



THE REGIONAL MUNICIPALITY OF NIAGARA
PUBLIC WORKS COMMITTEE
AGENDA

PWC 1-2021

Tuesday, January 12, 2021

9:30 a.m.

Meeting will be held by electronic participation only

This electronic meeting can be viewed on Niagara Region's Website at:

<https://www.niagararegion.ca/government/council/>

Due to efforts to contain the spread of COVID-19 and to protect all individuals, the Council Chamber at Regional Headquarters will not be open to the public to attend Committee meetings until further notice. To view live stream meeting proceedings, visit:
[niagararegion.ca/government/council](https://www.niagararegion.ca/government/council/)

Pages

1. CALL TO ORDER

2. DISCLOSURES OF PECUNIARY INTEREST

3. SELECTION OF COMMITTEE CHAIR AND VICE-CHAIR

3.1. Call for Nominations for Committee Chair

3.2. Motion to Close Nominations for Committee Chair

3.3. Voting for the Position of Committee Chair

3.4. Call for Nominations for Committee Vice-Chair

3.5. Motion to Close Nominations for Committee Vice-Chair

3.6. Voting for the Position of Committee Vice-Chair

4. PRESENTATIONS

4.1. BOX IT. BIN IT. SORT IT. - Campaign Overview

John Armstrong, Armstrong Strategy Group, and Samantha Jorritsma
and Stan DiFruscio, Loud and Clear

3 - 22

5. DELEGATIONS

6. ITEMS FOR CONSIDERATION

- 6.1. PW 3-2021 23 - 33
Approval of Various Public Works Sole/Single Source New Purchase Orders Requests and Purchase Change Order Requests Exceeding \$100,000

7. CONSENT ITEMS FOR INFORMATION

- 7.1. PWC-C 1-2021 34 - 40
COVID-19 Response and Business Continuity in Public Works
- 7.2. PWC-C 2-2021 41 - 44
Update on Walker Environmental Group's Residential Waste & Recycling Drop-off Depot and Composting Facility Operation
- 7.3. PW 1-2021 45 - 62
Niagara Regional Transit (NRT) OnDemand Contract Renewal

8. OTHER BUSINESS

9. CLOSED SESSION

- 9.1. Confidential PW 2-2021
A Matter of A Proposed or Pending Acquisition or Disposition of Land by the Municipality and a Position, Plan, Procedure, Criteria or Instruction to be Applied to any Negotiations Carried on or to be Carried on by or on Behalf of the Municipality - Update on Niagara's GO Station Development Strategy

A confidential presentation will precede discussion of this item.

10. BUSINESS ARISING FROM CLOSED SESSION ITEMS

11. NEXT MEETING

The next meeting will be held on Tuesday, February 16, 2021, at 9:30 a.m.

12. ADJOURNMENT

If you require any accommodations for a disability in order to attend or participate in meetings or events, please contact the Accessibility Advisor at 905-980-6000 ext. 3252 (office), 289-929-8376 (cellphone) or accessibility@niagararegion.ca (email).

BOX IT. BIN IT. SORT IT.

Campaign Overview

Public Works Committee

January 12, 2021

John Armstrong, President
Armstrong Strategy Group



BOX IT. BIN IT. SORT IT.

Campaign Overview

SLOGAN: “BOX IT. BIN IT. SORT IT.”

KEY MESSAGES:

1. CHANGES ARE COMING
2. IT’S WORTH THE EFFORT
3. WE ALL NEED TO DO OUR SHARE

A fourth message, “We’re all in this together,” was dropped due to its prevalence in COVID-19 messaging



PROMOTIONAL MATERIALS

- Communications material for this campaign included:
 - **219,601** collection guides
 - **163,535** informational postcards mailed to residents
 - **39,168** letters to businesses and multi-residential property owners
 - 16,500 initial notice, 20,668 reminders and 2,000 for off-campus student housing owners
 - **Nine** different branded “swag” items: T-shirts, hats, rulers, Blue Box banks, ring holders, pencils, magnets, microfibre cloths and Frisbees
 - Updated branding for promotional and educational materials
 - **32** pop-up banner displays at local stores, **10** staffed displays at farmers’ markets, **3** at Regional landfills



PROMOTIONAL MATERIALS - Slide 2



Example of truck decals

- **86** vinyl decals for each collection vehicle, with new logos and slogans
- **27** customized PowerPoint presentations about how service changes affect business
- **10** videos: 6 live-action, 4 animated
- **68** social media posts, with 7 boosted
- **80** print media, **9** digital media and **5** radio ads
- **56** days of billboard, bus and transit shelter ads
- A new web page



PROMOTIONAL MATERIALS – Slide 3

- 18-day Green Bin contest
- Three fleet magnets and four fleet stickers
- One virtual vendor fair hosted by Brock University
- Distribution of business newsletters and eblasts



DBA GUIDE DISTRIBUTION



- **1,313 collection guides** delivered to commercial properties in DBAs across Niagara
- During these deliveries, Regional staff **fielded 180 questions** from businesses and engaged in **154 discussions** of the service changes longer than five minutes in duration
- **These metrics reflect a high level of business interest in the changes**
- DBAs also received social posts to share and articles to include in e-newsletters and on web sites



DBA Guide – Fort Erie Ridgeway

MEDIA ENGAGEMENT

- 7 media releases
- 20 total media pieces: Niagara Dailies, Metroland weeklies (Niagara This Week), YourTV, Newstalk 610 CKTB, CHCH
- Media events with Miller and GFL, media briefing
- Media engagement was largely of an informational nature





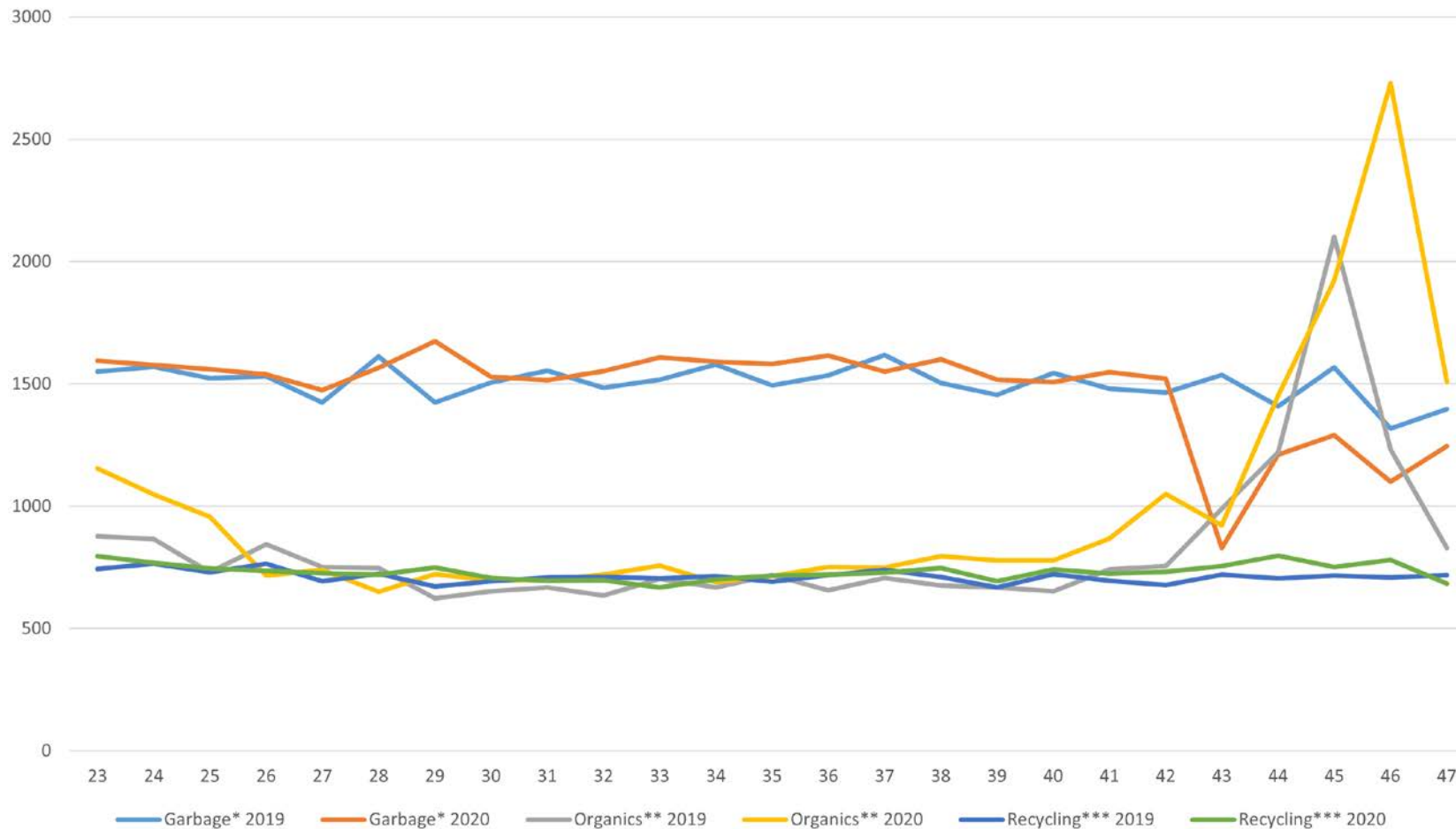
METRICS

OUTCOMES

- Between June 20 and Nov. 20 of this year, NRW experienced a **146% increase in Green Bin distribution** over the same period in 2019
- In this same period, NRW distributed **56% more Blue and Grey Boxes** over the same period in 2019



VISUALIZING YEAR-OVER-YEAR WEEKLY TONNAGE



Tonnage by week of the year

CALL VOLUME ANALYSIS

- The shift to new service levels saw Waste Info-Line call volumes increased around the time of the rollout, then rapidly declined
- This reflects increasing questions about the new service changes, followed by a growing acceptance



WEB TRAFFIC

- NRW's website detailing the service level changed received 22,303 visits between June 1 and November 20
- 24.5% of visitors found the page directly through Google, while 11.9% followed links from social media, mostly from Facebook



MOBILE APP ENGAGEMENT

Web and Mobile App (Sept. 9 to Nov. 21, 2020)

- **Web Calendar**

- **51,585** - Number of users with unique addresses that searched for their collection calendars.
- **18,452** - Number of unique addresses that are using reminders.

- **Mobile App (“Niagara Region Waste” App)**

- **23,255** - Number of times the mobile application was downloaded and installed
- **18,376** - Number of devices where push notifications have been enabled.



ADVERTISING ENGAGEMENT



Billboard ad

- 10.6 million engagements through billboards
- 8.2 million engagements through transit shelter ads
- 1.5 million engagements through back-of-bus ads
- 4.4 million total radio impressions
- 80 total print media advertisements, reaching a total audience of 353,353 for 1.7 million impressions
- 2,553 total clicks and 1.1 million impressions from nine digital ads on media websites



DIGITAL CAMPAIGN

- Social media results:
 - 68 posts between June 17 and Nov. 13
 - **705,162** impressions and **90,059** engagements
 - **51,001** clicks through to Regional websites
 - **5,101** total comments (positive, neutral and negative)
- **These metrics indicate a high level of awareness of service level changes**
- Overall, the in-market campaign garnered **12.8 million** total impressions, with **8,566 total** click-throughs from digital ads
- Campaign tactics, individually and combined, exceeded comparable industry benchmarks for media efficiency and effectiveness as well as initial forecasted targets





RECOMMENDATIONS

RECOMMENDATIONS – Slide 2

- Tell the story: If tonnage of recycled and organic materials continues to increase, emphasize this
- Utilize pre-prepared creative
- Use ambassadors to continue to tell the story
- Consider an annual ad campaign aligned with Waste Reduction Week or the summer months
- Undertake another Green Bin promotional campaign in late spring, ahead of the hot season
- Proceed with plan to update school outreach, including adaptations for the COVID-19 pandemic
- Focus on the illegal dumping campaign, emphasizing rewards and fines





THANK YOU

This strategy and communications roll-out has been prepared by the teams at Niagara Region Waste Management and the Armstrong Strategy Group/Loud+Clear.

Subject: Approval of Various Public Works Sole/Single Source New Purchase Orders Requests and Purchase Change Order Requests Exceeding \$100,000

Report to: Public Works Committee

Report date: Tuesday, January 12, 2021

1. That the Sole/Single Source New Purchase Order Requests and Purchase Change Order Requests identified in Appendix 1 of this report **BE APPROVED**.

Key Facts

- At the Special Council meeting on July 30, 2020, Regional Council instructed staff that, “If any single source [Public Works] procurement [over \$5000] is deemed essential there must be approval first received by the Public Works Committee.”
- On August 18, 2020, the CAO provided Confidential Memorandum CONF-C 6-2020 providing key information in response to the July 30, 2020 staff direction. The memo identified that pursuant to a formal competitive procurement process, a change to the resulting contract (via the Change PO process) is required for any additional goods and/or services, which were not part of that formal process (consider Single Source additions). This includes most (if not all) instances where the “work” is underway when a Change PO request initiates.
- At the Council meeting on September 17, 2020, Regional Council approved an increase in the limit to \$100,000 above which approval must first be received by the Public Works Committee.

Financial Considerations

The included Single Source requests have approved funding in place from either Capital or Operating budgets in the respective divisions in Public Works.

Analysis

Niagara Region’s Procurement By-law 02-2016 as amended February 28, 2019 provides controls and methods that ensure, among other things, that the procurement processes undertaken to procure Goods and/or Services achieves, “best value for the Corporation”.

Pursuant to the formal procurement process, which culminates in contract award, there are occasions, when new information identified after award, requires further consideration of how these unforeseen additional requirements will impact the final project deliverable.

When this happens, staff consider the following alternative approaches to addressing the scope change:

1. Is the original project objective still achievable or should it be abandoned?
2. Can the project proceed as originally planned and this new information be deferred to a later time without reducing the integrity of the design, construction, etc.?
3. Is the current work at a point where it can be terminated, and a new competitive procurement for the additional scope items be initiated without excessive costs or negative impacts to the community from the delays?
4. Does the addition of this new work to the current assignment still achieve best value if Staff can validate that it represents fair value?

Staff note, that where a construction project is underway, the Ontario Occupational Health and Safety Act dictates that, "When an owner undertakes a project by contracting with more than one employer (contractor), the owner is undertaking the project and is the constructor." As a result, if Niagara Region were to initiate additional work on a project site at the same time by two contractors, Niagara Region would assume significant additional liability risk for the safety of all workers on the site. Ideally, the work of first contractor must be completed prior second contractor commencing.

Alternatives Reviewed

Staff have considered the following alternatives for each of the change order requests appended as Appendix 1:

- Closing out the current work. Abandoning the previous approach and re-considering strategy;
- Proceeding as originally planned and addressing the new information/change in scope at a later time through a competitive process; and,
- Terminating the current contract where possible and conducting a competitive procurement process to complete the work with the additional scope items added.

Staff conclude that none of the aforementioned options achieves the desired best value outcome without significant risk to the Region in terms of cost, delay and unavailability of critical infrastructure. Staff have assessed the financial impact of these additionally scoped items, deemed them fair and reasonable hence, the recommendation contained herein is presented for approval as it offers the best value for the Corporation given in the specific circumstances.

Relationship to Council Strategic Priorities

- Responsible Growth and Infrastructure Planning

Other Pertinent Reports

- CONF-C 6-2020, July 30, 2020 Closed Session - Update from Special Council Meeting
- PW 42-2020, September 8, 2020 - Approval of Various Single Source Public Works New Purchase Orders and Purchase Order Change Request
- PW 45-2020, October 13, 2020 - Approval of Public Works Single Source Purchase Requests Over \$100,000
- PW 47-2020, November 10, 2020 Approval of Public Works Single Source Purchase Requests Over \$100,000

Prepared and Recommend by:

Bruce Zvaniga, P.Eng.
Commissioner of Public Works (Interim)
Public Works Department

Submitted by:

Ron Tripp, P.Eng.
Acting Chief Administrative Officer

This report was prepared in consultation with Dan Ane, Manager Program Financial Support and Bart Menage, Director Procurement and Strategic Acquisitions

Appendices

Appendix 1 Sole/Single Source New PO Requests and Change PO Requests

Purchase Order Change Requests to Existing Contracts

1. PO 49672 CIMA (2018-RFP-50)

Bridgeport Sewage Pump Station (SPS) Upgrades – EA Study

Increase original pre-tax amount of \$106,273.00 by a further \$85,690.00 for a new total of \$576,650.00.

