

MEMORANDUM

NTCPAC-C 1-2025

**Subject: Niagara Transit Commission Public Advisory Committee 2025
Proposed Workplan**

Date: February 10, 2025

To: Niagara Transit Commission Public Advisory Committee

From: Ann-Marie Norio, Regional Clerk

In accordance with the Committee Terms of Reference, the NTCPAC must develop an annual work plan identifying any specific initiatives and activities to be undertaken for recommendation to the Niagara Transit Commission. At its meeting held in September, the Committee discussed the following items for the workplan:

- better accommodation for people with disabilities
- Staff training including disabilities and cognitive impairments, diversity, equity and inclusion
- regular maintenance of all vehicles
- ensuring the preparation of the annual budget is a priority

Further review of the discussion items has identified knowledge gaps for the Committee that would be best addressed by having Transit staff provide information in order for Members to gain a better understanding. It is recommended that the following items be included as agenda topics for upcoming meetings or in a workshop format:

- Review accessibility features on conventional 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 (already gathered and previously reported etc) On demand ridership review by municipality or origin destination etc

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A motion of the Committee would be required to approve these items as part of the 2025 workplan which would subsequently be sent to the Board for final approval.

Respectfully submitted and signed by

Ann-Marie Norio, Regional Clerk