 120

- Adjustments to improve on time performance

#### Route 112

- Based on current low ridership, the first trip of the day will be cancelled (On Demand service will be available)

#### Route 920

- Based on current low ridership, the first two weekday eastbound trips will be cancelled and replaced with earlier trips on Route 224.
- Weekend service will be cancelled and replaced with earlier service on Routes 216 and 224. Customers can access Routes N1, PULSE 900, 224 and 916 as alternatives for travel.

#### Route 216

- Weekend southbound service will begin 30 minutes earlier in the day.
- Based on current low ridership, the last southbound trip of the day will be cancelled. Customers can utilize a combination of Route 216 operating in the opposite direction and Route 224 to complete trips.

#### Route 224

- Weekend northbound service will begin 30 minutes earlier in the day.
- Based on current low ridership, weekday northbound service will end one hour earlier, and the last southbound trip of the day will be cancelled on weekends. Customers can utilize a combination of Route 224 operating in the opposite direction and Route 216 to complete trips.

#### Route 915

- Adding additional resources to the route during the afternoon peak period to improve service reliability

## Route 917

- Seasonal service reductions will be in effect in response to reduced post-secondary travel

### 1. **Holiday season service (December 25, 2021 – January 3, 2022)**

Based on a historical reduction in transit ridership between December 25 and the new year, DRT will operate a special service schedule from Saturday, December 25, 2021 through Monday, January 3, 2022.

Saturday, December 25, 2021	Special schedule (Christmas Day Schedule)
Sunday, December 26, 2021	Sunday schedule
Monday, December 27, 2021	Saturday schedule
Tuesday, December 28, 2021	Saturday schedule
Wednesday, December 29, 2021	Saturday schedule
Thursday, December 30, 2021	Saturday schedule
Friday, December 31, 2021	Saturday schedule
Saturday, January 1, 2022	Sunday schedule
Sunday, January 2, 2022	Sunday schedule
Monday January 3, 2022	Sunday schedule

Taking into consideration the continued COVID-19 pandemic, DRT does not plan to schedule additional service or offer free fares for New Year's Eve. Customers can utilize DRT's 24-hour service in the urban area of the Region (Pickering to Bowmanville) during the late night or early morning hours. On Demand will be available throughout the rural areas of the Region, with last trips at approximately 21:00 when operating a Saturday or Sunday service level. Full schedules will be available at [www.durhamregiontransit.com](http://www.durhamregiontransit.com).

### 2. **January service reductions**

It is important to customers that DRT service remains reliable across the overall transit network; customers expect their bus to be there as scheduled. In response to potential reduced staff availability resulting from implementation of the COVID-19 vaccination policy and other absences, service adjustments may be required in January 2022.

Service adjustments will follow the criteria of the approved service design guidelines:

- Ridership productivity: Identifying trips operating below identified ridership thresholds, which vary by service type and time of day
- Service frequency: Maintaining minimum 15-to-30-minute frequency on main corridors and PULSE routes during peak travel times

- Vehicle capacity guidelines: When identifying service frequency reductions, ensuring adequate capacity is available to accommodate passengers

Currently staff are developing service adjustment scenarios for January 10 and January 31 to align with key dates of the COVID-19 Vaccination Policy. At this time, up to a 14 per cent reduction in service may be required pending the final compliance rate. Service adjustments would be implemented in stages effective January 10 and January 31, 2022, as required.

Service adjustments details will be communicated and available to customers in advance, and a summary of changes will be provided at the TEC meeting scheduled for January 12, 2022.

**3. Revised customer service hours effective January 10, 2021.**

Effective January 10, 2021, the DRT Customer Service Centre, including the call center and front counter, will adjust the hours of operation to 08:00 – 16:30, seven days a week. The availability of staff will be evaluated monthly and when appropriate the hours of operation will return to the current schedule.

This change does not impact customers contacting DRT by telephone to book trips with Specialized Services or On Demand.

**4. Response to direction from February 5, 2020 regarding status of third party contract for conventional services**

DRT has exercised the option to extend the current standing agreement with Pacific Western Transit (PWT) to provide conventional services for a two-year term effective January 1, 2022 to December 31, 2023. The two-year extension will ensure DRT maintains the necessary resources to deliver planned scheduled service during the pandemic recovery period and to respond to the challenges of the pandemic.

**5. Response to question from May 5, 2021 regarding road infrastructure savings resulting from increasing transit modal share**

In consultation with Works and Planning staff, it was determined that a reliable model or tool does not currently exist to quantify financial savings in road infrastructure related to increases in transit modal share. In addition, the Regions Transportation Master Plan (TMP) recommends that future road widenings beyond four (4) through lanes include general High Occupancy Vehicle (HOV) lanes that will also support high-frequency transit service.

**6. Response to question from May 5, 2021, regarding cost of DRT's fare system**

A fulsome review of the overall costs associated with the fare system was not able to be completed in 2021. Based on a high level review, fully transitioning to a fully electronic fare payment system would result in a budget pressure of approximately \$1.2 million (based on 2019 ridership). Commissions paid to PRESTO and lower PRESTO fare rates would off-set any savings to operate and maintain the fare box system and infrastructure that support fare payment using cash, ticket and current Access paper passes.

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



## Durham Region Transit Report

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To: Durham Region Transit Executive Committee  
From: General Manager, Durham Region Transit  
Report: #2021-DRT-30  
Date: December 8, 2021

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**Subject:**

U-Pass Agreement Extension

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**Recommendation:**

That the Transit Executive Committee recommends:

That the existing U-Pass agreement with Durham College, Ontario Tech University and Trent University (Durham Campus) be extended through the 2022-2023 academic year, including a 1.9 per cent increase in the fee per eligible student from \$144.50 per semester to \$147.25 per semester for the period of September 1, 2022 to August 31, 2023 conditional upon Finance and Administration Committee approval.

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**Report:**

**1. Purpose**

- 1.1 This report updates Transit Executive Committee (TEC) on the status of DRT's U-Pass agreement with Durham College, Ontario Tech University and Trent University including authorization for a one-year extension to the U-Pass agreement from September 1, 2022 to August 31, 2023.

**2. Background**

- 2.1 DRT entered into the current U-Pass agreement with Durham College, Ontario Tech University and Trent University effective for the period May 1, 2017 through August 31, 2019. The parties have executed three consecutive one year extensions to the agreement through August 31, 2022.

- 2.2 The 2021-2022 U-Pass rate is \$144.50 per eligible student per semester providing unlimited trips on DRT throughout each four-month semester. This rate is charged to all full-time students of participating institutions as an ancillary fee to their tuition costs. On a monthly basis the U-Pass rate per student is \$10 less than DRT's Access Pass for Ontario Disability Support Program clients and less than the cost of six adult round trips (i.e., 12 rides) per month. The U-Pass rate is equivalent to 31 per cent of an adult monthly pass or 39 per cent of a youth monthly pass.
- 2.3 The U-Pass accounted for 27 per cent of DRT's annual ridership in 2019. For 2020, the U-Pass was forecast to generate approximately \$6.8 million in revenue for DRT, approximately 23 per cent of DRT's total fare-related revenue. Due to the COVID-19 pandemic the U-Pass was temporarily suspended from May 2020 through August 2021 at the request of the participating post secondary institutions.
- 2.4 In 2019, the Ministry of Training, Colleges and Universities issued a new Tuition Fee Framework and Ancillary Fee Guidelines stating that where an institution has a compulsory ancillary fee for student transit passes established prior to January 17, 2019, those fees can continue to be charged for the duration of the agreement and to any subsequent renewals. Renewals are considered to be subsequent contracts between the same parties creating uninterrupted service to students. No compulsory fees may be charged for a student transit pass for new agreements and can only be implemented on an opt-out basis. Subsequently student association groups successfully appealed the ancillary fee guidelines, however the decision has been challenged by the Province.

### **3. Previous Reports and Decisions**

- 3.1 At its meeting of January 8, 2020, TEC authorized a one-year extension to the existing U-Pass agreement with Durham College, Ontario Tech University and Trent University (Durham Campus), including a two per cent increase in the fee per eligible student from \$139.00 per semester to \$141.75 per semester for the period of September 1, 2020 to August 31, 2021 (Report #2020-DRT-02).
- 3.2 Subsequently, at its meeting of July 8, 2020, TEC authorized a temporary suspension of the one-year extension to the U-Pass agreement for the fall 2020 semester at the request of the three post secondary institutions due to the impacts of COVID-19 on the delivery of academic programming (Report #2020-DRT-15).
- 3.3 At its meeting of December 2, 2020, TEC approved the continued suspension of the U-Pass through the winter and summer 2021 semesters (Report #2020-DRT-23). The extension of the temporary suspension of the U-Pass agreement does not

preclude Durham College, Ontario Tech University or Trent University from execution of a further extension to the existing agreement with DRT. On this basis, TEC also approved an additional one-year extension to the U-Pass agreement through August 31, 2022 including a 1.9 per cent increase in the U-Pass rate to \$144.50 per semester effective September 1, 2021.

