
MEMORANDUM

LNTC-C 2-2019

Subject: Inter-municipal Transit Workplan Update

Date: February 6, 2019

To: Linking Niagara Transit Committee

From: Matt Robinson, Director – GO Implementation Office

This memo provides an update on the Inter-Municipal Transit Working Group (IMTWG) / Linking Niagara Transit Committee (LNTC) 2019 Workplan activities and initiatives.

The IMTWG has advanced a number of key elements related to the implementation of the *Niagara Transit Service Delivery and Governance Strategy, 2017* prepared by Dillon Consulting (Dillon Report) under the direction of the LNTC.

2018 SUCCESSES / HIGHLIGHTS

Together with our transit partners and members of the IMTWG, the following key components have been completed or substantially completed:

- Standardized and consistent on-bus customer service policies deployed across all four large transit systems effective April 1, 2018
- Effective March 1, 2018, all Niagara transit systems' routes are available to riders on a single digital mobile platform – Transit App – enabling riders to find route, schedule and bus information, including a new promotional campaign
- Implementation of the 'Moving Transit Forward' campaign on all NRT buses (interior and exterior) and on local buses (interior) effective May 2018 aimed at raising public awareness to transit integration activities
- Consolidated after-hours customer service call handling to a single external provider
- Completed comprehensive Provincial Gas Tax analysis and 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 2020
- Finalized the NRT U-Pass agreement summer 2018
- Implementing a Universal Support Person Pass common to all Niagara transit systems
- Rationalization of two post-secondary charter routes with existing inter-municipal routes including service enhancements effective September 2018
- Enhanced Fort Erie and Port Colborne NRT Link route service enhancements effective September 2018

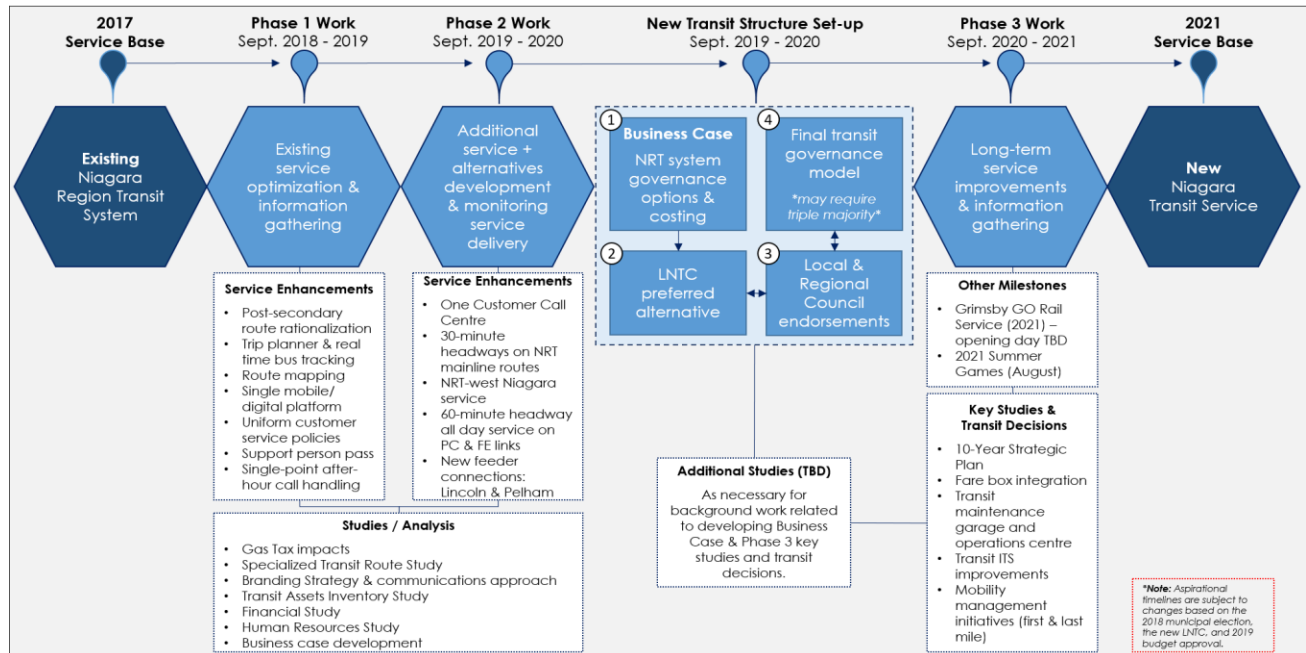
NEXT STEPS – 2019 Workplan

Under the direction of the LNTC, the IMTWG is working to advance a number of key enabling actions as outlined in LNTC-C 21 2018. The Phase 1 work is underway and includes the following aspirational delivery schedule, as outlined in Figure 1 below:

- Business Case development for transit governance options (background reports) **(complete Q1 2020)**
 - Current state financial and asset valuation analysis (together with municipal partners) related to identified governance options **(Summer 2019)**
 - Develop a common fare strategy, including financial analysis for any required Council approvals (precursor work to enabling a common fare technology) **(Fall 2019)**
 - Specialized transit review Phase 1 - ridership and service demand projection, scan of jurisdictional comparators and industry best practices, along with future potential operational models **(Fall 2019)**
 - Branding and communication strategy approach **(Fall 2019)**
 - Human resources study/review **(Fall 2019)**
 - Financial impact analysis related to governance options (follows from current state financial and asset valuation) **(Q1 2020)**
- Operational and Customer Service Enhancements (*budget and logistics permitting*) **(complete Q1 2020)**
 - Streamline all data inputs and establish a process to ensure all trip planning tools including Google trip planner, Triplinx, Transit App have up-to-date and accurate information **(Fall 2019)**
 - Options for an integrated customer call centre to serve all transit needs **(Summer 2019)**
 - Developing an integrated route map/rider guide to serve all major transit providers **(Summer 2019)**
 - Service enhancements on NRT mainline routes to 30 minute peak headway **(Q1 2020)**
 - Introduce NRT (IMT portion) West Niagara service **(Q1 2020)**
 - Introduce new Link feeder connections – Lincoln and Pelham **(Q1 2020)**
- Securing an MTO response to keep Niagara transit systems financially whole during any future transition and/or route consolidation through the Gas Tax program **(Summer 2019)**

- Work collaboratively with Operators to determine a robust capital forecast/commitment relative to the recent Provincial/Federal funding allocations **(Spring 2019)**

Figure 1 – IMT Service Implementation and Governance Guiding Framework



Niagara's 12 municipalities, through the IMTWG and under the direction of the LNTC, are working closely to ensure a seamless and integrated system that incorporates the core systems (St. Catharines, Niagara Falls, Welland, Niagara Region) with the smaller feeder systems (Fort Erie, Lincoln, Pelham, Port Colborne, Niagara-on-the-Lake) in a highly collaborative partnership.

Many of these initiatives are led by members of the IMTWG, with significant leadership from the Transit Operators.

Respectfully submitted and signed by,

Matt Robinson
Director, GO Implementation Office