



THE REGIONAL MUNICIPALITY OF NIAGARA  
LINKING NIAGARA TRANSIT COMMITTEE  
AGENDA

LNTC 04-2019

Wednesday, June 26, 2019

2:00 p.m.

Council Chamber

Niagara Region Headquarters, Campbell West

1815 Sir Isaac Brock Way, Thorold, ON

---

	Pages
1. <u>CALL TO ORDER</u>	
2. <u>DISCLOSURES OF PECUNIARY INTEREST</u>	
3. <u>PRESENTATIONS</u>	
3.1 <u>Specialized Transit Study - Update</u>	1 - 18
Steve Wilks, IBI Group	
4. <u>DELEGATIONS</u>	
None.	
5. <u>ITEMS FOR CONSIDERATION</u>	
None.	
6. <u>CONSENT ITEMS FOR INFORMATION</u>	
6.1 <u>LNTC 03-2019</u>	19 - 21
Linking Niagara Transit Committee Minutes - Wednesday May 29, 2019	
7. <u>OTHER BUSINESS</u>	
8. <u>NEXT MEETING</u>	
The next meeting will be held on Wednesday, July 24, 2019 at 2 p.m. in the Council Chamber.	

## 9. ADJOURNMENT

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

# Specialized Transit in Niagara

Study Update



June 2019



MOVING  
TRANSIT  
FORWARD

CONNECTING MORE PEOPLE TO MORE POSSIBILITIES

Niagara  Region

# Presentation Outline

- Study Objectives & Work Plan
- Specialized Transit in Niagara Region – Existing Conditions
- *What We Heard* – Stakeholder Consultation & Survey Results
- Key Issues & Challenges
- *Imagine Possibilities* – Opportunities
- Guiding Principles
- Considerations/Next Steps – *An Eye on the Future*