#### **4. Current status**

- 4.1 With the support of Durham College, Ontario Tech University and Trent University, DRT renewed the U-Pass in September 2021. This coincided with the return of on campus academic programming for the fall 2021 semesters at the three institutions. DRT also worked closely with Metrolinx and the post secondary institutions to launch the new digital U-Pass in September 2021 available to students on their smartphone through the PRESTO E-Ticket app.
- 4.2 Per the terms of delivery of the PRESTO E-Ticket solution by Metrolinx, DRT pays a 4.6 per cent commission fee on all U-Pass PRESTO revenues as of September 2021, increasing to six per cent in 2022. This compares to the current nine per cent commission fee on all PRESTO card transactions as established in the PRESTO operating agreement negotiated between the 905 transit agencies and Metrolinx.
- 4.3 Given the ongoing uncertainty presented by the COVID-19 pandemic with respect to on campus activity and programming, enrolment levels and student travel needs, it was agreed by all parties that an additional one-year extension to the existing U-Pass agreement would be best at this time. All three institutions are supportive of executing a new one-year extension to the U-Pass agreement to take effect September 1, 2022 in time for the 2022-2023 academic year. As part of the extension a fee adjustment of 1.9 per cent will be applied increasing the fee per eligible student by \$2.75 per semester from \$144.50 to \$147.25.
- 4.4 All parties remain committed to continuing the U-Pass arrangement and to negotiating a new longer-term extension once the longer term impacts of the COVID-19 pandemic on transit agencies and the post secondary education institutions are better understood.

#### **5. Financial Implications**

- 5.1 Additional 2022 revenues of approximately \$60,000 are expected as a result of a 1.9 per cent increase in the U-Pass fee from \$144.50 per semester to \$147.25 effective September 1, 2022, based on comparable post-secondary enrollment to

2019. The annualized revenue impact through August 2023 is estimated at \$130,000.

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

## **6. Next Steps**

- 6.1 A similar report to seek approval of the U-Pass fee increase will be presented to the Finance and Administration Committee.
- 6.2 Upon approval of the recommendations, DRT will work with Finance and Legal to execute an amendment to the U-Pass Agreement to implement the one-year extension beginning September 2022.

## **7. Relationship to Strategic Plan**

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

## **8. Conclusion**

- 8.1 DRT’s U-Pass Agreement has benefited all parties. For DRT it has contributed to strong ridership growth amongst post secondary students. For Durham’s post secondary institutions, it has provided students with an affordable option for school and personal travel, while assisting the institutions in managing parking and traffic pressures on campus and in the surrounding community.
- 8.2 DRT is committed to working with its post secondary partners to assist their efforts in managing the impacts of the COVID-19 pandemic. DRT also remains supportive of executing an extension to the existing agreement so that all parties, including post secondary students, can continue to benefit from reduced cost access to public transit in Durham following the pandemic.



Respectfully submitted,

Original signed by

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Bill Holmes

General Manager, DRT

Recommended for Presentation to Committee

Original signed by

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Elaine C. Baxter-Trahair

Chief Administrative Officer

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



## Durham Region Transit Report

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To: Durham Region Transit Executive Committee  
From: General Manager, Durham Region Transit  
Report: #2021-DRT-31  
Date: December 8, 2021

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**Subject:**

Follow up to zero fare transit report

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**Recommendation:**

That the Transit Executive Committee recommends:

That this report be received for information.

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**Report:**

**1. Purpose**

- 1.1 This report provides information in response to questions from the Transit Executive Committee (TEC) on May 5, 2021, regarding the Zero Fare Transit – Experience and Implications information report.
- 1.2 In discussing the zero fare transit report, staff committed to report back on several follow-up items including:
  - a. Revenue impacts of a three-month fare suspension to encourage ridership recovery after the COVID-19 pandemic.
  - b. implications of zero fare transit for the PRESTO operating agreement and Provincial Gas Tax funding.
  - c. increased investment required in response to potential ridership growth of up to 50 per cent resulting from a zero fare transit system.

## **2. Background**

- 2.1 At its meeting on May 5, 2021, TEC received a report for information (#2021-DRT-11) summarizing the experience and implications from other jurisdictions, and considerations for Durham Region regarding zero fare public transit.
- 2.2 The report highlighted that while the affordability of fares is an important consideration for transit customers, it is more often a lower priority compared to other factors such as access to reliable and frequent transit service, and safety and comfort. Furthermore, while zero fare transit has supported ridership growth of up to 50 per cent in some international jurisdictions, the absence of a corresponding and sustained investment in service to keep pace with demand can lead to overcrowding, increased passenger disturbances, decreased schedule reliability and lower operator morale.

## **3. Previous Reports and Decisions**

- 3.1 At its meeting on December 4, 2019, TEC approved DRT's long-term fare strategy. The strategy set out key principles and milestones for advancing transit fare policy. For the period of 2021 to 2024 the focus is on fare harmonization and acceleration of PRESTO adoption. This includes completing reviews of existing fare incentive programs such as TAP and considers potential expansion of reduced fares to people living with low income. Over the longer term (2025 and beyond) the strategy envisions a more simplified, needs-based fare structure based on the customer's ability to pay in place of the current age-based structure.
- 3.2 The 2021-DRT-05 General Manager Report informed TEC about the Fare and Service Integration Provincial-Municipal Table (the "Table") established by the Ministry of Transportation. The objectives of the Table are to improve the customer experience when travelling between municipalities in the Greater Toronto and Hamilton Area (GTHA) including managing barriers to short local trips that cross municipal boundaries, and harmonization of fare concessions across systems in the GTHA.

## **4. Financial impact of three-month Fare suspension**

- 4.1 At the May 5, 2021 meeting, TEC requested information on the potential budget impacts of suspending fares for three months to attract customers back to transit as the Durham Region emerges from the COVID-19 pandemic.
- 4.2 Considering only the revenue impacts, a three-month fare suspension in 2022 would result in a budget pressure between \$3.5 million and \$6.6 million depending

on the actual level of ridership at the time the fare suspension was implemented. A fare suspension has not been contemplated for the 2022 DRT Business Plans and Budget since the resulting financial pressure would need to be funded through a reduction in revenue service to meet established budget guidelines, and would further exacerbate ridership recovery efforts.

- 4.3 Specifically, based on the current monthly ridership and fare revenues at 50 per cent of pre-pandemic levels, a three-month fare suspension would cost approximately \$3.0 million in lost fare revenues. Should ridership reach 70 per cent of pre-pandemic levels, the three-month fare suspension would cost approximately \$4.2 million.
- 4.4 Further, extending the three-month fare suspension to include post-secondary U-Pass customers would result in a pro-rated impact of up to \$2.4 million for a three month period during the fall or winter semesters, or \$0.5 million if the incentive period were to be offered during the summer semester.
- 4.5 While there is currently excess capacity on DRT's scheduled service network, a three-month fare suspension could have implications for DRT's operating costs associated with OnDemand service. Such costs would represent a budget pressure in addition to the revenue pressures described above.
- 4.6 At this time, Phase 3 Safe Restart funding from the Province has been made available to transit agencies to assist with COVID-19 cost impacts from April through December 2021. Any unused Phase 3 funding can be carried over to offset COVID-19 impacts in 2022. DRT and Finance staff are monitoring 2021 pandemic impacts to determine how much of DRT's \$8.2 million Phase 3 allocation will be required in 2021 and how much can be carried into 2022 to help mitigate the 2022 financial impacts. However, any future lost fare revenues due to a suspension of fares for reasons that are not pandemic driven would be ineligible for Safe Restart funding.

## **5. Implications of Zero Fare Transit for the PRESTO Operating Agreement**

- 5.1 In 2017 DRT entered into a ten year operating agreement negotiated between the 905 transit agencies and Metrolinx (2017-DRT-22). The agreement establishes the roles and responsibilities of the respective parties in participating in the PRESTO electronic fare payment system. This includes implications for provincial gas tax eligibility, the establishment of commission fees paid to Metrolinx by transit agencies for core administrative and technical support functions, and minimum revenue guarantees for Metrolinx.

- 5.2 Under a zero fare structure, and given the terms of the PRESTO operating agreement, DRT would be at risk of significant financial penalties in making the decision to unilaterally withdraw from the PRESTO fare payment system. Most notably is the requirement for 905 transit agencies to adopt the PRESTO system as a condition of eligibility for provincial gas tax funding. The provincial gas tax has been a reliable source of funding to address DRT capital and operating needs for the past 15 years, particularly in funding key replacement vehicle needs to maintain the public transit fleet in a state of good repair. In 2021 Durham received approximately \$9.0 million in provincial gas tax funding for public transit.
- 5.3 Additionally, minimum payment protection provisions in the agreement provide certainty to Metrolinx for costs associated with the provision of core services to 905 transit agencies to operate and maintain the PRESTO electronic fare payment system. These core services include fare media sales and product loading online, by mail, contact centre and retail channels; fare media distribution and customer service; fare product implementation including transit agency fare rules and pass product support; and fare payment on vehicles, stations and points of sale including device procurement, installation, and maintenance.
- 5.4 To fund these services provided by Metrolinx, 905 transit agencies pay Metrolinx a commission fee for all PRESTO transactions. The commission fee for PRESTO card transactions has increased from 4 per cent in 2018 to nine per cent beginning in February 2021 following the completion of PRESTO device replacement. Commission fees for transactions completed through the PRESTO e-Ticket app will increase from 4.6 per cent since its introduction in September 2020 to six per cent beginning in 2022.
- 5.5 The forecasted PRESTO commission fees for 2021 are \$900,000 (compared to \$400,000 in 2020 and \$650,000 in 2019). When ridership returns to pre-pandemic levels and given the current PRESTO adoption rates and commission fees, the estimated annual commission fees owed to Metrolinx would be approximately \$1.7 million.
- 5.6 Under minimum payment protections in the operating agreement, should 905 transit agencies not achieve base annual revenue targets as an aggregate, then those transit agencies whose revenues fall below target may be required to pay Metrolinx an amount equal to their shortfall, offset in part by any surpluses realized by other 905 transit agencies. In a zero fare scenario, DRT could be obligated to pay up to \$1.7 million, the full commission fee expected based on pre-pandemic ridership. Additionally, the absence of DRT revenues from the 905

aggregate total could result in other 905 transit agencies and municipalities being subject to revenue shortfall payments to Metrolinx.

