

The background features a dark grey upper half and a teal lower half, separated by a horizontal line. An abstract network graphic of interconnected nodes and lines is visible across the entire background, with some nodes highlighted in teal in the bottom section.

MOVING TRANSIT FORWARD

**Presentation to Linking Niagara Transit Committee
February 6, 2019**

Agenda

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



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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)

niagara region transit

NIAGARA REGION TRANSIT BACKGROUNDER

NRT is a curb-to-curb public transit service delivering inter-municipal trips between Niagara Falls, St. Catharines, Welland, Thorold, Fort Erie and Port Colborne. This service is contracted to the local transit authorities in Welland, Niagara Falls and St. Catharines. NRT vehicles contain a number of accessibility features to accommodate a range of rider needs. Some examples include low floor, kneeling buses, priority and courtesy seating, stop announcement systems and digital destination signage.

NRT achieved three major milestones in 2017: the completion of the **Niagara Transit Service Delivery and Governance Strategy Report**; Niagara Region obtained triple majority which provided it with jurisdiction to transition from a pilot to permanent service provider of inter-municipal transit in Niagara; and a transit MOU was signed between Niagara Falls, St. Catharines, Welland and Niagara Region to proceed with work toward an integrated system.

RIDERSHIP:

~500K riders
96% higher than in 2016

using a single mobile platform for all Niagara transit systems

transit

13
fleet vehicles

U-PASS AGREEMENTS:

nc Niagara College Canada +
Brock University

2 link routes
Port Colborne
Fort Erie

8 main routes
40/45
50/55
60/65
70/75

50K REVENUE SERVICE HOURS

NRT SERVICE PARTNERS:

Niagara Falls
St. Catharines
Welland

*contracted service provided by municipalities

CONNECTING MORE PEOPLE TO MORE POSSIBILITIES

Niagara Region

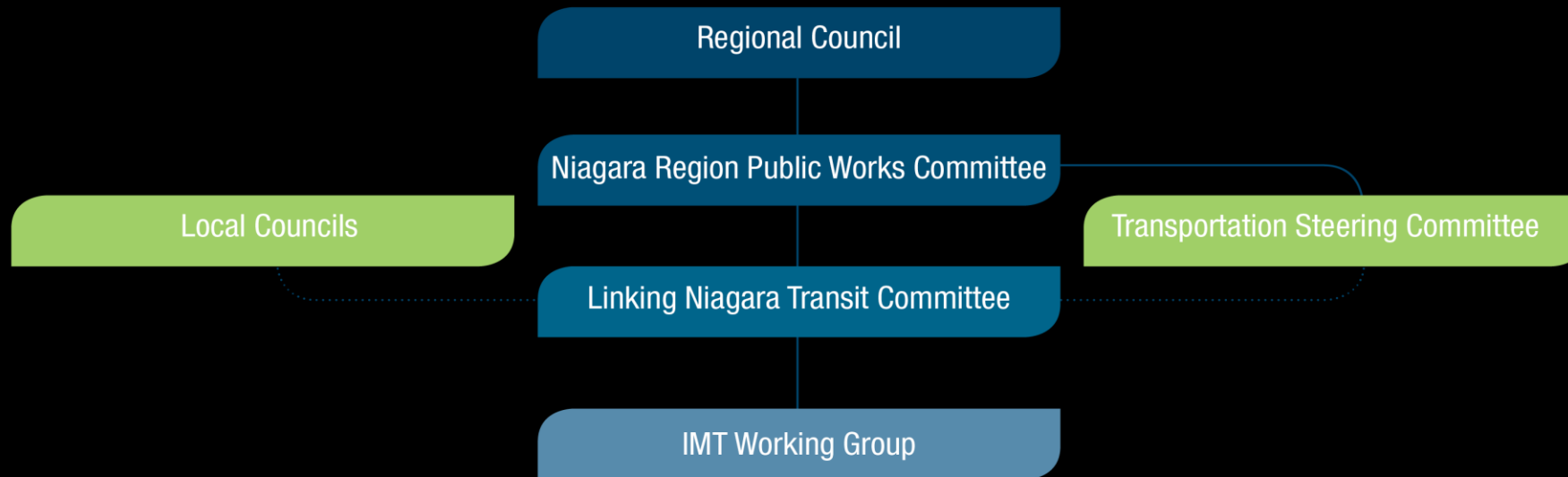
Overview: Where We've Been

Key Inter-Municipal Transit Milestones:

2011-2017	NRT IMT pilot service
Feb. 2017	<i>Niagara Transit Service Delivery and Governance Strategy Report</i> (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 approved by PWC
Feb. 2019	Regional Budget – 2019 IMT service plan



IMT Reporting Structure



* IMTWO
from all

members
4 Regional
(s)

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 (mainline + Link routes)
- 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



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CONNECTING MORE PEOPLE
TO MORE POSSIBILITIES

DOWNLOAD  IN THE APP STORE

Hello, Niagara Region

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

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Hello, Niagara Region

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

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

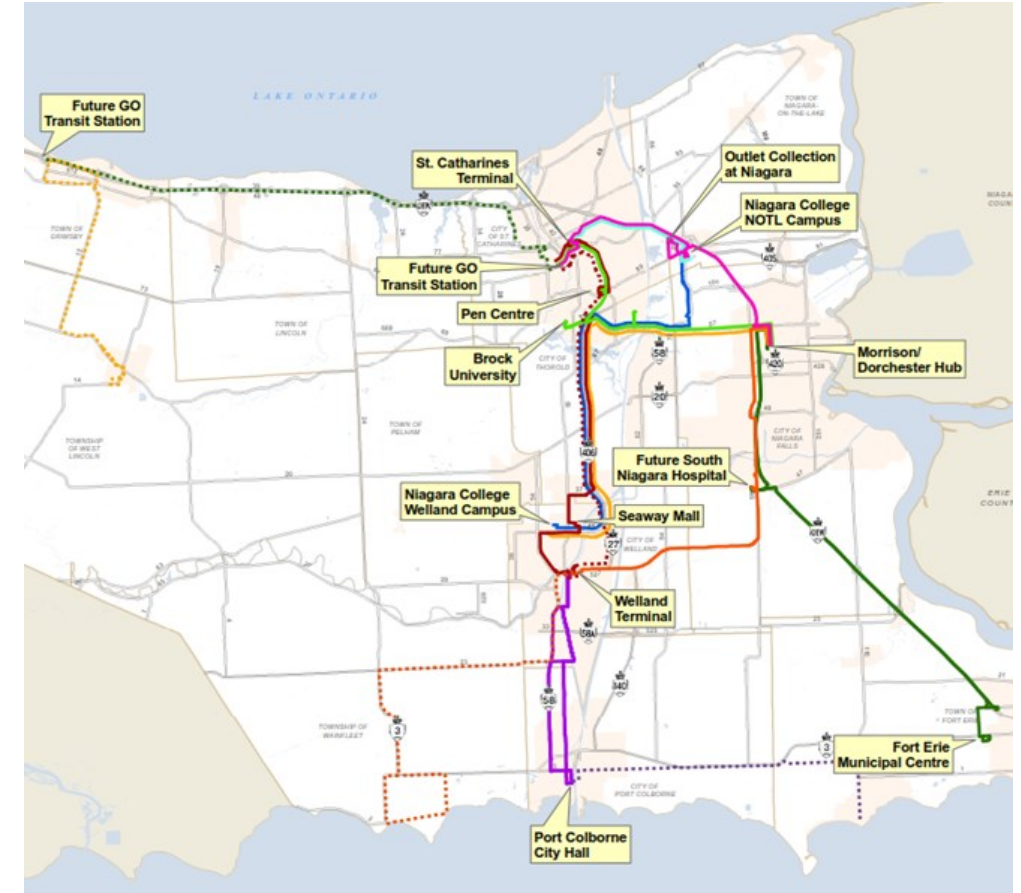
Niagara  Region

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Niagara  Region

Moving Transit Forward: Where We're Going

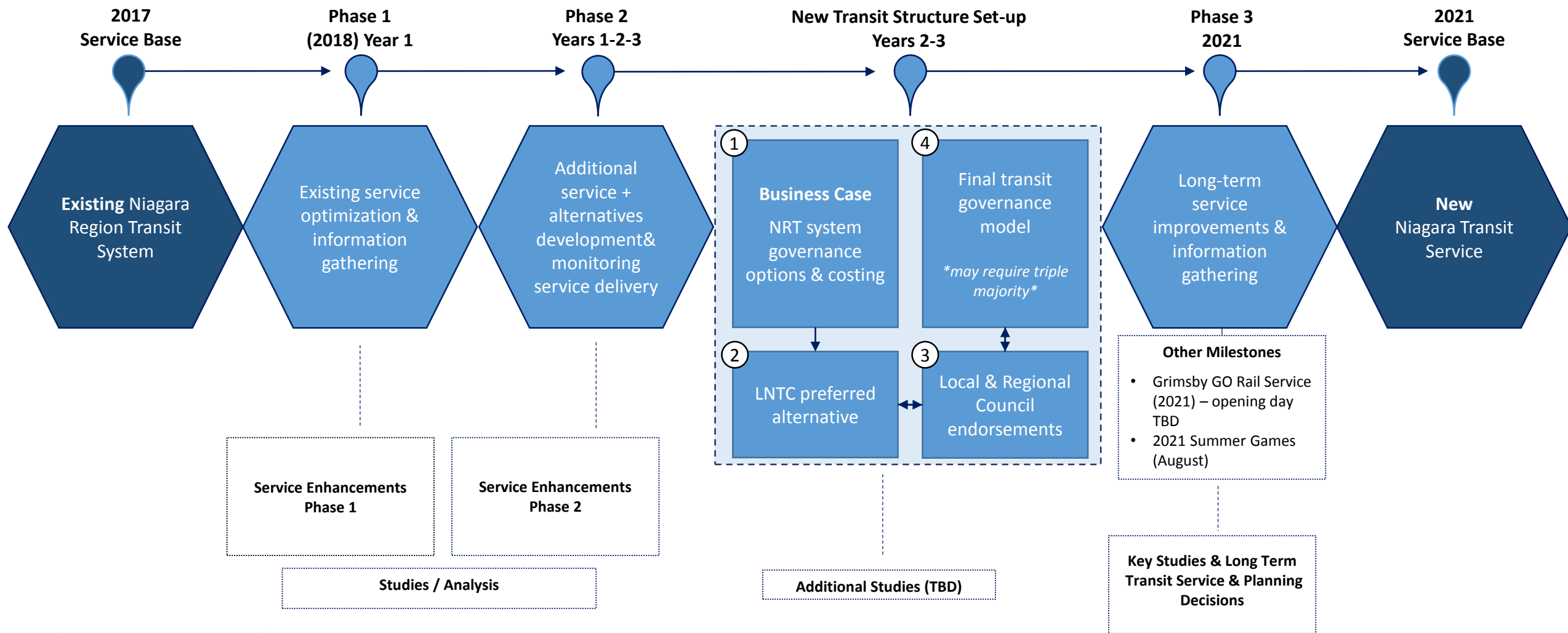
- Rationalization of remaining duplicate IMT post-sec routes
- Better integration with municipal transit (30 minute Service, Sunday and Holiday Service)
- Upload of Port/Fort Link routes
- New Niagara-West Link (integration with GO bus/train)
- New Link route extensions (Lincoln/Pelham)
- New dynamic transit services for low-demand areas
- Improved connections to GO Train service
- Integrated fares and payment technology (mobile ticketing)
- New or enhanced amenities (Wi-Fi, bus shelters, etc.)

