

A background network diagram consisting of numerous grey circular nodes of varying sizes connected by thin grey lines, forming a complex web across the entire page.

**MOVING
TRANSIT
FORWARD**

NIAGARA SERVICE STANDARDS STRATEGY

LNTC-C 3-2021
APPENDIX 5
JUNE 30, 2021

TRANSIT IN NIAGARA TODAY

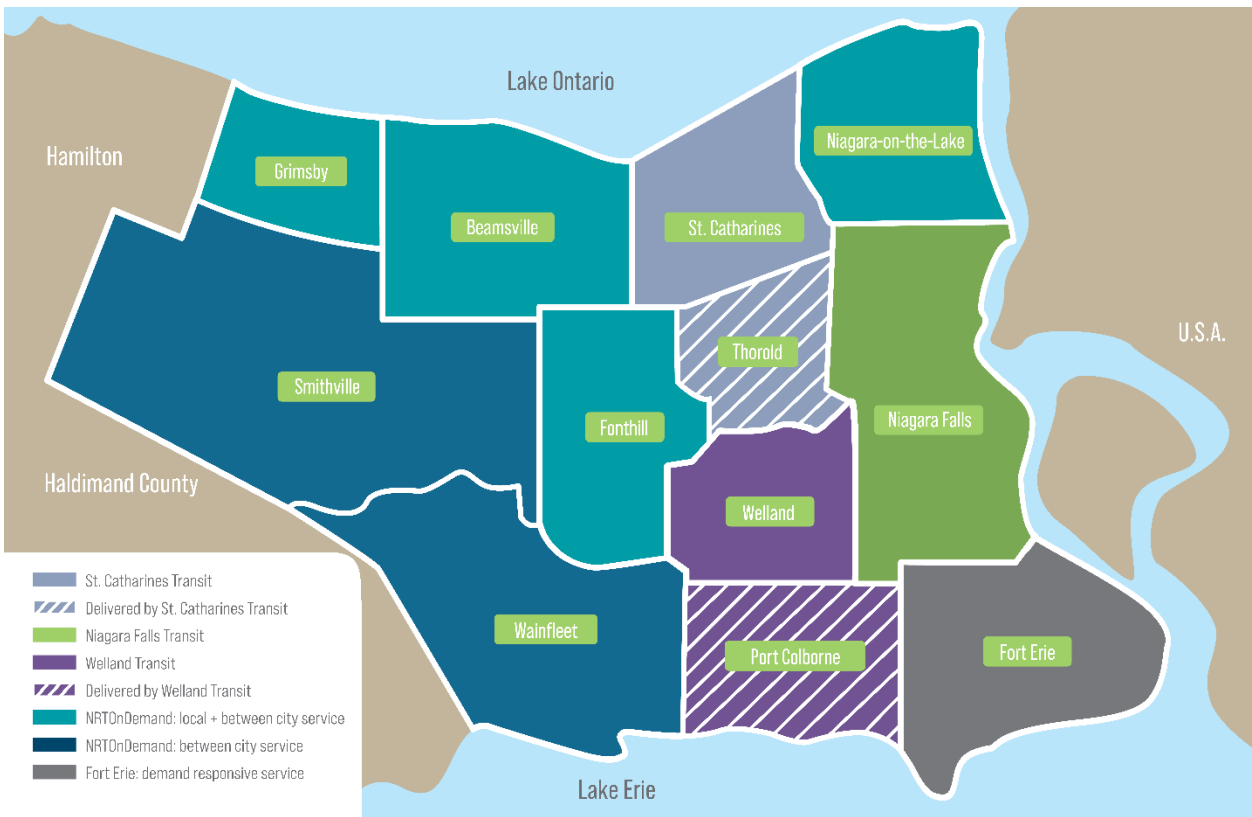
SECTION 1

THE STARTING POINT

Effective public transit is about providing the connections and mobility required for residents to access and enjoy the employment, recreational, and institutional benefits that Niagara has to offer. It’s about connecting a student from their home to school, supporting an employee taking a new job in a different town, or ensuring a senior can access the medical services they require.

Today, transit in Niagara is delivered through a mix of services and by different levels of government and transit agencies. Niagara Region is responsible for delivering trips between cities (referred to as inter-municipal service) through Niagara Region Transit (NRT) and has recently launched the Niagara Region Transit On-Demand (NRT OnDemand) pilot program to provide a new approach to transit in smaller communities. Larger cities like St. Catharines, Niagara Falls and Welland have their own local transit services that primarily use large buses on regular (or fixed) routes, where some smaller towns and cities have only recently introduced transit service.

Figure 1 - Transit in Niagara Today (2021)



Significant work has been done in recent years make these systems integrate better together for the benefit of the riders. For example, the Intermunicipal Transit Working Group (IMTWG) was responsible for coordinating how Niagara's transit systems responded collectively and collaboratively to the COVID-19 pandemic and has worked to ensure that common technologies are used across Niagara.

Integrating into one transit system serving all of Niagara represents an opportunity to take these efforts even further – combining resources to deliver more and better service, providing easier connections between towns and cities, and effectively integrating with expanded GO Train service. For this reason, work has been completed to outline how this integration could take place – arriving at a recommendation that a single transit Commission be established that serves all of Niagara's public transit needs.

THE PLAN

The purpose of this service strategy is to outline how transit in Niagara could be enhanced, should the combination of the existing transit services take place.

This strategy considers three phases of improvements – in the short-term (Phase 1), a move to one set of consistent operating hours to ensure all residents in Niagara have the same level of availability of transit in their community and the ability to make consistent connections across Niagara. Phase 2 would follow, combining specialized transit (otherwise known as accessible or Para-transit) with other existing demand-responsive services. Lastly, in Phase 3, undertaking a detailed network review study that would look for future opportunities to expand and enhance Niagara's transit footprint and significantly grow ridership in the long-term.



The roadmap and standards in this strategy will be a guideline for the future Commission, demonstrating the types of services and improvements that could be implemented in the future.

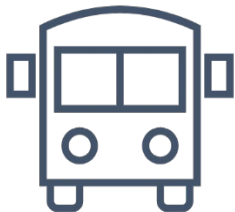
The Commission and its Board, through its own planning studies (such as the network review discussed in Phase 3), approvals and budgets, will make the final decisions about what service improvements will be provided.

The new transit Commission will also evaluate the performance of its services on a continual basis – starting right from its creation and in parallel with this strategy. At a minimum, there will be an annual performance review of required changes and service enhancements, which may include evaluation of route performance, ridership, new housing/commercial development, customer feedback, and opportunities to implement existing expansion priorities such as those identified in municipal transit and transportation master plans.

TYPES OF TRANSIT

Effective transit comes in many different forms, from large buses meant to move many people at once, through to smaller vehicles that connect residents in previously underserved communities. The right type of transit for a particular community is tailored to its needs: the demand or ridership anticipated and the density or character of the neighbourhood.

This strategy and the standards discussed are organized into two primary types of transit:



Conventional Transit

This is the image that comes to mind when most people think about transit - a large bus (35' or bigger) that stops at the corner, that comes by on a regular schedule, and that connects residential, employment and institutional areas with each other. It is most common in larger cities such as St. Catharines, Niagara Falls, and Welland.



Alternative Transit

Where conventional services aren't the right fit – because of lower demand or ridership, the need to service larger geographic areas, or to meet the demands of residents with enhanced mobility needs – alternative forms of transit are better suited to address these influences for particular communities. Alternative transit is sub-divided into three types:

- **Community Bus** – which operates smaller vehicles on a fixed route within a single community or town to provide local access to places such as seniors' apartments, medical facilities, community centres and shopping centres.