- 5.7 DRT continues to participate in PRESTO governance with the other 905 transit agencies in advocating for electronic fare payment solutions that are reliable, consistent, and cost effective. Procurement of vendors to supply the next generation of equipment and system development for PRESTO is underway by Metrolinx with 905 involvement with a goal of improving system modernization, reliability and efficiency for transit agencies and our customers. DRT is also participating in fare integration discussions amongst GTHA transit partners, which includes industry and jurisdictional scans of leading fare payment solutions.

## 6. Investment Required for up to 50 per cent Ridership Growth

- 6.1 As noted in the May 5, 2021 Zero Fare Report (#2021-DRT-11), there are challenges in sustaining zero fare transit over the longer term while increasing the necessary investments to improve the quality of the transit service. If the quality of service is unable to increase with demand, ridership may eventually stagnate or decline as the system experiences overcrowding, reduced reliability and increased wear and tear on vehicles and infrastructure.
- 6.2 The adoption of zero fare transit may require additional ongoing and dedicated revenue and/or funding sources that would enable service levels and fleet requirements to keep pace with the level of demand. The table below highlights the capital and operating cost impacts of service level increases of up to 50 per cent.

Per Cent Increase in Service	Additional Revenue Hours	Additional Buses	Additional Staff	Vehicle Capital Costs (thousands)	Annual Operating Costs (thousands)
10	53,867	23	47	\$17,940	\$7,770
20	107,733	45	91	\$35,100	\$15,018
30	161,600	68	137	\$53,040	\$22,580
40	215,467	90	180	\$70,200	\$29,776
50	269,334	113	225	\$88,140	\$37,186

- 6.3 Overall, a 50 per cent increase in service would require more than 260,000 additional annual revenue service hours and 225 additional staff (including bus operators, mechanics, service persons, supervisors, and trainers) at an annual operating cost impact of \$37.2 million. Capital costs are estimated at \$88.1 million, including a total of 113 new buses, that would be required to accommodate the additional demand. Furthermore, DRT's current and planned facilities do not have adequate capacity to maintain and store 113 additional buses. As such, an additional facility, or expansion of the planned new facility in north Oshawa would be necessary and the related facility capital and operating costs would be in addition to the costs shown above. These costs would all be in addition to the annual fare revenue loss of approximately \$30.0 million from zero fare transit based on 2019 ridership levels, the loss of \$9 million in Provincial Gas Tax funding, and up to \$1.7 million in financial penalty payments to Metrolinx . Overall, the estimated annual budget impact, to provide zero-fare service and support a 50 per cent increase in service would be approximately \$78 million in foregone fare revenue and additional operating expenditures. This amounts to an increase of 121.0 per cent on DRT's annual budget and a property tax increase of approximately 10.7 per cent. Significant capital costs associated with the required fleet and facility expansion would be represent an additional pressure.

## **7. Relationship to Strategic Plan**

- 7.1 This report aligns with/addresses the following strategic goals and priorities in the Durham Region Strategic Plan:
- a. Environmental Sustainability: Expand sustainable and active transportation.
  - b. Service Excellence: Drive organizational success through innovation, a skilled workforce, and modernized services that respond to changing expectations and fiscal realities.

## **8. Conclusion**

- 8.1 This report provides an overview of the operating and capital cost risks and budget pressures in consideration of providing zero fare transit on a temporary or permanent basis including implications under the 10 year PRESTO operating agreement, and the service investment requirements to keep pace with growing ridership that results.
- 8.2 Zero fare transit would result in significant financial risk to DRT and the Region resulting in substantial budget pressures to maintain existing levels of service. Budget pressures would include \$30 million in foregone fare revenue, loss of \$9

million in Provincial Gas Tax funding, and up to \$1.7 million in financial penalty payments to Metrolinx.

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

Respectfully submitted,

Original signed by

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Bill Holmes

General Manager, DRT

Recommended for Presentation to Committee

Original signed by

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Elaine C. Baxter-Trahair

Chief Administrative Officer





## The Regional Municipality of Durham Report

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To:	Durham Region Transit Executive Committee
From:	General Manager, Durham Region Transit
Report:	#2021-DRT-32
Date:	December 8, 2021

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**Subject:**

Ridership growth through accelerated investment in revenue service

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**Recommendation:**

That the Transit Executive Committee recommends:

That report #2021-DRT-32 be received for information.

**1. Purpose**

- 1.1 This report provides information in response to direction from the Transit Executive Committee (TEC) on May 5, 2021, to report back to TEC on a potential phased in approach to implement service enhancements above and beyond the regular annual service increases to grow ridership as an alternative to funding zero fare transit.

**2. Background**

- 2.1 In 2016, DRT launched a Five-Year Service Strategy to guide the development of 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 2020, the COVID-19 pandemic had a significant impact on transit ridership across the Province. 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.

- 2.3 In 2021, DRT launched The Route Ahead, its three-year plan to guide transit services during the pandemic recovery period as DRT rebuilds ridership, adapts service to new and emerging travel behaviours, and builds the foundation for future service growth.
- 2.4 In its November 2021 report, Next Stop Building Universal Transit Access, the Toronto Board of Trade presented its comprehensive strategy for building an integrated, globally competitive transit system throughout the Toronto region, including a recommendation for the launch of region-wide 10-minute frequency service standards to enable “turn up and go” travel on all major routes ensuring that all residents of the region have access to jobs, education, and other opportunities. For Durham Region this is important to economic development by enabling seamless and timely travel to employment opportunities within the Region such as the Toronto East Aerotropolis and other existing and developing employment centres across the Region.

### **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 #2017-COW-268, Transportation Master Plan Update Study – Final Transportation Master Plan

In December 2017, Regional Council adopted the 2017 Transportation Master Plan (TMP). The TMP established recommended actions to enhance transit across the Region, including transit modal share targets of 20 per cent in urban growth centres and rapid transit corridors, 12 per cent in existing urban areas of south Durham and 15 per cent in new urban areas of south Durham, and seven per cent in the rest of Durham Region.

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

DRT's Ridership Recovery Plan formed 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 provide access to public transit for all residents regardless of where they live, work or travelled within the Region.

### 3.4 2021-DRT-20, The Route Ahead, Durham Region Transit 2022-2025 Service Strategy.

In September 2021, TEC approved the implementation of the recommendations and strategy objective during the pandemic recovery period to continue to evolve the transit system to be available, innovative, reliable, safe, and focused on growth, to provide Durham Region residents and visitors with competitive mobility.

## 4. Discussions

### 4.1 Service Frequency

Access to more frequent transit service with lower wait times for customers has traditionally resulted in higher ridership gains than reductions in fares, particularly for discretionary customers.<sup>1</sup>

Increasing the frequency of transit service on major transit routes that link urban growth centres, commercial, dense residential, employment, and education was a key focus of DRT's 2016-2020 Service Strategy and was carried forward into The Route Ahead. Between 2015 and 2019, DRT annual revenue service increased by 7.5 per cent, from 495,879 to 533,205 revenue hours. During the same period, annual ridership increased by 7.4 per cent, from 10,315,877 to 11,083,538. There is generally a one-to-three-year period where ridership gains are realized following service enhancements. Unfortunately, the COVID-19 pandemic likely interrupted ridership growth resulting from recent service enhancements.

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<sup>1</sup> Victoria Transport Policy Institute, Understanding Transport Demands and Elasticities, How Prices and Other Factors Affect Travel Behavior, September 2021.

Table 1, adapted from the Transportation Research Board Transit Capacity and Quality of Service Manual, provides a high-level understanding of travel flexibility resulting from service frequency on the customer experience. Reference to travel options and flexibility in Table 1 relates to spontaneity of travel and level of effort in planning travel. The higher the travel options and flexibility for transit, the more competitive public transit becomes relative to travel using a personal vehicle or other timely travel options.

Table 1. Service headway impacts on the customer experience<sup>2</sup>

Headway	Customer Experience
12 minutes or less	<ul style="list-style-type: none"> <li>• Customers do not need to consult a schedule</li> <li>• Allows the most travel options and flexibility</li> <li>• Transfer penalties are low.</li> </ul>
13 to 15 minutes	<ul style="list-style-type: none"> <li>• Service is frequent, but some riders may need to consult a schedule.</li> <li>• Maximum desirable time customers wish to wait if a bus is missed.</li> <li>• Allows for many travel options and flexibility</li> <li>• Waiting time for connections reduced.</li> <li>• Transfer penalties are low to high, and some connections may need to be coordinated.</li> </ul>
20 minutes	<ul style="list-style-type: none"> <li>• Service is relatively frequent.</li> <li>• Riders will need to consult a schedule.</li> <li>• Transfer penalties can be medium to high, and connections will need to be coordinated, where possible.</li> </ul>
30 minutes	<ul style="list-style-type: none"> <li>• The minimum service frequency most customers find acceptable.</li> <li>• Allows for some travel options and flexibility.</li> <li>• Transfer penalties can be high, and connections will need to be coordinated, where possible.</li> <li>• Service starts to become unattractive to choice riders.</li> </ul>
60 minutes	<ul style="list-style-type: none"> <li>• Service is available.</li> <li>• Trip options and flexibility are limited.</li> <li>• Transfer penalties can be high, and connections will need to be coordinated, where possible.</li> <li>• Service is unattractive to choice riders.</li> </ul>

<sup>2</sup> Adapted from the Transportation Research Board Transit Capacity and Quality of Service Manual, Third edition, 2017.

## 4.2 Growth

### a. Population forecast

The population of Durham Region is forecasted to surpass 900,000 residents by 2031, up from the current population of 715,000 (Attachment #2, Figure 1). This represents a growth of over 26 per cent, or an average annual growth rate of 2.35 per cent.

