

An abstract graphic featuring a network of interconnected nodes and lines, resembling a molecular or digital structure, set against a dark background. The nodes are represented by circles of varying sizes, and the lines are thin and light gray. The overall composition is modern and tech-oriented.

# MOVING TRANSIT FORWARD

Presentation to Public Works Committee  
January 8, 2019

# Agenda

- Overview: Where We've Been
- Successes: What We've Achieved
- Workplan: What's Next
- Moving Transit Forward: Where We're Going
- NST: Growing Ridership



**MOVING  
TRANSIT  
FORWARD**

## Inter-Municipal Transit (IMT)

- Routes travelling between municipalities
- Primarily provided by Region (non-exclusive)
- 'Hub-to-hub' connections

## Niagara Regional Transit (NRT)

- Operates defined IMT service
- Service delivery contracted by Region to Niagara transit providers (WL, STC, NF)



# Overview: Where We've Been

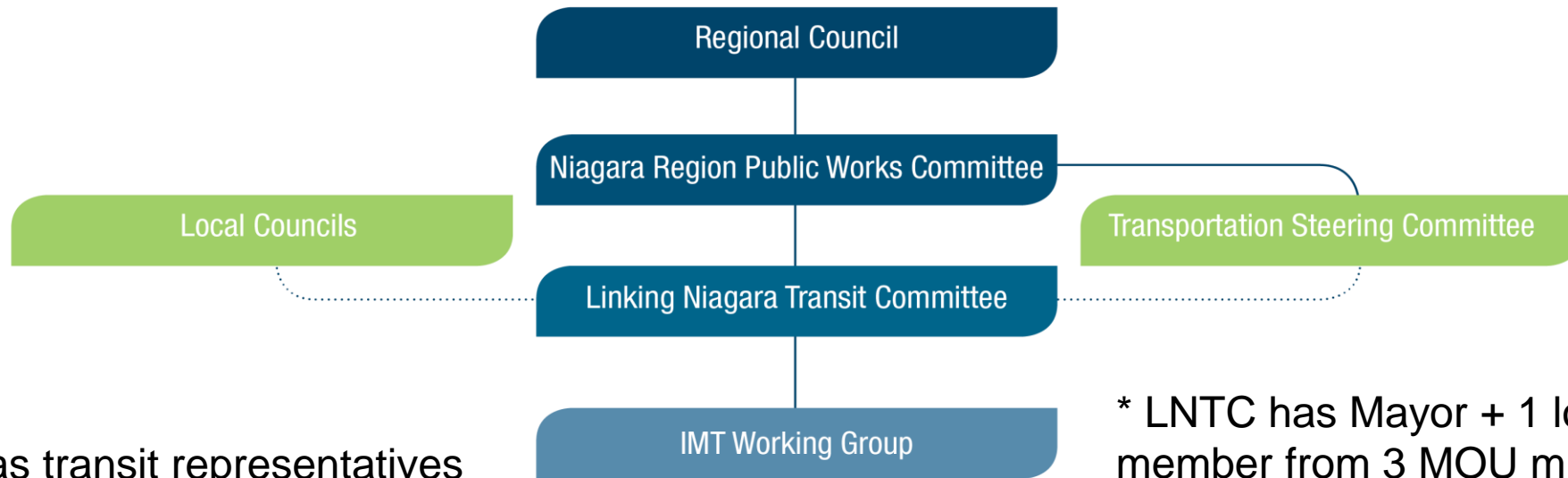
## Key Inter-Municipal Transit Milestones:

2011-2017	NRT IMT pilot service
Feb. 2017	Niagara Transit Service Delivery and Governance Strategy Report (Dillon Consulting, "Dillon Report")
June 2017	Unanimous 'triple majority' achieved
Dec. 2017	Unanimous transit MOU (STC/NR/NF/WE)
May 2018	Unanimous 3-year ext. of NRT service
Sept. 2018	IMT Service Implementation Strategy





# IMT Reporting Structure



\* IMTWG has transit representatives from all 13 municipalities

\* LNTC has Mayor + 1 local Council member from 3 MOU municipalities + 4 Regional Councillors (10 total members)

# Milestones: What We've Achieved

LNTC/IMTWG focus is on numerous customer-facing system improvements:

- 3-year NRT operating extension – now 'permanent' service with triple majority
- Post-secondary student union contracts (U-Pass agreements)
- Sept. 2018 NRT service enhancements
- Single mobile platform for all systems – Transit App
- Common Service Guidelines – consistency/standardization across all systems
- Distinct route numbers to avoid customer confusion
- Backend on/off board technology merger to single provider
- Consolidated after hours customer service provider
- “Moving Transit Forward” – public awareness campaign



MOVING  
TRANSIT  
FORWARD



transit

= CONNECTING MORE PEOPLE  
TO MORE POSSIBILITIES

DOWNLOAD  IN THE

Hello, Niagara Region

Download **Transit** and become  
connected to more possibilities

DOWNLOAD  IN THE

MOVING  
TRANSIT  
FORWARD



transit

= CONNECTING MORE PEOPLE  
TO MORE POSSIBILITIES

DOWNLOAD  IN THE APP

Hello, Niagara Region

Are you ready for daily **GO Trains**  
and **improved Transit**?

MOVING  
TRANSIT  
FORWARD

VISIT [NIAGARAREGION.CA/TRANSIT](https://niagararegion.ca/transit) TO LEARN MORE

Niagara  Region

MOVING  
TRANSIT  
FORWARD

Niagara  Region

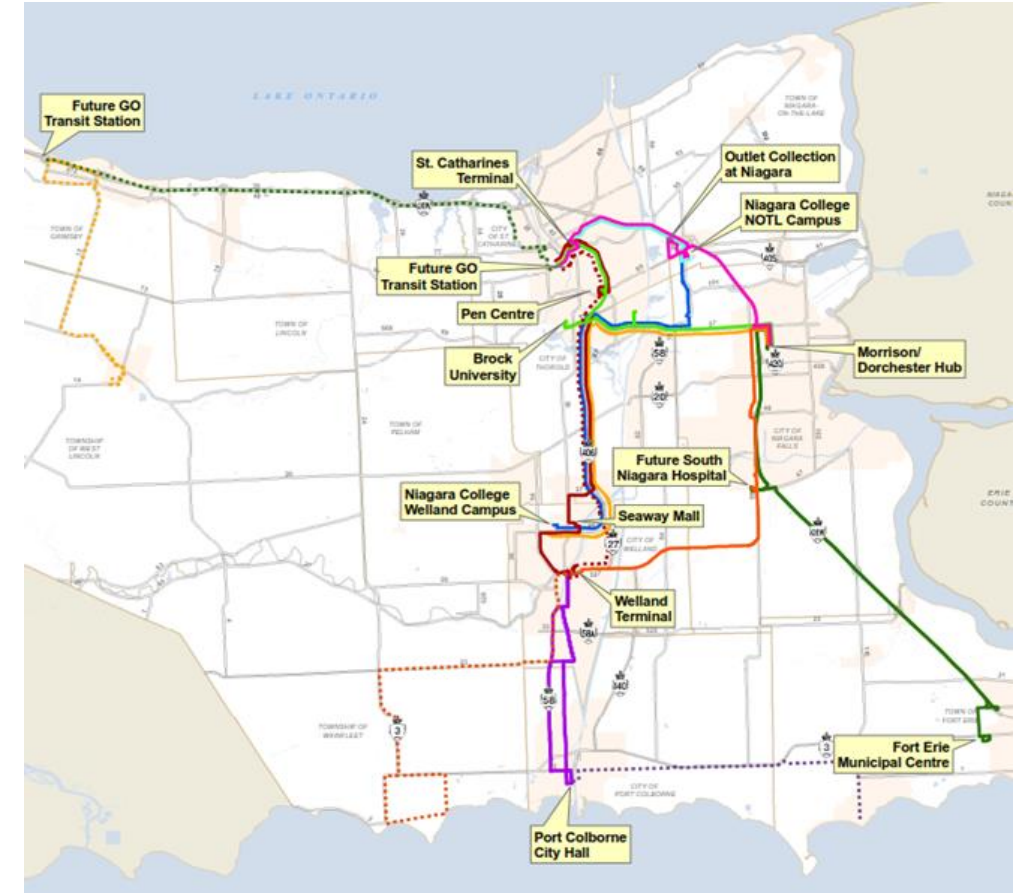
# Workplan: What's Next

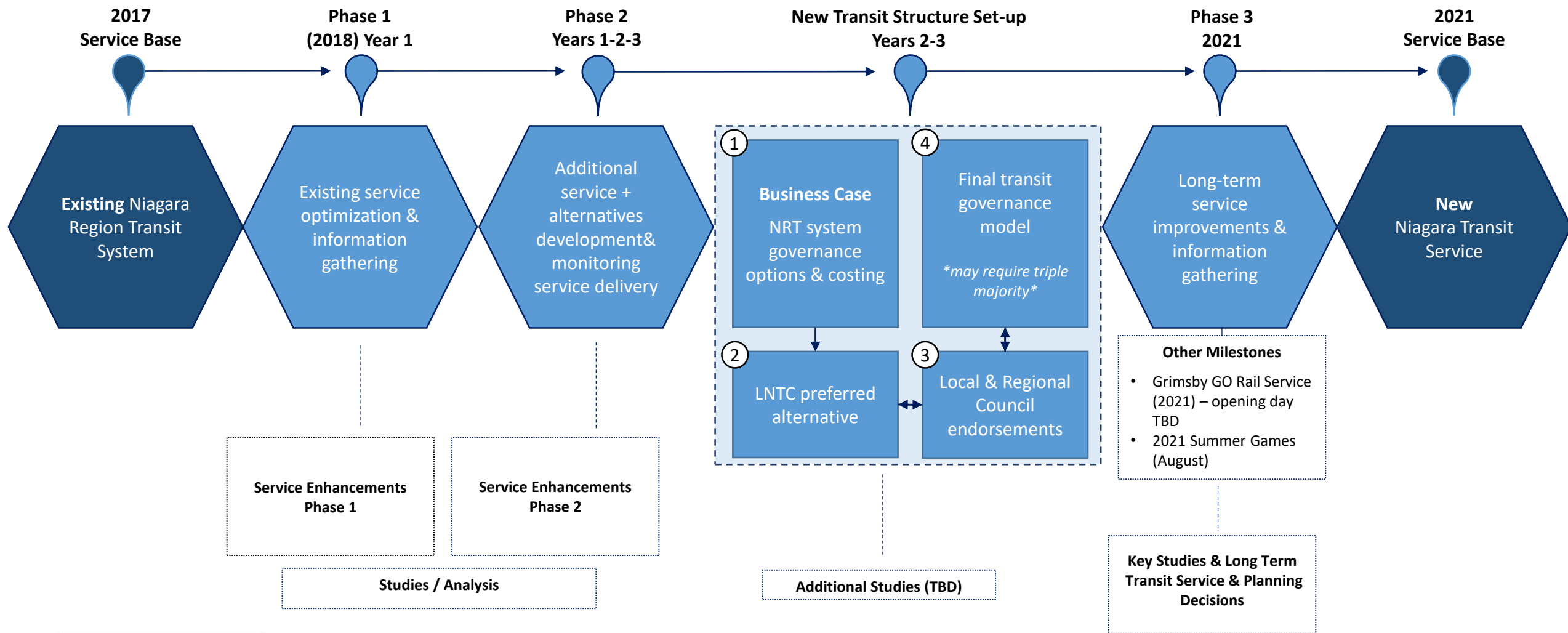
TASK	TIMING
Launch Common Universal Support Person Pass	January 2019
Initiate Specialized Transit Review (9 months)	January 2019
Real-time GPS-enabled fleet go-live	January 2019
Common Fare Strategy	January 2019
Harmonize GTFS data (Google feed for web-based trips)	February 2019
MTO response to PGT operating/consolidation impacts	Q1 2019
Consolidated customer service call centre strategy	Q1 2019
Financial and asset valuation for governance options	End of Q1, 2019
Integrated route map/rider guide	Q2/Q3 2019

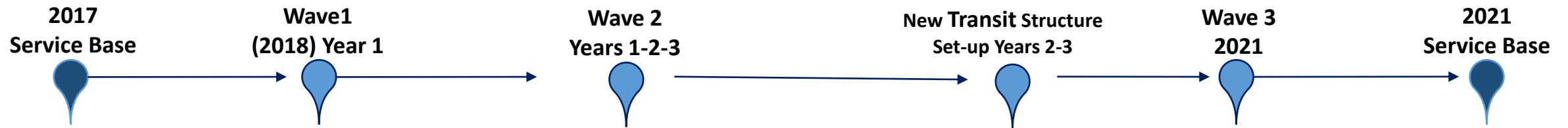


# Moving Transit Forward: Where We're Going

- Rationalization of duplicate post-secondary routes for efficiency
- Better integration with municipal transit i.e. 30 minute Service, Sunday and Holiday Service
- New Niagara-West IMT link (integration with GO Transit – bus + train)
- New dynamic transit services for low-demand areas
- Improved connections to GO Train service
- Integrated fares and payment technology i.e. mobile ticketing
- New or enhanced amenities, e.g. Wi-Fi, bus shelters







