

Linking Niagara Transit Committee - Inter-Municipal Transit Working Group Achievements 2018-2020

The following are achievements from the LNTC/IMTWG workplan:

- Standardized, on-bus customer service policies across all four large transit systems
- Established a single digital mobile platform – Transit App. All Niagara transit systems' routes are now uploaded, enabling riders to find route, schedule and bus information, including a promotional campaign
- 'Moving Transit Forward' promotional campaign on all Niagara Region Transit (NRT) buses (interior and exterior) and on local buses (interior) aimed at raising public awareness to transit integration activities
- Consolidated all after-hours customer service call handling to a single external provider across all four major systems
- Completed comprehensive Provincial Gas Tax analysis and advocacy engagement with MTO on route rationalization and impacts to local providers
- Finalized a multi-year extension of NRT operations in partnership with the Transit Service Providers to take operations through December 2020
- Finalized NRT U-Pass agreement 2018
- Rationalization of two post-secondary charter routes with existing inter-municipal routes including service enhancements
- Fort Erie and Port Colborne NRT Link route service enhancements
- Developed a common fare strategy/structure, including financial analysis for any required Council approvals (necessary precursor work to enabling a common fare technology). This structure has been endorsed by the St. Catharines Transit Commission and Niagara Falls Council (subject to full buy in from all transit parties)
- Completed the Specialized Transit in Niagara Study which examined ridership, demand projections, a scan of jurisdictional comparators and industry best practices, along with operating improvements to feed into the Transit Governance Study
- Implemented a Universal Support Person Pass common to all Niagara transit systems to enable those with mobility limitations to travel with an approved support person with valid identification
- Streamlined all data inputs and established a process to ensure all trip planning tools including Google trip planner, Triplinx, Transit App have up-to-date and accurate information
- Secured 2019-2020 U-Pass agreements with Niagara College and Brock University Student Unions
- Real-time bus tracking via the Transit App on all Niagara Region Transit (NRT), Niagara Falls Transit, St. Catharines Transit and Welland Transit fleets
- Based on historic Regional Council investments in NRT via a separate levy of 1.4% (2019) which enabled significant service enhancements on NRT mainline routes:

- Nearly all NRT mainline routes 30 min. (or better) peak headways
 - Added express routes for routes 70A/75A and 60A/65A to post-secondary campuses of Niagara College and Brock University
 - Working with Pelham Transit, added connection to Pelham's Meridian Community Centre via 70A/75A
 - Procured, in partnership with our municipal operators, 14 new buses to meet the NRT fleet requirements for recent service enhancements, ensuring the utilization of the reduced operating rate
- Uploaded Port Colborne and Fort Erie Link routes and eliminated the SCT #26 – removing the last of the duplication of IMT routes in the system. All IMT routes are now operated under the (non-exclusive) jurisdiction of NRT
- Submitted consolidated Niagara feedback to MTO Provincial Gas Tax Program consultations based on comprehensive 2018 financial and local impact analysis
- Secured recommendation for on-demand transit expansion model for West Niagara
- Through a competitive procurement process, launched the Niagara Transit Governance Study, securing Optimus SBR and Left Turn, Right Turn as lead consultants for the study