- **Demand Responsive Transit** – otherwise known as on-demand transit or micro-transit where vehicles alter their routes each trip based on passenger demand without using a fixed route or timetabled schedule.
- **Specialized Transit** – or Paratransit service, focused on assisting persons with mobility challenges, providing transportation from accessible door to accessible door, and using vehicles with features such as lifts and accessible seating. Vehicles alter their trips based on demand, rather than operating on a standard route or schedule.

SERVICE STANDARDS

SECTION 2

What is a Service Standard?

Service standards provide a consistent and fair way to evaluate both existing and proposed transit services. Standards work by establishing common thresholds for factors such as what the distance to the closest bus stop should be, what hours transit will operate, how frequently buses will serve each stop, and what type of service makes sense in a given community.

Service standards are intended to provide a planning, design, and decision-making framework for transit services that operate efficiently and equitably across Niagara. They provide a framework for how to best serve transit riders' diverse travel needs, while balancing budgetary and resource limits.

The standards proposed in this plan are intended to be implemented in three phases. Phase 1 and Phase 2 are focused on standardizing the current service across Niagara so that all residents have consistent access to transit. Phase 3 then looks for opportunities to enhance and grow service – once a common and integrated level of service across Niagara has been established. Notwithstanding the above sequencing, during Phase 1 and 2 shorter term expansion and enhance opportunities, especially those already identified in documents such as municipal Transportation Master Plans, will be considered as part of the annual service review that the Commission will undertake.

Service Coverage

Service coverage defines the maximum walking distance to a bus stop for urban and rural areas. The goal of locating bus stops is to balance the number of bus stops to ensure fast and reliable service, with ensuring that stops are conveniently located and within walking distance of homes and key community destinations. In Niagara, this has been defined as:

The maximum walking distance for greater than 90% of all residents within the Niagara Region is 400 metres to a bus stop.

Service coverage is most applicable to conventional services that operate on a fixed route with dedicated stops, but also applies to alternative services such as community bus and demand-responsive transit. Specialized transit operates on an enhanced principle of ensuring trips take place from “accessible door to accessible door”. This standard is comparable with those applied in other peer jurisdictions.

Phase 1 – Years 1 & 2

Standard Operating Hours Across Niagara

Each agency responsible for delivering transit in Niagara today currently sets its own hours of operation, independently balancing ridership and demand against budgetary and resource limitations in their communities.

The result is an inconsistent mix of operating hours from a region-wide perspective – transit in one community may start earlier in the morning than it does in an adjoining community, or one may offer Sunday and holiday service where another does not.

The first priority under a consolidated system will be to standardize the hours that transit operates across Niagara.

The proposed hours of operation for a consolidated system, for all types of service, are:

Monday to Saturday	6:00 AM to 12:00 AM (Midnight)
Sundays & Holidays	7:00 AM to 9:00 PM

Taking this first step will better serve residents by eliminating confusion between different hours of operation in adjacent communities and on different operating services (i.e. conventional and demand responsive), and by enhancing service hours in a number of communities. A transit rider travelling from one community to another can be confident that their connection will be operating still – and not need to check multiple schedules from different agencies.

Standardizing operating hours will also assist in delivering efficient service. For example, when planning service the Commission will not need to account for different start and end times in different communities which are presently independently determined and misaligned.

To the degree possible, standardization will occur in parallel with the assumption of operation by the Commission, but will be fully achieved over a two-year period as the Commission incrementally enhances service.

Providing an increased number of service hours will require additional investment. The operating costs to deliver this enhanced service has been accounted for in the financial strategy that parallels this Service Strategy, and is detailed in Table 3 in the Community Perspectives section of this report. Based on a review of existing service hours and fleet complement, it is expected that this enhanced service can be delivered using existing fleet resources and that no additional capital investment would be required.

Requests for Enhanced Services

There will be two opportunities for enhanced services to be provided in a municipality. Requests could be made from local Councils to the Commission for service improvements that would be included in future service planning; or through a direct 'purchase' of additional services based on a municipal contribution or rate.

One potential application would be in extended service hours beyond the standard outlined here. For example, Niagara Falls may request additional hours of service on weekends during peak tourist season or St. Catharines may request additional evening service to serve its downtown core. These requests will be evaluated by the Commission as they are received, and would be delivered subject to available resources and funding.

Phase 2 – Year 3

Combine Specialized and Demand Responsive Services

As standard operating hours are achieved, opportunities to enhance services through more efficient delivery will be explored.

The combination of specialized and demand-responsive transit into one combined service delivery model offers an opportunity to both improve the service residents receive, while more efficiently deploying the resources available to the Commission.

While these two services currently operate separately (and independently by multiple municipalities) in Niagara today, specialized and demand responsive services share many similar characteristics. They both pick-up and drop-off passengers as close to their destinations as possible rather than at dedicated stops; and both operate on flexible routing – changing their journey based on demand or new pick-up and drop-off locations along the way.

As a result, there is an opportunity to combine these services into one, removing the distinction between specialized trips and those currently provided by demand responsive transit. This combination will provide an equitable level of service for all residents in Niagara and permit a more efficient service delivery through a larger shared pool of resources and through scheduling efficiency. Ultimately, achieving a combination of these services will require further review and work to address operational requirements such as facilitating pre-booking of rides and supporting additional destinations for specialized users.

Delivering a combined specialized and demand-responsive system will require the integration of the existing services and contracts that currently deliver these trips across Niagara – encompassing both the local services that deliver trips within communities today, and the regional services that provide trips across municipal boundaries. These services are currently

delivered through a mix of direct ‘in-house’ delivery by the local transit agencies and by contracted services to third-parties.

The preferred approach for this integration is the assumption of existing specialized and demand responsive services and contracts by the Commission, working towards direct ‘in-house’ delivery of a combined service where it is deemed feasible and advantageous to do so. This approach is preferred as it gives the new Commission direct control over all resources to maximize efficiencies. Bringing this service in-house also gives the Commission control over the type of vehicles used to deliver a service that meets all passengers needs. Delivering a combined service ‘in-house’ will require the purchase of new vehicles to increase the available fleet and meet demand. The financial strategy that parallels this report incorporates this requirement by initiating a capital reserve strategy to fund new fleet acquisition.

Phase 3 – Years 4 & 5

Network Service Review

The new transit Commission will also conduct a comprehensive network review every 5-10 years. This review includes a review of the entire network structure and route performance. The first review is planned to occur after standard hours of operation are implemented, and all demand responsive and specialized improvements are made.

These two changes need to be made before any other major service enhancements are considered. Notwithstanding, as part of the Commission’s annual review, minor modifications to service will certainly be considered where necessary.

The Commission will also evaluate routes that may be required to service new developments, such as a GO Train station. All other enhancements, including those identified in LAM Transportation Master Plans, will be part of a comprehensive network review that will examine service across the region as a whole. Improving service frequency based on route performance guidelines will be the focal point of this review. Tables 1 and 2 illustrate service frequency and route performance guidelines that would be considered as part of this review.

Table 1 – Service Frequency

Operating Period	Conventional (minimum frequency in minutes)	Demand Responsive** (maximum wait time in minutes)
Weekday Peak	30	60
Weekday Base	30	60
Weekday Evening	60	60
Saturdays	30	60
Sundays	60	60
Holidays	60	60

** Maximum wait time is defined as the time from booking to pick-up

Route/service performance should be assessed on the basis of total boardings per revenue vehicle hour, which is an industry standard key performance indicator that measures the volume

of riders compared to the supply of transit service. Different classes of routes have different performance expectations and ridership potential, and the performance target values should be established separately for each route type.