Customer Service Enhancements

Studies/ Analysis

- Uniform customer service policies
- Support person pass
- Single point after-hour call handling

- One Customer Call Centre

- Gas Tax impacts
- Specialized Transit Study
- Branding Strategy & communications approach

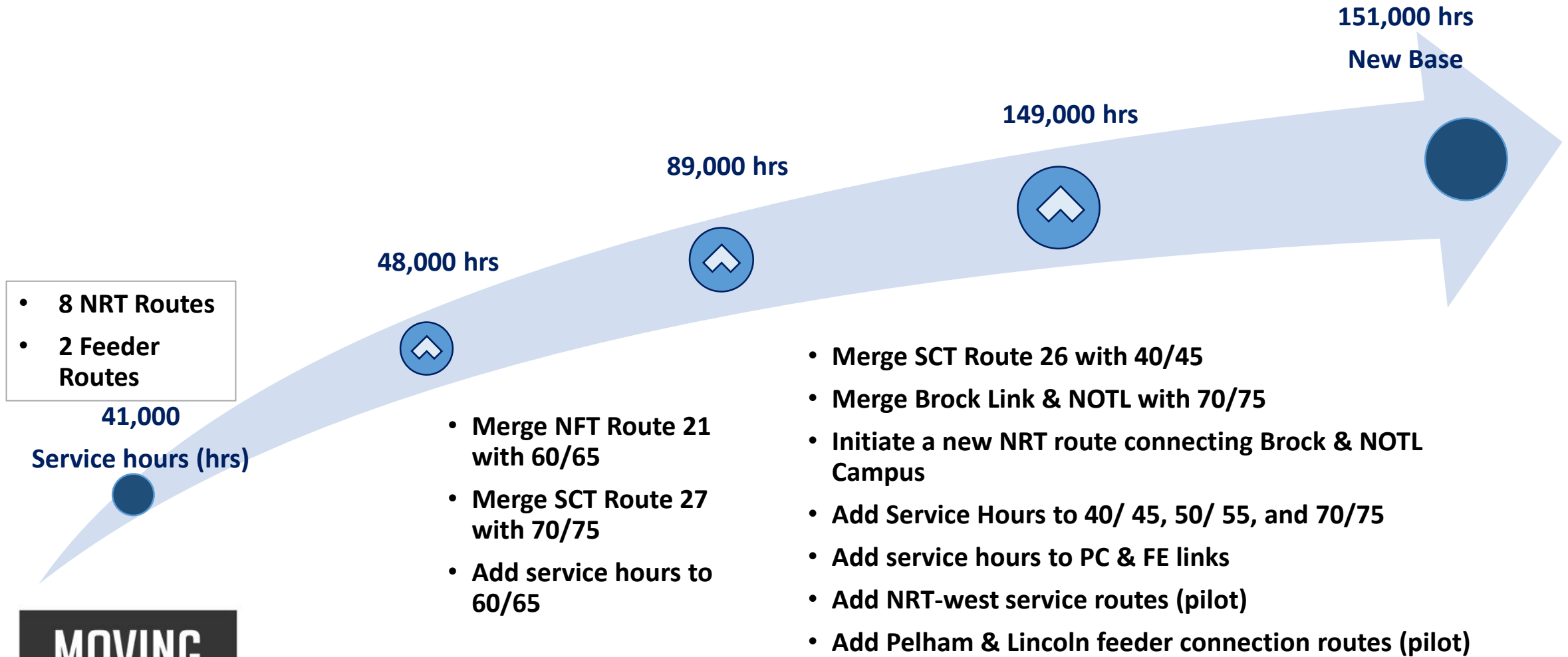
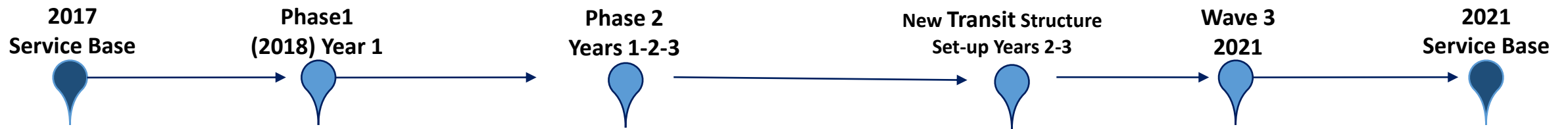
- Transit Assets Inventory Study
- Financial Study/ Operations Study
- Human Resources Study
- Business case development