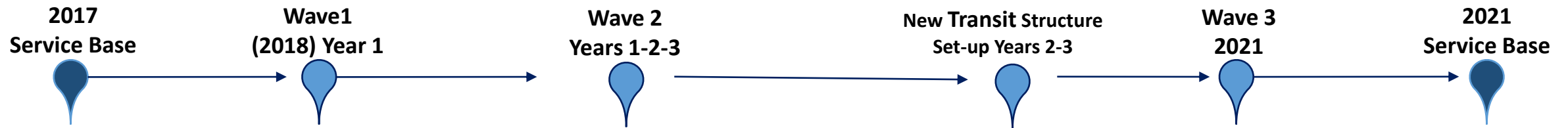


Workplan: What's Next

Business Case Complete - Q1 2020 Current state financial and asset valuation analysis Common fare strategy (incl. financial analysis) Specialized transit review Phase 1 Branding and communication strategy approach Human resources study/review Legal Review of legislative requirements Financial impact analysis (governance options)	Summer 2019 Fall 2019 Fall 2019 Fall 2019 Fall 2019 Fall 2019 Q1 2020
Operational & Customer Service Enhancements* - Q1 2020 Options for integrated customer call centre Integrated route map/rider Streamline all data inputs Technology enhancements (real-time tracking, wifi, etc.) All NRT mainline routes to 30 minute peak headway Introduce NRT (IMT portion) West Niagara service New Link feeder connections to Lincoln and Pelham	Summer 2019 Summer 2019 Fall 2019 Q1 2020 Q1 2020 Q1 2020 Q1 2020
MTO PGT transition/consolidation strategy and response	Summer 2019
Integrated capital forecast/commitment	Spring 2019

*(budget and logistics permitting)





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

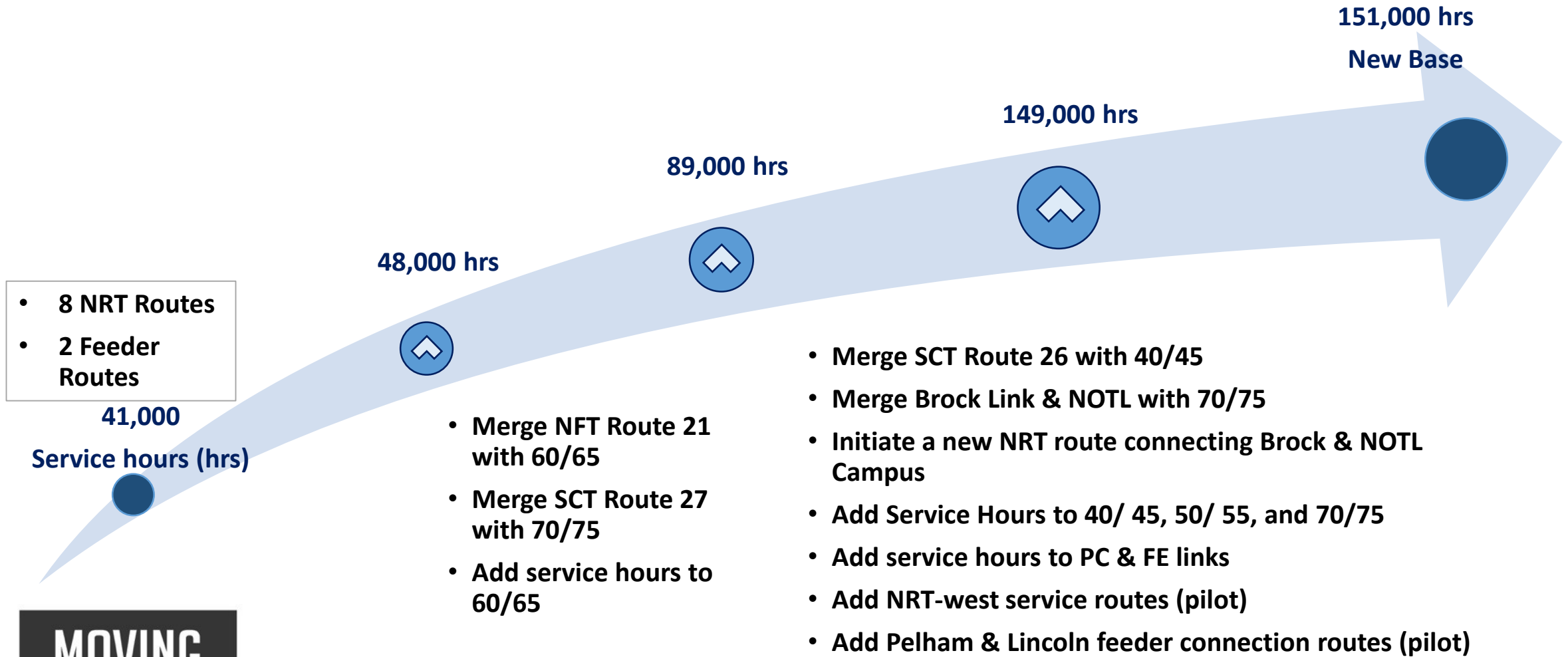
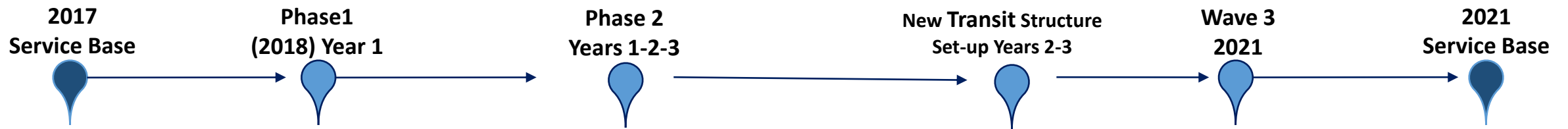
- Transit Assets Inventory Study
- Financial Study/ Operations Study
- Human Resources Study
- Business case development