Table 2 - Route Performance Guidelines (boardings per revenue vehicle hour):

Route Type	Weekday Daytime	Evening and Weekends
Conventional	15	10
Community Bus	8	6
Demand Responsive	3	2

It should be noted that if boardings for demand responsive service fall below 3 and 2 respectively as shown in Table 2, it does not mean that service levels will be reduced. It means that the transit Commission's supply of vehicles on the road at that time may be too high and should be reduced.

TRANSIT IN NIAGARA TOMORROW

SECTION 3

As the recommendations of the first network review and the standards outlined in this strategy are implemented, transit in Niagara will move towards a more harmonized and integrated system under the new Commission. Conventional services will operate with common operating hours and frequency, and alternative transit services - reflecting the level of demand in smaller communities - will ensure that appropriate investments are made for transit equity in all communities.

Figure 2 - Niagara Transit (Post-Phase 3)



In this scenario, conventional services are likely to continue to be concentrated in the municipalities where they most commonly appear today: St. Catharines, Niagara Falls, Thorold, and Welland. In parallel, alternative services will be most prominent in the other eight Niagara municipalities of Fort Erie, Grimsby, Lincoln, Niagara-on-the-Lake, Pelham, Port Colborne, Wainfleet, and West Lincoln.

It should be noted that this is a generalization. For example, there are underserved neighbourhoods in Niagara Falls, St. Catharines and Thorold today that would best be connected through more consistent demand responsive transit. There will also be a continued need to

connect communities primarily with alternative services to their neighbours through conventional services as is done today through the fixed inter-municipal transit routes. Specialized transit, identified under the alternative service model, will service the whole of Niagara.

Community Perspectives

While this strategy sets forth a vision for how standards and enhancements could be applied across Niagara, many of these improvements will be most directly felt at the local community level.

This is especially true during Phase 1, where the move to common operating hours for both conventional and alternative services will directly expand the time transit is available in a number of communities as shown in Table 3 below.

The costs associated with the additional hours of service indicated in Table 3 have been considered and incorporated as part of the overall financial strategy that parallels this document. In addition to the specific operating hour enhancements detailed above, the following sections provide an overview of the changes each community could experience as the three phases of the strategy are enacted and transit growth occurs.

Table 3 - Phase 1 Operating Hour Enhancements

Municipality	Service Increase	Additional Annual Operating Hours
Fort Erie	Alternative Transit - Demand Responsive + Three hours of additional service weekdays and Saturday + Sunday and Holiday service	2,600
Grimsby	Alternative Transit - Demand Responsive + Three hours of additional service weekdays and Saturday + Sunday service and Holiday service	2,671
Lincoln	Alternative Transit - Demand Responsive + Three hours of additional service weekdays and Saturday + Sunday service and Holiday service	2,671
Niagara Falls	Conventional Transit + Two hours of additional service weekday evenings on selected routes	5,382
Niagara-on-the-Lake	Alternative Transit - Demand Responsive + Three hours of additional service weekdays and Saturday + Sunday service and Holiday service	5,536
Pelham	Alternative Transit - Demand Responsive + Three hours of additional service weekdays and Saturday + Sunday service and Holiday service	2,671
Port Colborne	Alternative Transit - Demand Responsive + Eight hours of additional service + Introduce Saturday, Sunday and Holiday service	3,744
St. Catharines	Conventional Transit + Two hours of additional service on Sunday + Six hours of additional service on each Holiday	1,709
Welland	Conventional Transit + One hour of additional service weekday evening + Two hours of additional service on Saturday + Three hours of additional service Sunday evening + Introduce Holiday service	10,006
Niagara Region	Conventional Transit – Inter-municipal Routes + Three hours of additional service weekdays and Saturday + Sunday and Holiday Service	8,112

TOWN OF FORT ERIE

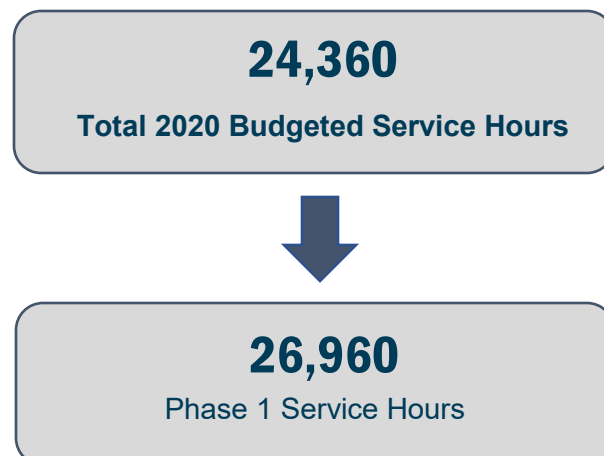
population 31,520 (2016)

alternative service delivery model

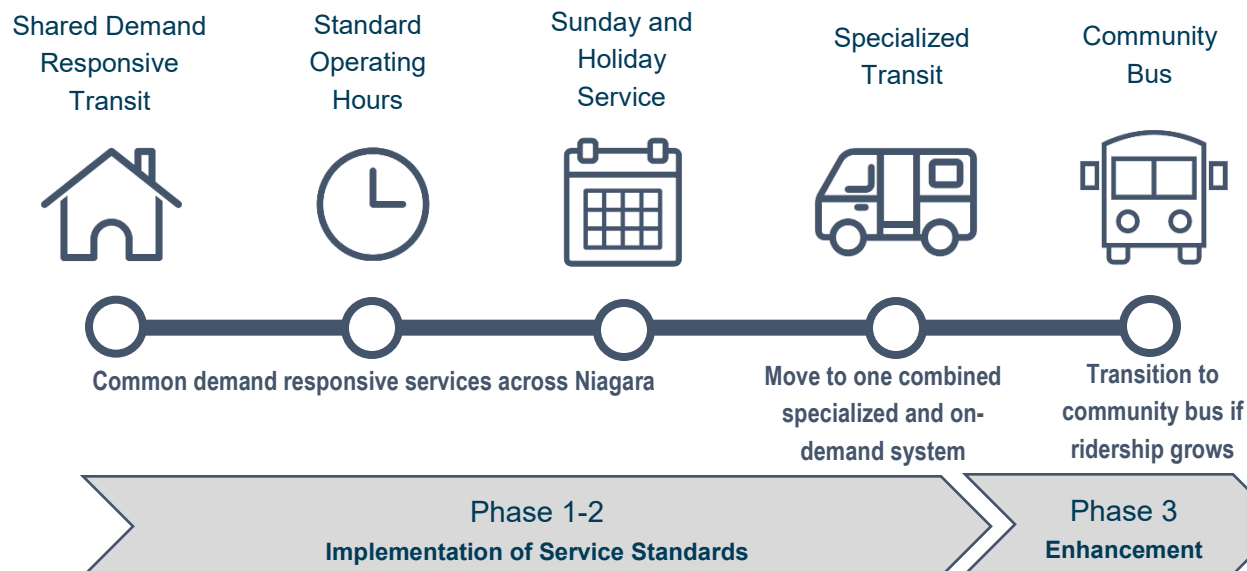
TRANSIT TODAY

Transit in Fort Erie is currently delivered through a third-party contract with Tokmakjian Inc. providing four fixed routes within the Town boundaries. In October 2021, the system will switch to a demand responsive system contracted out to a local company, Regional Limousine. Connections to the NRT Inter-Municipal service are also available.

