

Working with School Bus Operators to Provide Community Transportation

January 2017



Vickie vanRavenswaay,
Director of Recreation, Culture & Wellness



About us:

The Town of Pelham is situated in the heart of the Ontario's Niagara Region and comprised of five historical communities: Fonthill, Fenwick, Ridgeville, Effingham & North Pelham.

Mission: Enhance the quality of life in our unique urban and rural areas

Vision: To be the most vibrant, innovative and caring community in Niagara

With a population of 16,675 residents, our thriving town is the ideal place to live, work and play. It is a caring community that embraces a rich past and creatively takes advantage of a promising future. It offers an enviable quality of life and features opportunities for students, professionals, businesses and older adults.



Pelham 2015 Strategic Plan

NIAGARA

Vision

To be the most vibrant creative & caring community in Niagara

Mission

Enhance our unique blend of our urban & rural communities

Values

Open & Transparent,
Accountable, Fair & Equitable



Goal
1.
Feel like a small town

- Build trust in our corporation
- Engage residents in decision making
- Make sure volunteer committees operate within our strategic plan
- Promote fairness & equity in our Town (Corporation)



- Protect people and property
- Build a multi-faceted community centre
- Meet or exceed our customer service standards

Goal
2.
Enhance the quality of life in our town



- Develop a realistic economic development plan
- Offer public transportation to Pelham residents

Goal
3.
Provide the environment so our businesses can thrive



Goal
4.
Become financially resilient for the next 20 years

- Develop a 20 year financial plan for the strategic plan
- Reduce the amount of carbon consumed



strategic importance

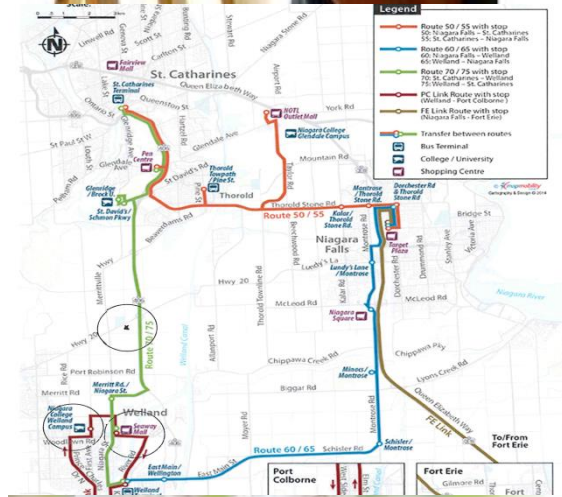


Linking the Town's Villages

Linking to surrounding areas



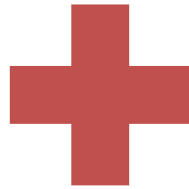
Connecting to the Niagara Regional Transit System



starting a municipal transit service

Concept

- Town of Pelham Community
- Niagara Region
- Transit Service Study



Progress

- Maximum allowable grant obtained
- RFP & Contract Award
- Community Consultation



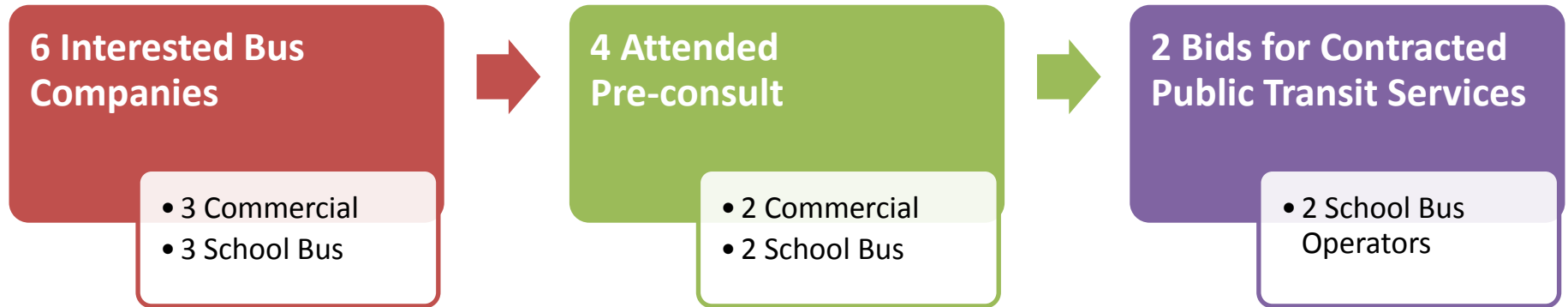
Transportation to be Provided

Conventional Transit

Special Events Shuttles

Trans Cab Service (Specialized Transit and Dial-a-Ride)