Governance Decision

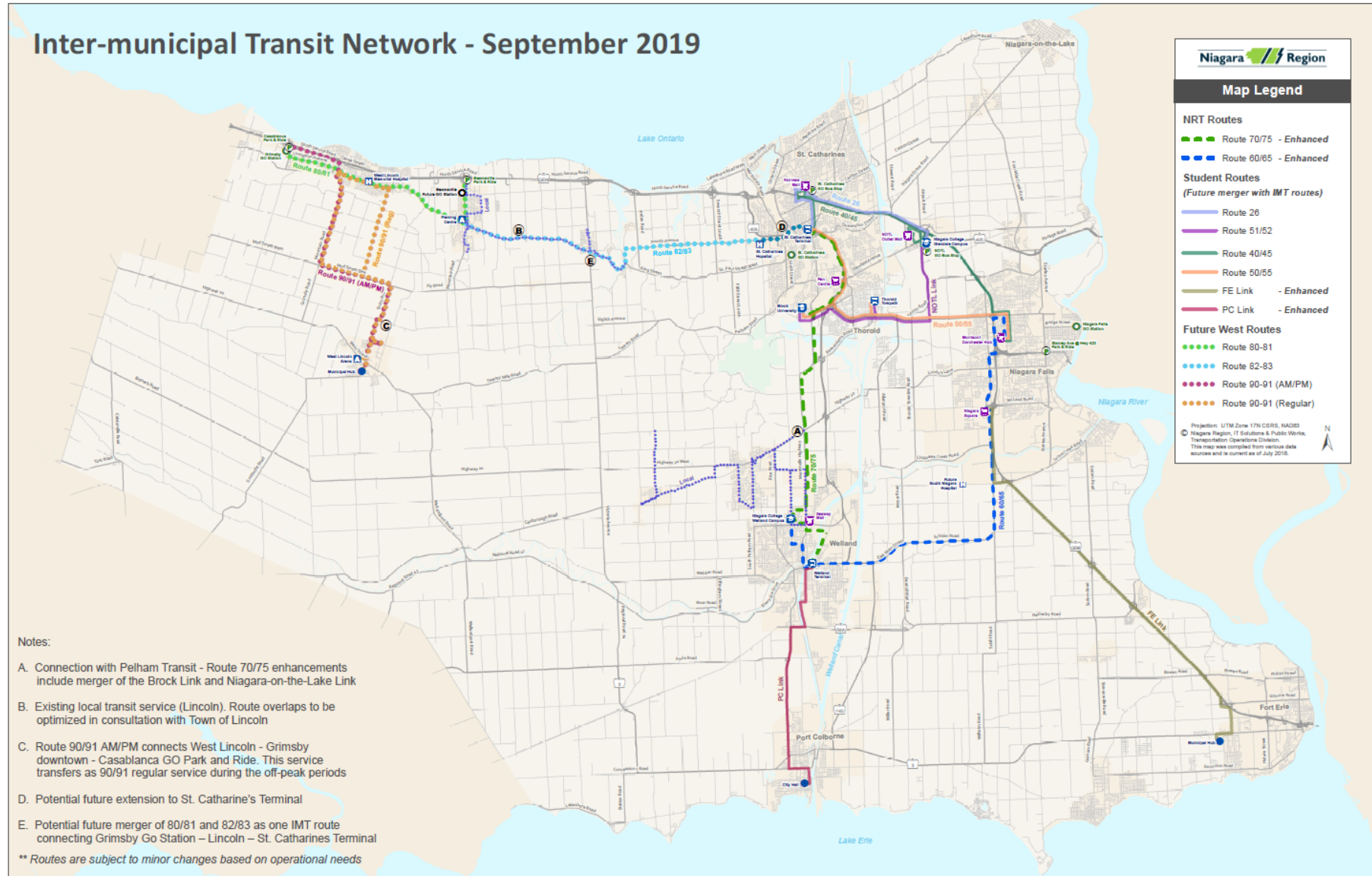
- Additional Studies if Required

- 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



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**Inter-Municipal