

**NIAGARA TRANSIT COMMISSION
MINUTES**

NTC 3-2025

Tuesday, April 15, 2025

**Council Chamber - In Person and Electronic Meeting
Niagara Region Headquarters, Campbell West
1815 Sir Isaac Brock Way, Thorold, ON**

Board Members: E. Beauregard (Port Colborne), D. Dodge (St. Catharines)*, R. Freake (Grimsby)*, B. Grant (Wainfleet)*, A. Longo (Thorold)*, M. Mavridis (Niagara-on-the-Lake)*, W. Olson (Pelham), JD Pachereva (Lincoln), C. Ratzlaff (St. Catharines)*, W. Redekop (Vice Chair) (Fort Erie)*, W. Reilly (West Lincoln)*, M. Siscoe (Board Chair) (St. Catharines), L. Van Vliet (Welland)

Absent/Regrets: J. Morocco (Niagara Falls); Ex-officio Members: J. Bradley, Regional Chair, R. Tripp (Chief Administrative Officer, Niagara Region)

Staff: B. Charters, Deputy General Manager, Fleet & Facilities Maintenance, M. Connelly, Legislative Assistant, B. Griffin, Manager, Strategy & Performance, J. Hambleton, Chief of Staff, R. Hill, Legislative Assistant, S. Muhic, Program Financial Analyst, A.-M. Norio, Regional Clerk, D. Snow, Program Financial Specialist, C. Stout, General Manager, Niagara Transit Commission, H. Talbot, Manager, Integration & Transformation, A. Thomson, Legal Counsel, L. Tracey, Communications Consultant, E. Zahra, Deputy General Manager, Customer Experience

* indicates participants who attended the meeting electronically, all others participated in person

1. CALL TO ORDER

Board Chair Siscoe called the meeting to order at 3:00 p.m.

2. LAND ACKNOWLEDGEMENT STATEMENT

Board Chair Siscoe read the Land Acknowledgement Statement.

3. ADOPTION OF AGENDA

Moved by D. Dodge
Seconded by B. Grant

That Agenda NTC 3-2025 **BE ADOPTED.**

Carried

4. DISCLOSURES OF PECUNIARY INTEREST

There were no disclosures of pecuniary interest.

5. ADOPTION OF MINUTES

5.1 Niagara Transit Commission Minutes NTC 2-2025

Tuesday, March 18, 2025

Moved by W. Olson
Seconded by L. Van Vliet

That Minutes NTC 2-2025 being the Open Session minutes of the Niagara Transit Commission meeting held on Tuesday, March 18, 2025, **BE ADOPTED.**

Carried

6. PRESENTATIONS

6.1 General Manager's 2024 Annual Report

Carla Stout, General Manager, provided information respecting the General Manager's 2024 Annual Report. Topics of the presentation included:

- 2024 Highlights
 - Service Excellence
 - Safety
 - Customer Focus
 - Affordability
 - Employee Success
 - What's Next in 2025?
- 2024 Key Performance Indicators (KPIs)
 - 2024 Efficiency Highlights
 - 2024 KPIs

7. ITEMS FOR CONSIDERATION

There were no items for consideration.

8. CONSENT ITEMS FOR INFORMATION

Moved by JD Pachereva
Seconded by R. Freake

That the following items **BE RECEIVED** for information:

NTC-C 12-2025
2024 Annual General Manager's Report

NTC-C 14-2025
Q1 2025 Commingled Specialty Service Report

NTC-C 15-2025
Customer Experience Department – Roll Out Update

NTC-C 16-2025
Charter Revenues Update Q1 2025

Carried

9. OTHER BUSINESS

There were no items of other business.

10. NEXT MEETING

The next meeting will be held on Tuesday, May 20, 2025, at 3:00 p.m. in the Council Chamber, Regional Headquarters.

11. ADJOURNMENT

There being no further business, the meeting adjourned at 3:33 p.m.

Mat Siscoe
Chair, Niagara Transit Commission

Ann-Marie Norio
Regional Clerk