Specialized transit services are contracted out to The BTS Network Inc., facilitating access for approved specialized users across Fort Erie.



ENHANCEMENTS



TRANSIT TOMORROW

Under a Commission, demand responsive transit will be shared across many municipalities in Niagara. For Fort Erie, this means forthcoming demand responsive service in Fort Erie would be incorporated and the hours the service operates would be extended – adding 9pm to midnight – and include Sundays and Holidays. A move to a community bus system would be considered as transit ridership grows in Fort Erie, providing conventional service links to neighbouring communities that will continue to be a priority.

TOWN OF GRIMSBY

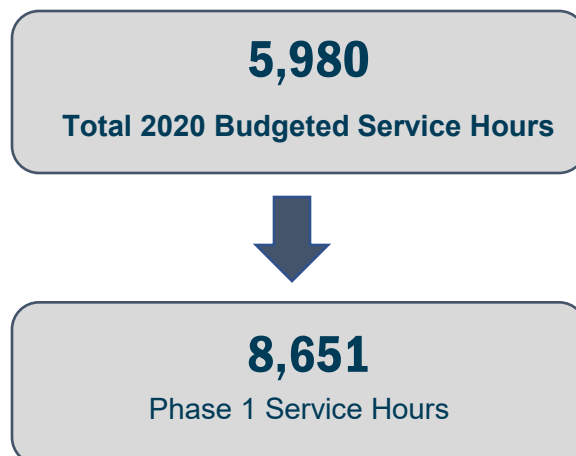
population 28,030 (2016)

alternative service delivery model

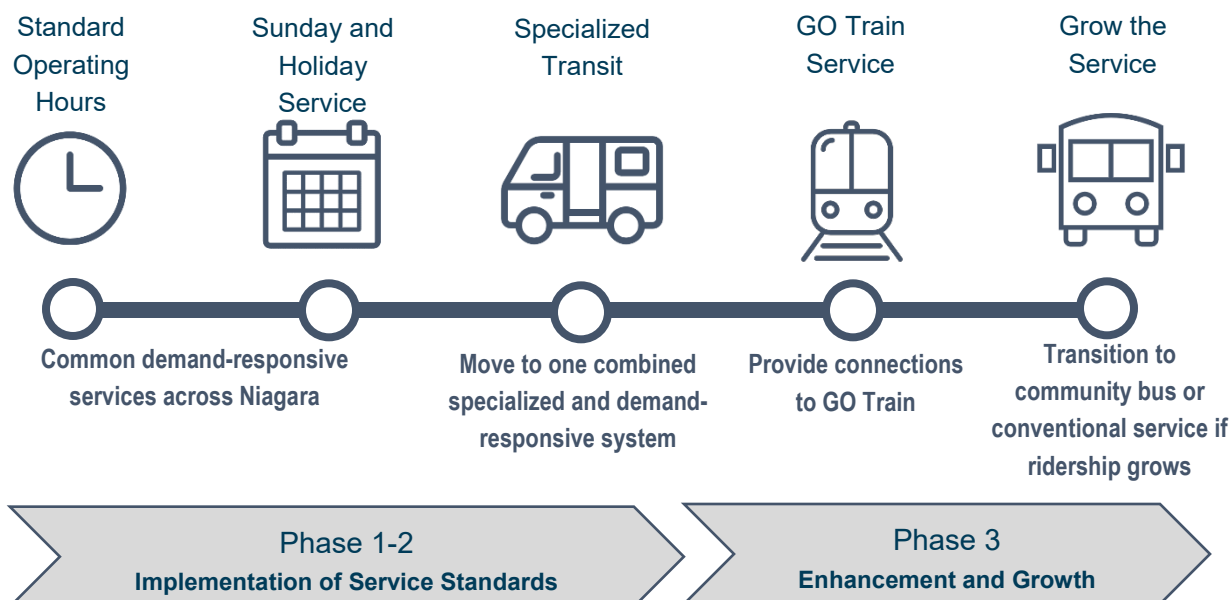
TRANSIT TODAY

The NRT On-Demand Pilot has been embraced by residents in Grimsby, with over 12,000 rides between inception in August 2020 and the end of May 2021—indicating a strong demand for transit in the community. Specialized transit services through Niagara Region’s NST are provided by Niagara Region for approved clients.

Beyond municipal services – GO Transit provides connections to the GTA and other Niagara municipalities through bus service at Casablanca Blvd and future GO Train expansion.



ENHANCEMENTS



TRANSIT TOMORROW

In Phase 1 the NRT OnDemand pilot (demand-responsive transit) hours of operation will be extended to 6:00 am to 12:00 am (midnight) and include Sundays and Holidays (7:00 am – 9:00 pm). The introduction of future GO Train service will be a significant opportunity for Grimsby – which will be met with enhanced local service to ensure effective connections to and from trains. In the short-term, this may mean growing the NRT OnDemand service to keep pace with demand. In the long-term, this may mean transitioning to community bus or conventional transit services should ridership grow, and as determined by the Phase 3 network review.

TOWN OF LINCOLN

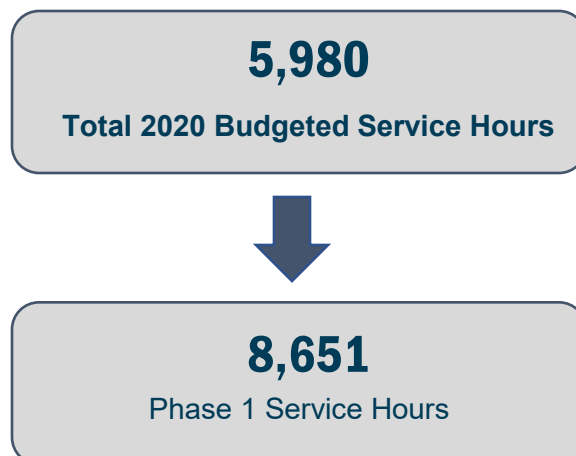
population 24,410 (2016)

