

**MEMORANDUM**

**NTC-C 5-2023**

**Subject:** Niagara Region Transit (NRT) OnDemand Service Statistics

**Date:** October 24, 2023

**To:** Niagara Transit Commission Board

**From:** Carla Stout, General Manager

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The purpose of this memorandum is to provide the Commission Board with performance statistics for the NRT OnDemand service for the period of January 1 to August 31, 2023.

Inter and/or Intra-municipal NRT OnDemand services are currently contracted to a single provider (Via) in and to the communities and Councils of the Towns of Grimsby, Lincoln, Niagara-on-the-Lake (NOTL), Pelham, Port Colborne, Wainfleet and West Lincoln. The NRT OnDemand pilot project and contract conclude on December 31, 2023.

Various structures of payment for either their own delivered hours of service (NOTL) and/or a portion of the initial Regionally subsidized pilot project (Grimsby, Lincoln, Pelham, and Port Colborne) were allocated by service hour + assessment costing in the 2023 Budget to each community as appropriate. The Towns of Wainfleet, and West Lincoln procure only intermunicipal cross-boundary trips through this NTC contracted service and their allocations reflect this in their costing being only assessment based. Actual unsubsidized costs by service hour portion will be reflected by municipality with an adjusted overall assessment to be forwarded in the 2024 budget process through the Transit Special Levy. The Board will receive the results of a public RFP in November this year which will award the provision of this level of service past January 1, 2024.

Of note in the attached service metrics is recovery in ridership as well as a continued demand and growth of the OnDemand services across Niagara. Communities like Lincoln and Port Colborne show strong use of the service and Grimsby provided double the trips of their next closest comparator. Overall customer satisfaction is extremely high for the riders surveyed both after booking or completing a trip. Mobile booking their OnDemand trips is still the preferred method by our riders to access this service.

Further to the Board's review, this information will be forwarded to all participating municipalities' Clerk and Council for their general information and review.

Respectfully submitted and signed by

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Carla Stout, DPA  
General Manager

Appendix 1          NRT OnDemand Statistics