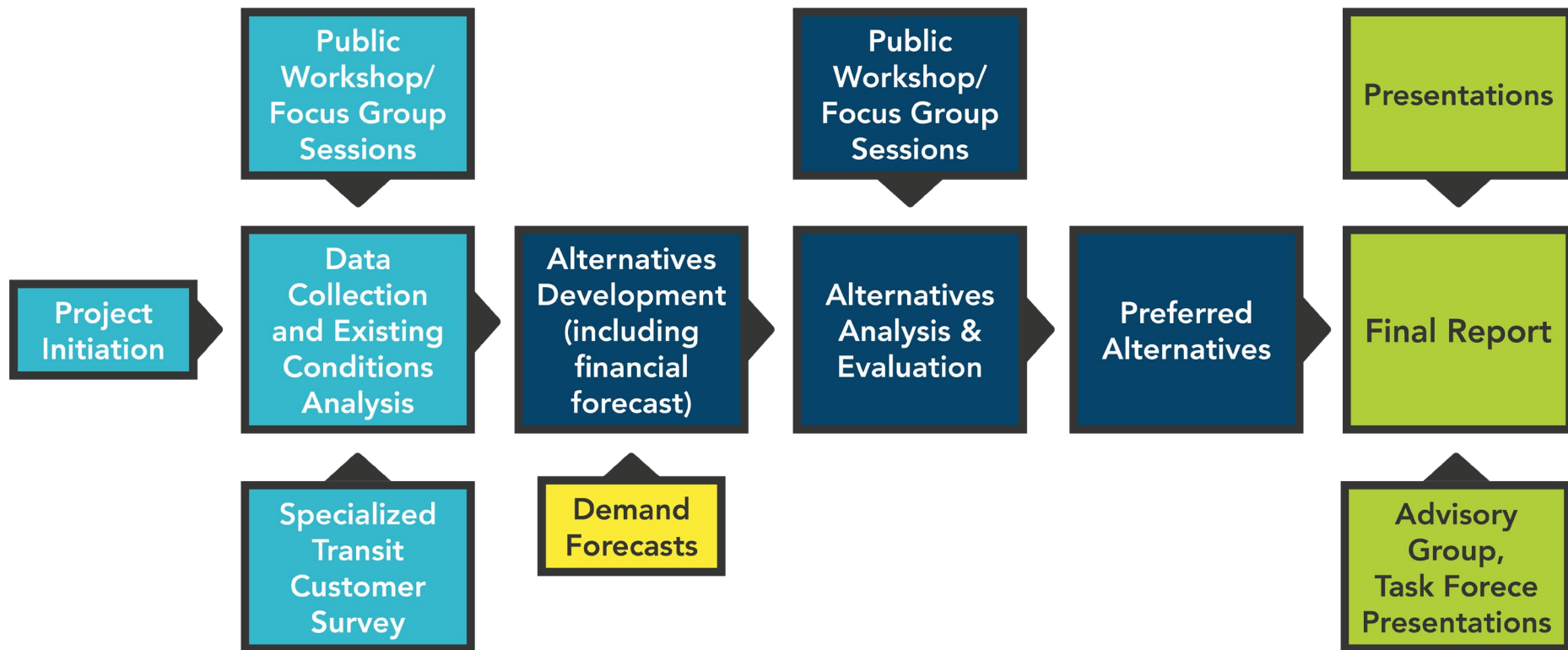
# Study Objectives

- Opportunities to maximize use of existing resources
- Increase efficiencies in service delivery through policy review and development
- Project future specialized transit travel demand
- Develop options to best meet community's mobility needs - *Action Plan*



DEMAND	Trip Generation Rates	RIDERSHIP ESTIMATES
PEOPLE		TRIPS

# Work Plan



# Specialized Transit in Niagara Region

- Total Operating Cost: \$5.27m
- 3,435 registrants
- Cost/Trip: \$45.17
- Total Trips: 105,800
- Cost/Capita: \$11.68
- Trips/Capita: 0.236

Service	Population Served	# Registrants	Total Trips	Operating Cost	Cost/Trip	Operating Cost/Capita	Trips/Capita
Niagara Region (NST)	447,900	1,153	30,100	\$2.37m	\$78.96	\$5.31	0.067
Niagara Falls (Chair-A-Van)	88,100	734	24,900	\$.76m	\$30.67	\$8.66	0.283
Fort Erie (FAST)	30,700	182	8,000	\$.30m	\$37.83	\$9.87	0.261
St. Catharines (Paratransit)	151,900	1,117	30,200	\$1.44m	\$46.76	\$9.30	0.199
Welland (WellTrans)	52,300	249	12,600	\$.40m	\$32.08	\$7.88	0.241
<b>TOTAL</b>		<b>3,435</b>	<b>105,800</b>	<b>\$5.27m</b>	<b>\$45.17</b>	<b>\$11.68</b>	<b>0.236</b>

# Outreach & Consultation

- An online and paper customer survey
  - Public Information Centres in Welland and St. Catharines;
  - Discussion groups - Accessibility Advisory Committee & other key stakeholders (community organizations)
  - A focus group session - Niagara Health Services
- 250 completed surveys
  - Approx. 45 attendees at PICs



# What We Heard

- ✓ Favourable view of drivers & staff
- x Difficulty booking a trip – tedious including need to call multiple agencies (municipal & regional travel)
- x Poor on time performance (or don't show up)
- x Excessive travel times
- x Inconsistent eligibility criteria & processes
- x Residents of communities without specialized transit (West Niagara) – feel disadvantaged
- x Accessible fixed route may not be an option if no accessible path of travel