alternative service delivery model

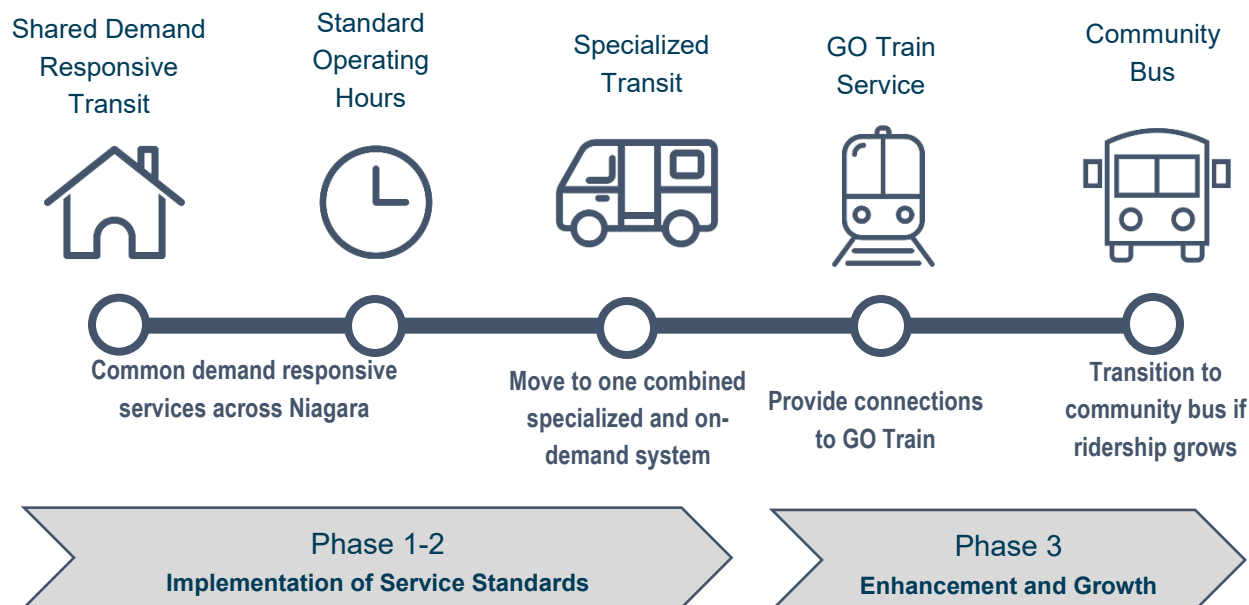
TRANSIT TODAY

Transit in Lincoln is currently delivered through NRT OnDemand, providing connections both within Lincoln as well as to key destinations across Niagara.

Specialized transit services are provided by Niagara Region through NST. Beyond municipal services, GO Transit provides connections to the GTA and other Niagara municipalities through bus service at Ontario St. and potential exists for a future GO Train station.



ENHANCEMENTS



TRANSIT TOMORROW

Under a Commission, demand responsive transit will be shared across many municipalities in Niagara. For Lincoln, this means the hours the service operates would be extended adding 6 a.m.-7 a.m. and 10 p.m.-midnight, and include Sundays and Holidays. The introduction of future GO train service in Beamsville will be met with enhanced local service to ensure effective connections to and from trains. In the short-term, this may mean growing demand-responsive transit to keep pace with ridership. In the long-term, this may mean transitioning to community bus or conventional transit services should ridership grow, and as determined by the Phase 3 review.

CITY OF NIAGARA FALLS

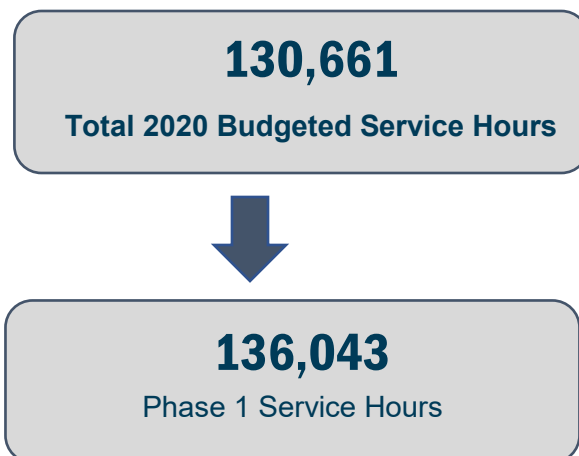
population 90,390 (2016)

conventional & alternative mix service delivery model

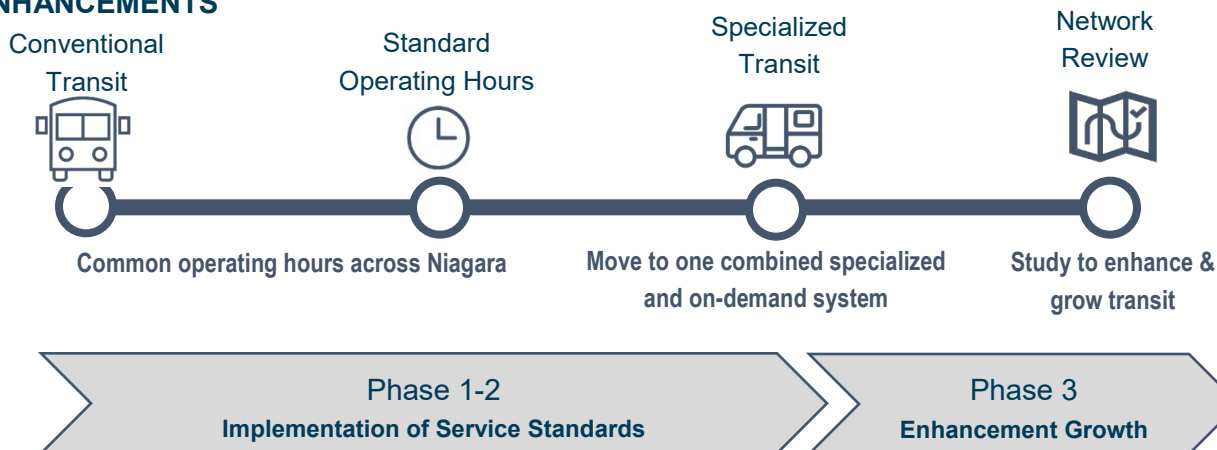
TRANSIT TODAY

Niagara Falls Transit Services plans, manages and operates fixed route transit service for locals and visitors on 25 routes. NFTS also operates four routes on behalf of Niagara Region connecting to Welland, St. Catharines, Niagara-on-the-Lake and Fort Erie.

The City of Niagara Falls' specialized transit service is provided by St. Johns Ambulance, while the Niagara Region NST service provides intermunicipal specialized service. Trans-Cab, contracted to a local taxi operator, is a demand-responsive service to under-developed areas or city neighbourhoods not able to support fixed route transit. While outside the current scope of the proposed consolidation of services, WEGO provides a tourism-focused service in partnership with the Niagara Parks Commission. GO Bus and Trains provide connections to Hamilton and the GTA.



ENHANCEMENTS



TRANSIT TOMORROW

Under a Commission, transit service within the City of Niagara Falls would be enhanced with expanded hours of evening service and enhanced alignment with regional connections across Niagara. Within Niagara Falls, this means the hours the service operates would be extended by adding up to two hours on all evening routes Monday to Saturday. A move to combine demand-responsive and specialized services is anticipated as part of consolidation in the near future. WEGO will continue to operate separate from the Commission, with future direction to be provided as existing contracts are renegotiated. Future increased frequency in GO Train service to Niagara Falls will require increased local service to provide connections to and from trains.

TOWN OF NIAGARA-ON-THE-LAKE

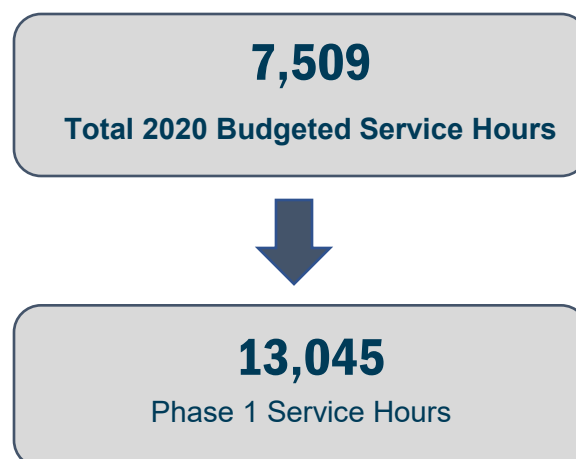
population 17,970 (2016)