determining a transit provider



Evaluation Criteria
Completeness of Proposal
Proponent Profile and Qualifications
Implementation Schedule & Value Added
Understanding of Requirements (Scope of Service, Maintenance, Drivers, Facilities, etc.)
Past Performance
Cost

benefits of using a school bus operator

Utilizing vehicles that would otherwise sit idle

Feasibility

Consistent driver that is local and knows the community personally

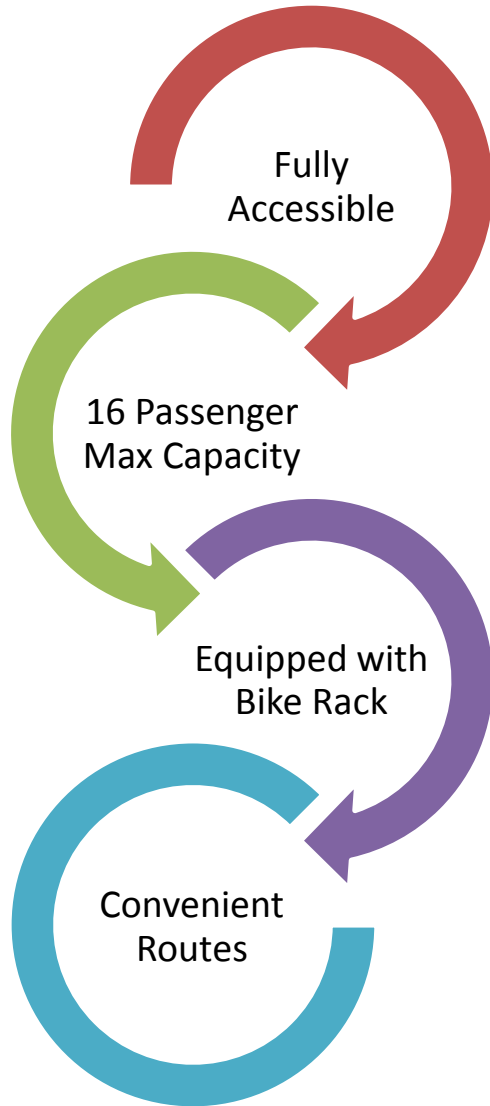
Willingness to commit to a short-term (19 month) pilot project, with the option to extend an additional 3 years.

Offers assistance with data collection: Weekly ridership sheets to determine pick-ups and drop-offs, distribute customer surveys

Developed strong partnership: Primary bus service for all transit needs including conventional transit service; special event shuttles, camp shuttles, specialized transit service, etc.

