

The Corporation of the Town of Niagara-on-the-Lake Information Report to Council

SUBJECT: OnDemand Transit Metrics for December 2022 and Future Reporting
DATE: 2023-03-21
REPORT #: OPS-23-018
PREPARED BY: Mike Komljenovic
DEPARTMENT: Operations

BACKGROUND INFORMATION

This report aims to inform Council of the NRT OnDemand Service metrics for the Town of Niagara-on-the-Lake during December 2022 and provide further information on the launch of Niagara Region Transit and future metrics reporting.

NRT OnDemand is a ride-sharing option that uses smartphone technology and dedicated vehicles to provide trips within the service boundaries. It doesn't operate on a fixed route like conventional transit services. Instead, it lets riders request trips in real-time through the mobile application or over the phone by selecting a pickup point and destination.

NRT OnDemand Service Metrics for Niagara-on-the-Lake, as of December 31, 2022, is shown in **Appendix I**. In December 2022, 2,260 rides were made within the municipality, bringing the total number of rides to 23,212 since the service first launched.

December 2022 was the second-highest recorded month of rides since the service began and the fourteenth full month of operation of expanded service to include the entire municipality.

The Average Wait Time noted for those requesting a ride was 13.79 minutes which is in line with recent average wait times.

94.4% of users who have provided a trip rating for the month have given a 5 out of 5 service rating.

87% of users use the mobile application as the booking method, while 13% use an agent. 92% of users use the On-Demand service for booking type, while 8% use the pre-booking service.

Attached as **Appendix II** are statistics provided by Niagara Region for West Niagara as of December 31, 2022.

Niagara Region Transit

On January 1, 2023, the Niagara Transit Commission (NTC) launched a new consolidated transit system in Niagara called Niagara Region Transit. The Niagara Transit Commission is responsible for all of Niagara's specialized, conventional, and on-demand transit services.

Niagara Region Transit is the result of an effort from Niagara Region and the 12 local area municipalities (LAMs) to connect all of Niagara by combining the existing transit systems into one transit operator.

The new Niagara Region Transit system will facilitate better access to jobs and services across Niagara Region and will allow the transit system to prepare Niagara for the future by being able to scale up to meet the needs of the growing population and job market and support the expansion and connectivity of GO Transit service to the Region.

Existing OnDemand transit services to the residents of Niagara-on-the-Lake have not been impacted by the launch of the Niagara Transit Commission and the subsequent consolidation of transit services under a single regional transit system.

NEXT STEP / CONCLUSION

With the formation of the Niagara Transit Commission and consolidation of the Town's transit system within the Niagara Region Transit umbrella, the Town has been advised that December 2022 will be the last of the distributions of NRT On Demand metrics issued by the Region.

When the new NTC Board is established in 2023, a new ridership reporting system will be developed and shared. In the interim, questions can be directed to the NTC Board representative for the municipality, or www.nrtransit.ca can be visited for more information.

ATTACHMENTS

- **Appendix I** – NOTL NRT OnDemand Service Metrics – Year 3 - 2022-12-31
- **Appendix II** – NRT OnDemand Dashboard - Year 3 - 2022-12-31