Originally contemplated fees (2018-RFP-50)	\$106,273.00
Total approved scope changes to date (single source)	\$384,687.00
Current request (single source)	\$ 85,690.00
Total fees for CIMA	\$576,650.00

Rationale for Increase

The request is to increase the current purchase order in order to account for additional work for:

- (a) Completion of a Stage 4 Archaeological Assessment as part of the Bridgeport SPS Upgrades Class EA and Detailed Design project. The Stage 1 & 2 Archaeological Assessment, which was included in the original scope for the Class EA Study, was completed on 08 July 2020. A subsequent Stage 3 Archaeological Assessment was then completed on 15 October 2020. During the Stage 3 archaeological assessment of the Euro-Canadian historical site, an Indigenous archaeological site was identified. The Indigenous component resulted in the recovery of approximately 50 lithic artifacts, dating between the Late Archaic and Woodland cultural period (2,500 to 1,500 BP). The Stage 4 Assessment will only be for the Indigenous component since the Euro-Canadian component does not have any further significance.

The site meets the following standards per the Ministry of Heritage, Sport, Tourism and Culture Industries (MHSTCI) Standards and Guidelines for Consultant Archaeologists, and, therefore, a Stage 4 excavation is required:

- i. Section 3.4, Standard 1.e: Woodland period archaeological site
- ii. Section 3.4.1, Standard 1.a: One or more test units yielding 10 or more artifacts
- iii. Section 3.4.1, Standard 1.b. One or more test units yielding five to nine artifacts, including at least one diagnostic artifact

Alternatives Reviewed

(i) Do Nothing:

- This alternative does not address MHSTCI Standards and Guidelines.
- It does not address the need for development and growth that requires an increase of the pumping station capacity.
- This alternative would prevent the Region from expanding the pumping station within the purchased property parcel.

(ii) Expansion within the right-of-way:

- This does not address the needs and concerns of the local residents, Town of Lincoln and Niagara Region WWW Operations and Maintenance staff.

2. PO 79630 Complete Systems Installations

Road Weather Information System (RWIS) Equipment Replacement

Increase original amount of \$134,135 by a further \$26,160 to \$194,795.

Rationale for Increase:

As previously reported in PW 42-2020, the cost to repair all identified deficiencies was initially identified as \$134,135 and was undertaken during the summer months. Upon completion of those repairs the contractor resumed the annual maintenance activities and subsequently identified additional deficiencies at several of the stations. This year's maintenance program revealed a number of deficiencies at the seven (7) weather stations that will severely compromise the Region's ability to effectively and accurately manage winter operations. As a result, we are required to replace the damaged hardware to allow preparation for the 2020-2021 winter season.

Public Works Committee and Council on September 17, 2020 approved an additional \$34,500. However, a line item was not correctly incorporated into the request and the required increase should have been \$9,680 greater.

Since that date, we have experienced (1) solar battery failure at one of stations that restricts its operation to daytime hours thus bringing the station out of compliance. The cost to repair is an additional \$3,480; (2) a failed road sensor at the Grimsby station that must be replaced at an additional cost of \$13,000.

As noted in the previous report, an RFP will be issued soon to publicly procure a multi-year metrological maintenance and repair services contract using a competitive process allowing for active monitoring of system components and short replacement timelines; similar to MTO's newer contract model. This single source allocation is required to prepare for the 2020 winter season.

Niagara Region has seven (7) Road Weather Information System sites operating across the Region. These systems are installed with multiple scientific weather observation instruments and CCTV cameras that are monitored and recorded. This information is accessed, validated, interpreted, and reported on by the vendor of record to provide the Region with daily meteorological services such as weather forecasts and real-time RWIS site data access & information. This information is critical and essential to the Region's winter road maintenance operations for compliance with the Regulatory requirements set out in Ontario Regulation 239/02 – Minimum Maintenance Standards. The information is used to plan and react to

winter weather and significant weather events. This information is also provided at no charge to the Local Area Municipalities.

In summary, the additional request for funding is \$26,160, which when added to the revised PO amount of \$168,635, equals a total overall equipment replacement cost of \$194,795.

CSI is the defacto vendor used by the Region, MTO and municipalities throughout Ontario for RWIS maintenance and repair. CSI has established processes and has immediate access to the required equipment. Issuing a tender for the acquisition of parts (there is a minimum 6 week manufacturer order fulfillment from purchase date) and a contractor to implement the service will not meet the need for the 2020-2021 winter season.

Therefore it is recommended that the quote provided by Complete Systems Installations (CSI) be approved in accordance with the Region's Procurement By-Law as follows:

SINGLE SOURCE PURCHASES

18. (a) Bid Solicitations are not required for Single Source Purchases, provided that any of the following conditions apply:

- (i) the compatibility of a Purchase with existing equipment, product standards, facilities or service is a paramount consideration;

Sole-Source Purchase Requests for Approval

3. Request: Single source purchase of traffic control cabinets

Supplier: Econolite

Single source purchase of traffic control cabinets required for ten (10) signalized intersections and two (2) spares at a total cost of \$206,524.86 (exclusive of HST).

Rationale for Purchase

This request is for the approval for a single source purchase of traffic control cabinets as an interim measure until a procurement strategy is finalized. This request will fulfill the immediate need in order to keep the business operating.

This purchase is to replace traffic control cabinets which fall under Regional jurisdiction. It is required to replace cabinets which have passed their end-of-life (EOL) cycle at ten locations throughout the Region. Two (2) additional cabinets are included in this request to be placed in Stores for emergency cabinet replacement purposes. This product has proven to meet all Regional operational and performance standards consistently for over 20 years with approximately 260 in-service currently. The supplier has an established history of providing a high level of product support and has consistently met our delivery timelines.

This equipment is necessary for the safe and efficient operation of these signalized intersections. The Region has strived over the years to be proactive in replacement of obsolete traffic equipment to maintain accurate and consistent signal operation. This ensures proper alignment with changing traffic practices and technologies.

Alternatives Reviewed

- (i) Do nothing – Not an option as a traffic control cabinet is required at each signalized intersection in order to operate. Inefficient operation of the signalized intersection increasing driver delays, frustration and resulting in possible safety issues.
- (ii) Procurement strategy is under review:
 - The risk of procuring products of unproven performance may cause safety and operational concerns at affected signalized intersections.

4. Request: Single source purchase of Wavetronix Vehicle Radar Detection Systems

Supplier: Fortran Traffic

Single source purchase of traffic signal vehicle detection equipment required for nine (9) signalized intersections at a total cost of \$238,291 (exclusive of HST).

Rationale for Purchase

This request is for the approval for a single source purchase of vehicle radar detection equipment as an interim measure until a procurement strategy is finalized. This request will fulfill the immediate need in order to keep the business operating.

This purchase is for the materials needed to replace vehicle detection equipment for nine signalized intersections falling under both Regional and local area municipality jurisdiction. This is required to replace systems, which have failed or reached the end-of-life (EOL) cycle at nine (9) locations throughout the Region. This product has proven to meet all Regional operational and performance standards consistently at other locations over recent years without issue; currently operating at forty-three (43) intersections. The supplier has in the past, provided a high level of product support and has consistently met our delivery timelines.

These systems will replace failed or failing equipment currently installed at signalized intersections at nine (9) locations throughout the Region. This equipment is necessary for the safe and efficient operation of these signalized intersections. The Region has strived over the years to provide vehicle detection for all approaches to signalized intersections. This allows the signal to vary green times for each approach according to vehicle demand and respond to real time traffic conditions. This greatly reduces vehicle emissions and delays for all motorists at the intersection.

Alternatives Reviewed

- (iii) Do nothing – Inefficient operation of the signalized intersections increasing driver delays, frustration and resulting in possible safety issues.
- (i) Procurement strategy is under review:
 - The risk of procuring products of unproven performance may cause safety and operational concerns at affected signalized intersections.

5. Request: Sole Source of Water Valve Maintenance Trailer Replacement

Supplier: Wachs Canada

Sole source purchase of one (1) Water Valve Maintenance Trailer at a total cost of \$119,300.00 (exclusive of HST).

Rationale for Purchase

Niagara Region owns three (3) valve maintenance trailers, one (1) for each water operational area. Two (2) of our maintenance trailers are 2005 models. At 15 years old the trailers have surpassed their projected service life of 10-12 years. One (1) of the trailers has currently been removed from service by our fleet mechanics due to multiple mechanical problems. This request is for replacement of that trailer.

The water valve maintenance trailers are used daily by water maintenance staff to support Niagara's valve turning and maintenance programs. These programs are regularly scrutinized by our MECP inspectors. The trailers are also used for emergency response (water main breaks) and to support water system isolations required in the distribution system for Niagara region's Local Area Municipalities.

Niagara Region owns hundreds of large format water valves that cannot be effectively operated by hand. Mechanical advantage is required to operate them. The trailer is equipped with a hydraulic valve actuator, vacuum system, power washer, hydraulic de-watering pump, digital controller and data logger, as well as all of the safety beacons required for working within roadways. This equipment is essential to our valve maintenance and emergency response as all tasks related to operation and maintenance of water valves can be performed in a fraction of the time of manual means.

Rationale for sole source

The trailer is supplied by Wachs Canada in Newmarket, ON. It is considered specialized equipment and Niagara Region already own the controllers that are used to collect valve data and the software that is used to store that data, as well all of the tools and accessories that are used with this trailer. Niagara Region's Local Area Municipalities also use the same or similar equipment also supplied by Wachs.

Alternatives Reviewed

Staff are not aware of any other suppliers that can provide this equipment.

MEMORANDUM

PWC-C 1-2021

Subject: COVID-19 Response and Business Continuity in Public Works

Date: January 12, 2021

To: Public Works Committee

From: Bruce Zvaniga, P.Eng., Commissioner of Public Works (Interim)

As reported previously, Public Works has remained focused on keeping the critical public infrastructure operational while responding to the COVID19 pandemic. Departmental staff continue to ensure that the community has: safe drinking water, reliable wastewater systems, recycling and waste collection/disposal, regional specialized and regular transit and a well-maintained regional road system. Public Works staff recognize and are dedicated to the essential role they play ensuring that healthcare, social services, emergency responders and the community-at-large can depend upon the reliable availability of these core municipal services.

Public Works leadership is actively participating in the Municipal Emergency Control Group. Working with all other departments, the Business Continuity Plan and staff redeployment strategy is monitored and adjusted to respond to changing conditions.

The Department Leadership team continue to actively participating in virtual meetings with their counterparts in the Local Area Municipalities, and provincial committees to share our successes and learn how others have overcome challenges.

The following provides a brief highlight from each of the four (4) divisions on their respective status, service changes, actions taken and future outlook.

Water & Wastewater Services

Current Status of Operations

The focus continues to be providing high quality safe and reliable water and wastewater services to the residents of Niagara while continuing to implement the necessary safety and social distancing protocols in accordance with Niagara Region Public Health directives and Ontario Regulations.

Both the Drinking Water and Wastewater Quality Management Systems (QMS) remain active. Capital infrastructure projects are deemed essential and continue to be delivered.

All W-WW staff and contractors continue to be reminded of their obligations to comply with the Niagara Region mask by-law and other pandemic mitigation policies and procedures.

Service/Operational Change

- Nothing new to report this month.

Operational Outlook

- The focus continues to be on the maintenance of all key components, the sustainable supply of key chemicals and materials and most importantly on the well-being of the staff managing these essential systems.

Transportation Services

Current Status of Operations

Essential bridge, culvert and roadway works, forestry, traffic control, pavement markings and signage are critical services which continue to be provided.

Design, construction management and environmental assessments continue from engineering staff and consultants.

Staff continue to monitor all material shipments, supplies and construction contracts experiencing delays to understand larger impacts to ongoing construction project schedules.

Service/Operational Changes

- Nothing new to report this month

Operational Outlook

- Essential and critical project interpretation based on Provincial announcements will affect the delivery of projects and levels of service to residents of Niagara

region. This continues to be under review. The Business Continuity Plan with Redeployment Strategy of staff for the Division will be administered accordingly.

- Contracts are continuing to be monitored by staff with regards to any shortages (supplies and trades) and updates will be highlighted.

Waste Management Services

Current Status of Operations

Restrictions to the curbside collection program and at the landfill sites/drop off depots have been lifted with minor restrictions still in place as noted below.

An online tool was successfully implemented in June to provide residents the ability to purchase garbage tags, CFC stickers and recycling and organic bins on line. Garbage tags and CFC stickers are mailed to the residents. For recycling and organic bins, payment is made on line and residents can pick up the bins at one of the Regional distributions centres. Some local municipalities have begun to sell or distribute recycling boxes and green bins, by appointment.

Strategic initiatives are continuing such as the MRF Opportunity Review, administration of new collection contracts and services levels, Strategy Plan, construction projects, and operational tenders.

Service/Operational Changes

Landfill Service Changes

- Nothing new to report this month

Some /Green Bin Distribution Locations Remain Closed

For more information on [waste management services](https://www.niagararegion.ca/waste), visit <https://www.niagararegion.ca/waste>.

Operational Outlook

- Continue to work through transition of new collection contracts and service levels.
- RFP will be issued for the division's Long-term Strategic Plan.

- Further work to be completed on draft Blue Box Final Regulations.
- Recommendations brought forth as a result of the NRFP MRF Opportunity Review.
- Preparation for the start of the new Humberstone contract.

Niagara Region Transit/Specialized Transit & GO Implementation

Current Status of Operations

As of November 23, 2020, every transit service in Niagara has reduced its onboard passenger capacity to 50% of the vehicle's seated capacity rating. For Niagara Region, this includes NRT, NST and NRT OnDemand. These capacity changes were agreed upon by the transit providers at the weekly IMTWG teleconference and align with Niagara's move to "Orange". This capacity reduction will likely remain in place if Niagara moves to "Red" and could possibly be reduced further.

Niagara Region Transit (NRT) is operating at a reduced level of service when compared to a typical September through December schedule. This is due to Brock University being 95% online, and Niagara College having significant enrollment reductions combined with many online programs and lower Niagara-based student residency:

- Express routes 40a, 40b, 45a, 45b, 60a, 65a were reinstated but only during morning and afternoon peak periods, 70a, 75a) effective March 23
- 7:00 a.m. - 11:00 p.m. operating hours effective Sept 7 (back up from 7:00 a.m. - 9:00 p.m. from May 4 to Sept 6)
- Hourly service (60 minutes) on most routes except 60 and 65 as those are typically well utilized student routes.

Niagara Specialized Transit (NST) continues operating at the normal level of service, except for trips whose origins or destinations are to/from a location with reported cases of COVID-19 are not being provided. Reducing hours of operation is not a necessity in this case as Niagara Region only pays for trips delivered, rather than an hourly rate. Overall, NST trip requests are significantly reduced, however NST continues to deliver all requested trips within the capacity available. Ridership has continued to show small signs of recovery but still sits at approximately 40-50% of typical usage.

NRT OnDemand service operates in Grimsby, Lincoln, Pelham, Wainfleet and West Lincoln from Monday to Saturday, 7 a.m. - 10 p.m. Now two months in, NRT OnDemand has continued to see significant growth despite challenges stemming from COVID-19.

Mandatory mask usage is required as per the Region's Face Covering By-law.

Service/Operational Changes

Despite the reduction of vehicle capacity, there is no need to return to rear door boarding as each vehicle has a partition separating the operator/driver from the passengers.

The "Rear door boarding" policy enacted on March 23 to temporarily limit driver contact and respect physical distancing has been lifted on July 2. Because Niagara's transit providers have installed plexi-glass bio-barriers across the entire fleet of vehicles to protect bus operators, even if COVID-19 numbers increase, there will not be a need to return to rear door boarding and thus fare collection will be maintained as well.

A lower than typical service level began on September 7, however staff elected to maintain an adequate amount of express service as the student demand from Niagara College was unclear.

Significant Initiatives or Actions undertaken

- All NRT, and NST fleet vehicles continue to be professionally cleaned/disinfected/sanitized well beyond regular protocols, and Aegis antimicrobial spray was applied to all interior surfaces. This work was completed by the local transit service providers as they manage and operate the NRT fleet as part of their own.
- Due to the low volume of trips, BTS has made every effort to deliver trips with only a single occupant in each vehicle, although this has not been formalized as a public policy.
- NRT OnDemand does not permit the use of the front passenger seat in order to maintain distance between the drivers and passengers.

Operational Outlook

1 month

- Staff will continue to monitor the COVID-19 numbers and categorization for Niagara. Service adjustments may be required as the situation worsens.
- NRT staff continue to review ridership data closely in order to determine appropriate levels of service.

