

# Niagara Region Transit

*Improvements to On-Demand and Specialized Services*

June 19, 2024

# NRT Recognition

- Canadian Association of Municipal Administrators 2024 Award of Excellence
- 2024 CAMA Collaboration Award with Municipalities-Niagara Region Transit



# Phased Commitments



Phase 1  
Smoothing Year One



Phase 2  
Co-Mingling Today



Phase 3  
Full Master Plan Report  
as early as Q3 2025



(Facilities, Strategic  
Asset and Service  
Network Master Business  
Plan)

# Connectivity



'CONNECTING  
NIAGARA BY  
MOVING FORWARD  
TOGETHER'



A RELIABLE AND  
SEAMLESS TRANSIT  
EXPERIENCE



A CRITICAL PART  
OF THE  
INTEGRATION  
PROJECT



EXPANDED HOURS 7  
AM TO 11 PM



SATURDAY SERVICE



SUNDAY SERVICE



HOLIDAY SERVICE

# Savings



Contract to Transdev  
Canada, operating as  
Voyago



Value of \$15 million  
including HST



Term is from 1 Jul 2024  
to 31 Aug 2026 with 1  
year option



Cost Reduction realized  
is 20%



Stub year savings will  
go to offset any  
potential pressures,  
then reserves



Thereafter, savings  
will be considered in  
the development of the  
2025 and 2026 budgets  
for Board approval

# New Access for Pelham



Inter-municipal service  
permitting trips from any  
origin to any destination  
in Niagara West



Niagara West (Pelham)  
and:



3 locations in St.  
Catharines (bus terminal,  
hospital and Brock)



4 locations in Welland  
(bus terminal, Seaway  
Mall, Niagara College and  
hospital)



Specialized transit  
service that moves  
approved and eligible  
customers from any origin  
to any destination

# New KPIs

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On time performance

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Vehicle capacities

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Not booked in advance, wait time, 30 minutes

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Vehicle equipment including GPS tracking and cameras

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Vehicle quality, appearance and cleanliness

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Driver standards and driver training

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Management and Supervision

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Accessibility for Ontarians with Disabilities Act, (AODA) 2005

# Acknowledgement and Appreciation

A recent branding exercise revealed a very strong service orientation on the part of our staff

Universal might be a better adjective

Frontline staff and the ATU

Many employees live right here in Pelham