Transit Network Expansion – September 2019
DRAFT**

Niagara Region

An Accelerated Path to Connectivity

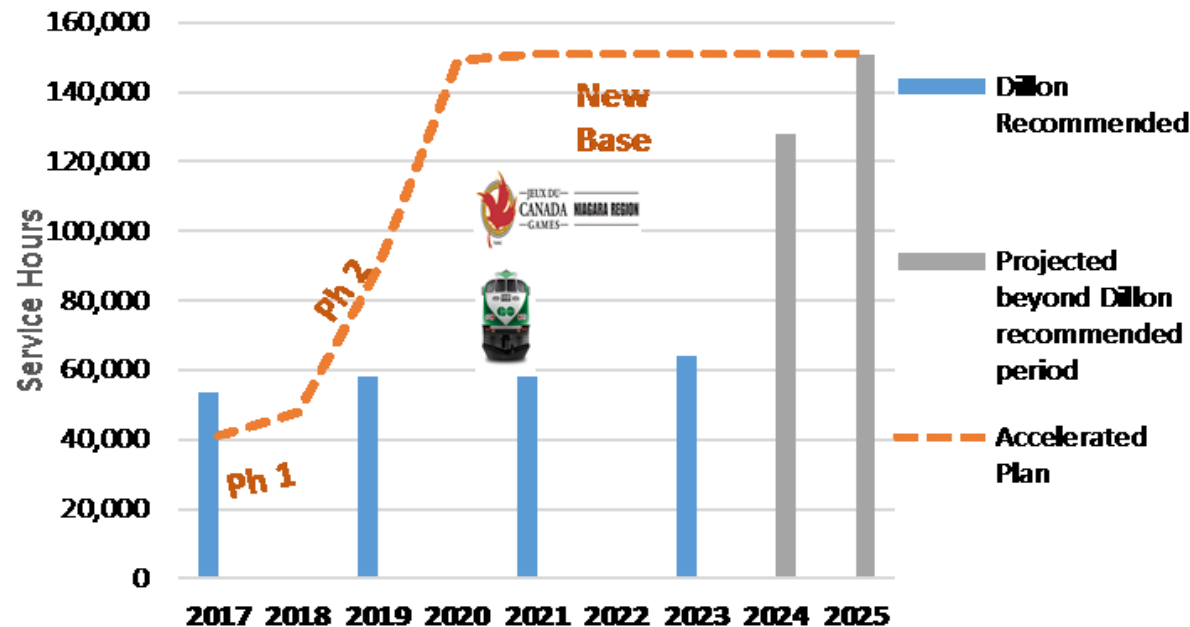
Daily GO Train Expansion to Niagara (2021-2023)