- Staff continues to work with Brock University and the Brock University Student Union to maintain the U-Pass Program for the 2020-2021 academic year. Niagara College terminated the U-Pass agreement in response to COVID-19 and thus students will be purchasing monthly passes in September.

3 months

- Schedules for January through April 2021 have already been set. Due to the extremely low ridership, the loss of the bulk U-Pass revenue (i.e from Niagara College) and increasing COVID-19 numbers, the service level has been significantly scaled back as of January.
- Possible further service adjustments based on ridership and in reaction to any provincial changes. Staff will continue to work with the IMTWG in reviewing the available data to ensure that adequate service is being provided while being mindful of the financial challenges faced by each municipality.
- The Niagara Transit Governance Study report will be complete by summer 2020. Introduction of the final report to LNTC with recommendation on a new governance model by the Project Team and study consultants will be done in consultation with the CAO Working Group and the LNTC Chair.

6 months

- The IMTWG will begin working towards the implementation of a new fare payment technology through the funding provided by the Investing in Canada Infrastructure Program (ICIP). Due to the complexity of the program, an implementation date in 2021 is most likely. Staff will continue to provide updates once a timeline has been established and at the major milestones.

As both the Province and Region move through the recovery process, staff at each of Niagara's transit providers will continue to collaborate in monitoring service levels, processes, and policies to ensure the safety of the residents and employees remain a priority and that decisions are made and communicated jointly wherever possible.

Respectfully submitted and signed by,

Bruce Zvaniga, P.Eng.
Commissioner of Public Works (Interim)

Other Pertinent Reports

CAO 10-2020, April 23, 2020 COVID-19 Response and Departmental Updates

PWC-C 13-2020, May 12, 2020 COVID-19 Response and Business Continuity in Public Works

PWC-C 20-2020, June 16, 2020 COVID-19 Response and Business Continuity in Public Works

PWC-C 24-2020, July 14, 2020 COVID-19 Response and Business Continuity in Public Works

PWC-C 27-2020, August 4, 2020 COVID-19 Response and Business Continuity in Public Works

PWC-C 33-2020, September 8, 2020 COVID-19 Response and Business Continuity in Public Works

PWC-C 37-2020, October 13, 2020 COVID-19 Response and Business Continuity in Public Works

PWC-C 41-2020, November 10, 2020 COVID-19 Response and Business Continuity in Public Works

PWC-C 47-2020, December 8, 2020 COVID-19 Response and Business Continuity in Public Works

MEMORANDUM

PWC-C 2-2021

Subject: Update on Walker Environmental Group's Residential Waste & Recycling Drop-off Depot and Composting Facility Operation

Date: Tuesday, January 12, 2021

To: Public Works Committee

From: Emil Prpic, Associate Director, Waste Disposal Operations & Engineering

The purpose of this memorandum is to provide Public Works Committee with an update on recent discussions with Walker's Environmental Group (WEG) related to the operation of their residential waste and recycling drop-off depot and composting facility.

Background

Niagara Region has contracts with WEG for the operation of WEG's residential waste and recycling drop-off depot and processing of Niagara's curbside collected organic materials. Report PW 21-2021 identified that staff would review the operation of the residential waste and recycling drop-off depot and analyze the future requirements for the processing of organics materials.

Residential Waste and Recycling Drop-off Depot

WEG constructed and has operated a residential waste and recycling drop-off depot at its Thorold location since 2001. As per report PW 21-2020, the current contract for the operation of WEG's residential waste and recycling drop-off depot, which was to expire on December 31, 2020, has been extended to December 31, 2025.

WEG's residential waste and recycling drop-off depot largely services residents from Niagara Falls, Niagara-on-the-Lake, St. Catharines and Thorold. Every year 85,000 residents drop-off 26,000 tonnes of material comprised of household waste, construction and demolition materials, soils, electronics, leaf and yard waste, and blue / grey box materials.

Customers are able to dispose of recyclable materials for free. A tipping fee payment is applied to dispose of materials such as household waste, appliances containing

refrigerants, concrete and asphalt, tree stumps, clean wood and shingles. WEG currently charges a minimum tipping fee of \$11 per load and \$116.99 per tonne plus HST. The existing contract allows the tipping fees to be adjusted annually, on March 1, by an amount that is to not exceed the Consumer Price Index (CPI), All Items, Ontario.

Upgrades to the residential waste and recycling drop-off depot will be required due to its age. WEG is proposing that the following areas require improvement:

- Drop-off pad – provide additional space for customers to drop-off materials, reduce congestion and enhance the customer experience
- Health and Safety – improve drop-off depot safety between customers, contractors and WEG operations e.g. heavy equipment
- Environmental compliance – maintain compliance by improving site infrastructure e.g. paving areas under concrete and asphalt pads

Since opening in 2001, WEG has been fully responsible for the maintenance and any capital improvements to the residential waste and recycling drop-off depot at no cost to the Region. WEG has requested that a one-time tipping fee increase be granted in order to assist in offsetting a portion of the identified capital improvement costs. Staff will continue discussions with WEG to ensure best value for the Region and report back to Committee with a recommendation in Q1 2021.

Organics Diversion

Current State of Organics Diversion in Ontario

As part of its *Resource Recovery and Circular Economy Act, 2016*, the province issued the Food and Organic Waste Policy Statement in April 2018 which provides direction to increase waste reduction and resource recovery of food and organic waste. As a result, organics diversion will be a focal point for the Ontario waste management industry over the coming years. According to the Food and Organic Waste Framework, a total of 3.7 million tonnes of organic material was generated in 2015, however, Ontario has approximately 2.5 million tonnes of approved processing capacity.

A 2016 Ontario Waste Management Association report states that there are roughly eighty (80) composting facilities in Ontario. Over the last several years a number of new facilities have been constructed or are in the process of becoming operational. Despite the fact that new facilities are being built, there is general consensus within the Ontario waste management industry that there will be insufficient organics processing capacity

in the future. Consequently, it is critical that Niagara Region begins the process of evaluating and securing processing capacity in advance of its future needs.

Niagara Region

In report PW 21-2020 staff indicated that additional analysis would be required to assess Niagara's future organics processing requirements. Since 2009, WEG has processed Niagara Region's organic material at its composting facility located in Thorold. The existing contract between WEG and Niagara Region for the processing of organic material is scheduled to expire on March 31, 2029.

At present, WEG's composting facility is designed and capable of processing all of the organic material that is currently being generated by Niagara residents. However, over the coming years, it is expected that the amount of organics generated in Niagara will continue to increase. In order to be well-positioned for future growth and to ensure sufficient available capacity, staff have begun to review possible options to manage Niagara's organic material.

Options

Staff are examining a number of options to ensure that Niagara maintains future processing capacity.

Option #1 – Expansion of Existing Composting Facility

Staff have had initial discussions with WEG regarding future organics processing capacity at their current facility. The WEG facility is designed and able to process the organic material currently generated by Niagara region residents. An expansion would include constructing additional capacity to WEG's current GORE system. At this time the structure of any potential agreement has not been determined. This option would be a non-competitive negotiation.

Option #2 – Alternate Processing Facility

Niagara Region could send its organic materials to an alternate third party processing facility. This option would need to consider both processing and haulage costs since these facilities are generally located outside of Niagara Region. Third party processor agreements tend to be put or pay contracts meaning that Niagara Region would be committed to delivering or paying for a minimum amount of organic material. Under this

scenario, Niagara Region would continue to send WEG the tonnage it is obligated to provide under the current contract, and any excess tonnage would be sent to an alternate third party processing facility.

Staff will conduct a market scan to better understand the potential of third party facility options, haulage requirements and contractual structure. This option would involve a competitive procurement process.

Next Steps

Staff will continue to meet with WEG staff with respect to both the residential waste and recycling drop-off depot and processing of Niagara's organic materials. In addition, staff will further evaluate options to address future organics processing needs. Staff will report back to Council with further developments.

Respectfully submitted and signed by

Emil Prpic
Associate Director, Waste Disposal Operations & Engineering

Subject: NRT OnDemand Contract Renewal

Report to: Public Works Committee

Report date: Tuesday, January 12, 2021

Recommendations

1. That Report PW 1-2021 **BE RECEIVED** for information.

Key Facts

- The purpose of this report is to inform Council that the NRT OnDemand pilot will be renewed for a period of up to 12 months as authorized in PW 60-2019.
- PW 60-2019 authorized the pilot program and defined “the pilot periods in the Agreement as 1 year with an option to extend for a period of up to an additional 12 months at the discretion of the Chief Administrative Officer”.
- PW 52-2020 and PW 53-2020 authorized staff to renew the Niagara Region Transit Service Agreement and the Niagara Specialized Transit Service Agreement respectively.
- Renewing each of the transit service agreements strategically aligns the termination dates such that Council will have the benefit of the Niagara Transit Governance Study (NTGS) results prior to considering the future of these services.
- Staff will confirm the desired involvement of the partnering municipalities prior to formally renewing in May 2021.
- Staff intends to bring a subsequent report to Council at the 18 month mark of the 24 month Pilot period examining: (1) the results of the NRT OnDemand pilot; (2) alignment of the NST service and required service contract; (3) convergence of the transit governance decision – all in one report as discussed in PW 53-2020 to chart a singular, consolidated path forward.
- The path forward will consider all options for service delivery including an open competitive process, bringing the services in-house, or a hybrid of the two.

Financial Considerations

There are no financial impacts from a 12 month renewal of the NRT OnDemand pilot as authorized in PW 60-2019 since funding was approved in the 2020 budget and is included in the base budget for 2021.

Analysis

A number of factors exist to support the extension of the pilot agreement as contemplated by the original Agreement and as supported by Council in PW 60-2019. These factors are highlighted below the brief update of the pilot status and statistics.

As of November 28, 15 weeks since launch, NRT OnDemand completed 4,812 trips of which 54 (1.1%) were accessible and had transported 5,408 riders. Given the fact that 30% of the NRT OnDemand fleet is wheelchair accessible, the service has significant capacity to deliver additional accessible trips.

The average daily ridership for NRT OnDemand has continued to grow week over week from 17 passengers to 98 passengers. From the first week to fifteenth week, there was a 463% growth in average rides taken. For additional ridership information, please refer to Appendix 1.

PW 53-2020 outlined that a number of the features of the current NRT OnDemand service align with the recommendations from the Specialized Transit Service Review (2018/2019) which is a component of the larger ongoing Transit Governance Study. Some examples of these features are:

- Same day booking
- App/Digital booking
- App/Digital payment
- Elimination of the need for applications
- Co-mingling of specialized passengers and non-specialized passengers

Based on the early results NRT OnDemand is supporting the co-mingling of specialized and non-specialized trips using the Wheelchair Accessible Vehicle (WAV) shared-ride service. This indicates that there may be a strong potential for alignment between the NRT OnDemand pilot and the existing NST system.

When the pilot program was originally approved in November 2019 (PW 60-2019), staff indicated that the intention is to acquire sufficient data so that Niagara Region can initiate a competitive bid process to deliver the services efficiently in the long term. As a competitive bid would require approximately six (6) months of lead time to allow for development of the RFP, awarding of the contract, service design and for the provider to mobilize, this process would need to begin February 2021. Despite the first fifteen weeks of service showing significant growth in ridership, increased connectivity for the residents of West Niagara, and a strong potential for alignment between the NRT

OnDemand pilot and the existing NST system, such a small duration does not provide an adequate period of time from which the details of a competitive RFP can be derived, especially when considering the merging of two services.

Moreover, the Niagara Transit Governance Study (NTGS) was originally seeking a decision in Q2 of 2020; but due to COVID-19, the new timeline is approximately Q2 2021. With these two issues combined, staff feels that service continuity should be prioritized by renewing with the current provider as authorized in PW 60-2019 to avoid changing service providers multiple times between now and when/if a new transit entity is formed. This would also ensure that when the new combined service does go through a competitive process, that staff is able to adequately articulate the desired parameters of the service. This strategy of not entering into long term agreements during the governance review has been agreed to, recommended, and employed by all of the transit properties that make up the Inter-Municipal Transit Working Group (IMTWG), including things such as labour relations, service contracts, and operating agreements.

Therefore, using the authorization provided in PW 60-2019, staff will renew the NRT OnDemand Service Agreement at the nine (9) month mark (approximately May 2020). This will allow sufficient time for the partnering local municipalities to approve their 2021 budgets and confirm their continued participation.

For the sake of clarity, it is worth reiterating that a report will be brought to Council in or around January 2022 with respect to the long term plans for NRT OnDemand and NST. That timeline allows sufficient time to acquire data from the pilot project and ensures that the governance decision from the NTGS will have been made prior to initiating a competitive bid process for transit services.

Alternatives Reviewed

As noted in the Analysis section, conducting an open competitive procurement at this time for on-demand transit during August 2021 to July 2022 would not afford vendors adequate time to capitalize the cost of vehicles, and would be disruptive to users to transition to a different service provider "now" and again at the end of the NRT OnDemand pilot. Additionally, as the on-demand pilot has only been in operation for 15 weeks at the time this report was produced, there has not been adequate time to identify and articulate the terms for an aligned service with NST and thus a competitive procurement at this time is not recommended.

Relationship to Council Strategic Priorities

The NRT OnDemand Pilot Project directly aligns with the Council Strategic Priority: Responsible Growth and Infrastructure Planning (Objective 3.1) through advancing regional transit and GO rail services and facilitating the movement of people and goods.

Other Pertinent Reports

- CAO 8-2017 Niagara Region's Transit Service Delivery and Governance Strategy
- LNTC-C 21-2018 Inter-Municipal Transit (IMT) Service Implementation Strategy
- LNTC-C 22-2018 Inter-Municipal Transit Financial Impact Analysis
- LNTC-C 23-2018 Inter-Municipal Transit Capital Plan, 2019
- PW 60-2019 On-Demand Transit – Pilot Authorization (Simulation Results)
- PW 41-2020 Niagara Regional Transit OnDemand – Niagara-on-the-Lake Inclusion
- PW 46-2020 NRT OnDemand - Update
- PW 52-2020 Niagara Region Transit Service Agreement Renewal
- PW 53-2020 Niagara Specialized Transit Service Agreement Amendment

Prepared by:

Robert Salewytch
Program Manager – Transit Services
Public Works Department

Recommended by:

Bruce Zvaniga
Commissioner (Interim)
Public Works Department

Submitted by:

Ron Tripp, P.Eng.
Acting Chief Administrative Officer

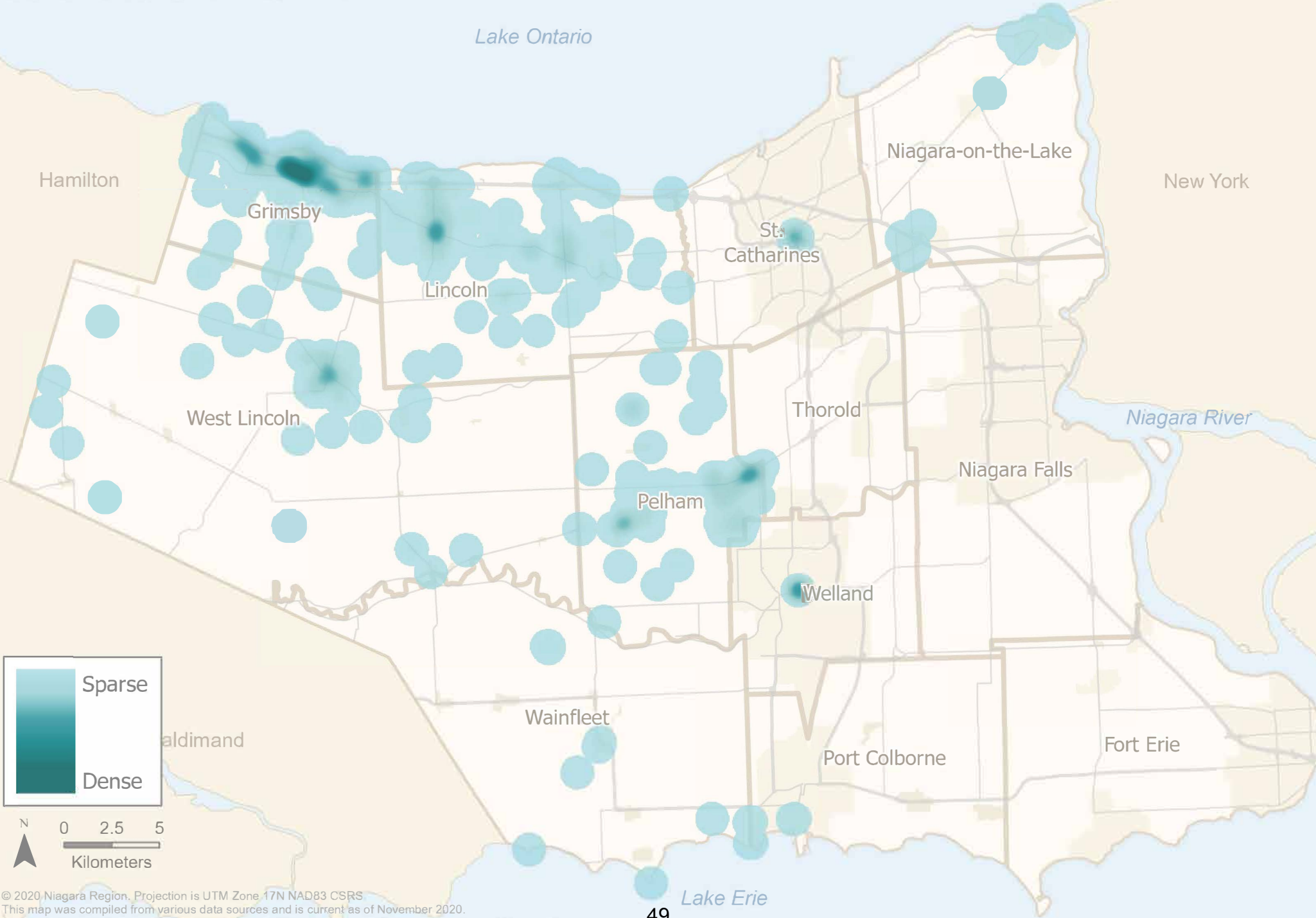
This report was prepared in consultation with Catherine Lam, Program Financial Analyst; and reviewed by Heather Talbot, Financial and Special Projects Consultant, and Matt Robinson, Director, GO Implementation Office.