### b. New development<sup>3</sup>

The Durham housing growth forecast projects 66,000 new private dwellings for the period 2021 to 2031, including development in greenfield areas, Major Transit Service Areas, and infill within urban centres. New greenfield developments are typically situated beyond the built-up areas and as such requires additional resources, capital and operating, to provide the same availability and level of transit service within built-up areas as buses and customers travel further between their residences and destinations. In other words, the lower the density, the higher the cost of providing the same level of transit service.

## 4.3 Accelerating Transit Investments

### a. Five service investment scenarios, including two peer references, highlight the estimated annual service hour growth, operating costs, and forecasted ridership growth to 2031.

- ☐ Population growth: Annual investment in revenue service at the same rate of growth as population growth
- ☐ The Route Ahead (Service Plan): Annual investment in revenue service to meet the minimum objectives of The Route Ahead, Durham Region Transit 2022-2025 Service Strategy, and population growth at current planned levels of investment in service
- ☐ Transportation Master Plan (TMP): Annual investment in revenue service to achieve transit modal share targets. This scenario meets the minimum objectives of The Route Ahead, Durham Region Transit 2022-2025 Service Strategy, and increased frequency on key corridors, increased

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<sup>3</sup> Envision Durham, Region-Wide Growth Analysis Technical Report, Chapter 1 of the Region of Durham Growth Management Study: Land Needs Analysis, June 2021.

service on the Sheppard corridor link to McCowan Station, and a new transit corridor to York Region Transit's Cornell Terminal in Markham

- 1.65 Revenue Hours Per Capita (RHPC) by 2031: Revenue service levels similar to the Region of Waterloo and City of London
- 2.0 RHPC by 2031: Revenue service levels similar to the City of Brampton and City of Mississauga.

b. Revenue hours per capita (RHPC)

The RHPC metric is commonly used to demonstrate the availability of transit service investment over a city/region's population and is reported annually to the Canadian Urban Transit Association (CUTA). The Region of Durham is considered a CUTA Group 2 agencies, which includes cities and regions with populations between 400,001 and 2,000,000. In Ontario, Group 2 cities include Brampton, Durham Region, Hamilton, Mississauga, Ottawa, Waterloo Region, and York Region. Waterloo Region and London provide a UPass program to post-secondary schools, Waterloo and York are regional transit agencies, and Mississauga and Brampton transit are 905 municipalities that border the City of Toronto along with York Region and Durham Region. Relative to DRT's comparators (Attachment #2, Figure 2), DRT provides the lowest RHPC at 0.86, with Mississauga and Brampton providing the highest RHPC at 2.0. Historically, DRT RHPC continues to be well below comparator agencies, in some cases up to 50 per cent less.

Attachment #2, Figure 3 translates the RHPC for each of the service investment scenarios into annual revenue hours projected to 2031 based on the forecasted growth of the Region's population. In 2019, DRT was approved to deliver 533,205 revenue service hours. The population growth scenario delivers the least revenue service hours in 2031 (707,000 hrs), compared with 1.27 million revenue service hours in the TMP scenario.

c. Ridership Forecasts

Attachment #2, Figure 4 shows transit ridership forecasts for each investment scenario. Ridership increases are correlated to the availability and investment in transit service.

The TMP scenario supports the highest ridership levels, approximately 21 million trips per year by 2031, or an 89 per cent ridership increase compared to

2019. The Route Ahead scenario is estimated to achieve ridership levels of approximately 12.6 million by 2031, an increase of 15 per cent by 2031, and service hour investments at the same rate as population growth will achieve only a 5 per cent ridership improvement to 11.5 million trips by 2031.

d. Operating and capital funding

To support an accelerated growth of the transit system, additional operating and capital investments are required.

Table 2 summarizes the high level total estimated capital and operating costs for each of the investment scenarios over the 2022 to 2031 period. The capital component includes buses and depot expansion, where required. Operating costs include costs related to the day-to-day operation of the transit service and the required staff.

Table 2. Total Capital and Operating Costs: 2022-2031

Scenario	Capital	Operating
Service Plan	\$ 79,560,000	\$ 32,298,290
TMP	\$ 241,800,000	\$ 100,665,090
Population growth	\$ 58,500,000	\$ 23,577,127
1.65 RHPC	\$ 312,000,000	\$ 130,627,836
2.00 RHPC	\$ 413,400,000	\$ 174,041,136

Table 3 provides a high level summary for the total number of growth busses, the requirement for bus storage and maintenance expansion, revenue hour increases for each investment scenario over the 2022-2031 period.

Table 3. Total Bus and Revenue Hour Increases: 2022-2031

Scenario	Buses	Additional Bus Storage and Maintenance	Revenue Hours	
Service Plan	102	No	232,205	
TMP	310	Yes	731,518	
Population growth	75	No	168,300	
1.65 RHPC	400	Yes	949,633	
2.00 RHPC	530	Yes	1,265,333	

Table 4 demonstrates the estimated number of additional staff by operation area to support each investment scenario.

Table 4. Total Staff Resource Increases: 2022-2031

Scenario	Operations		Maintenance			Trainers
	Operators	Supervisors	Service Lane	Mechanics	Supervisors	
Service Plan	156	6	16	17	2	4
TMP	479	16	48	52	5	12
Population growth	115	4	12	13	2	3
1.65 RHPC	620	21	62	67	7	15
2.00 RHPC	830	28	82	89	9	21

e. Summary of Investment Scenarios

Table 5 summarizes the key operating investment requirements, ridership increases, and RHPC for the various investment scenarios.

Table 5: Investment scenario summaries

Investment Scenario	Annual Revenue Services Hours in 2031	2031 Service Hour Increase compared to 2019	Additional Annual Operating Costs to 2031	Ridership Increase by 2031	RHPC in 2031
Population Growth	707,000	25 per cent	\$2.4 million	5 per cent	0.78
Route Ahead Service Plan	771,000	86 per cent	\$3.2 million	15 per cent	0.85
TMP	1.27 million	135 per cent	\$10.1 million	89 per cent	1.4
1.65 RHPC	1.49 million	176 per cent	\$13.0 million	NA	1.65
2.0 RHPC	1.80 million	235 per cent	\$17.4 million	NA	2.0

Note: NA additional analysis required to provide realistic estimate



## **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 Increasing frequency of transit services has been demonstrated to contribute to higher increases in ridership than other interventions, such as fare incentives.

Public transit headways of 15 minutes or less provide a competitive transportation alternative that increases service quality for current and discretionary customers.

6.2 The median investment scenario presented is the TMP scenario would result in a ridership increase of approximately 89 per cent by 2031 for a total annual ridership of 21 million. Revenue service hours would need to increase by approximately 135 per cent for a total of 1.27 million revenue hours in 2031, at an additional annual operating cost of approximately \$10 million. In addition to these operating costs, capital investment of approximately \$242 million would be required.

6.3 Attachment #1 demonstrates possible service frequencies for the TMP and Route Ahead Service Plan scenarios, indicative of how the revenue service hour investments would translate into improved access and frequency of transit service for residents.

6.4 Future service levels will be the subject of an in-depth analysis in 2022 through the renewal of the Strategic Issues and Financial Forecast Report delivered to

TEC and Council. This would support future business planning and budget recommendations.

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

## **7. Attachments**

Attachment #1: Transit route frequency maps

Attachment #2: Figures

Respectfully submitted,

Original signed by

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Bill Holmes  
General Manager, DRT

Recommended for Presentation to Committee

Original signed by

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Elaine C. Baxter-Trahair  
Chief Administrative Officer

Figure 1. Weekday peak period service in 2025: The Route Ahead.

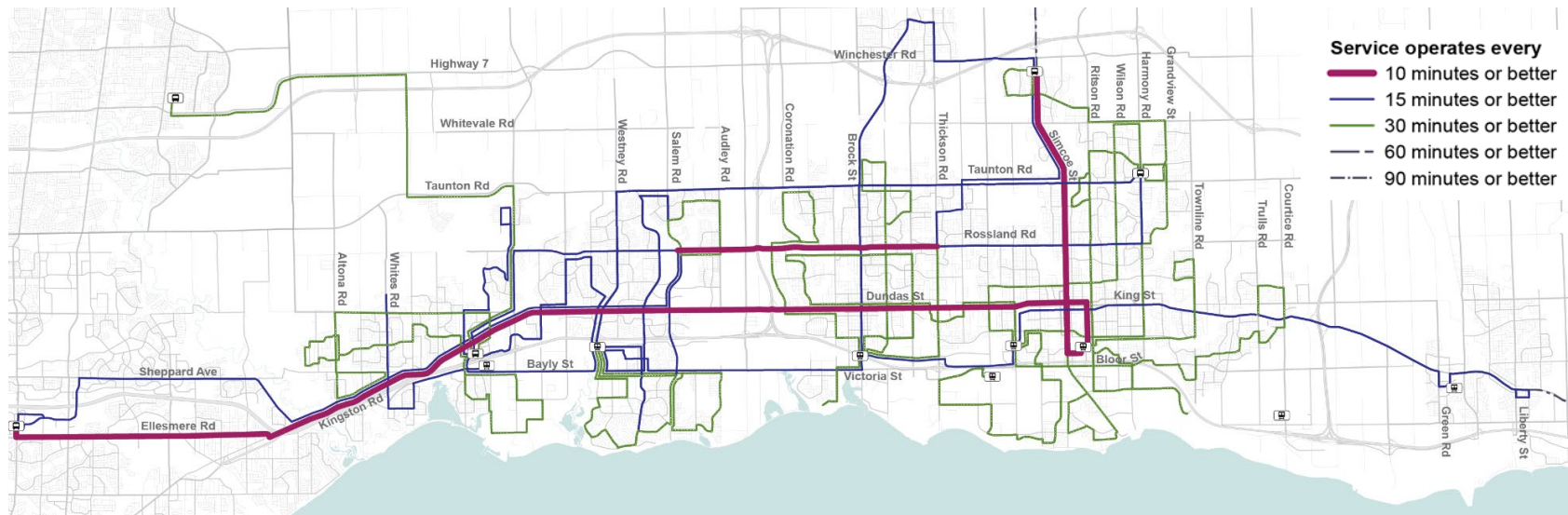


Figure 2. Weekday peak period service in 2025: TMP modal split objective.