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



NRT 2019 Budget Strategy

2019 Budget Consideration

Support regional integration, GO Service & Economic Development through *Separate Transit Levy*

- \$11.5M total operating budget increase over 2 years to support the proposed NRT service enhancements
- Increase of \$7.9M or 2.3% separate levy in 2019 for operating and capital costs

	2018	2019	2020
Net Operating Costs	3.6M	10.1M	12.7M
Debt Financing		1.4M	1.4M
Total Operating Costs	3.6M	11.5M	14.1M
Incremental cost (incl. debt)		7.9M	2.6M
Separate Transit Levy		2.3%	0.7%
Capital	3.3M	13.9M	1.5M

- Supports \$13.9M in 2019 capital assets
 - 14 additional buses (6 required to replace local fleet & 8 for service enhancement /expansion)

NRT Revenue Outlook

Regional transit relies heavily on post-secondary students

- Proposed route consolidation will transfer NCSAC charter service expenditures into NRT U-Pass revenue
- Increased ridership results in increased PGT

	2018	2019	2020
NRT U-Pass Revenue (BUSU+NCSAC)	0.7M	2.9M	3.8M
Other Cash, Pass Revenue	0.7M	0.7M	1.1M
Total Revenue	1.4M	3.7M	5.0M
Provincial Gas Tax	0.7M	0.8M	0.9M

Future Transit Revenue Growth

- Continue to work with Post Secondary Institutions to ensure appropriate contributions for enhanced service
- Expansion to support GO will generate additional ridership and revenue
- Provincial PGT announcement to double municipal allocations by 2022 should generate sufficient funding for 2 bus lifecycle replacements annually