Appendices

PW 1-2021 – Appendix 1 – Overview and Municipality Specific Maps and Metrics

NRT OnDemand Distribution of Ridership by Trip Origin

Based on data from 2020-08-14 - 2020-11-28



© 2020 Niagara Region. Projection is UTM Zone 17N NAD83 CSRS
This map was compiled from various data sources and is current as of November 2020.
Niagara Region makes no representations or warranties whatsoever, either expressed or implied, as to the accuracy, completeness, reliability, currency or otherwise of the information shown on this map.

Overall NRT OnDemand Service Metrics

Number of Rides

5408

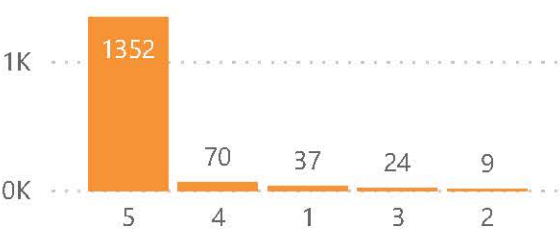
Number of Trips

4812

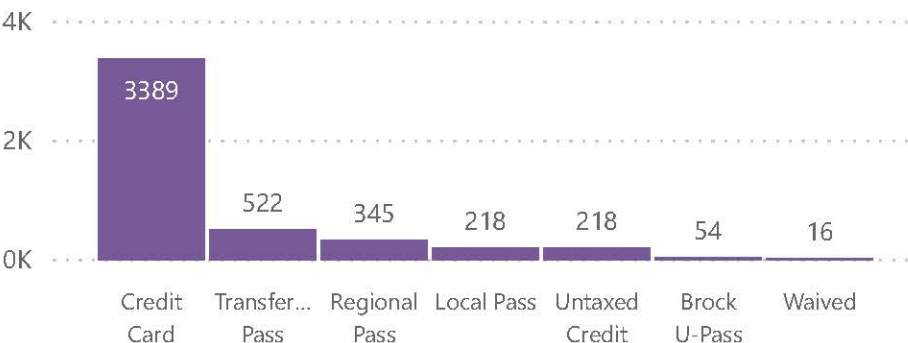
WAV Trips

54

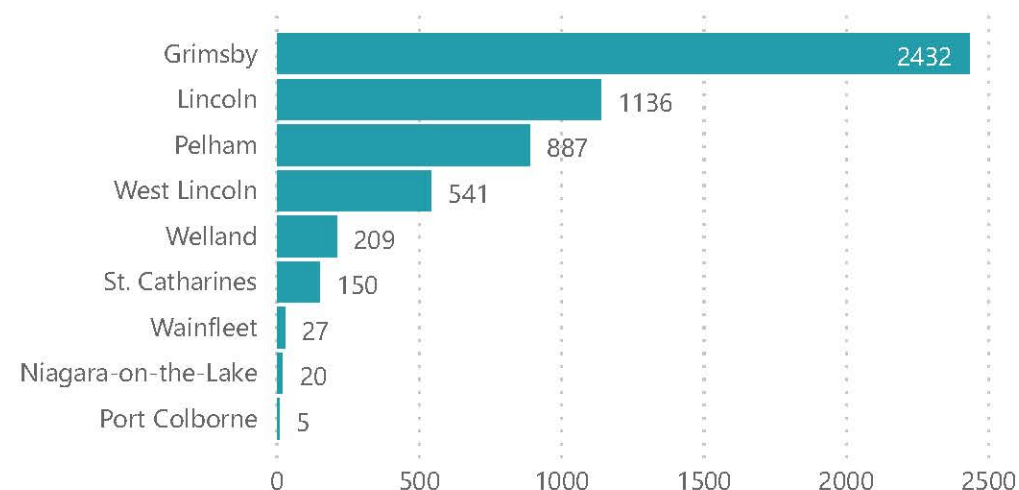
Trip Rating



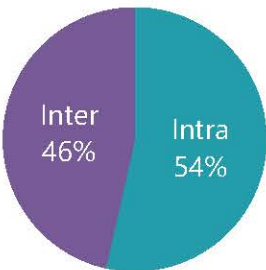
Payment Type



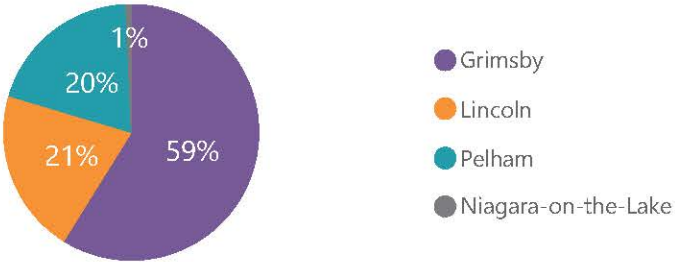
Rides by Origin Municipality



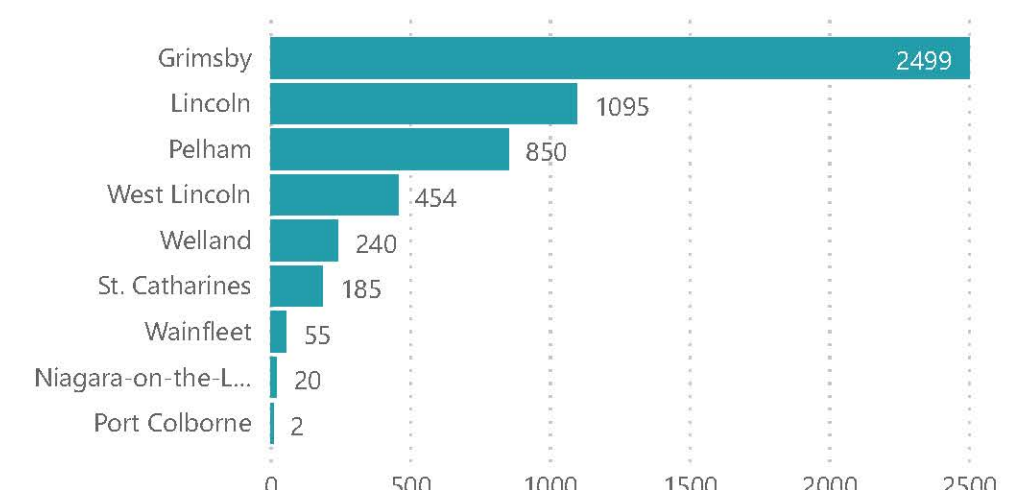
Inter vs. Intra-Municipal Rides



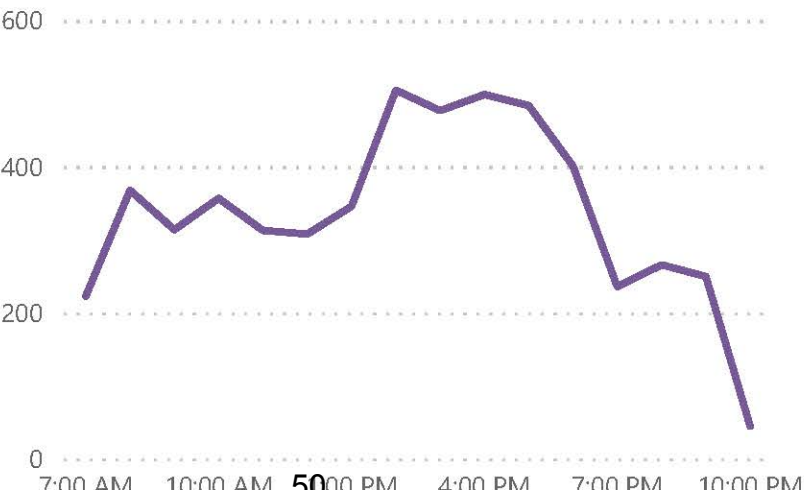
Intra-Municipal Rides



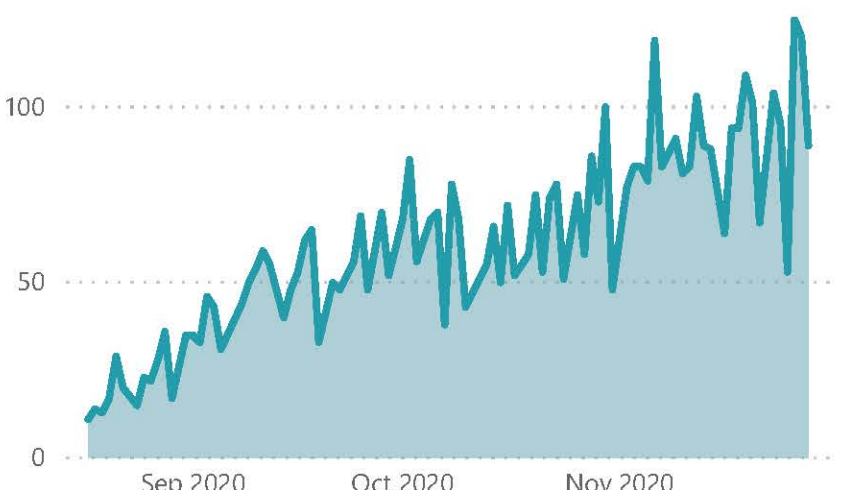
Rides by Destination Municipality



Ride Time of Day



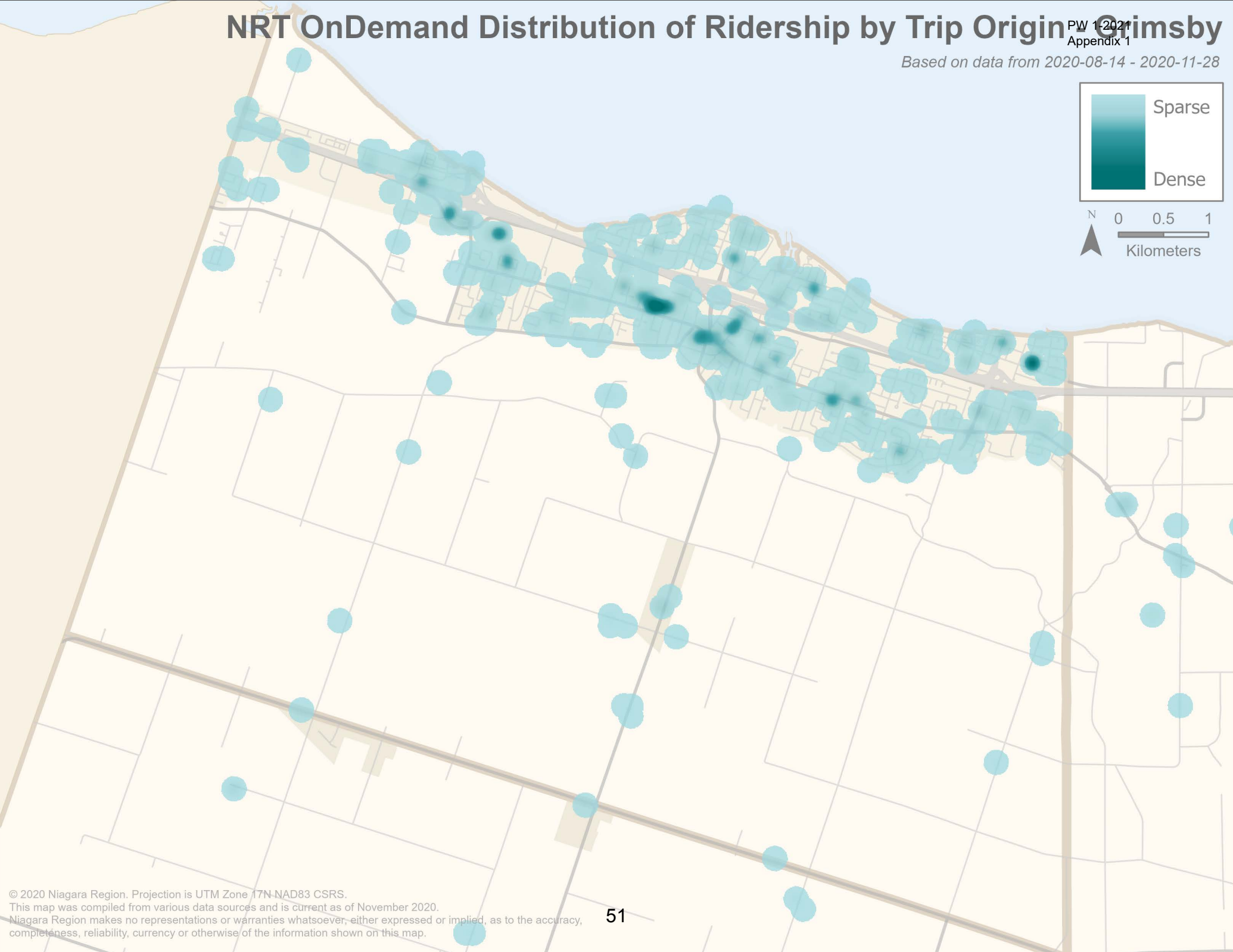
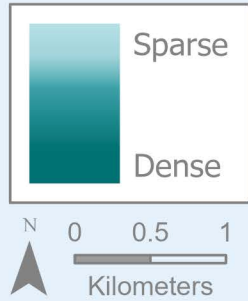
Ridership