# What We Heard (cont.)

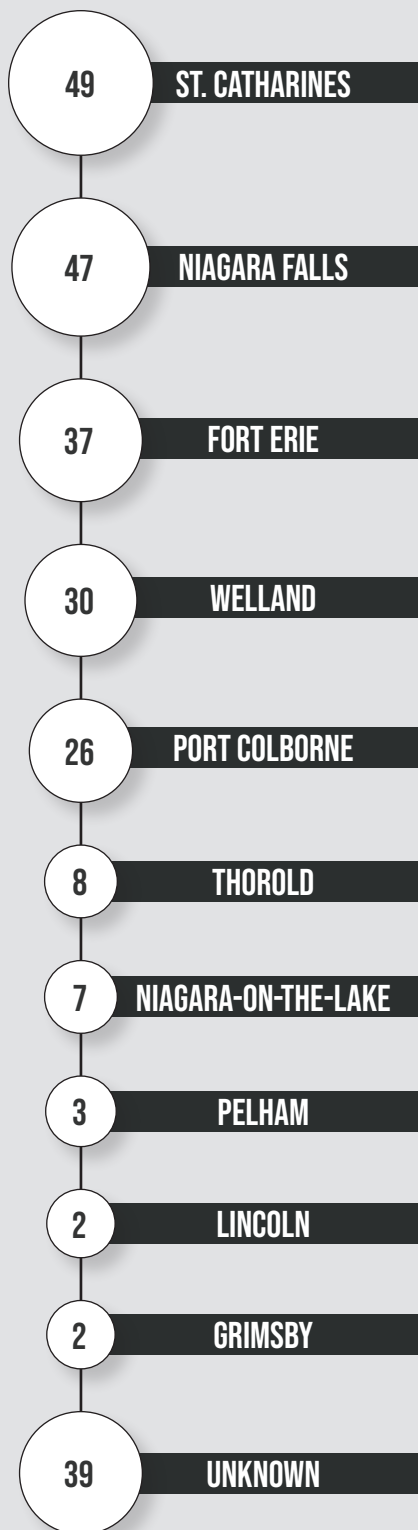
## Most Requested Improvements

- ✓ Online trip booking and payment
- ✓ Extended service hours
- ✓ Phone alert upon vehicle arrival
- ✓ Alternative service delivery – e-hailing/same day service (may be prepared to pay premium fare)

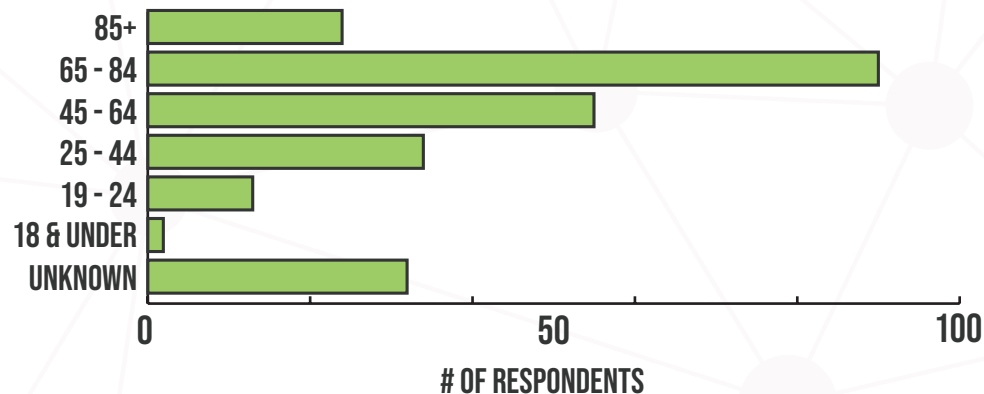
# WHAT WE HEARD



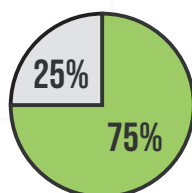
## WHO RESPONDED?