Governance Decision

- Additional Studies if Required

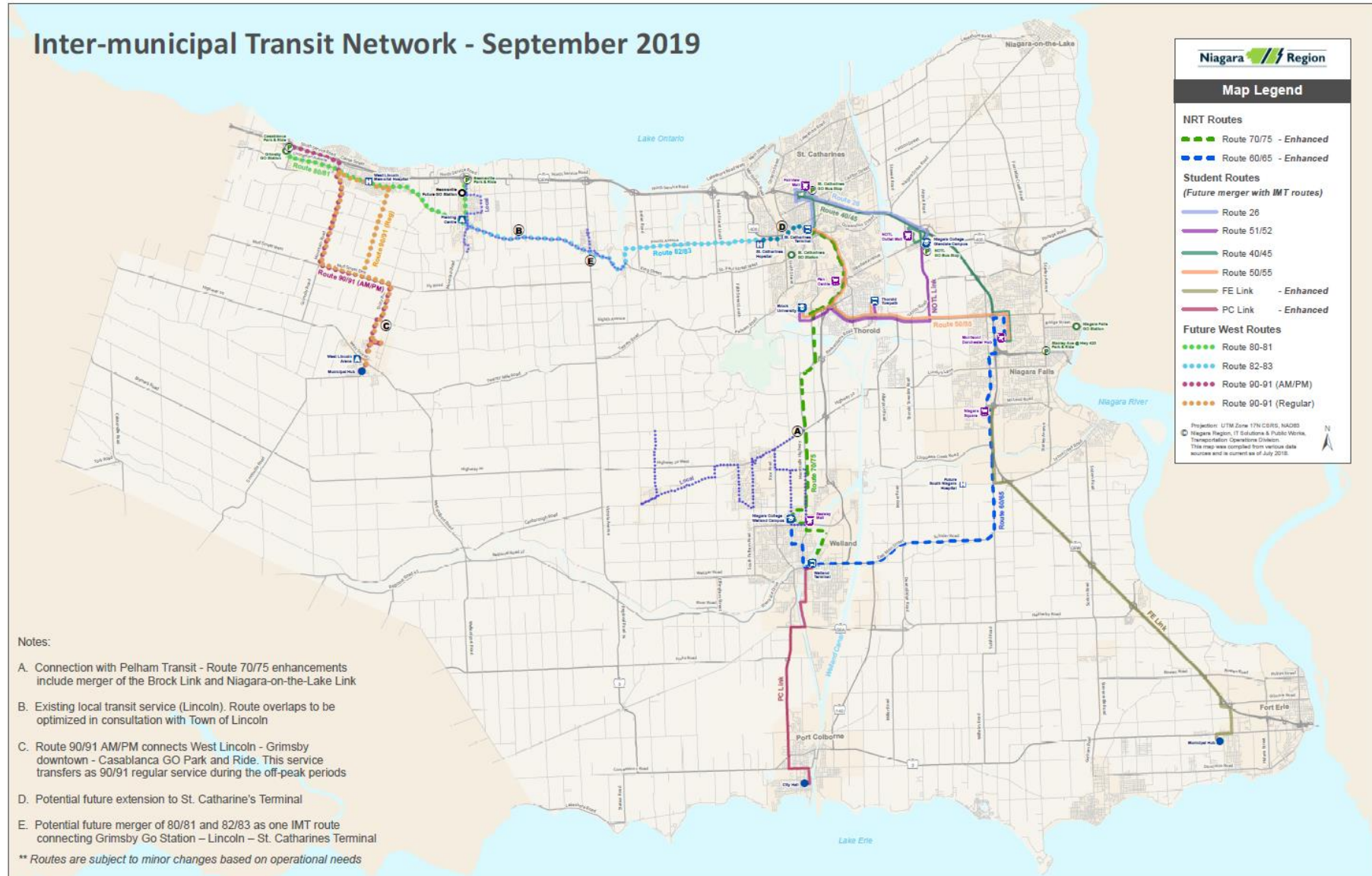
- Wave 3 Customer Service Improvements

- 10-Year Strategic Plan
- Fare box integration
- Transit maintenance garage and operations centre
- Transit ITS improvements
- Mobility management initiatives (first & last mile)