NRT OnDemand Distribution of Ridership by Trip Origin - Grimsby

PW 1 2021
Appendix 1

Based on data from 2020-08-14 - 2020-11-28



NRT OnDemand Service Metrics

Grimsby
Origin and/or Destination Municipality

PW 1-2021
Appendix 1
Saturday, November 28, 2020
Data as of

Number of Rides

3228

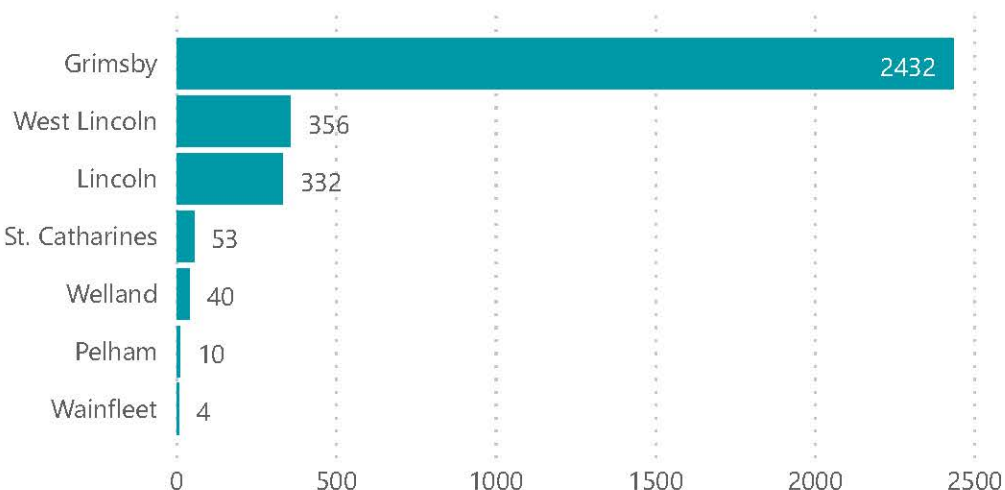
Number of Trips

2816

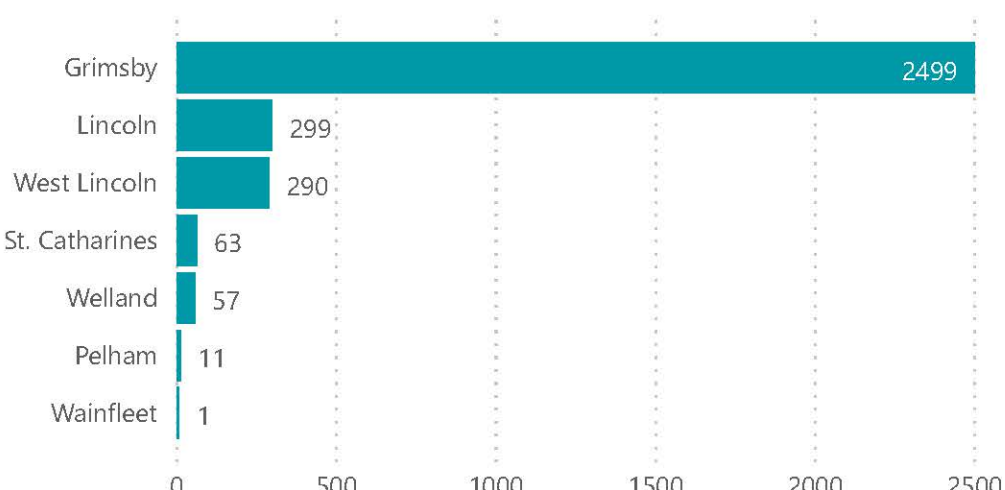
WAV Trips

42

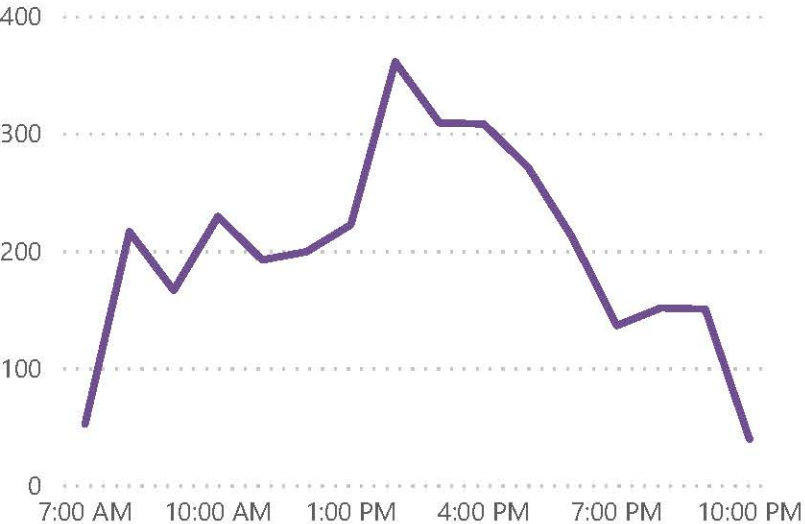
Rides by Origin Municipality



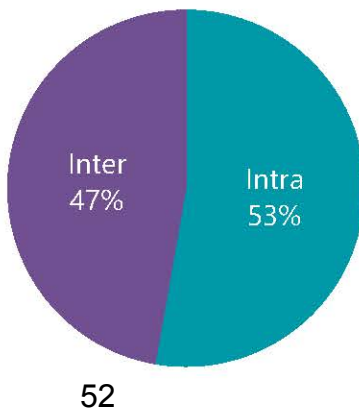
Rides by Destination Municipality



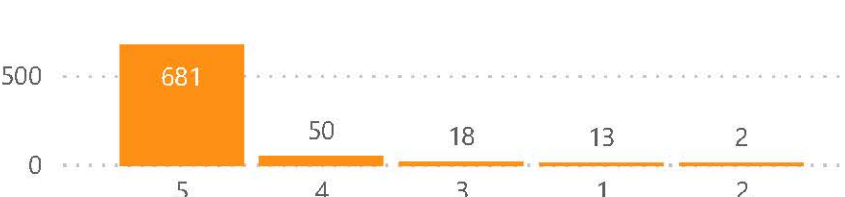
Ride Time of Day



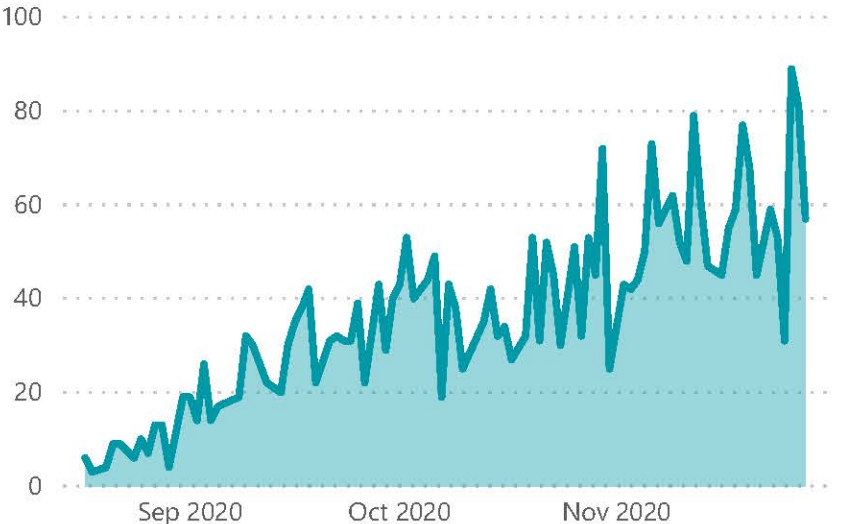
Inter vs. Intra-Municipal Rides



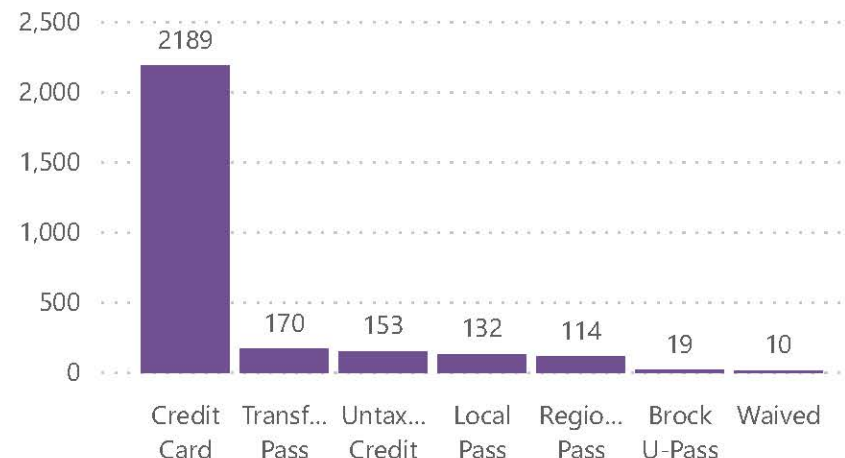
Trip Rating



Ridership



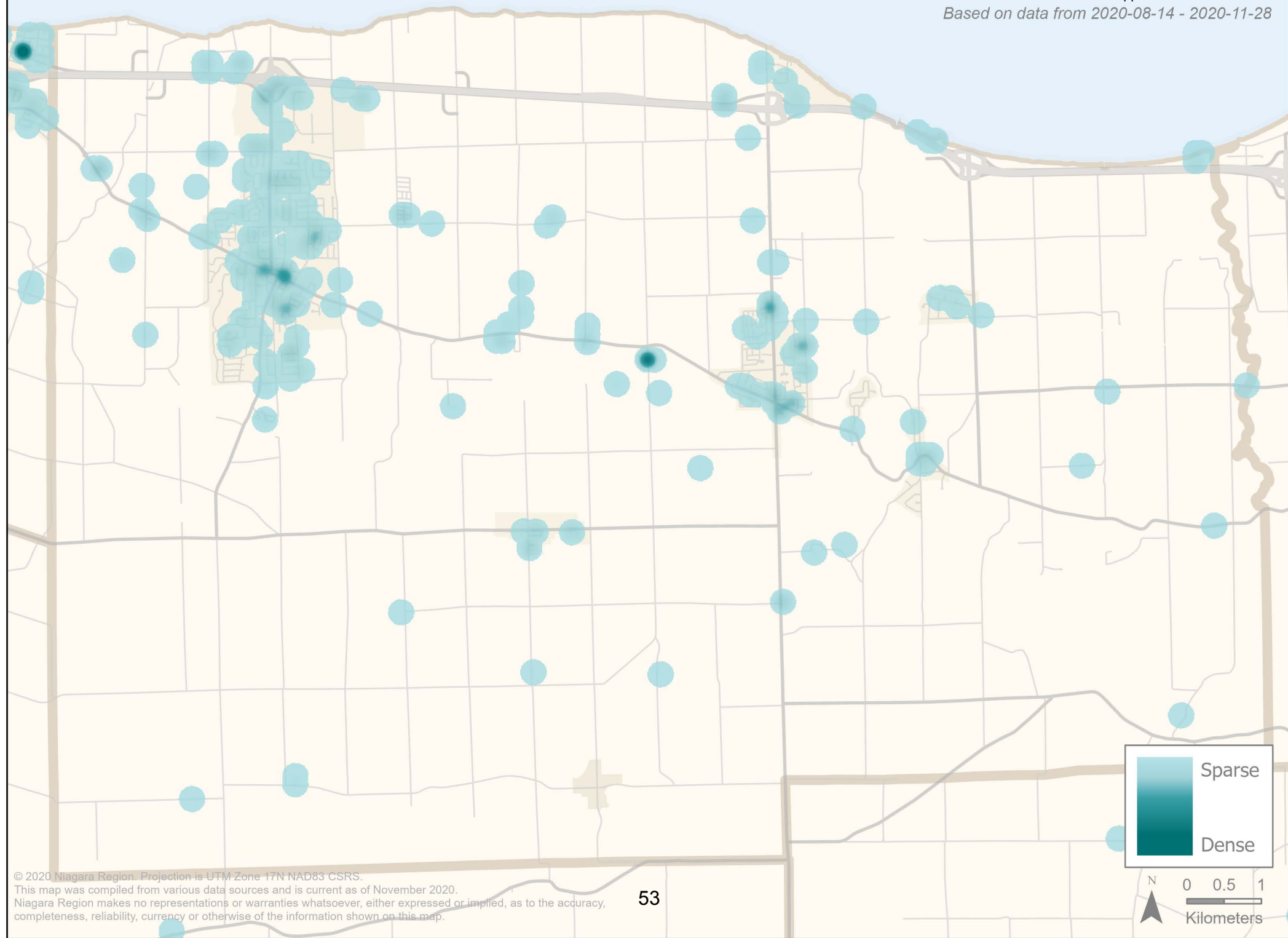
Payment Type



NRT OnDemand Distribution of Ridership by Trip Origin - Lincoln

PW 1-2021
Appendix 1

Based on data from 2020-08-14 - 2020-11-28



NRT OnDemand Service Metrics

Lincoln
Origin and/or Destination Municipality

PW 1-2021
Appendix 1
Saturday, November 28, 2020
Data as of

Number of Rides

