



Legal and Legislative Services

October 22, 2024

Niagara Transit Commission
 2012 First Street Louth
 St. Catharines, ON L2S 3V9
 Attention: Mat Siscoe, Chair
Mathew.siscoe@niagararegion.ca
mayor@stcatharines.ca

Dear Chair Siscoe:

Re: Accessibility Advisory Committee Niagara Transit Issues

The Municipal Council of the Town of Fort Erie at its meeting of October 21, 2024 received minutes from the Town of Fort Erie Accessibility Advisory Committee dated September 24, 2024 and contained within was the following resolution:

Whereas the Accessibility Advisory Committee has been made aware of many service concerns since Niagara Region Transit took over service provision in Fort Erie; and

Whereas there are no longer dedicated vehicles in Town to provide transit services, both OnDemand and Specialized; and

Whereas the service hours only allow booking until 10:00 p.m., rather than the advertised 11:00 p.m. like other areas in the Region; and

Whereas the Transit service provision does not seem to support the service needs of the community; and

Now therefore be it resolved,

That: Council be requested to invite the Niagara Region Transit and service provider, Voyago, to attend a future Council meeting to explain:

- the service provisions for Fort Erie including:
 - how many spots per day are available to be booked in Fort Erie and if this is a fixed number; and
 - how bookings in general are allocated; and
 - how many vehicles are available for OnDemand and Specialized and if there is a fixed number for Fort Erie,

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Mailing Address:

The Corporation of the Town of Fort Erie
 1 Municipal Centre Drive, Fort Erie ON L2A 2S6
 Office Hours 8:30 a.m. to 4:30 p.m. Phone: (905) 871-1600 FAX: (905) 871-4022 Web-site: www.forterrie.ca

- performance standards and policies for abandoned ridership;
- complaints received specific to Fort Erie riders and how they have been addressed;
- ridership numbers for Fort Erie including the number of bookings that were attempted but no rides were available;
- and address concerns shared by the Accessibility Advisory Committee related to dedicated vehicles, booking times and hours of service.

Thank you for your attention to this matter and we look forward to your request to attend an upcoming Council Meeting to address these matters.

Sincerely,



Peter Todd,
Manager, Legislative Services / Town Clerk

ptodd@forterie.ca

PT:dlk

c.c: Carla Stout, General Manager, Niagara Transit Commission Carla.stout@nrtransit.ca
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Local Area Municipalities