alternative service delivery model

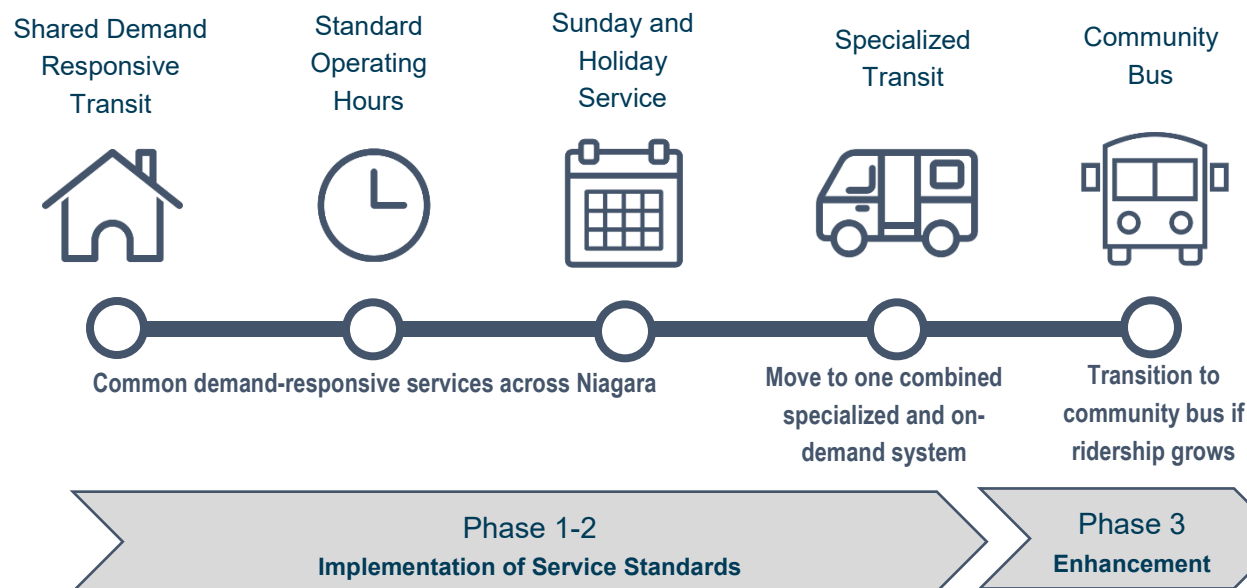
TRANSIT TODAY

Transit in the Town of Niagara-on-the-Lake is currently being delivered through the NRT OnDemand, providing connections to key destinations across Niagara. Specialized transit services are provided by Niagara Region through NST for approved clients.

While outside the current scope of the proposed consolidation of services, WEGO provides a tourism-focused service within Niagara-on-the-Lake as a partnership between the City of Niagara Falls and the Niagara Parks Commission.



ENHANCEMENTS



TRANSIT TOMORROW

Under a Commission, demand responsive transit will be shared across many municipalities in Niagara. For Niagara-on-the-Lake, this means the hours the service operated would be extended – adding 6 a.m. - 7 a.m. and 7 p.m. - midnight – and include Sundays and Holidays. A move to a community bus or conventional system would be considered as transit ridership grows, and there is the potential to combine demand responsive and specialized services in the future. WEGO will continue to operate separate from the Commission, with future direction to be provided as existing contracts are renegotiated.

TOWN OF PELHAM

population 17,560 (2016)

alternative service delivery model

TRANSIT TODAY

Transit in Pelham is currently delivered through NRT OnDemand, providing connections both within Pelham as well as to key destinations across Niagara.

Specialized transit services are provided by Niagara Region via NST for approved clients.

ENHANCEMENTS

Shared Demand
Responsive
Transit



Standard
Operating
Hours



Sunday and
Holiday
Service



Specialized
Transit



Community
Bus



Common demand responsive services across Niagara

Move to one combined
specialized and on-
demand system

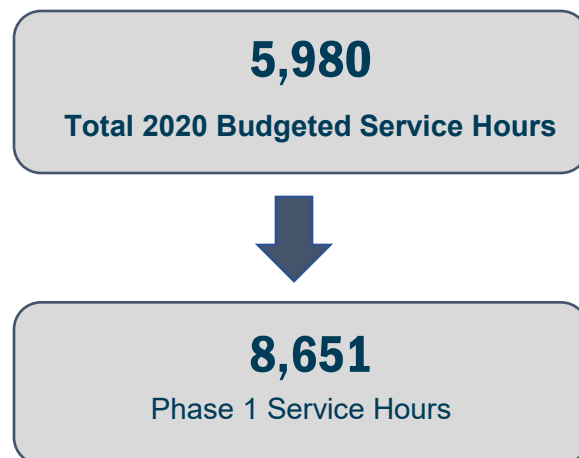
Transition to
community bus if
ridership grows

Phase 1-2
Implementation of Service Standards

Phase 3
Enhancement

TRANSIT TOMORROW

Under a Commission, demand responsive transit will be shared across many municipalities in Niagara. For Pelham, this means the hours the service operates would be extended – adding 6 a.m. - 7 a.m. and 10 p.m. - midnight and include Sundays and Holidays. A move to a community bus system would be considered as transit ridership grows in Pelham, and there is the potential to combine demand responsive and specialized services in the future.



CITY OF PORT COLBORNE

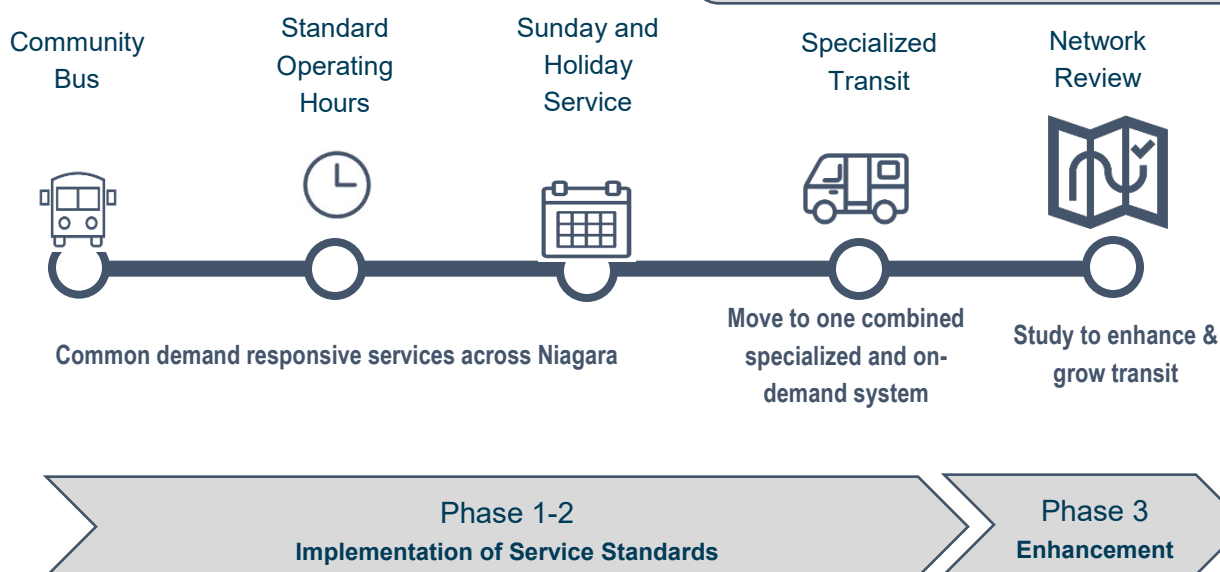
population 18,790 (2016)
alternative service delivery model

TRANSIT TODAY

Transit within the City of Port Colborne is currently delivered as a Community Bus operating on two routes funded by the City, as well as one intermunicipal route connecting Port Colborne to Welland funded by the Region; all of which is operated by the City of Welland (WT).

