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To: [Norio, Ann-Marie](#); [Basic, Azra](#); [Lotimer, Kelly](#); [Hill, Rebecca](#)
Subject: FW: Online Form - Enquiry from Region website
Date: Wednesday, November 6, 2024 9:39:47 AM

From: Niagara Region Website
Sent: Wednesday, 06 November 2024 09:39:40 (UTC-05:00) Eastern Time (US & Canada)
To: Clerks
Cc: webincoming
Subject: Online Form - Enquiry from Region website

Enquiry from Region website

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name

Sandy Richards-Haynes

phone

[REDACTED]

email

[REDACTED]

municipality

Thorold

subject

Niagara Regional Transit Concerns

comments

Dear regional clerk I am writing regarding the upcoming council meeting on Thursday, November 7, where I understand Carla Stout from Niagara Region Transit will be presenting the proposed 2025 budget. I am hoping to speak briefly to provide a perspective from the passenger side of transit services. Many passengers, myself included, have become increasingly frustrated with the lack of service improvements despite the regional transit unification. For example, while regional transit now operates under a single umbrella, there is still no Sunday service. Many passengers purchase 31-day passes but cannot use them on Sundays, effectively losing four days of

access. This also means many residents must incur additional costs to travel to work on Sundays, as commuting needs often cross city boundaries. Additionally, the current summer service on Route 321 Confederation in Thorold is not meeting residents' needs. Between 10:30 a.m. and 1:30 p.m., there is no service, and service ends entirely by 5:30 p.m., with no weekend or evening options. This gap in service leaves passengers with limited options, sometimes requiring them to walk 20 to 30 minutes home at night. I've personally tried to address this issue over the past year, but I have been redirected between city and regional authorities, with no clear accountability for these service decisions. The demand for increased service is not unique to Thorold; Fort Erie and other areas have voiced similar concerns. Several towns still lack any regional transit service despite paying regional taxes that contribute to transit funding. While budget increases are being considered, I believe service expansions should be prioritized to match the needs of the communities contributing to this funding. I apologize for the short notice, as I only recently learned of Ms. Stout's attendance. If possible, I would appreciate the opportunity to present these issues at the meeting. If not, I would be grateful if some of these concerns could still be relayed to the council for consideration. Thank you very much for your time and attention. I look forward to your response. Kind regards, Sandy Richards-Haynes

reply
yes

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