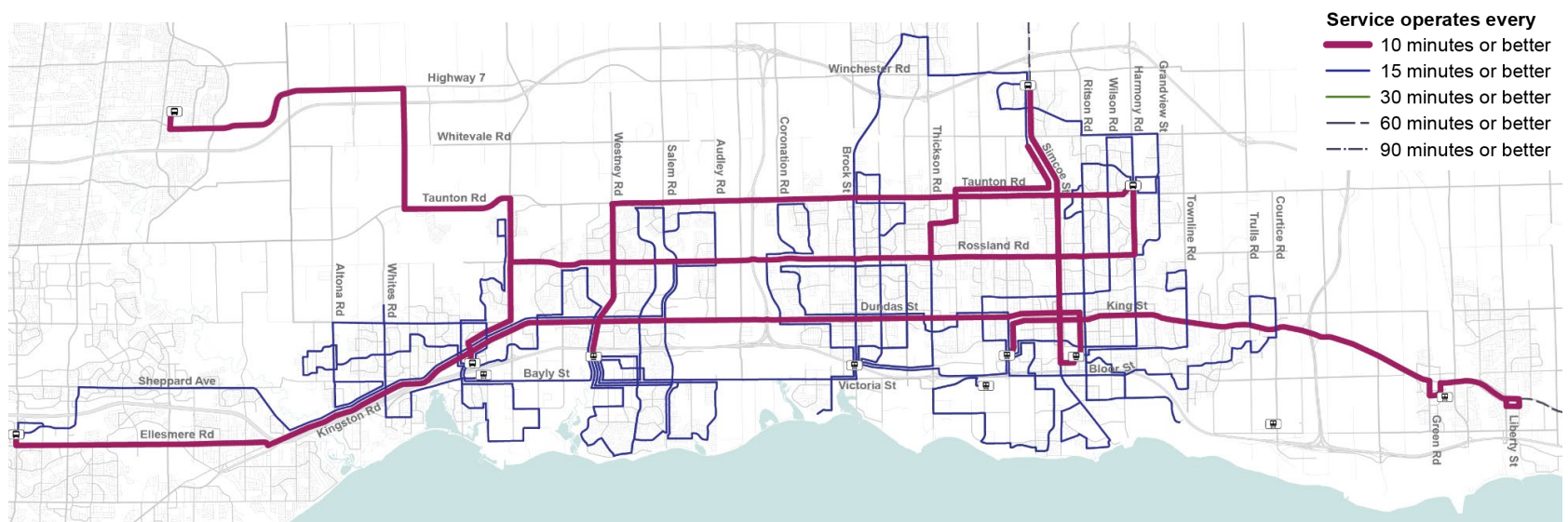


Figure 3. Weekday daytime service in 2025: The Route Ahead.

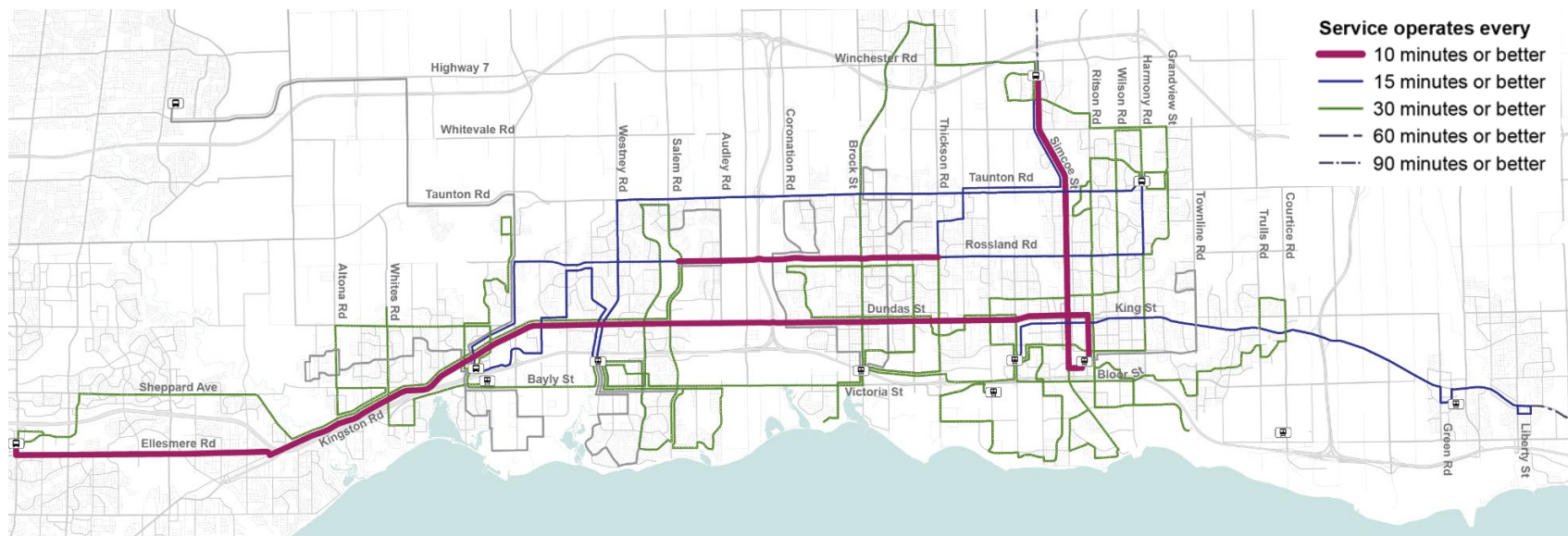


Figure 4. Weekday daytime service in 2025: TMP modal split objective.

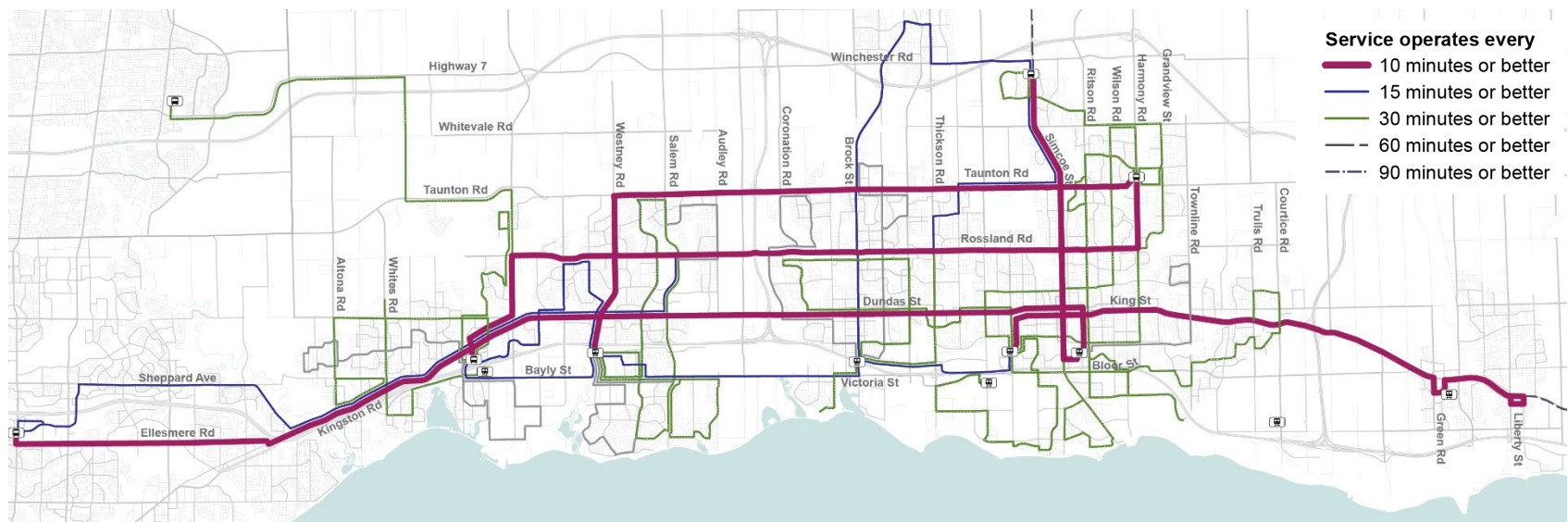


Figure 5. Weekday rural service in 2025: The Route Ahead.

