

**MEMORANDUM**

**NTC-C 9-2025**

**Subject: Recommendation for Consideration – Niagara Transit Commission  
Public Advisory Committee 2025 Work Plan**

**Date: February 18, 2025**

**To: Niagara Transit Commission**

**From: Ann-Marie Norio, Regional Clerk**

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At its meeting held on February 10, 2025, the Niagara Transit Commission Public Advisory Committee considered Memorandum NTCPAC-C 1-2025 (attached) and passed the following motion:

That the Niagara Transit Commission Public Advisory Committee **RECOMMENDS** to the Niagara Transit Commission Board that the following items be approved as part of the Committee's 2025 workplan:

- Review accessibility features on conventional and specialized equipment
- Review current staff training modules related to accommodating customers with disabilities
- Review MTO requirements for vehicle maintenance, defect repair procedure and inspections
- Report on Budget lifecycle
- Review of Voyago operations – explanation of high level contract requirements, vendor responsibilities and regional oversight provisions
- Review of NRT KPI's and On demand ridership review by municipality or origin/destination

In accordance with the Committee's Terms of Reference, the NTCPAC must develop an annual work plan identifying any specific initiatives and activities to be undertaken for approval by the Niagara Transit Commission.

Respectfully submitted and signed by

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Ann-Marie Norio  
Regional Clerk