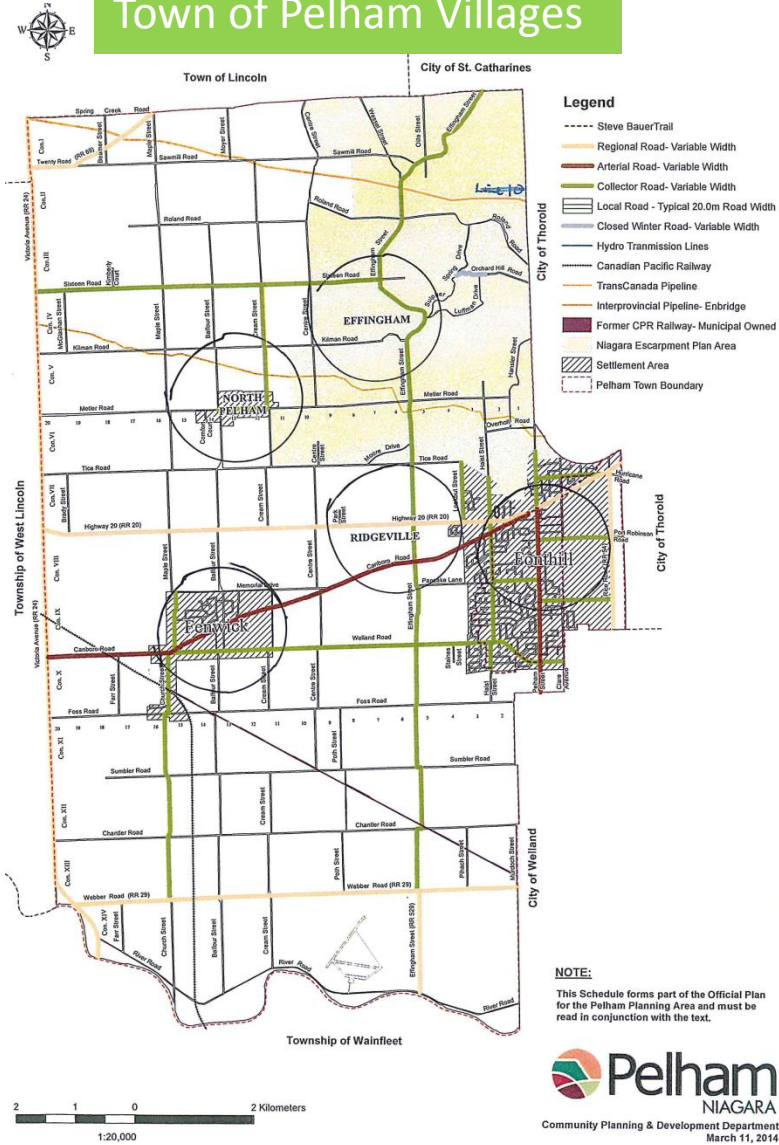
FLEXIBLE & ACCOMODATING

service

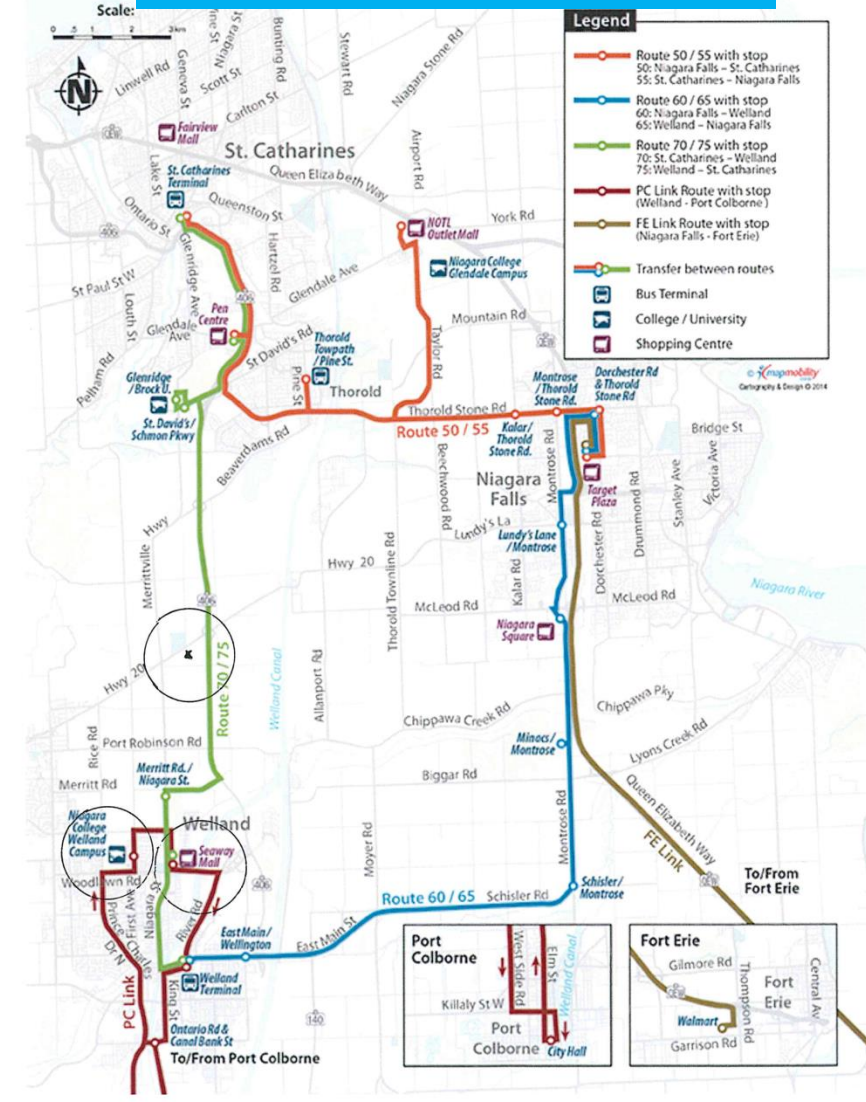


service areas & connections