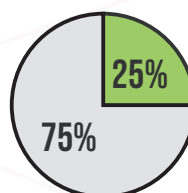
## AGE OF RESPONDENTS



### MOBILITY DEVICES



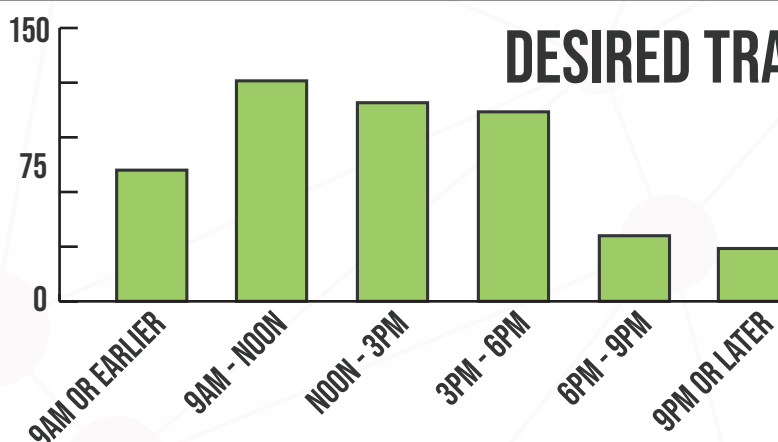
### SUPPORT PERSONS



## RESPONDENT NEEDS

REQUIRED BY RESPONDENTS  
 NOT REQUIRED BY RESPONDENTS

## DESIRED TRAVEL TIMES



### MOST COMPLIMENTS



DRIVERS  
AND STAFF

### MOST COMPLAINTS



DIFFICULTY  
BOOKING  
TRANSIT TRIPS

### MOST REQUESTED IMPROVEMENTS

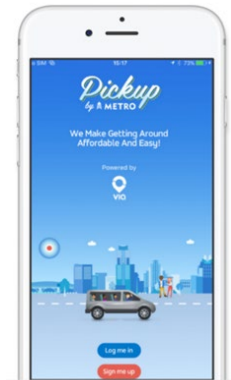


- ONLINE TRIP BOOKING AND PAYMENT SERVICES
- EXTENDED SERVICE HOURS
- PHONE ALERTS UPON TRANSIT VEHICLE ARRIVAL

# Challenges & Opportunities

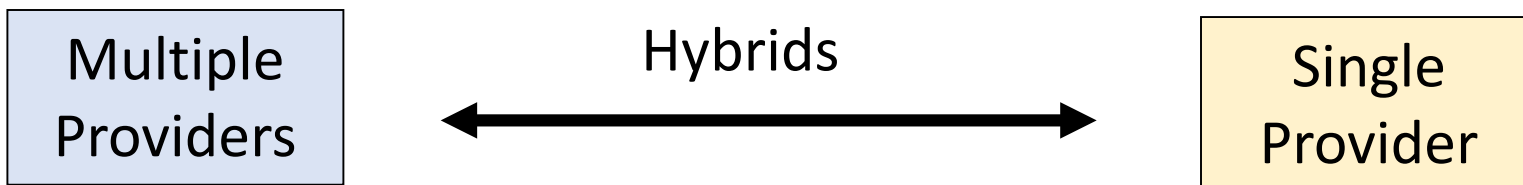
- Effectively manage demographics / travel demand
- Address governance, program administration & trip management considerations to address:
  - Increasing costs
  - Program & fiscal accountability
  - Service & scheduling efficiencies (enhancements)
- Address range of functional disabilities
- Address compliance with AODA
- First/last 'mile' connections
- Integration with conventional transit
- Alternative delivery solutions – NextGen Mobility

**Shared ride  
public transit  
for those  
unable to use  
accessible  
fixed route  
transit**



# *Imagine Possibilities* – Opportunities

## Alternate Delivery Models



Models – to address core functional areas:

1. Eligibility & Certification
2. Trip Reservation & Scheduling
3. Dispatch/Trip Management
4. Service Delivery

# *Opportunities* - IMTWG Mtg. – Key Outcomes

## **Eligibility & Certification**

- Centralized
- Application available on-line/web portal
- Consideration of use of In-person assessment & periodic re-certification

## **Reservations**

- Centralized (One-Call / One-Click)

## **Scheduling** (route optimization, allocation of resources)

- Extension of the reservation process

# IMTWG Mtg. – Key Outcomes (cont.)

## Service Delivery (Dispatch / Trip Management)

- Core service – buses & vans and/or use of supplemental services
- Explore alternate scenarios:
  - Multiple “service areas” – Municipal boundaries? Zones?
  - Demand management strategies – prescribed availability of service (days of week, times of day, etc.)