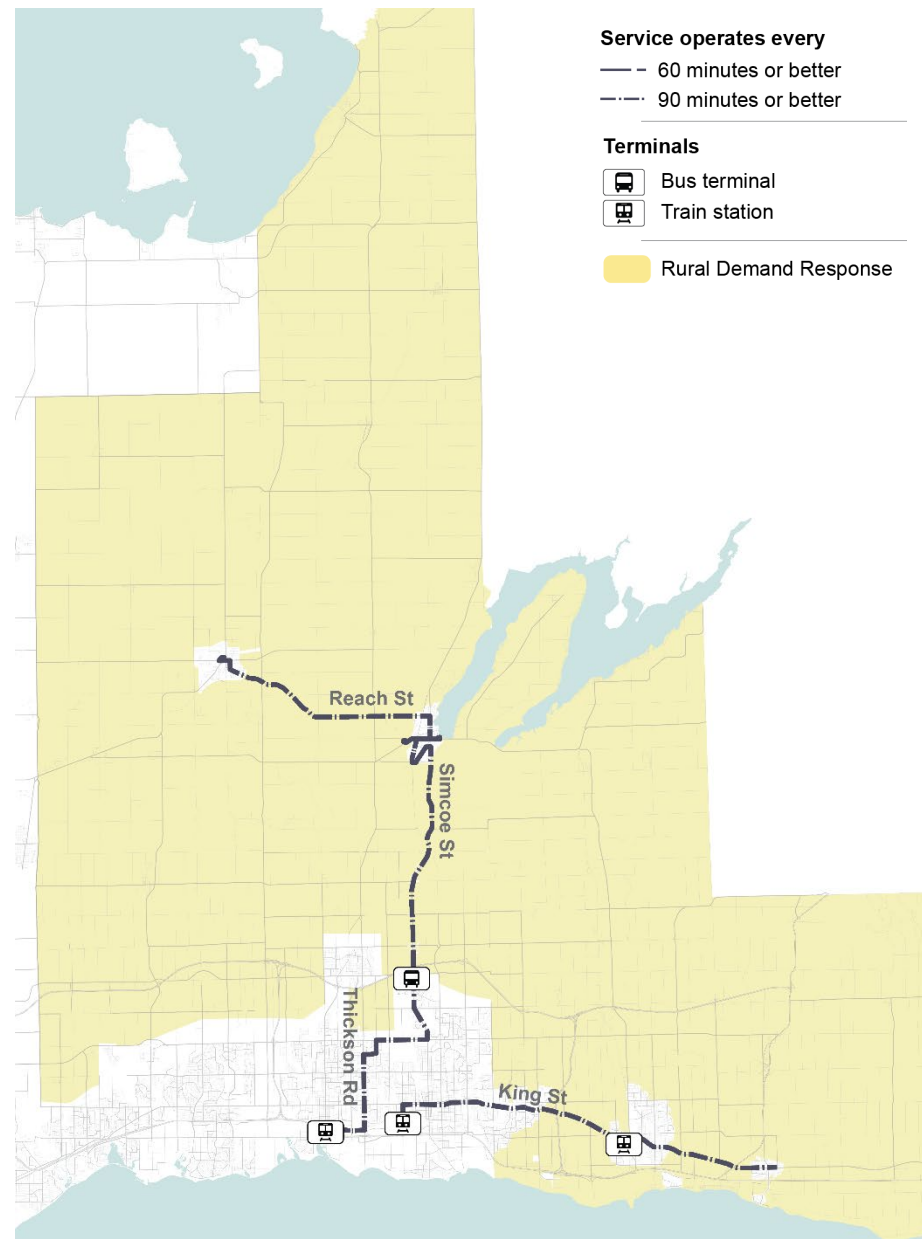
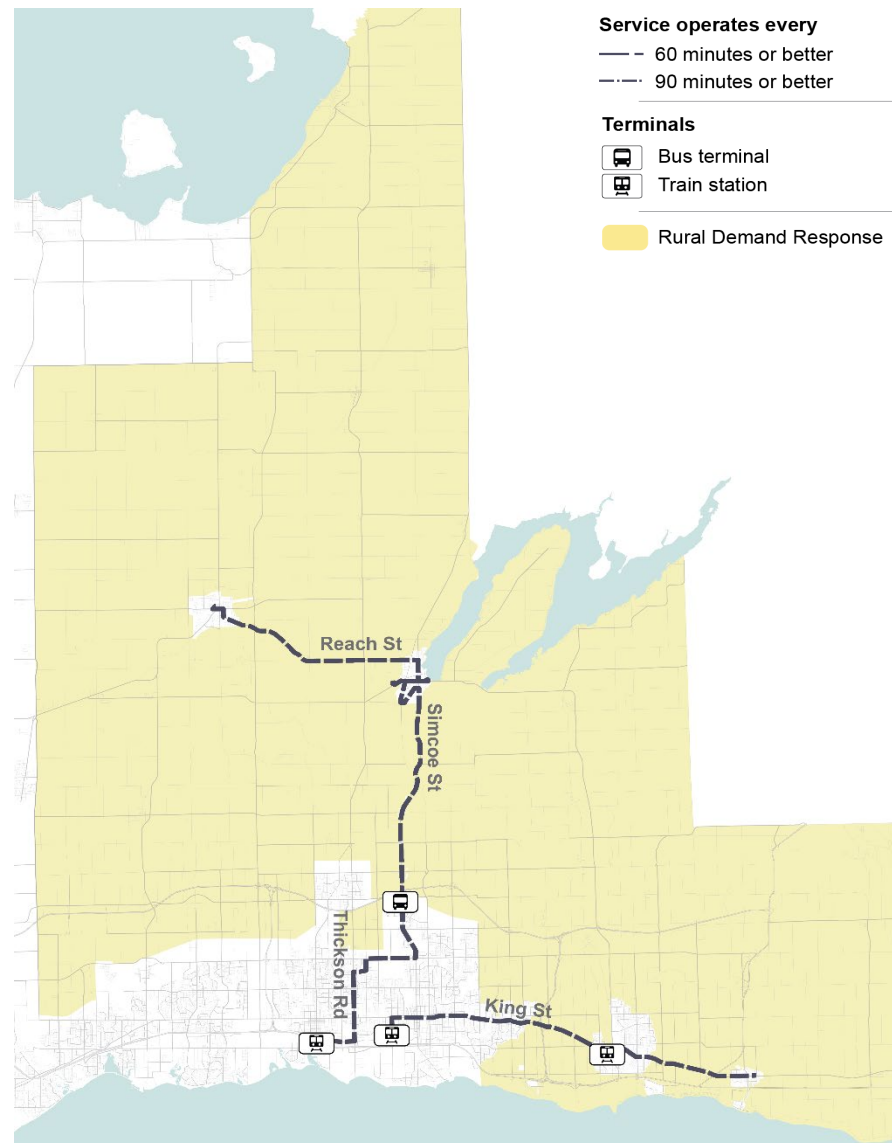


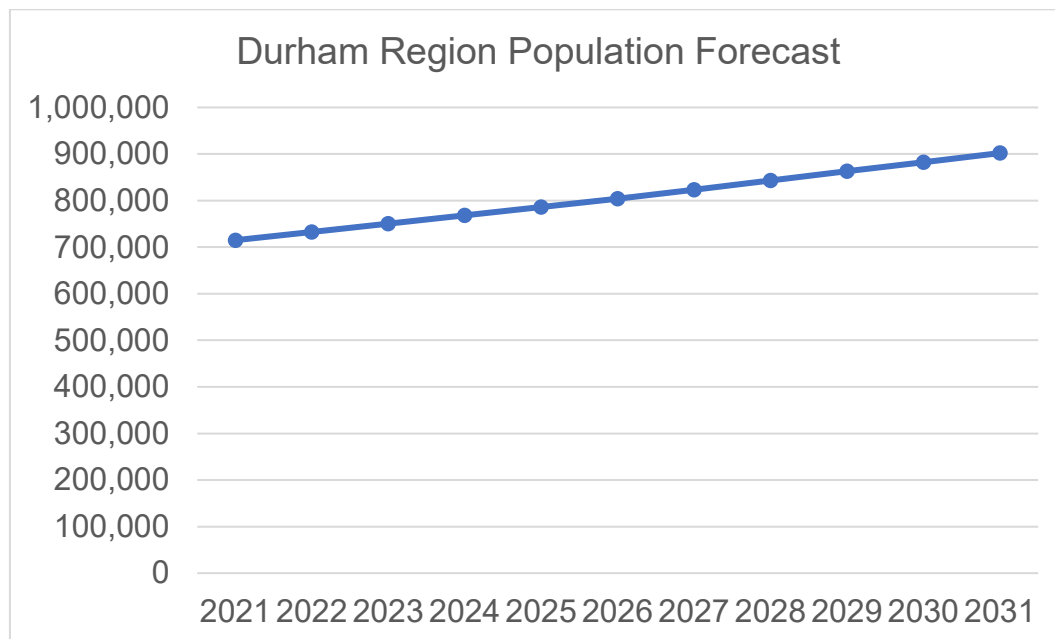


Figure 6. Weekday rural service in 2025: TMP modal split objective.