1632

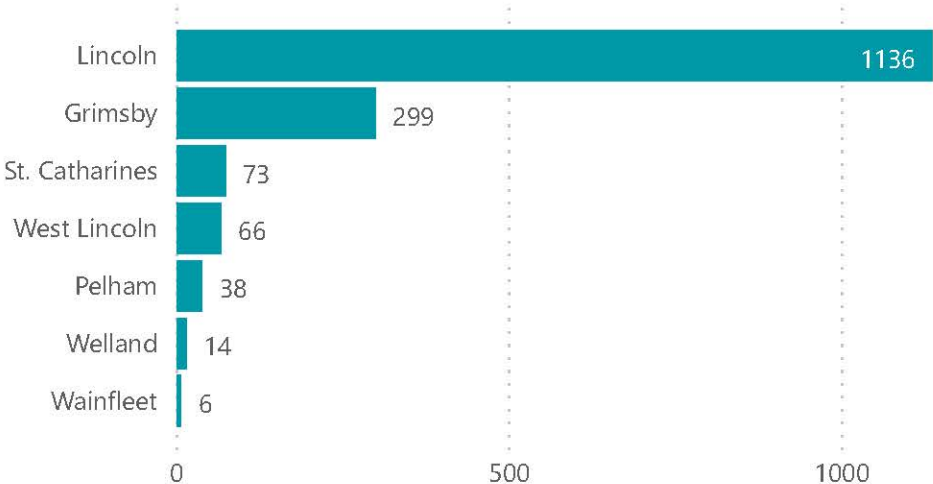
Number of Trips

1445

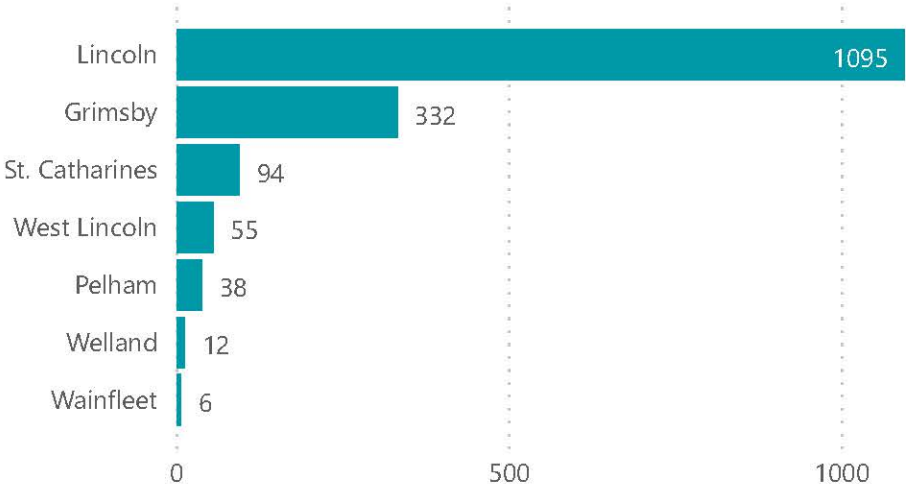
WAV Trips

23

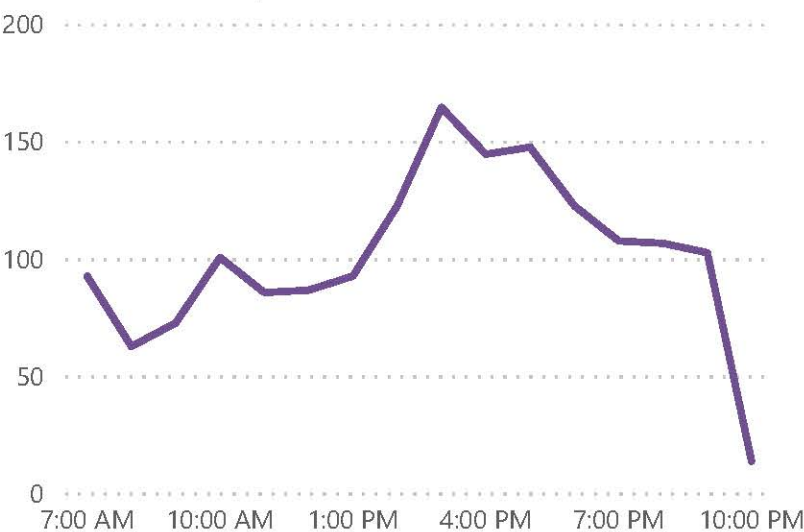
Rides by Origin Municipality



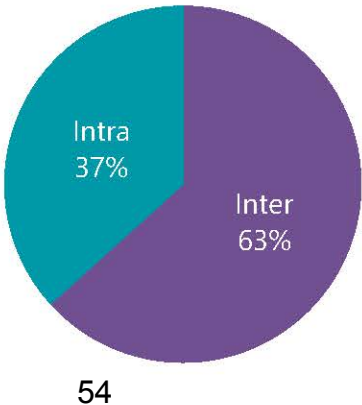
Rides by Destination Municipality



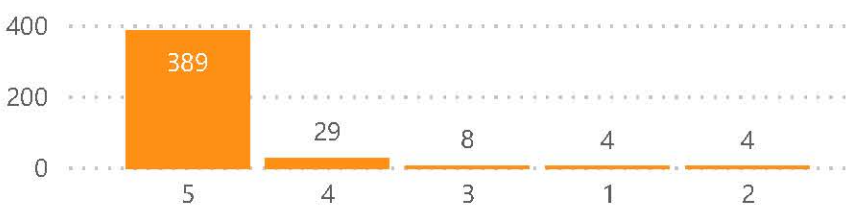
Ride Time of Day



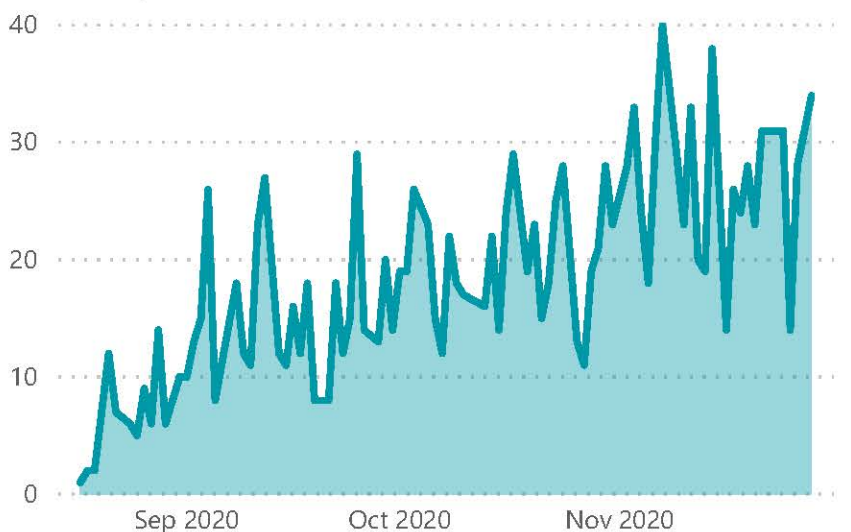
Inter vs. Intra-Municipal Rides



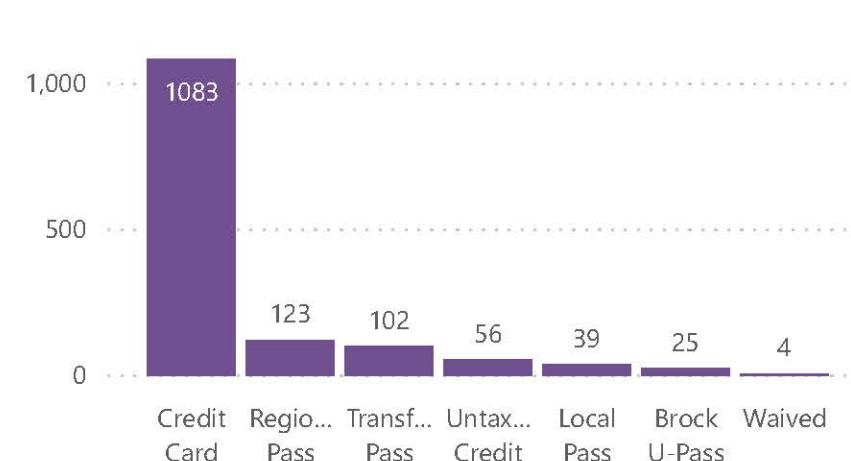
Trip Rating



Ridership



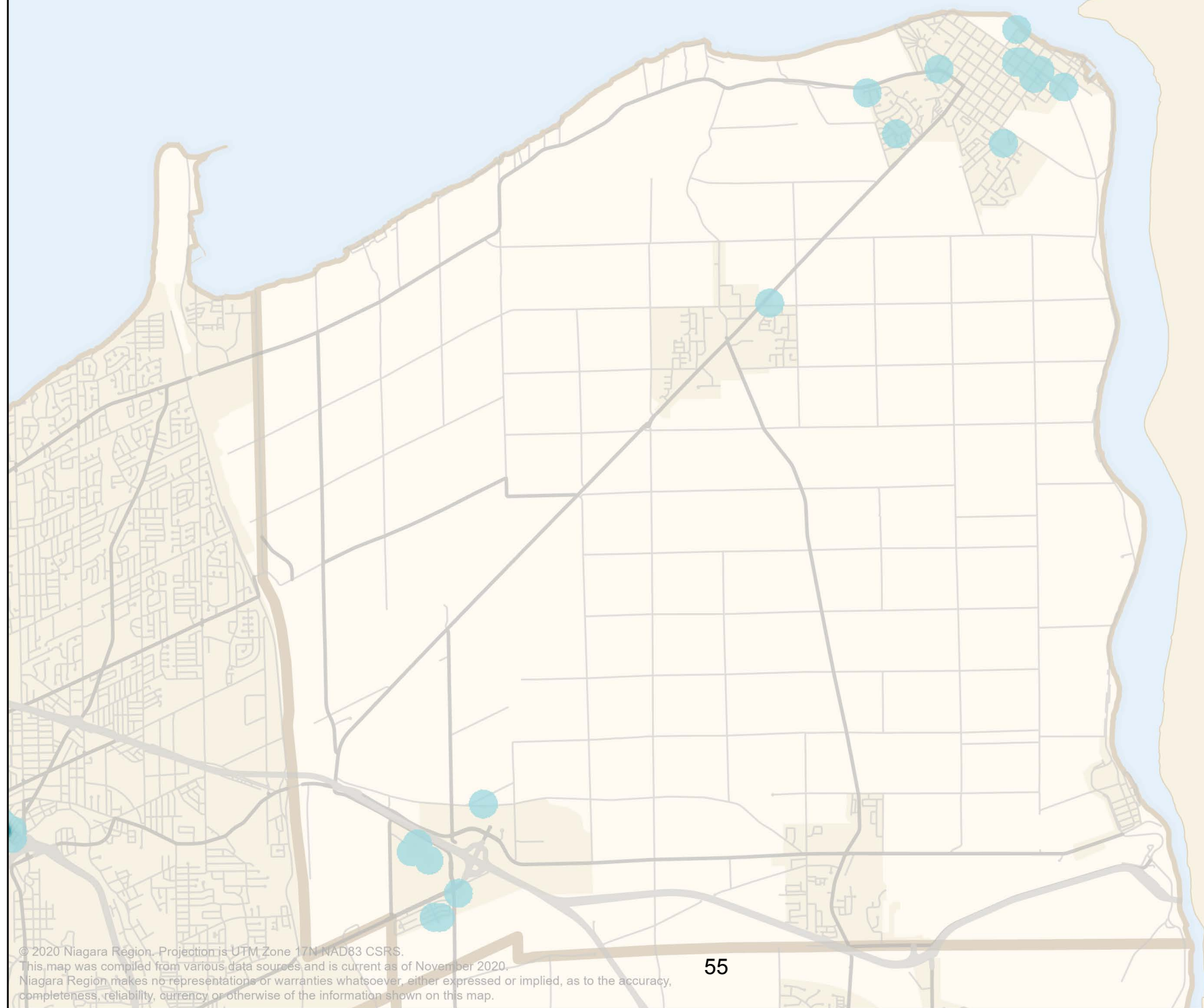
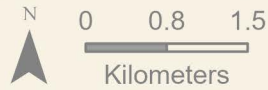
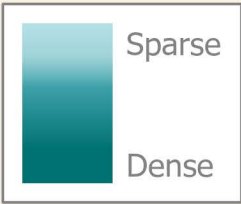
Payment Type



NRT OnDemand Distribution of Ridership by Trip Origin - Niagara-on-the-Lake

PW 1-2021
Appendix 1

Based on data from 2020-11-23 - 2020-11-28



© 2020 Niagara Region. Projection is UTM Zone 17N NAD83 CSRS.
This map was compiled from various data sources and is current as of November 2020.
Niagara Region makes no representations or warranties whatsoever, either expressed or implied, as to the accuracy, completeness, reliability, currency or otherwise of the information shown on this map.