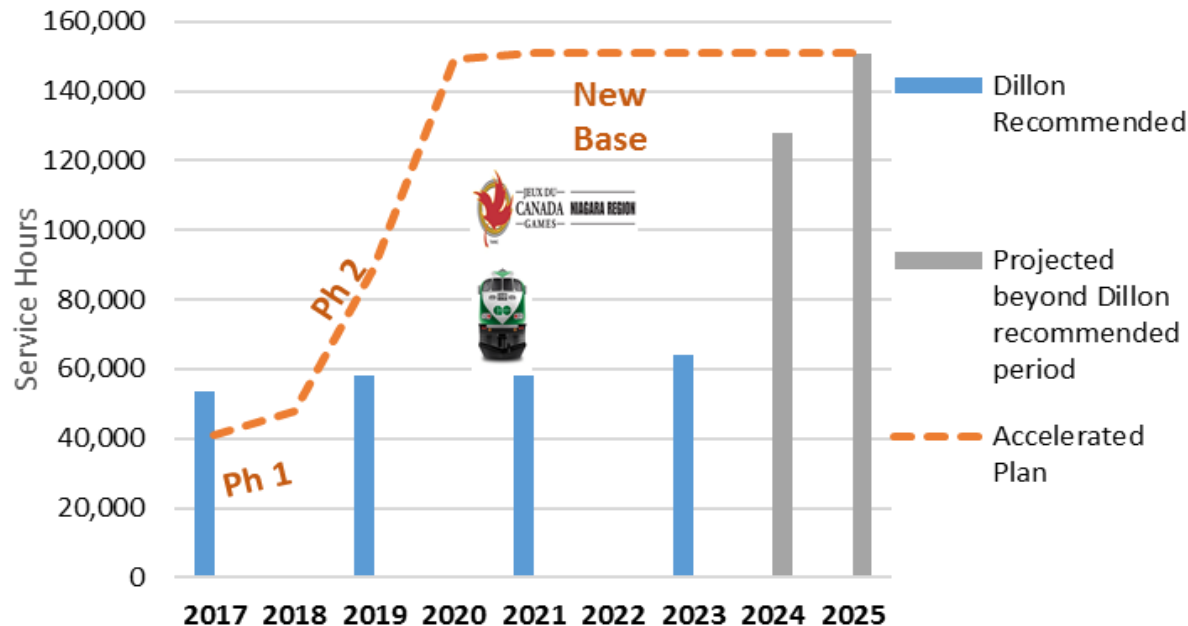


## Inter-municipal Transit Network - September 2019



# An Accelerated Path to Connectivity

## Daily GO Train Expansion to Niagara (2019-2023)



## LNTC - Transit Coordination and Working Group Deliberations

- 30 minute IMT Mainline Service | Weekend & Holiday Service
- IMT West Niagara Service
- Feeders
- Customer Service improvements
- Business case for governance decision