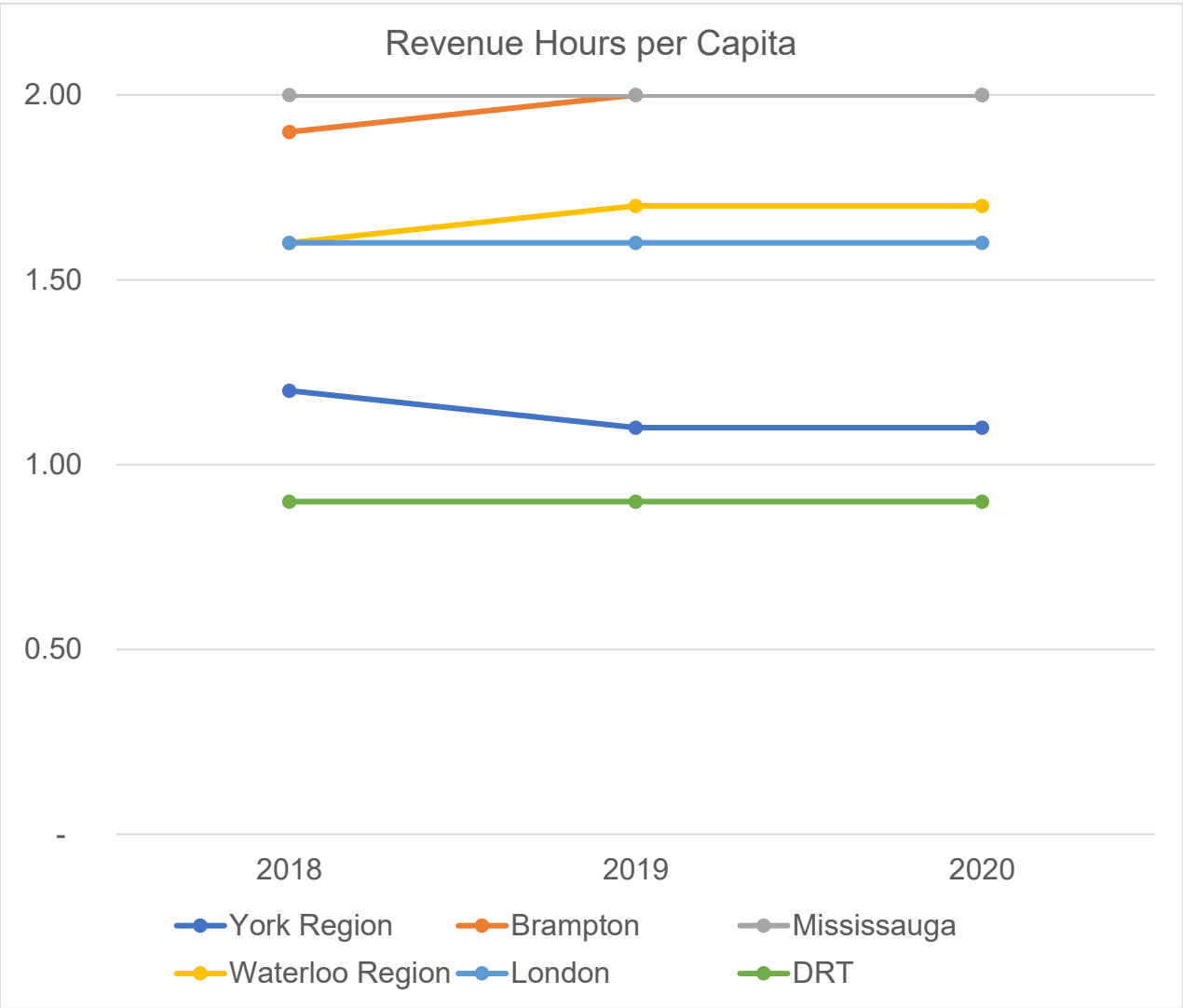
## Attachment #2 – Ridership growth through investments in service

Figure1: Durham Region Population Forecast<sup>1</sup>



<sup>1</sup> Envision Durham, Region-Wide Growth Analysis Technical Report, Chapter 1 of the Region of Durham Growth Management Study: Land Needs Analysis, June 2021.

Figure 2. Revenue Hours per Capita: Ontario Transit System Comparators<sup>2</sup>



<sup>2</sup> Source: Canadian Urban Transit Association Factbook, 2018, 2019, 2020.



Figure 3. Annual Revenue Hours Projections

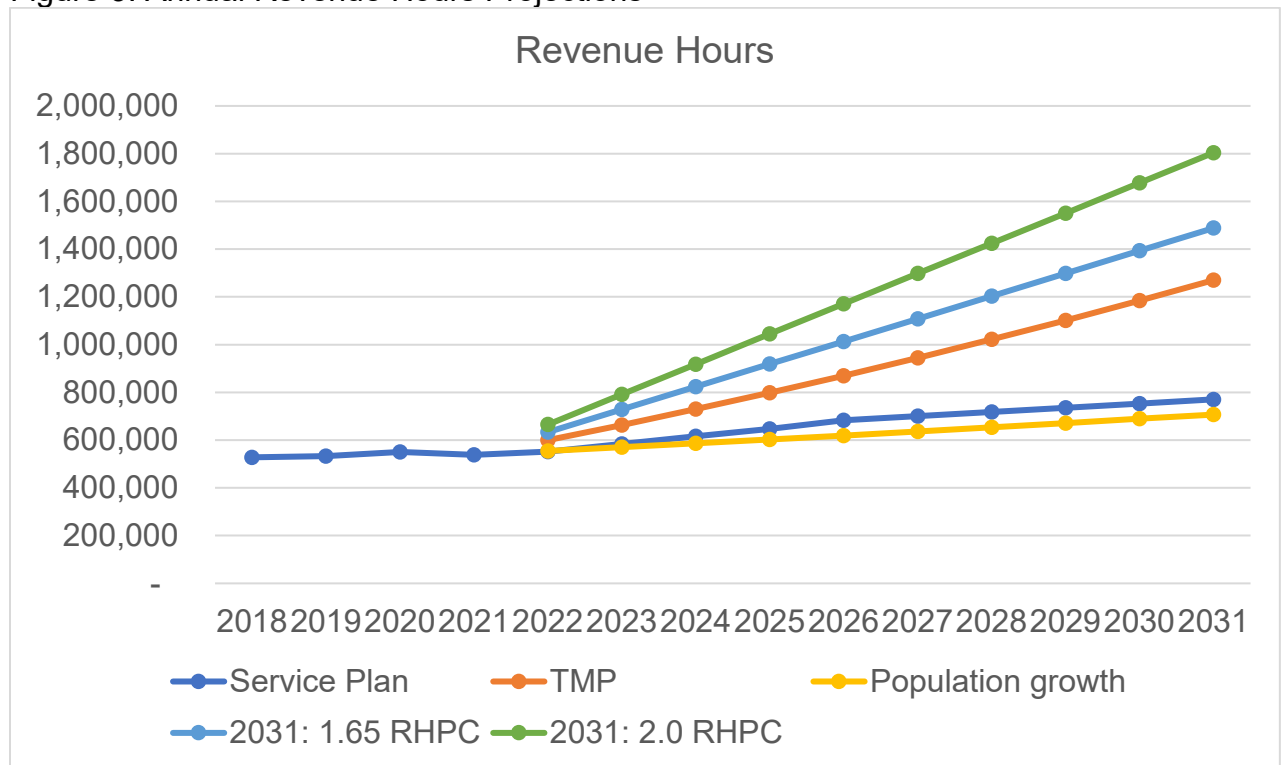
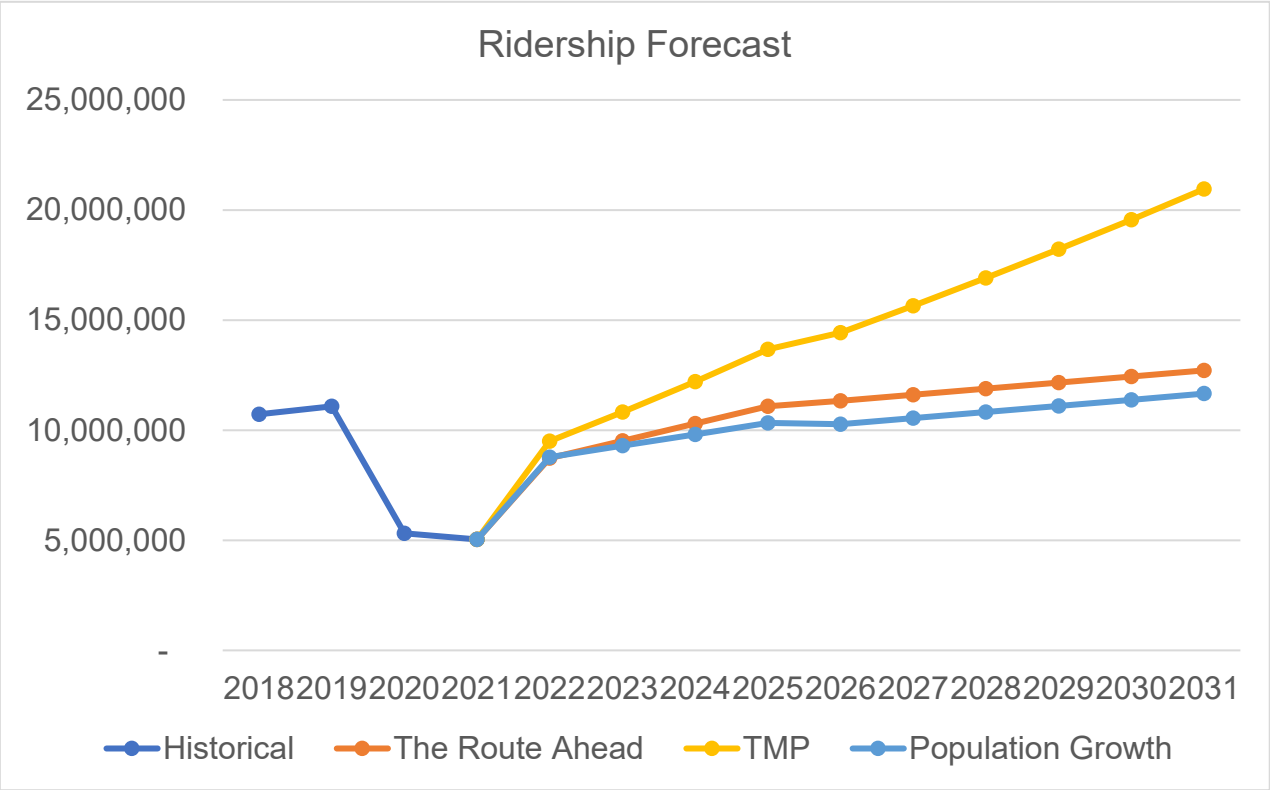


Figure 4. Ridership Forecasts



## **The Regional Municipality of Durham**

### **MINUTES**

#### **TRANSIT ADVISORY COMMITTEE**

**November 16, 2021**

A meeting of the Transit Advisory Committee was held on Tuesday, November 16, 2021 in the Council Chambers, Regional Municipality of Durham Headquarters, 605 Rossland Road East, Whitby at 7:00 PM. Electronic participation was permitted for this meeting.