NRT OnDemand Service Metrics

Niagara-on-the-Lake
Origin and/or Destination Municipality

PW 1-2021
Appendix 1
Saturday, November 28, 2020
Data as of

Number of Rides

20

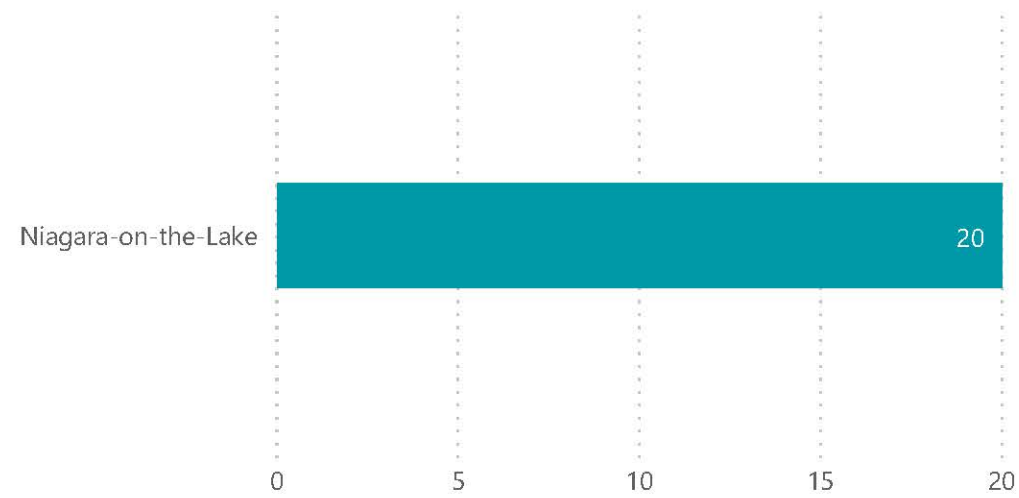
Number of Trips

18

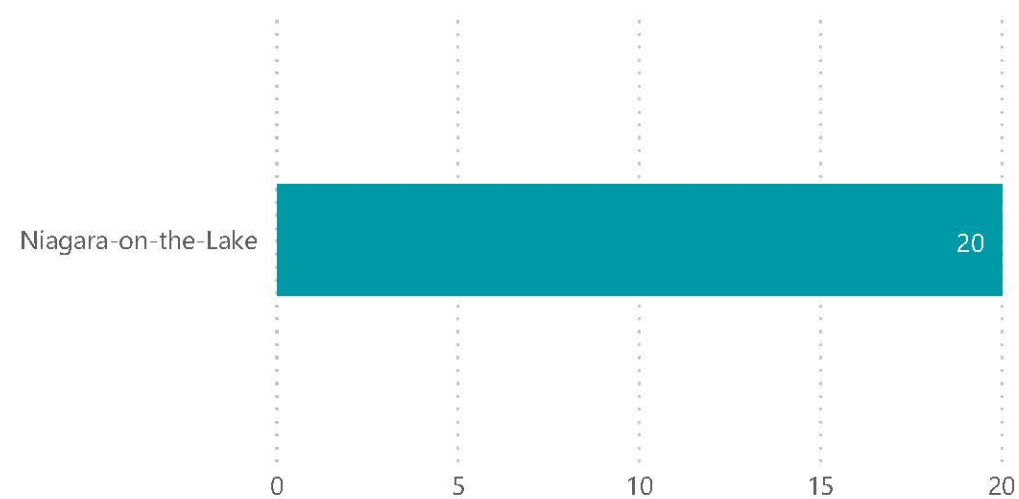
WAV Trips

0

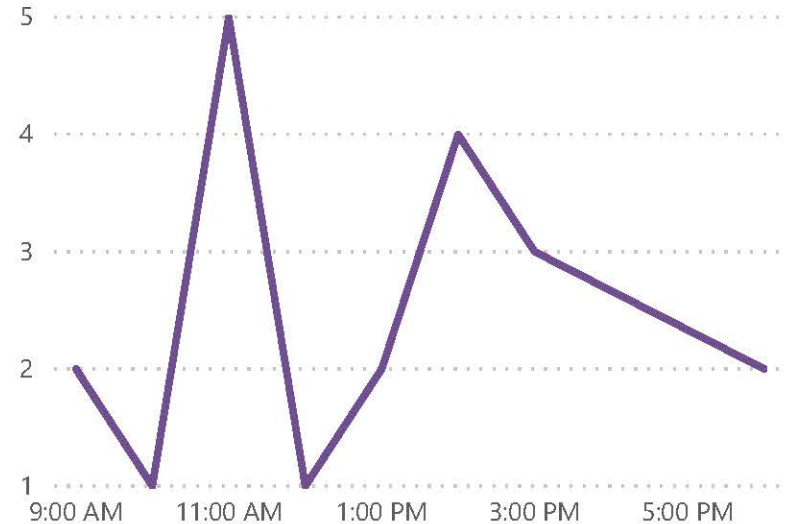
Rides by Origin Municipality



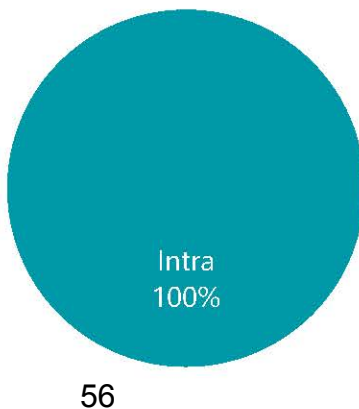
Rides by Destination Municipality



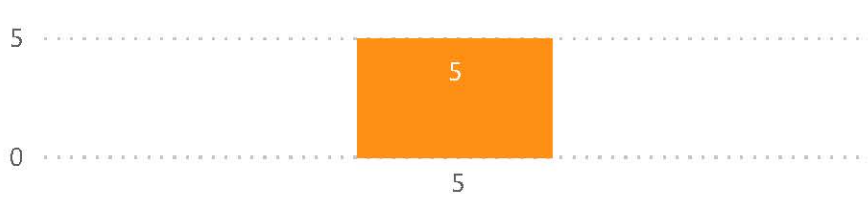
Ride Time of Day



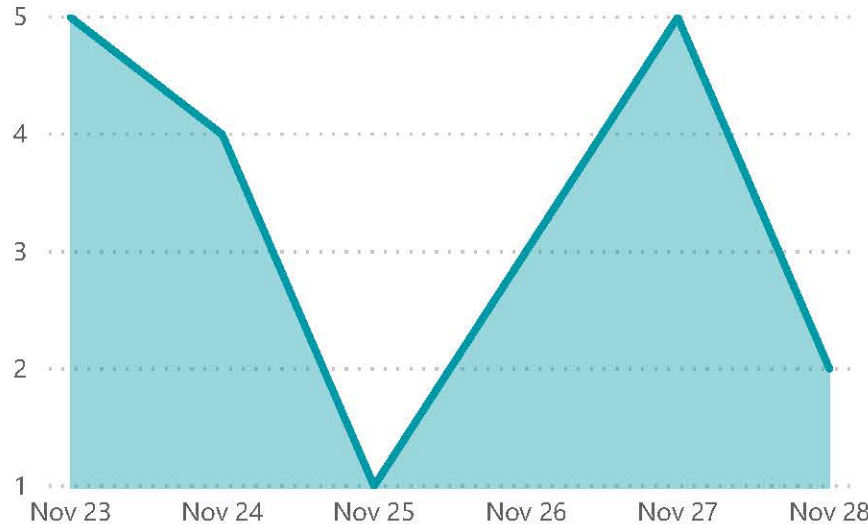
Inter vs. Intra-Municipal Rides



Trip Rating



Ridership



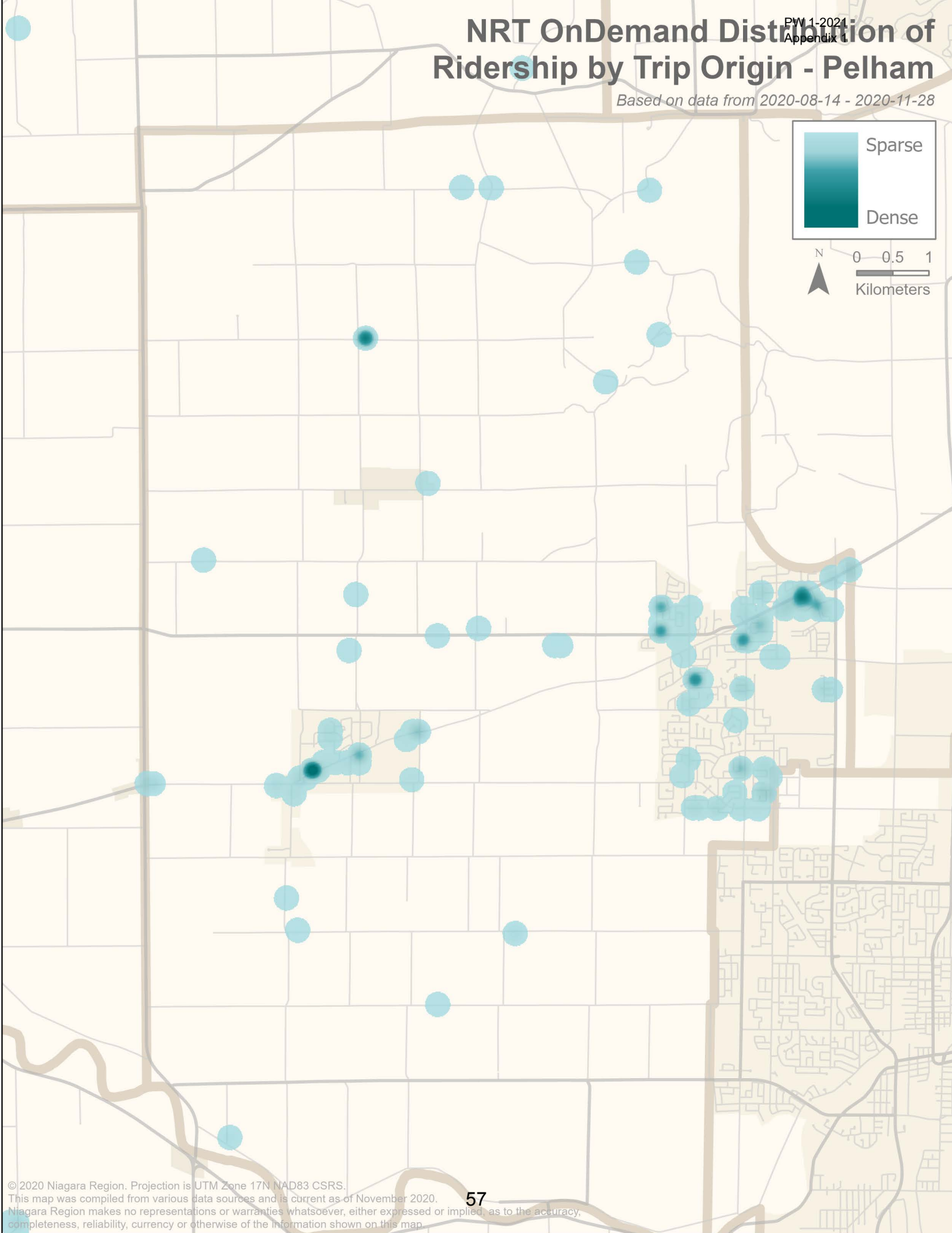
Payment Type



NRT OnDemand Distribution of Ridership by Trip Origin - Pelham

PWM 1-2021
Appendix 1

Based on data from 2020-08-14 - 2020-11-28



NRT OnDemand Service Metrics

Pelham
Origin and/or Destination Municipality

PW 1-2021
Appendix 1
Saturday, November 28, 2020
Data as of

Number of Rides

1167

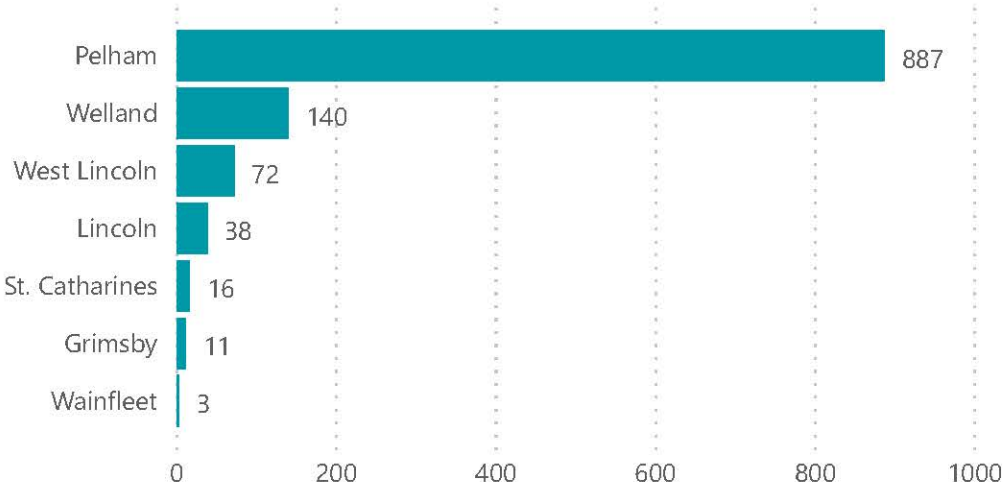
Number of Trips

1113

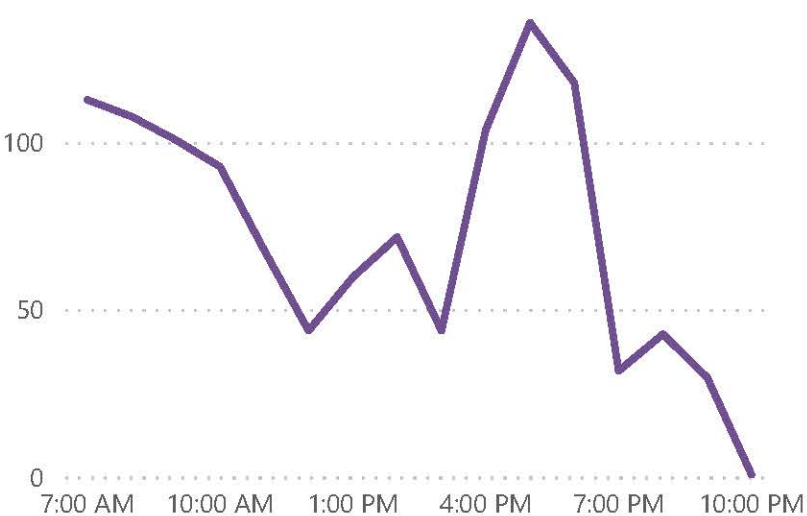
WAV Trips

0

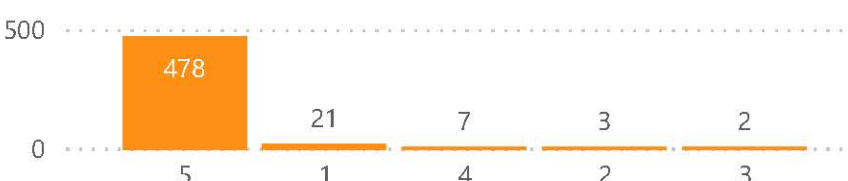
Rides by Origin Municipality



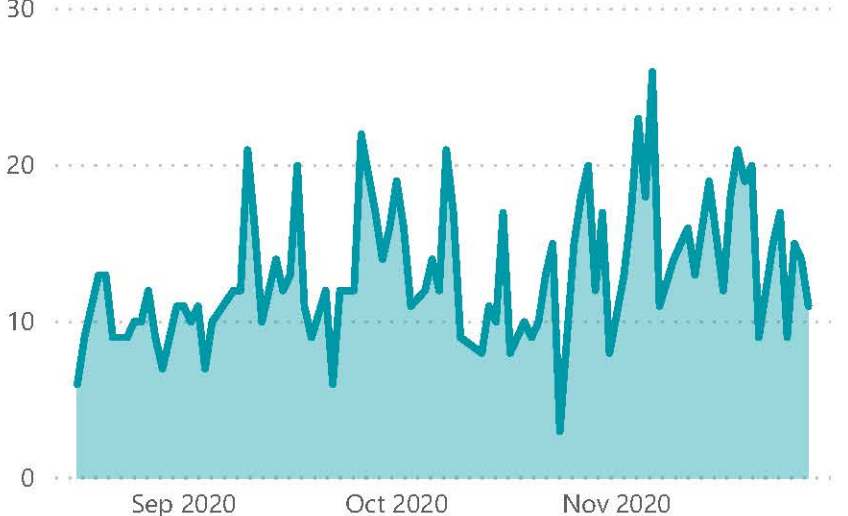
Ride Time of Day



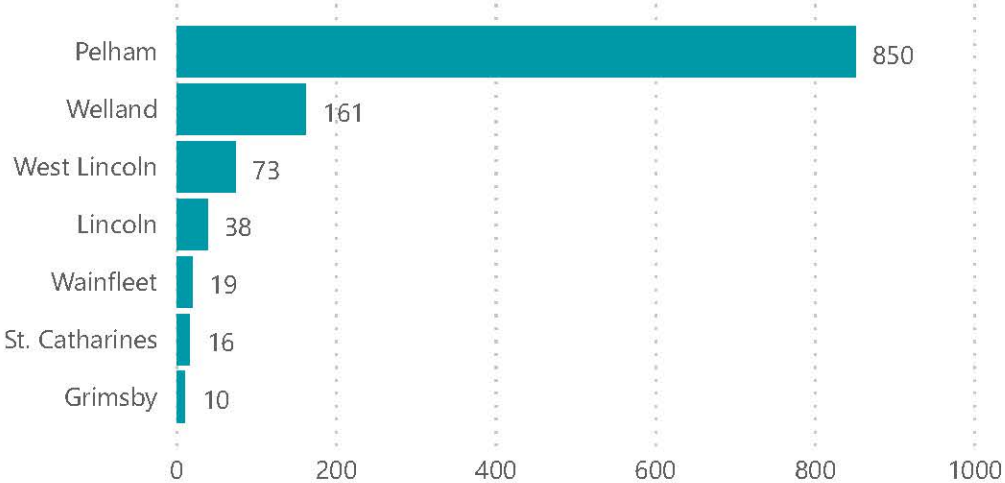
Trip Rating



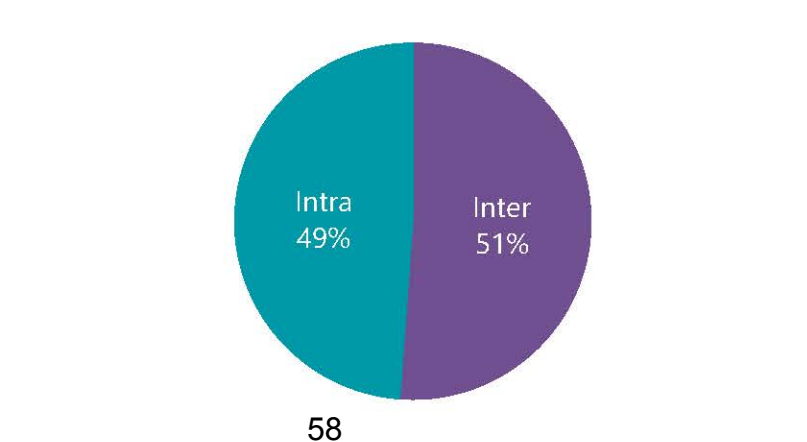
Ridership



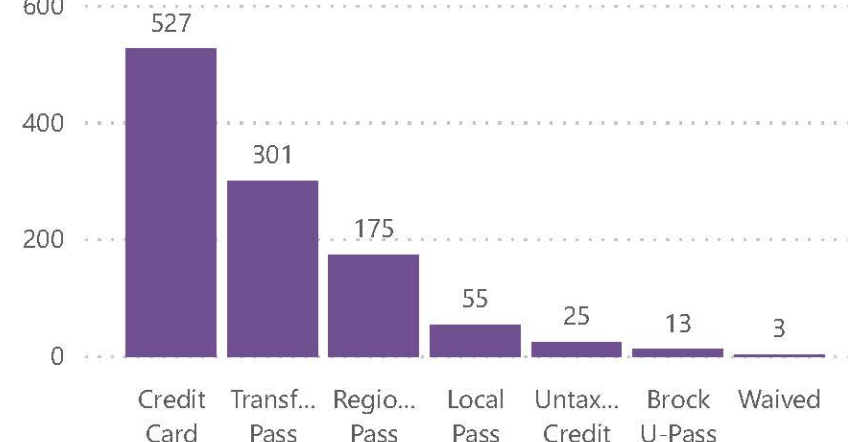
Rides by Destination Municipality



Inter vs. Intra-Municipal Rides

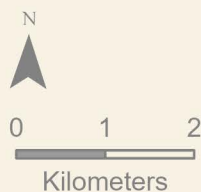


Payment Type



NRT OnDemand Distribution of Ridership by Trip Origin - Wainfleet

Based on data from 2020-08-14 - 2020-11-28



