

Appendix 1  
Niagara Transit Governance Review  
Guiding Principles (Dillon Report, 2017)

**1. Customer Driven**

- Continuously improve the rider experience, including improvements throughout the pilot phase
- Understand customers, particularly those who rely on transit the most
- Provide seamless connections and routes based on demand
- Take people to work, school, healthcare, shopping and recreation as efficiently as possible
- Respect established local service levels and routes
- Maintain and improve transit to Niagara College and Brock University users

**2. Unconventional Solutions**

- Investigate leading-edge technologies and delivery systems that establish Niagara as an innovator in the transit field
- Explore partnerships with other providers (e.g. GO Transit) where service delivery gaps exist

**3. Integrated**

- Be seamless with other modes of transportation and evolve according to overall transportation plans across Niagara (e.g. Transportation Master Plan and local Master Transit plans)
- Integrated with and support daily GO train service
- Connect municipalities at hubs that are most appropriate for customers and the community
- Evolve according to long-term transportation planning, growth planning, and economic development opportunities
- Promote interconnectivity with systems that connect Niagara with the GTHA (e.g. GO Transit, Hamilton Street Railway)

**4. Economically Responsible**

- Recognize inter-municipal transit is a public service funded through property taxes, grants, and partial cost recovery through user-fees
- Balance financial costs with potential ridership and benefits
- Build on past transit investments by enhancing, not duplicating, existing services
- Explore alternative modes of delivery, particularly in small communities and rural areas

**5. Fair**

- Respect existing investments made by communities with public transit and existing service levels
- Provide a basic level of services that can be accessed by as many Niagara residents as possible
- Balance respect for taxpayers with the ability of transit riders to pay fares
- Respect existing transit collective agreements.