## Post-Secondary Student Union Negotiations

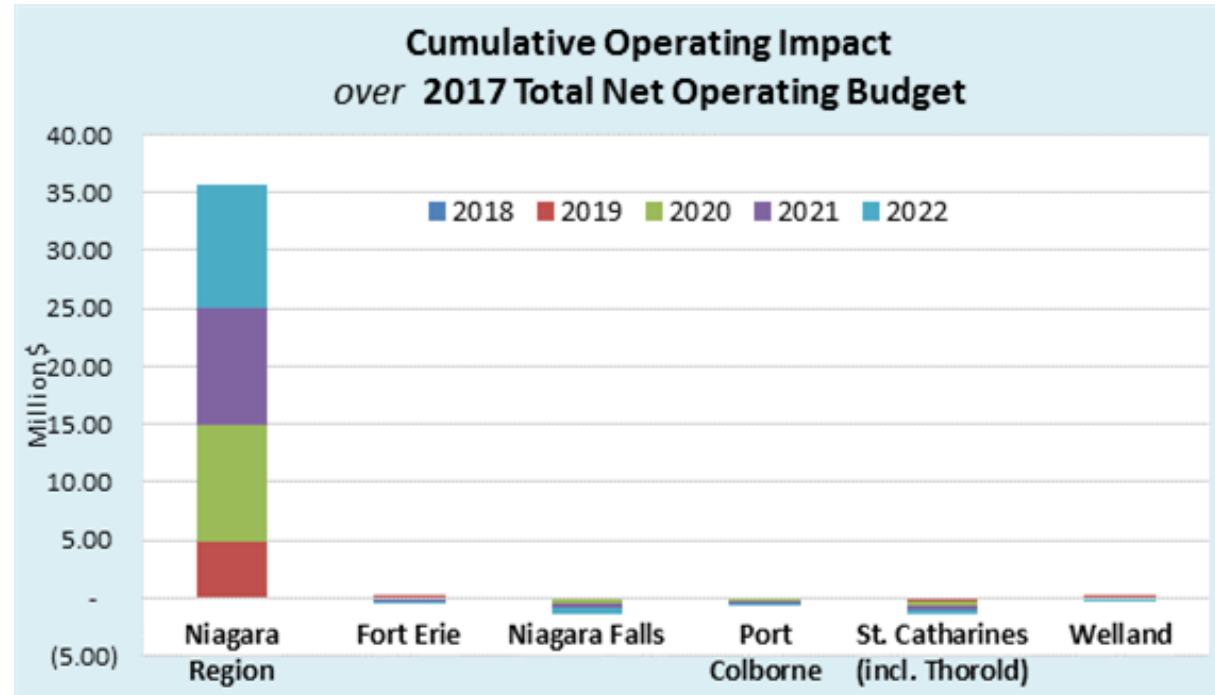
## Region Equal Partner in Governance Discussions

**MOVING  
TRANSIT  
FORWARD**

# Operating Impact: 2018 – 2022 Outlook

By 2022,  
Niagara Region  
Transit will  
require a  
budget increase  
of **\$11.6M**

Local Transit  
savings  
5% - 70% for  
reinvestment in  
Transit



Required  
increase to the  
general levy  
to fund service  
enhancements:

**1.5% in Year1**

plus an  
additional

**1.53% in Year2**

Niagara Region total investment of **\$31.2M Operating** (+\$8.6M Financing /OH)

Local Transit net operating and capital opportunity of **\$4.6M** to be re-invested in local transit  
(realized through increased revenues and capital redeployment)

# Capital Impact: 2018 – 2022 Outlook

The estimated five year total NRT capital cost is **\$28.7M**

2018: **\$3.3M** refurbishment of three 40-foot buses, one new 40-foot bus & two 60-foot articulated buses

2019: **\$13.9M** four 60-foot articulated buses, ten 40-foot buses, smartcard farebox, transit stop upgrades and ITS components (mobile ticketing and Wi-Fi)

2020-2022: **\$11.5M** existing fleet lifecycle replacement

Niagara Region Transit does not have sufficient fleet to service existing NRT routes or service expansions

- 20 additional buses are required for proposed service strategy (increasing fleet size from 11 to 31)
  - 10 buses required to replace locally supplied buses on existing IMT routes
  - 10 buses needed for service enhancements and expansions
- Route rationalization/consolidation results in a transfer of PGT from local operators to Region
- Increased NRT fleet will allow local operators to redeploy their fleet to meet pressures for planned local service expansions without incremental capital expenditures