NRT OnDemand Service Metrics

Wainfleet
Origin and/or Destination Municipality

Saturday, November 28, 2020
Data as of

PW 1-2021
Appendix 1

Number of Rides

82

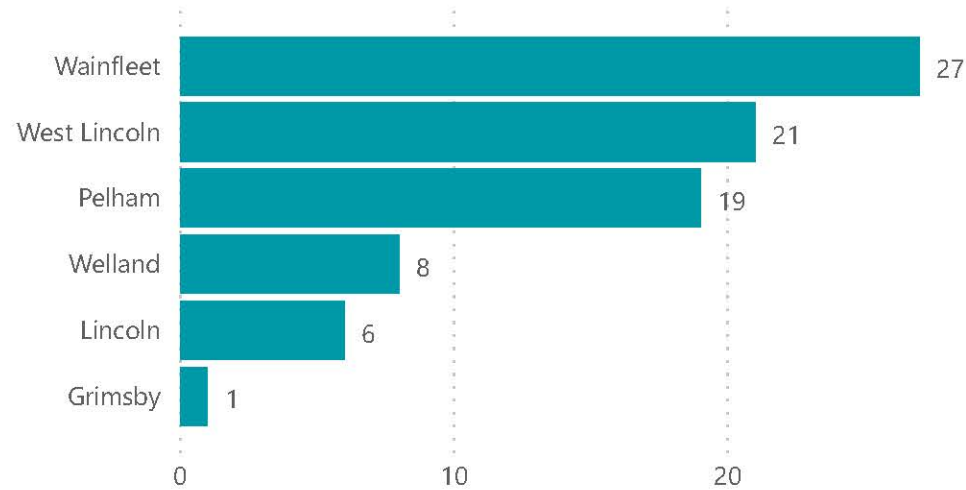
Number of Trips

73

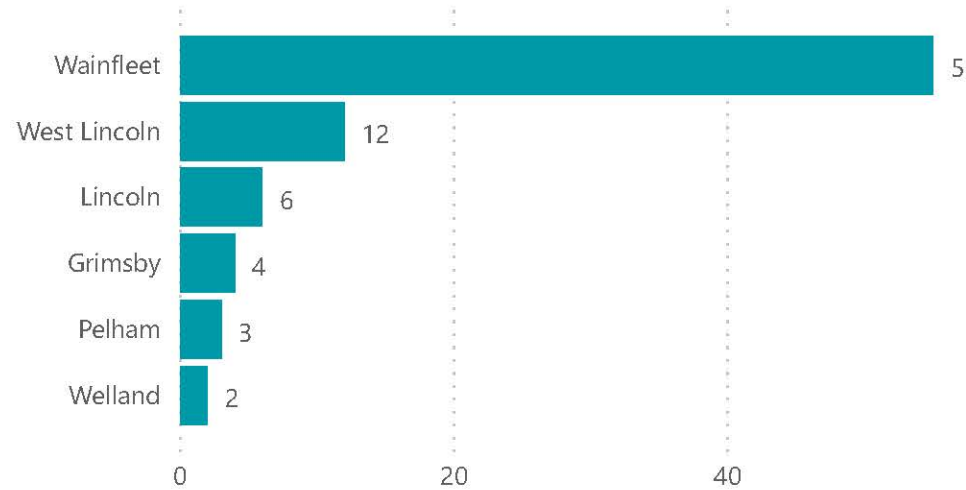
WAV Trips

0

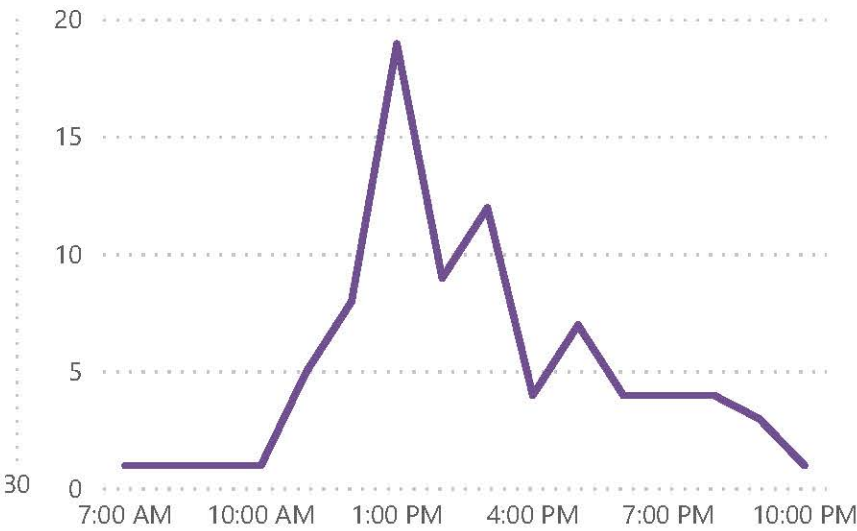
Rides by Origin Municipality



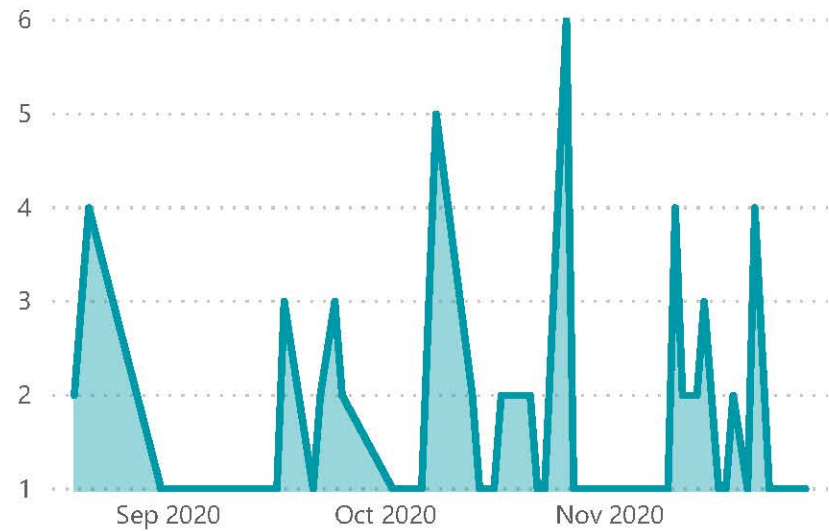
Rides by Destination Municipality



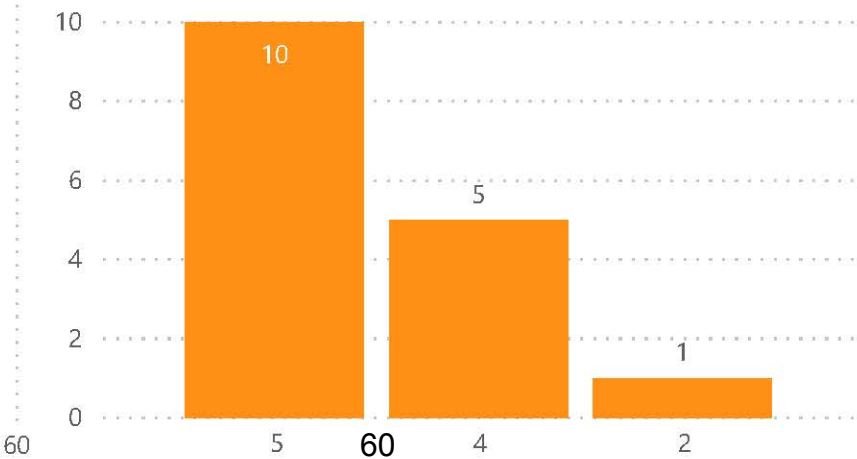
Ride Time of Day



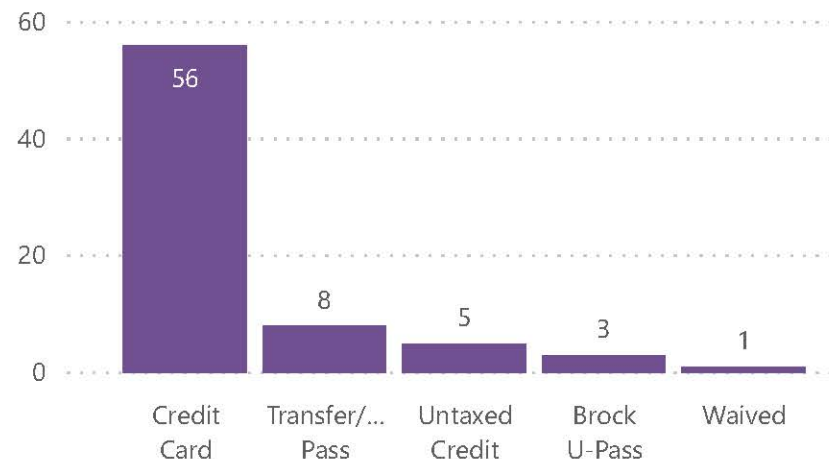
Ridership

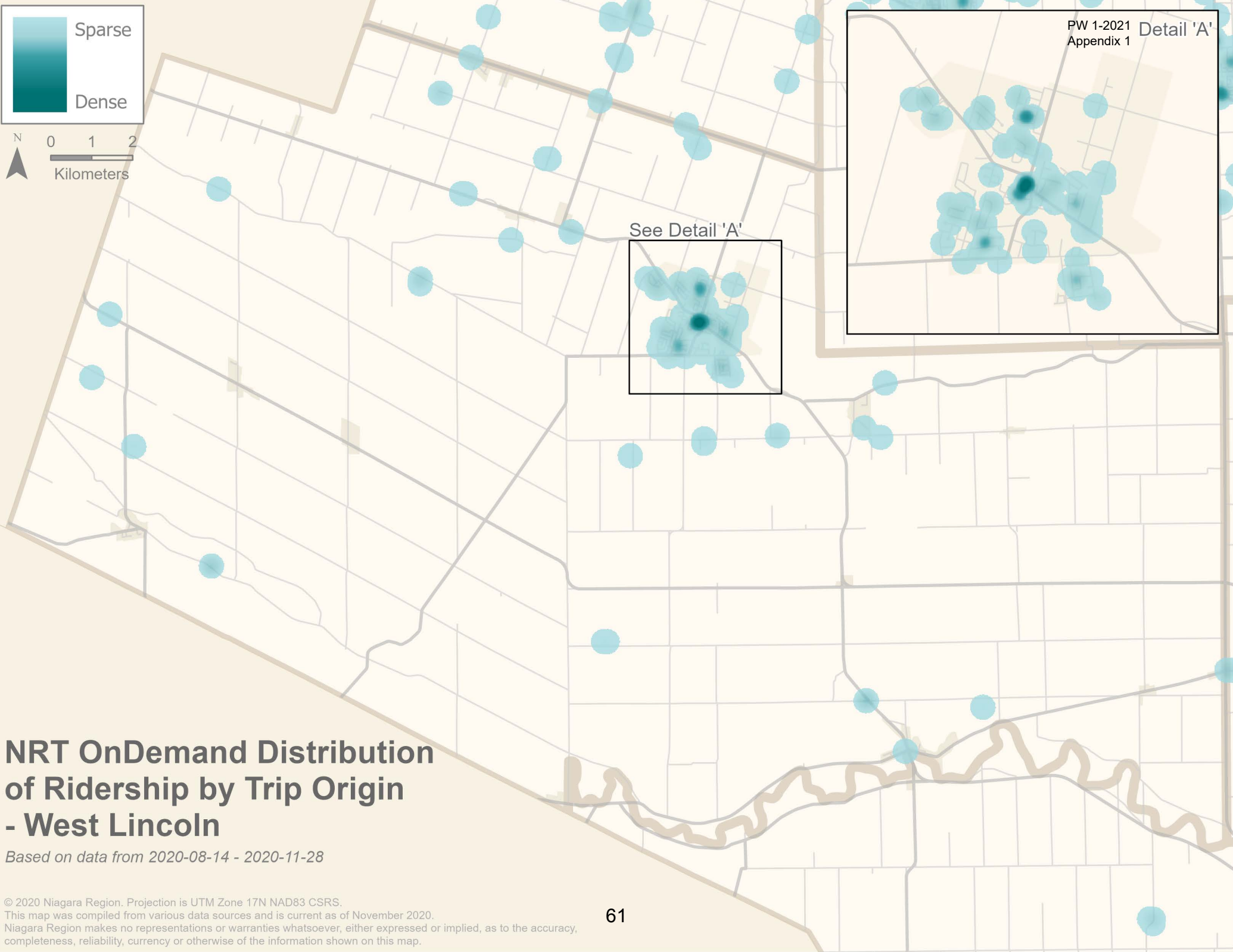


Trip Rating



Payment Type





NRT OnDemand Distribution of Ridership by Trip Origin - West Lincoln

Based on data from 2020-08-14 - 2020-11-28

© 2020 Niagara Region. Projection is UTM Zone 17N NAD83 CSRS.
This map was compiled from various data sources and is current as of November 2020.
Niagara Region makes no representations or warranties whatsoever, either expressed or implied, as to the accuracy, completeness, reliability, currency or otherwise of the information shown on this map.

NRT OnDemand Service Metrics

West Lincoln
Origin and/or Destination Municipality

Saturday, November 28, 2020
Data as of

PW 1-2021
Appendix 1

Number of Rides

991

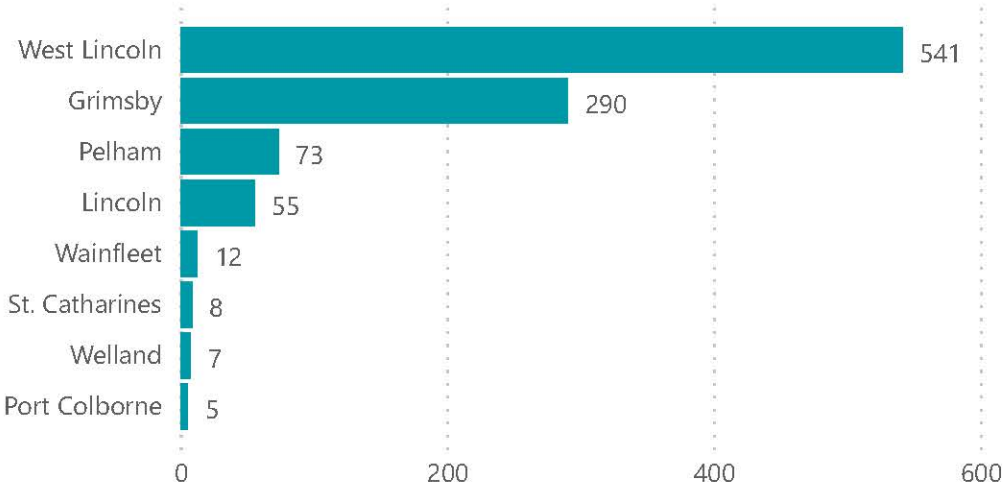
Number of Trips

914

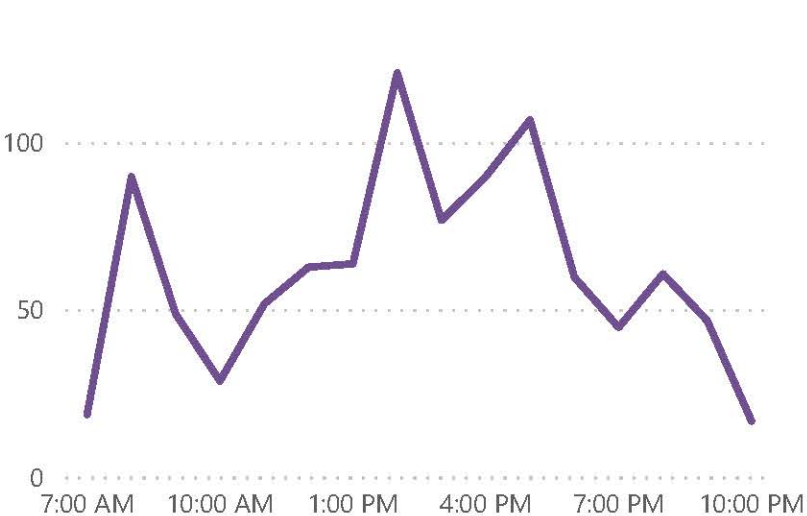
WAV Trips

11

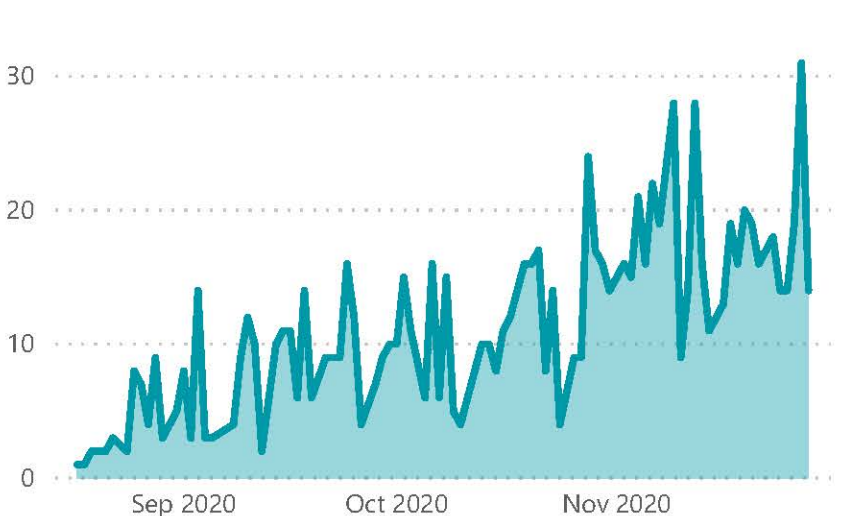
Rides by Origin Municipality



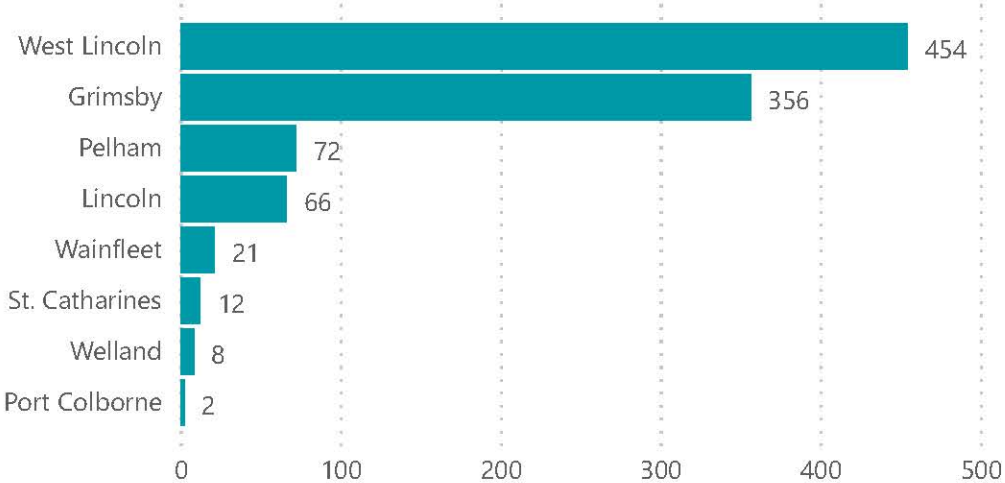
Ride Time of Day



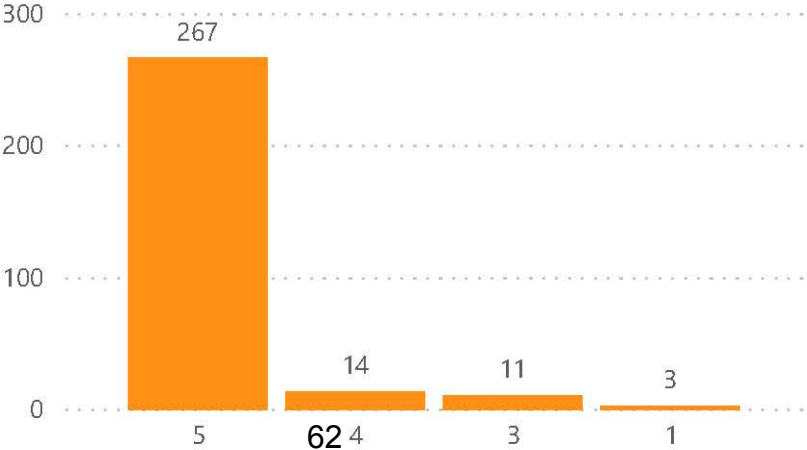
Ridership



Rides by Destination Municipality



Trip Rating



Payment Type

