
Memorandum

CL-C 38-2024

Subject: Niagara Transit Commission Request - Expansion of Customer Experience Department to Align with the Consolidation of Contracted Specialty Transit Services

Date: April 25, 2024

To: Regional Council

From: Ann-Marie Norio, Regional Clerk

At its meeting held on April 16, 2024, the Niagara Transit Commission, passed the following motion:

That Report NTC 8-2024, dated April 16, 2024, respecting Expansion of Customer Experience Department to Align with the Consolidation of Contracted Specialty Transit Services, **BE RECEIVED** and the following recommendations **BE APPROVED**:

1. That the Niagara Transit Commission Board **APPROVE** the addition of 13 permanent full-time equivalents (FTEs), totaling \$498,500 and \$0 net for 2024, to expand and support the Customer Experience Department, all of which is fully funded with a budget adjustment from contracted services to labour related costs within the approved 2024 operating budget; and
2. That this report **BE FORWARDED** to Niagara Region Council for consideration at its regular meeting on April 25, 2024 requesting that the addition of 13 permanent FTEs in Recommendation 2 be approved.

If Council is supportive of the Niagara Transit Commission recommendation, the following motion would require approval:

That Regional Council **APPROVES** the Niagara Transit Commission request for the addition of 13 permanent full-time equivalents (FTEs), totaling \$498,500 and \$0 net for 2024, to expand and support the Customer Experience Department, all of which is fully funded with a budget adjustment from contracted services to labour related costs within the approved 2024 operating budget.

A copy of Report NTC 8-2024, is attached for your information.

Respectfully submitted and signed by

Ann-Marie Norio
Regional Clerk