
Memorandum

CL-C 74-2024

Subject: Niagara Transit Commission - Commingled Services – Service Issues Update (NTC-C 17-2024)

Date: August 29, 2024

To: Regional Council

From: Ann-Marie Norio, Regional Clerk

At its meeting held on August 27, 2024, the Niagara Transit Commission received Memorandum NTC-C 17-2024 which provided an update to the Board on Commingled Services – Service Issues.

During the Board meeting, clarification was requested with respect to #5 in the Catalogued Challenges section of the NTC-C 17-2024.

Transit Commission staff have clarified the following with respect to this item:

Customers were frustrated on how trips were scheduled within the software. Previous providers would book rides based on requested pick-up time, whereas our current scheduling system prompts riders for their desired arrival times at the requested destination. Pick-up times are provided to customers by way of a fifteen (15) minute window, which is expressed to them from our customer service staff, as well as the app/web at the time of booking. Example: Customer calls to book a ride and express they need to be at the destination for an appointment at 9:00 a.m.. The ride is booked with a pick-up window of 7:30 a.m. - 7:45 a.m., and a guaranteed arrival of 8:50 a.m.

This update (attached) has been circulated to Regional Council for information.

Respectfully submitted and signed by

Ann-Marie Norio
Regional Clerk