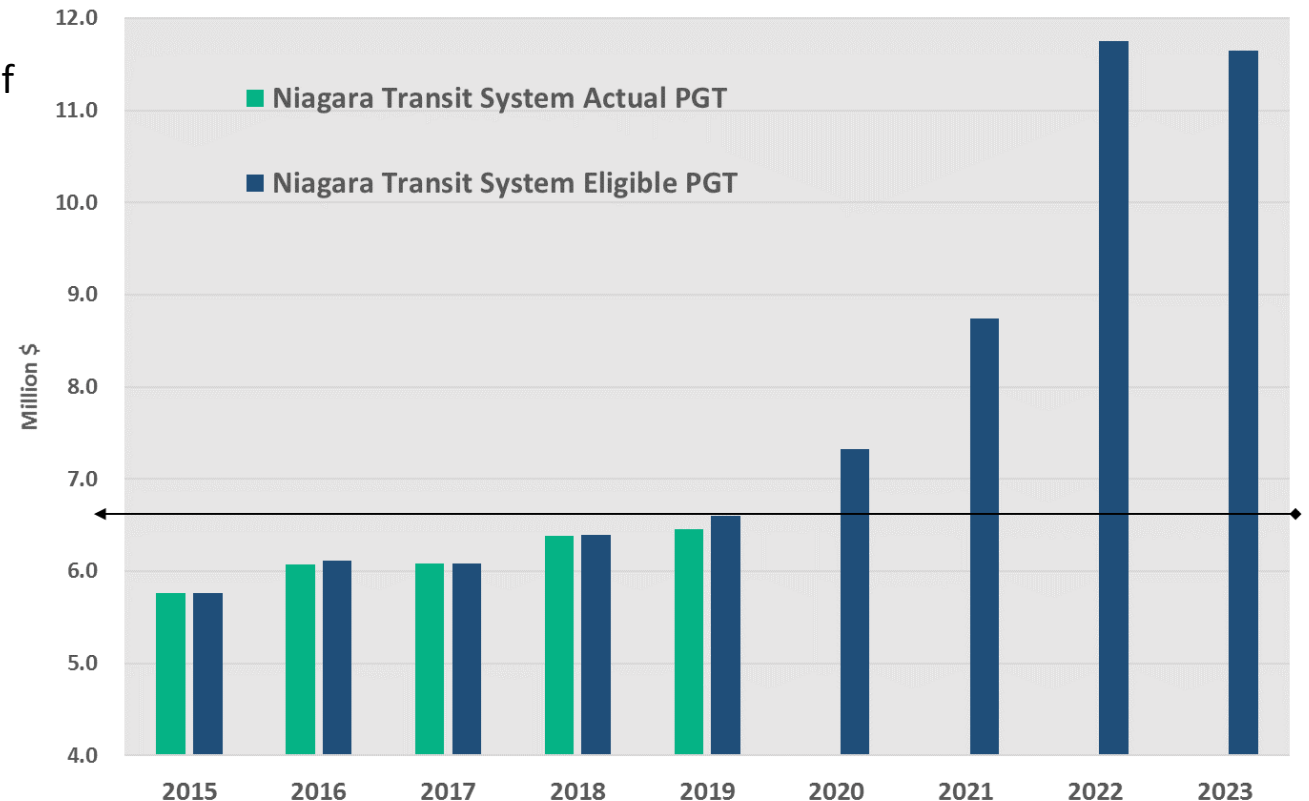
Provincial Gas Tax Outlook & Opportunity

Independent CUTA reporting from small local transit operators will not generate sufficient operating costs and municipal contributions to ensure they receive the maximum amount of eligible Provincial Gas Tax (PGT)

Benefits of Joint CUTA reporting:

- Local transit operators could apply PGT funding towards net operating expenses without limiting future PGT allocations.
- Local transit operators could increase transit spending without incremental tax burdens on residents.
- Niagara Region would receive a share of the population portion of the annual PGT allocation based the relative proportion of demand/ridership.

Niagara Transit System Provincial Gas Tax
2015 - 2023



Transit Jurisdictional Comparison

Proposed transit investment consistent with other southern Ontario jurisdictional comparisons

- IMT Ridership growth will increase over time with better integration with GO Transit and local services through 30 min daily service and additional of Sunday and Holiday services

<i>2017 CUTA Transit Statistics</i>	Waterloo Region	Hamilton	London	Durham	Niagara Transit System	
					<i>2017</i>	<i>2020 Proposed</i>
Ridership	19.7M	21.4M	22.9M	10.2M	8.9M	9.6M
Total Direct Operating Expenses	\$86.3M	\$89.5M	\$64.9M	\$70.5M	\$45.6M	\$62.3M
Total Operating Revenues	\$34.3M	\$41.7M	\$32.3M	\$26.6M	\$21.9M	\$25.7M
Net Operating Costs	\$52.0M	\$47.7M	\$32.5M	\$43.9M	\$23.8M	\$36.6M
<i>R/C Ratio</i>	40%	47%	50%	38%	48%	41%
<i>Service Hours</i>	770,136	875,028	667,669	545,774	625,535	737,111
<i>Approx. Full Time Student Population</i>	52,000	41,000	50,000	21,000	27,000	

A network diagram background consisting of a series of interconnected nodes and lines, forming a complex web-like structure. The nodes are represented by small circles, and the lines are thin, connecting the nodes in a non-linear fashion. The background is dark gray, and the network diagram is composed of light gray lines and nodes.

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THANK YOU - QUESTIONS?