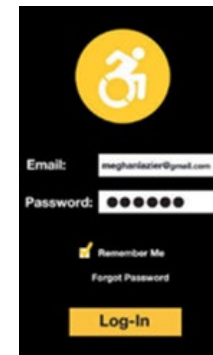
## Next-Gen Mobility / Leverage Technology

- **Supplemental services** – taxis, TNCs, microtransit
  - Address peaking, late evenings & weekends
  - e-Hailing (same day) service

# IMTWG Mtg. – Key Outcomes (cont.)

## ■ Technology

- Computerized scheduling & dispatch (route optimization)
- Real-time passenger information, IVR – broadcast vehicle arrivals
- Self-service: App +/- web portal – registration, trip planning, reservations, confirmations, cancellations
- Mobile payment (advanced fare systems)



## ■ Greater link/integration with fixed-route transit services

- Extent may meet mobility needs – current & future?
- Incentives & policies address demand/ mobility management opportunities?





# Guiding Principles – *An Eye on the Future*

## A Preferred Approach Designed To:

- **Preserve the integrity** of the Region's specialized transit services for those with no alternative
- **Maximize benefits from investments** made in accessible fixed route transit & provide flexible mobility options
- **Compliance with AODA** (& universal design)
- **Be fiscally responsible and accountable**

Shared ride public transit for those unable to use accessible fixed route transit

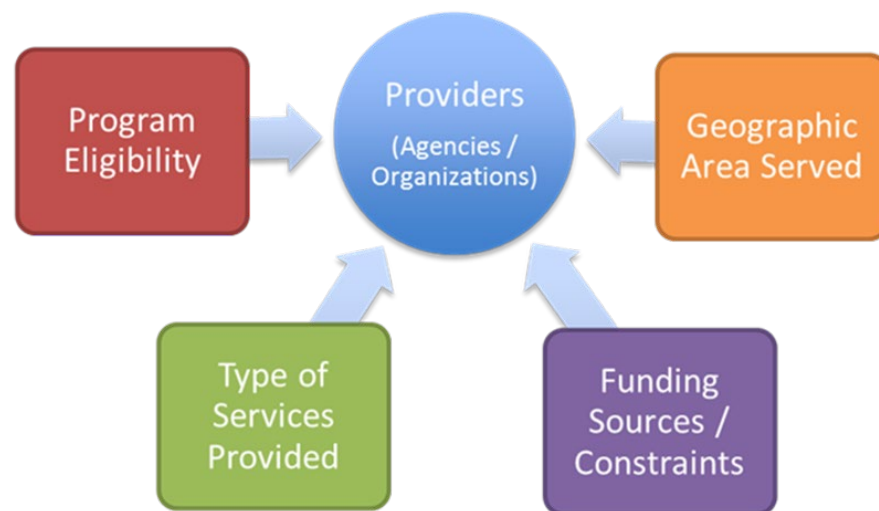
- Maximize use of existing resources
- Increase efficiencies in service delivery
- Enhance the customer experience
- Leverage use of technology

# Considerations - *An Eye on the Future*

- Governance
- Eligibility & Certification
- Operations
- Reservations, Scheduling, Dispatch/Trip Management
- Service Standards
- Service Delivery
- Dedicated/Non-Dedicated
- Cost Allocation Strategies
- Fare Policy
- Technology

- Status Quo Model
- Consolidated Model
- Hybrid Model

## Travel Demand Forecasts



Specialized  
Transit in  
Niagara

# MOVING TRANSIT FORWARD

Thank  
You

June 2019

CONNECTING MORE PEOPLE TO MORE POSSIBILITIES



# Key Contacts



**Kumar Ranjan – Project Manager**  
**[kumar.ranjan@niagararegion.ca](mailto:kumar.ranjan@niagararegion.ca)**



**Steve Wilks – Project Manager**  
**[swilks@ibigroup.com](mailto:swilks@ibigroup.com)**

**THE REGIONAL MUNICIPALITY OF NIAGARA  
LINKING NIAGARA TRANSIT COMMITTEE  
MINUTES**

**LNTC 03-2019  
Wednesday, May 29, 2019  
Campbell East (CE) 102  
Niagara Region Headquarters, Campbell East  
1815 Sir Isaac Brock Way, Thorold, ON**

