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## **MEMORANDUM**

**LNTC-C 5-2019**

**Subject: Specialized Transit Study Update**

**Date: April 24, 2019**

**To: Linking Niagara Transit Committee**

**From: Kumar Ranjan, Transportation Lead, GO Implementation Office**

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This memorandum is to update Committee on the Specialized Transit Study identified in the 2019 LNTC workplan. This key study is now underway with IBI Group selected as the successful consultant following the RFP process.

This study is intended to give an overview of, and short to medium-term recommendations for, the following key objectives:

### **For Specialized Transit Service in Niagara**

#### **Develop**

- Baseline information for current service levels across all specialized services (Local & Regional)
- Forecasts for ridership demand – Niagara-wide
- Model service standards
- Future service delivery scenarios
- Financial forecasts

#### **Identify**

- Short to medium term specialized transit service enhancements for quick implementation, and;

#### **Inform**

- The conventional transit governance Business Case that is under development for longer term service improvements.

A comprehensive review of Niagara Specialized Transit (NST) current operations is an important part of the baseline information gathering and will inform service enhancements. This is in keeping with previous Council direction to undertake an operational and customer service review.

Stakeholder/public consultation is also integral to this study. Appendix 1 shows the study flow with timelines. This study is anticipated to be completed by the end of 2019

to align with the conventional transit governance study under the direction of the CAO Transit Governance Committee

**Stakeholder engagement**

As part of stakeholder and public engagement, two rounds of public information centers (PICs) are planned along with focus group engagements.

The first round of PICs are planned at two locations below. The outreach poster is attached as Appendix 2.

**Tuesday, April 23, 2019 | 5 – 7 p.m.**  
Civic Square in the Community Room  
60 East Main St., Welland

**Wednesday, April 24, 2019 | 5 – 7 p.m.**  
St. Catharines Public Library  
54 Church St., St. Catharines

It should also be noted that staff mailed notifications of the PICs to any NST client to have used NST service since January 2019.

The second round of PICs will occur later in the study, likely once the future scenarios and potential enhancements are developed.

Focus group meetings are planned with key community stakeholders which work with aging populations and residents requiring additional levels of accommodation. Separate meetings are planned with the Region's Accessibility Advisory Committee Working Group, and Niagara Health Services.

Updates will be provided to this Committee as this study progresses.

Respectfully submitted and signed by,

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Kumar Ranjan, P.Eng.  
Transportation Lead, GO Implementation Office

Appendix 1: Workplan

Appendix 2: Public Information Centre poster