



Committee Agenda Report

Committee Name: AAC

Meeting Date: September 25, 2024

Submitted By: Hillary Geneau

Topic: NGtransit 6-Month Review

Goal: To review NGtransit's service so far and receive input on future growth of the system.

Background:

NGtransit launched on January 15, 2024. It is a municipal-wide, on-demand system that provides co-mingled service for both conventional riders and riders with accessible needs.

Review

Some key findings from the first seven and half (7.5) months include:

- The number of rides per month has been increasing monthly since March reaching 951 in August.
- The true rejection rate has decreased significantly since March and was 3.63% in August.
- The average number of daily riders has been increasing monthly since March, with 33.4 in August – our expectation for year 1 was 29.
- Our average daily rejections has remained low since March, with 1.9 in July.
- In August the system cost \$38.94 per ride to operate – this is lower or near equal with our closest comparators – this has been steadily decreasing since March.
- In August we had 8.42% fare recovery which is higher than our closest – this has been for the most part steadily increasing since March.
- In August 20% of riders booked using dispatch with 80% using the app or website – the proportion booking through dispatch has been steadily decreasing since March.
- In August 82% of riders were adults – this has ranged between 78-87%.
- In August 67% paid with a pass, 19% paid cash, and 8% with a one-way fare paid by card.
- The majority of trips go to the urban core, particularly shopping centres on County Road 43.
- On average in August riders booked 3 days ahead – the booking ahead time had been decreased steadily since April, with an increase in August.

- Thursday and Tuesdays are the busiest days with Sundays being the least busy.
- Between 1:00 p.m. and 2:00 p.m. is the busiest travel time.
- Average passenger rating has been between 4.43-4.72 (out of 5).
- The amount of trips within or before the pick-up window range from 87%-99%.
- On average we have 1.2 people on the bus at a time.
- We have between 83-176 unique riders a month, and 32-55 new riders a month
- 30% of riders have taken only 1 trip, 40% 2-5 trips, 30% 6+ trips.
- 15% of riders provided a reason for the ride: work (42%), other (23%), shopping (18%), medical/dental appointments (10%), social/recreation (6%), school (1%)
- Of those that have interacted with the system, 3% use a wheelchair and 22% identify as having a disability. Additionally, 11% of rides have had someone using a wheelchair.

We have undertaken the following initiatives:

- Presented to various community groups including Kemptville Retirement Living, Beth Donovan Hospice, high schools, Notre Dame, AAC and MYAC, Health Unit.
- Extended service Monday-Saturday to 10:00 p.m.
- Changed the stop time for riders using wheelchairs to 5-minutes, and 2.5 minutes for riders with mobility needs.
- Coordinated with Ontario Works to give free rides to their clients.
- Added lights to the bus.
- Added free trips for Canadian National Institute for the Blind (CNIB) Card Holders.
- Created a hand-to-hand policy in partnership with Community Living.
- Added a resource list of community supports on the bus.
- Provided tips through various communications and created a how to video for using the app.

We are working on:

- Free rides for Ontario disability Support Program (ODSP) clients.
- Ticket bundles to allow frequent riders reduced fares without the time restriction of a 30-day pass.
- The ability to purchase fares at the North Grenville Municipal Centre front desk.

Next Steps

Working with consultants LTRT we have determined potential next steps to grow the system. The following are the key findings:

- Consider adding a bus during peak hours, during the week mid-day.
- Consider adding a route in the urban core while still providing door-to-door service in the rural area and for those with accessibility needs in the urban core.

Fully costed options will be presented to Council as part of the 2025 budgeting process.

How Does This Relate To The Committee:

The North Grenville Accessibility Advisory Committee shall assist the Municipality in an advisory capacity to:

- b. consult with community members, stakeholder groups and other persons on matters relating to accessibility;

How Does This Relate To The Council Strategic Plan:

Pillar 5: A Caring Community

Goal 5.1: Champion Improvements to Health and Safety, and Social Services; and Advocate for Community Needs with Senior Governments

Key Action 5.1.8: Develop a public transportation strategy and integrated service delivery model to support social service provision.

Outcome:

To review NGtransit following 6-months of operation and receive input from the AAC on next steps.