Specialized transit services are provided by Niagara Region via NST to approved clients.

ENHANCEMENTS



TRANSIT TOMORROW

Under a Commission, transit service within the City of Port Colborne would be enhanced with expanded hours of evening service, added weekend and holiday service and enhanced alignment with regional connections across Niagara. Specifically, this means the hours the service operated would be extended by 8-hours to all routes Monday to Friday, 18-hours to all routes on Saturday, and 14-hours on Sunday and Holidays in order to align operating hours across the system. A move to combine demand-responsive and specialized services is anticipated as part of amalgamation in the near future.

CITY OF ST. CATHARINES

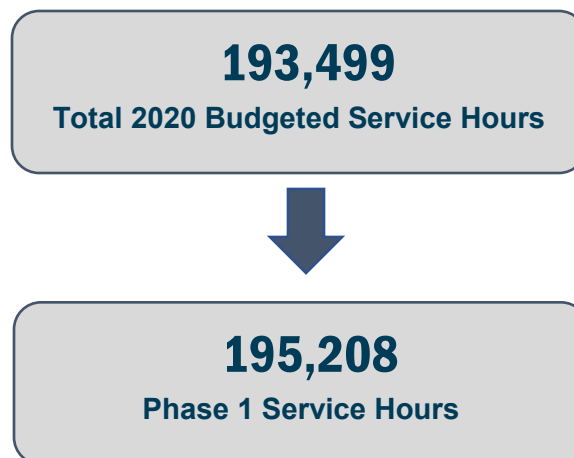
population 136,620 (2016)

conventional & alternative mix service delivery model

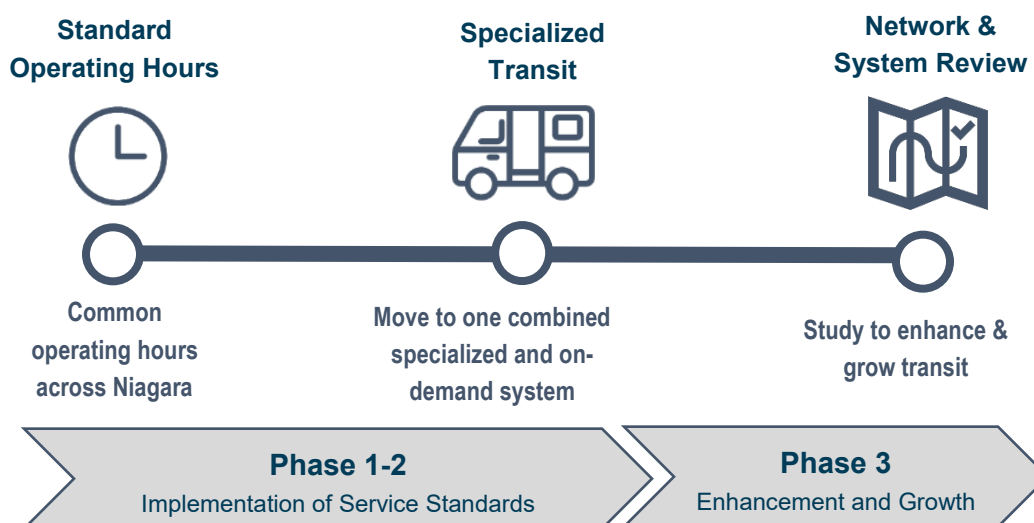
TRANSIT TODAY

Transit in St. Catharines is currently delivered by the St. Catharines Transit Commission (SCTC) with fixed route transit service. SCTC also operates three routes on behalf of Niagara Region connecting to Welland, Niagara Falls, Niagara-on-the-Lake and Thorold transit systems.

Specialized transit service in St. Catharines is also delivered by SCTC. Outside the city's municipal boundaries, the Niagara Region NST service provides intermunicipal specialized service. GO Bus and Trains provide connections to Hamilton and the GTA.



ENHANCEMENTS



TRANSIT TOMORROW

Under a new Commission, transit service within the City of St. Catharines would be enhanced with expanded hours of Sunday and Holiday service. A move to combine demand-responsive and specialized services is anticipated as part of consolidation. Phase 1 and 2 annual service reviews and Phase 3 Network Review will examine opportunities for expansion, such as route extensions identified in the St. Catharines Transportation Master Plan and enhanced local service to provide connections to and from GO Trains as their frequency increases.

CITY OF THOROLD

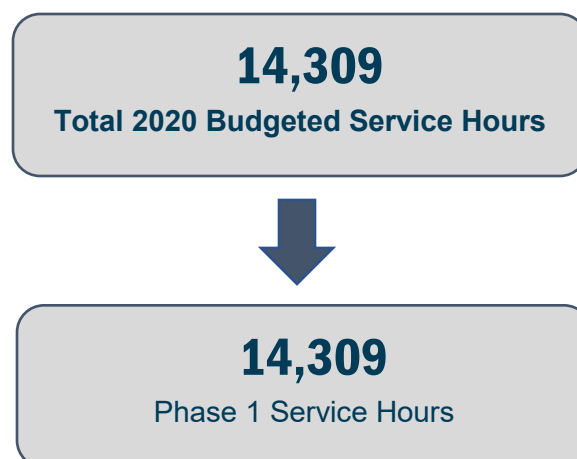
population 19,300 (2016)

alternative service delivery model

TRANSIT TODAY

Transit in Thorold is currently delivered through the St. Catharines Transit Commission (funded by the City of Thorold), providing connections both within Thorold as well as to key destinations across Niagara such as Niagara Falls and St. Catharines.

Specialized transit services are provided by both Niagara Region via NST and St. Catharines Transit.



ENHANCEMENTS

Shared Demand
Responsive
Transit



Standard
Operating
Hours



Sunday and
Holiday
Service



Specialized
Transit



Network &
System
Review



TRANSIT TOMORROW

Under a Commission, demand responsive transit will be shared across many municipalities in Niagara. For Thorold, this means that in Phase 1 more areas of the City will have access to transit service through a shared demand responsive service.

TOWNSHIP OF WAINFLEET

population 6,540 (2016)

alternative service delivery model

TRANSIT TODAY

Transit in Wainfleet is currently delivered through NRT OnDemand, providing connections to key destinations outside of Wainfleet, but within Niagara.

Specialized transit services are provided by Niagara Region via NST to approved clients.

Inter-municipal Services Provided

No Local Service Hours

ENHANCEMENTS

Shared Demand
Responsive
Transit



Standard
Operating
Hours



Sunday and
Holiday
Service



Specialized
Transit



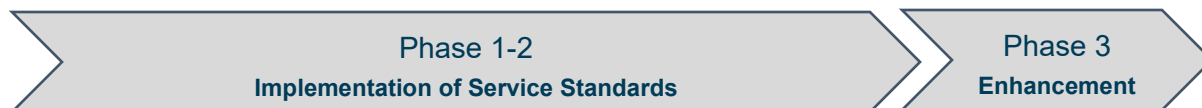
Community
Bus



Common demand responsive services across Niagara

Move to one combined
specialized and on-
demand system

Transition to
community bus if
ridership grows



TRANSIT TOMORROW

Under a Commission, demand responsive transit will be shared across many municipalities in Niagara. For Wainfleet, this means the hours of operation would be 6 a.m. to midnight and include Sundays and Holidays (7 a.m. – 9 p.m.). Another major enhancement under a Commission is that the demand responsive service will be able to deliver local trips within the boundaries of Wainfleet in addition to the inter-municipal trips currently only available.