Committee: Ip (Regional Councillor), W. Redekop (Mayor – Fort Erie), Sendzik (Mayor – St. Catharines), G. Miller (Municipal Councillor – St. Catharines), M. Siscoe (Municipal Councillor - St. Catharines) (Committee Chair), L. Van Vilet (Municipal Councillor – Welland) (Committee Vice Chair), S. Chemnitz, Chief Administrative Officer (St. Catharines)

Absent/Regrets: Campion (Mayor – Welland), Diodati (Mayor Niagara Falls), Fertich (Regional Councillor), C. Dabrowski (Municipal Councillor – Niagara Falls), G. Long, Chief Administrative Officer (Welland), K. Todd, Chief Administrative Officer (Niagara Falls)

Staff: M. Robinson, Director, GO Implementation Office, J. Alcock, Project Coordinator, GO Implementation Office, K. Ranjan, Transportation Lead, GO Implementation Office, R. Salewytch, Transit Service Planning Coordinator, H. Talbot, Financial & Special Projects Consultant, M. Trennum, Deputy Regional Clerk

Others Present: T. Luey, St. Catharines Transit, G. Morrison, St. Catharines Transit, M. Rusnell, Brock University

---

**1. CALL TO ORDER**

Committee Chair Siscoe called the meeting to order at 1:17 p.m

**2. DISCLOSURES OF PECUNIARY INTEREST**

There were no disclosures of pecuniary interest.

**3. PRESENTATIONS**

There were no presentations.

**4. DELEGATIONS**

There were no delegations.

5. **ITEMS FOR CONSIDERATION**

There were no items for consideration.

6. **CONSENT ITEMS FOR INFORMATION**

6.1 **LNTC-C 08-2019**

Transit Fare Integration Strategy

Moved by L. Van Vliet  
Seconded by Councillor Ip

That Correspondence Item LNTC-C 08-2019, being a memorandum from M. Robinson, Director, GO Implementation Office, dated May 29, 2019, respecting Transit Fare Integration Strategy, **BE RECEIVED** for information.

**Carried**

6.2 **LNTC-C 09-2019**

Niagara Transit Governance Review

Moved by Councillor Sendzik  
Seconded by G. Miller

That Correspondence Item LNTC-C 09-2019, being a memorandum from K. Ranjan, Transportation Lead, GO Implementation Office, dated May 29, 2019, respecting Niagara Transit Governance Review, **BE RECEIVED** for information.

**Carried**

6.3 **LNTC-C 10-2019**

Items for Information: PWC-C 11-2019 and PWC-C 17-2019

Moved by Councillor Ip  
Seconded by G. Miller

That Correspondence Item LNTC-C 10-2019, being a memorandum from M. Robinson, Director, GO Implementation Office, dated May 29, 2019, respecting Items for Information: PWC-C 11-2019 and PWC-C 17-2019, **BE RECEIVED** for information.

**Carried**

**6. CONSENT ITEMS FOR INFORMATION**

Moved by G. Miller

Seconded by L. Van Vliet

That the following items **BE RECEIVED** for information:

LNTC 01-2019

Minutes of the Linking Niagara Transit Committee meeting held on March 6, 2019

LNTC 02-2019

Minutes of the Linking Niagara Transit Committee meeting held on April 24, 2019

**Carried**

**7. OTHER BUSINESS**

There were no items of other business.

**8. NEXT MEETING**

The next meeting will be held on Wednesday, June 26, 2019 at 2 p.m. in the Council Chamber.

**9. ADJOURNMENT**

There being no further business, the meeting adjourned at 1:44 p.m.

---

Matt Siscoe  
Committee Chair

---

Matthew Trennum  
Deputy Regional Clerk

---

Ann-Marie Norio  
Regional Clerk