#### **1. Roll Call**

Present: Commissioner Barton, Chair  
C. Antram, Ajax  
R. Claxton-Oldfield, Clarington  
H. Hall, AAC  
J. Hollingsworth, Member at Large  
J. Layne, Oshawa  
A. Macci, Pickering  
M. Roche, AAC, left the meeting at 8 PM  
J. Sankarlal, Student Association representative, Ontario Tech University,  
Durham College and Trent University  
**\*all members of the Committee participated electronically**

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

#### **Staff**

Present: M. Binetti, Supervisor, Transportation Service Design, Durham Region  
Transit  
B. Holmes, General Manager, Durham Region Transit  
R. Inacio, Systems Support Specialist, Corporate Services – IT  
A. McKinley, Deputy General Manager, Maintenance, Durham Region  
Transit  
N. Prasad, Assistant Secretary to Council, Corporate Services – Legislative  
Services  
**\*all staff except R. Inacio participated electronically**

#### **2. Declarations of Interest**

There were no declarations of interest.

**3. Adoption of Minutes**

Moved by C. Antram, Seconded by R. Claxton-Oldfield,  
That the minutes of the regular Durham Region Transit Advisory  
Committee meeting held on Tuesday, September 21, 2021, be  
adopted.

CARRIED

**4. Presentations**

**4.1 Bill Holmes, General Manager, Durham Region Transit, re: Transition to an  
amalgamated Demand Responsive Service (2021-DRT-25)**

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B. Holmes, General Manager, provided a PowerPoint presentation regarding  
the Transition to an Amalgamated Demand Responsive Service. A copy of  
the presentation was provided to members in advance of the meeting.

Highlights from the presentation included:

- Demand Responsive Transit Study
- Findings
- Recommendations

B. Holmes advised that the Demand Responsive Transit Study was funded  
through the Audit and Accountability Fund of the province with the objective  
of providing findings and recommendations to help DRT with the following:

- ensure compliance with the Accessibility for Ontarians with  
Disabilities Act (AODA) requirements specific to Specialized  
Services;
- reorder demand responsive services as required to be client centric  
and outcome focused;
- ensure the equity of access of Specialized Transit is comparable to  
scheduled and On Demand service models;
- recalibrate the roles and responsibilities of parties throughout the  
transit system;
- identify opportunities for efficiencies and values; and
- ensure the service model aligns with the strategic priorities of the  
Region and Durham Region Transit.

B. Holmes provided an overview of the findings with regards to service  
delivery and operations; culture and collaboration; technology and analytics;  
external communications and education; strategy and key partnerships;  
specialized services processes/practices and Accessibility for Ontarians with  
Disabilities Act (AODA) considerations.

B. Holmes also provided a detailed overview of the following recommendations: further integrate Specialized Services and On Demand services in compliance with the AODA; examine existing workforce communication channels and tools to drive ongoing dialogue and improvements; consider and plan for investments in technologies; engage stakeholders; and establish a “one DRT” strategy.

Staff responded to questions with regards to whether the fleet would also merge with the integrating of specialized services and on-demand; whether any services would be taken away from customers; clarification as to what it means to position DRT services to reflect one DRT vision and customer charter and what it entails; the consolidation of the phone number and whether it would be queue-based; and with regards to specialized services, whether changes will be made to who will be delivering the service, wait times and timelines.

M. Roche asked for clarification with regards to what happened to the customers who did not resubmit their application for specialized services and what number of people were reached out to submit an updated application. B. Holmes advised that more information will be provided at the next meeting.

#### 4.2 Michael Binetti, Supervisor, Service Design, Durham Region Transit re: Fall 2021 Service Update

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Michael Binetti, Supervisor, Service Design, Durham Region Transit provided a PowerPoint presentation regarding the Fall 2021 Service Update. A copy of the presentation was provided to members in advance of the meeting.

Highlights from the presentation included:

- Fall Service Update
- September Service
- Principles – The Route Ahead
- Scheduled Service Expansion
- Ridership
- Scheduled and OnDemand boardings
- Scheduled service weekly demand
- Activity at Terminals and Stations
- Travel markets – September 2021
- Specialized Transit travel market

M. Binetti advised that the Route Ahead Plan is the service plan that will guide the recovery out of COVID for the next three years. He advised that the principles of the plan are based on availability; safety; reliability; growth and innovation.

M. Binetti provided an overview of the service changes implemented in September and October of 2021. He stated that ridership since August, 2021 has increased from about 20,000 weekday riders on scheduled service to between 28,000 and 29,000. He advised that on demand service has seen approximately 500 riders per weekday. He provided an overview of boardings per hour for 2019, 2020 and 2021 as well as activity at Terminals and Stations.

M. Binetti stated that with regards to travel markets, the high school market is about 40 per cent of 2019 ridership with about 600 customer trips made to or from high schools; the post secondary market is 21 per cent of 2019 ridership with about 3,215 customer trips made to or from post secondary institutions; and GO Transit is 30 per cent with 4,500 customer trips made to or from a GO Station. He advised that the specialized transit travel market did not decline during the pandemic.

Staff responded to questions with regards to the 915 route and whether is it now a Pulse route; the 411 reconfiguration in Courtice and whether anything more is being planned to improve service reliability; whether more service is planned to McCowan Station; and whether the 910 and 915 routes will be returning to the north campus of Ontario Tech University.

Staff also responded to questions with regards to the vaccination rate amongst DRT employees and drivers and if low, whether it would affect service; the Region's policy for contract employees who supply services to the Region and whether they are bound by the Region's vaccination policy.

It was mentioned that there are outdated schedules located at the following locations: Pickering Parkway Terminal; Oshawa Centre Terminal; Durham College Whitby Campus; and Durham College North Campus. Staff was requested to look into this.

**5. Correspondence Items**

There were no communication items to be considered.

**6. Information Items**

**6.1 General Manager's Report – October 6, 2021 (2021-DRT-24)**

Report #2021-DRT-24 from B. Holmes, General Manager, Durham Region Transit, was provided as part of the Agenda.

Moved by C. Antram, Seconded by J. Hollingsworth,  
That Information Item 6.1 be received for information.  
CARRIED

6.2 Demand Responsive Services (2021-DRT-25)

Report #2021-DRT-25 from B. Holmes, General Manager, Durham Region Transit, was provided as part of the Agenda.

Moved by M. Roche, Seconded by A. Macci,  
That Information Item 6.2 be received for information.  
CARRIED

6.3 Social Equity in Transit Planning (2021-DRT-26)

Report #2021-DRT-26 from B. Holmes, General Manager, Durham Region Transit, was provided as part of the Agenda.

Moved by J. Layne, Seconded by J. Hollingsworth,  
That Information Item 6.3 be received for information.  
CARRIED

6.4 General Manager's Report – November 3, 2021 (2021-DRT-27)

Report #2021-DRT-27 from B. Holmes, General Manager, Durham Region Transit, was provided as part of the Agenda.

Staff responded to questions regarding how the data collected from the pilot of the Whitby autonomous vehicle will help with future services, as well as the implementation date of the PRESTO open payment.

Moved by J. Hollingsworth, Seconded by M. Roche,  
That Information Item 6.4 be received for information.  
CARRIED

6.5 E-Mission Zero: Durham Region Transit Battery Electric Bus and Charging Infrastructure Demonstration Pilot Update (2021-DRT-28)

Report #2021-DRT-28 from B. Holmes, General Manager, Durham Region Transit, was provided as part of the Agenda.

Moved by A. Macci, Seconded by J. Sankarlal,  
That Information Item 6.5 be received for information.  
CARRIED

**7. Discussion Items**

7.1 Access to Information for Transit Advisory Committee Members

A. McKinley advised that the General Managers Reports will no longer be included as part of the TAC Agendas. She advised that members are encouraged to subscribe through the Region's website to be notified when the reports become available. She advised that a step by step guide on how to subscribe to the email will be provided to members.

Moved by C. Antram, Seconded by J. Hollingsworth,  
That the Transit Advisory Committee supports the removal of the  
General Managers Reports from the TAC Agenda packages and  
subsequently placing the General Managers Reports as an Agenda  
item on the Agenda for discussion; and

That instructions be provided to committee members on the  
procedure to subscribe through the Region's website for the email  
notifications.

CARRIED

7.2 Meeting Presentation Guidelines

A. McKinley proposed that future TAC presentations be kept to a maximum of two presentations per meeting, with 10 minutes allotted for each presentation, followed by a 10-minute question and answer period. She advised that this would provide the opportunity for other business items to be discussed in greater detail at future meetings.

Discussion ensued and it was the consensus of the committee that the number of presentations per meeting be kept to a maximum of two but if it is necessary to have more than two presentations, that staff be requested to keep the presentations to 5 minutes and keep it high level. It was suggested that while the presentation be kept high level, detailed presentation material may be sent out if required.

8. **Other Business**

There was no other business to be considered.

9. **Date of Next Meeting**

Tuesday, January 18, 2021 at 7:00 PM

10. **Adjournment**

Moved by M. Roche, Seconded by J. Layne,  
That the meeting be adjourned.

CARRIED

The meeting adjourned at 8:39 PM.

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D. Barton, Chair, Transit Advisory Committee

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N. Prasad, Assistant Secretary to Council