CITY OF WELLAND

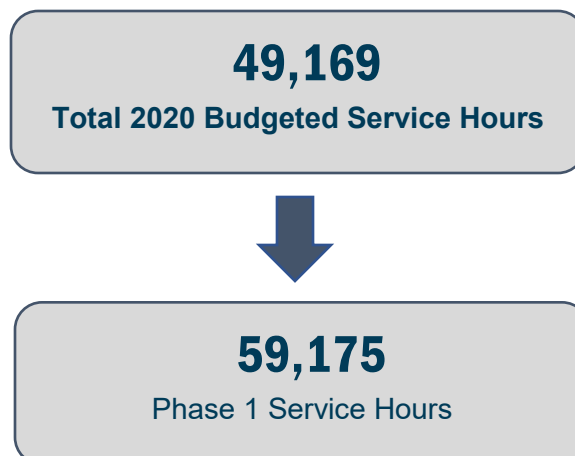
population 53,670 (2016)

conventional & alternative transit delivery models

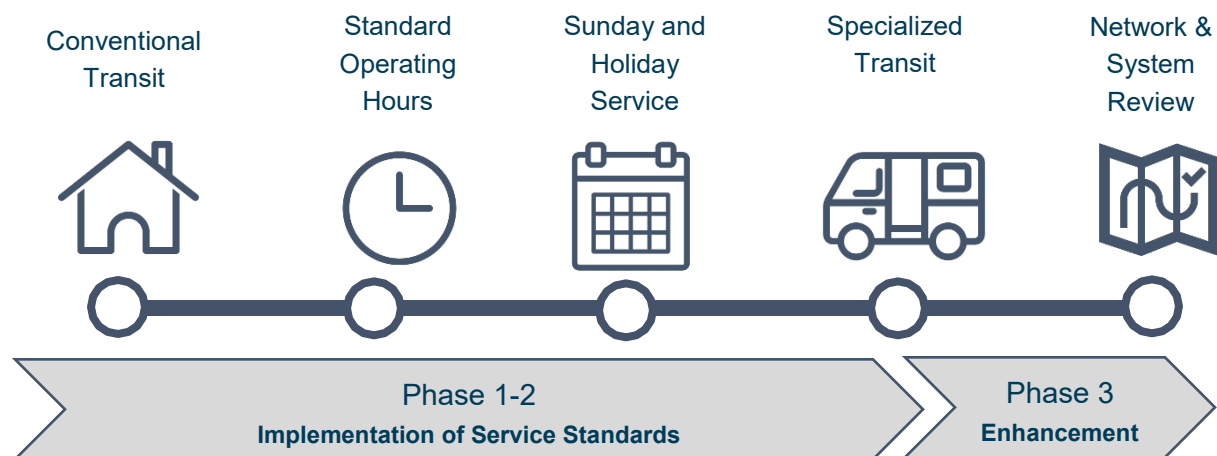
TRANSIT TODAY

The City of Welland's Transit Division (WT) plans, manages, and operates fixed route, conventional transit service on 8 local routes. In addition, WT operates 3 routes on behalf of Niagara Region connecting to Niagara Falls, St. Catharines, and Port Colborne transit systems.

Local specialized transit service is scheduled and provided by WT. Inter-municipal specialized trips are provided by Niagara Region's NST service for approved clients. Outside contracts provided by local taxi syndicates are utilized for local specialized service required outside the available operating hours.



ENHANCEMENTS



TRANSIT TOMORROW

Under a Commission, transit service within the City of Welland would be enhanced with expanded hours of evening service and enhanced alignment with regional connections across Niagara. For the City of Welland, this means the hours the service operated would be extended by 1-hour to all routes Monday to Saturday and 3-hours to all routes on Sunday in order to align operating hours across the system. A move to combine demand-responsive and specialized services is anticipated as part of amalgamation in the near future.

TOWN OF WEST LINCOLN

population 14,880 (2016)

alternative service delivery model

TRANSIT TODAY

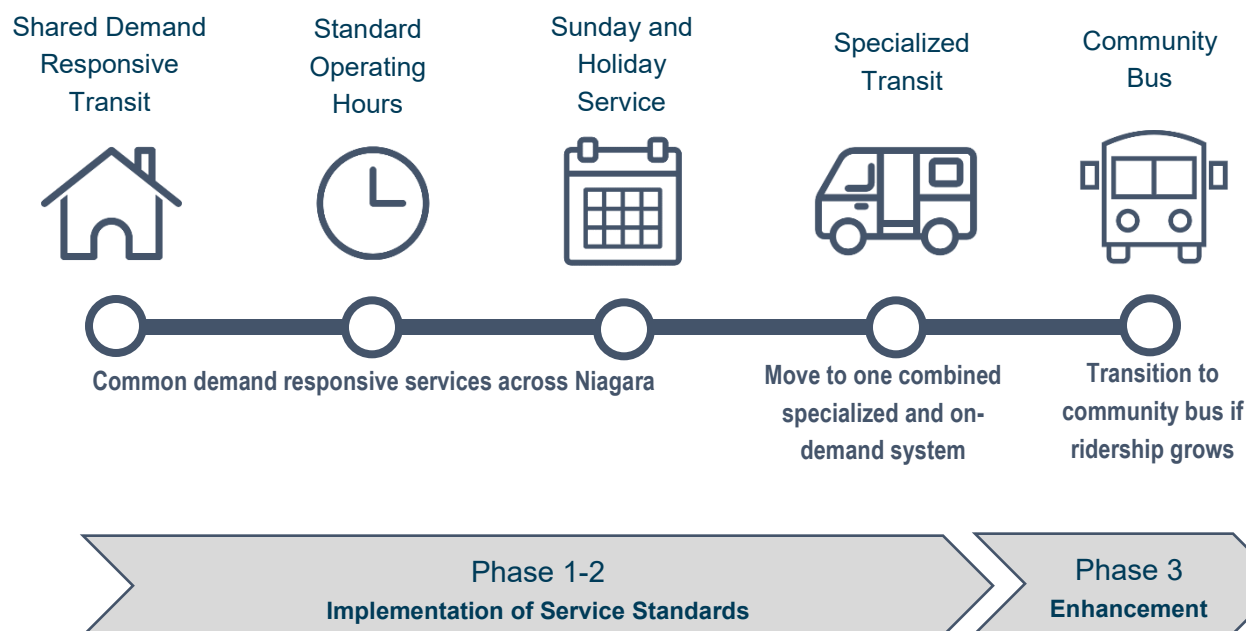
Transit in West Lincoln is currently being delivered through the NRT OnDemand, providing inter-municipal connections to key destinations across Niagara.

Inter-municipal specialized transit services are provided by Niagara Region via NST for approved clients.

Inter-municipal Services Provided

No Local Service Hours

ENHANCEMENTS



TRANSIT TOMORROW

Under a Commission, demand responsive transit will be shared across many municipalities in Niagara. For West Lincoln, this means the hours the service operates would be extended – adding 6 a.m. – 7 a.m. and 10 p.m.-midnight, and include Sundays and Holidays (7 a.m. – 9 p.m.). The decision to and timing of introducing local demand-responsive services in West Lincoln will be made in consultation with Council. A move to a community bus system would only be considered as transit ridership grows in West Lincoln, and there is the potential to combine demand responsive and specialized services in the future.