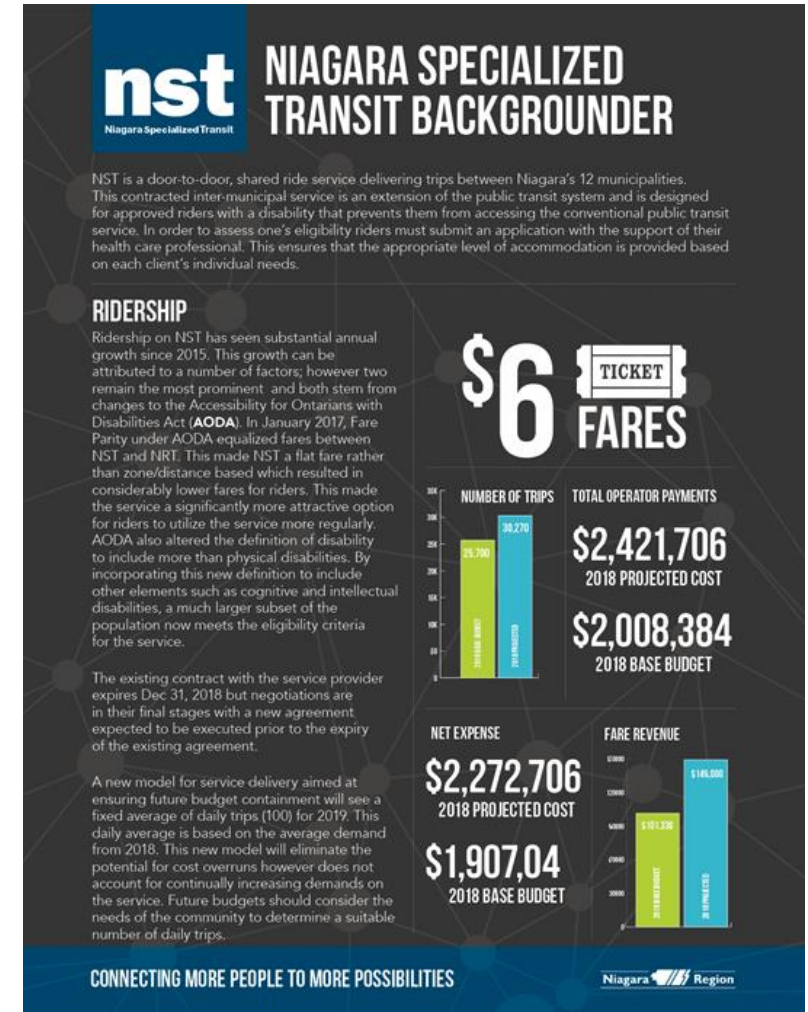
# Jurisdictional Comparison – Transit

2016 CUTA Transit Statistics	Durham	Waterloo Region	Hamilton	Current	Proposed
				Niagara System	
Census Population 2011	608,124	507,096	519,949	431,346	431,346
Service Area Population	567,421	452,687	490,673	358,805	427,016
% Population Served	93%	89%	94%	83%	99%
Service Area Size (km2)	405.9	231.3	243	555	555
Full Time Student Population	21,000	52,000	41,000	27,000	
% of Population	3%	10%	8%	6%	
Active Vehicles	186	249	251	1	164
Boardings (conventional + specialized)	12,225,693	27,014,641	29,919,658	9,719,612	-
<b>Ridership (conventional + specialized)</b>	<b>10,372,806</b>	<b>20,047,652</b>	<b>22,232,666</b>	<b>8,851,698</b>	-
Total Direct Operating Expenses	66,445,883	82,213,957	79,135,506	43,323,017	53,925,439
Total Operating Revenues	25,843,151	32,063,197	39,603,830	21,861,798	\$ 23,266,663
<b>Net Operating Costs</b>	<b>\$ 40,602,732</b>	<b>\$ 50,150,760</b>	<b>\$ 39,531,676</b>	<b>\$ 21,461,219</b>	<b>\$ 30,658,777</b>
R/C Ratio	39%	39%	50%	50%	43%

# Niagara Specialized Transit (NST)

- Launched in 2006
- Provides accommodations for riders with disabilities – requires application
- Door-to-door IMT trips in Niagara and to Hamilton
- Partnership with DARTS (Hamilton)
- Service levels, ridership and costs have grown exponentially
- Contracted service (currently The BTS Network)
- Specialized Transit Study underway
  - Customer service review
  - Operational review + Demand forecast
  - Governance options + jurisdictional review

MOVING  
TRANSIT  
FORWARD



# NST: Managing Growth, Meeting Demand

## 2018 Service

- Tracking for 30,000 individual rides
- Estimated total expenditure - \$2.4M
- 2018 ridership exceeding budget capacity at start of Q4 (Sept.)
- Additional funding support (\$500k) required in September to maintain service levels and customer stability
- Council direction for customer service review

## 2019 Service

- Focus on stability for riders and continuity of service
- Maintain daily 2018 ridership average (100/day or 600/week)
- Requires additional new investment of approx. \$450k to maintain these levels
- 2019 projections do not account for increasing demand

A background graphic featuring a network of interconnected nodes and lines, resembling a molecular or digital structure. The nodes are represented by circles of varying sizes, and the lines are thin and light gray. The overall color scheme is dark gray with teal accents.

# MOVING TRANSIT FORWARD

THANK YOU - QUESTIONS?