## Niagara Region Transit

Improvements to On-Demand and Specialized Services

#### NRT Recognition

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



### Phased Commitments



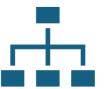
Phase 1
Smoothing Year One



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







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

On time performance

Vehicle capacities

Not booked in advance, wait time, 30 minutes

Vehicle equipment including GPS tracking and cameras

Vehicle quality, appearance and cleanliness

Driver standards and driver training

Management and Supervision

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