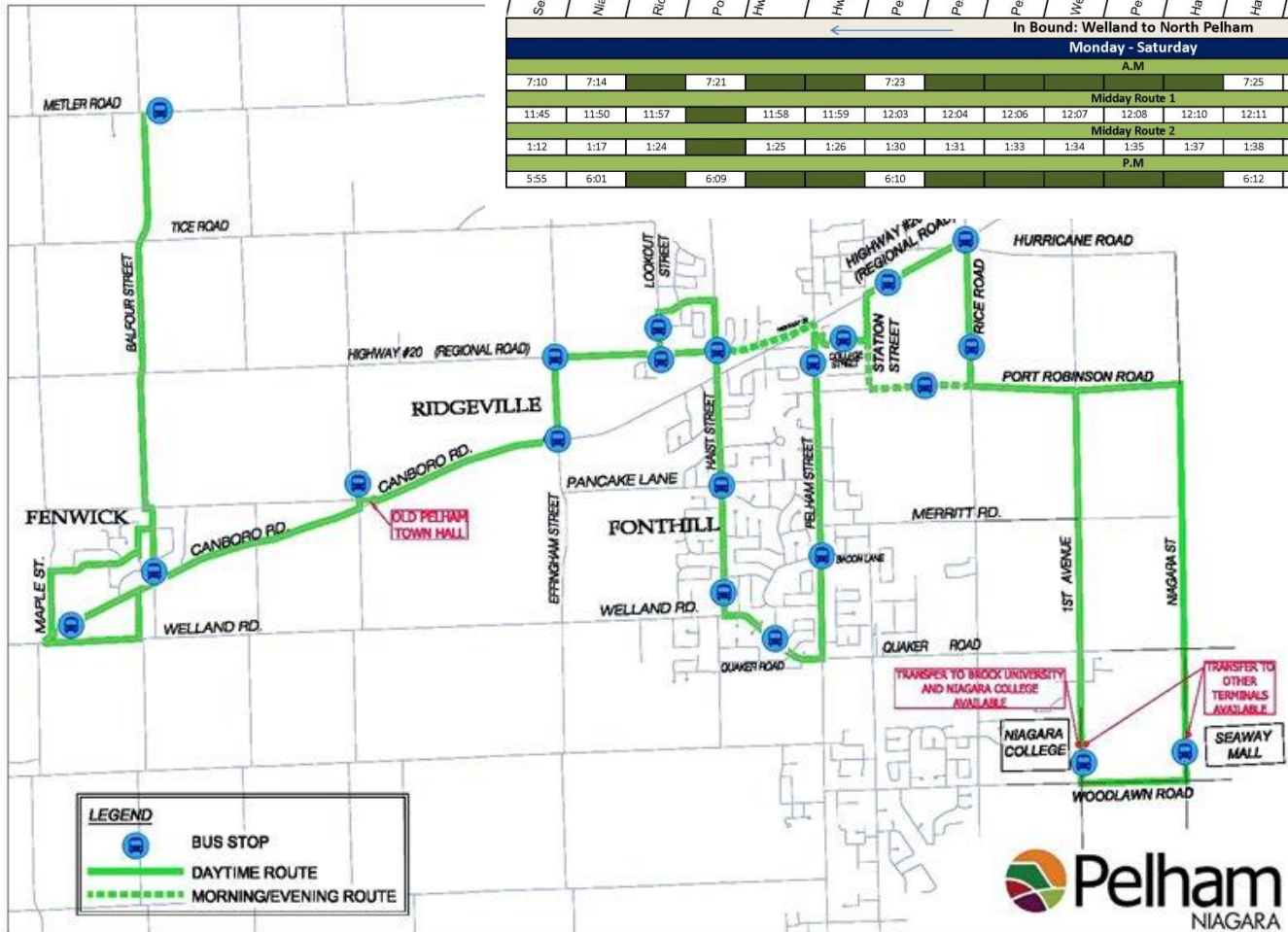
Town of Pelham Villages



Possible Regional Connections



2015 system map & schedule



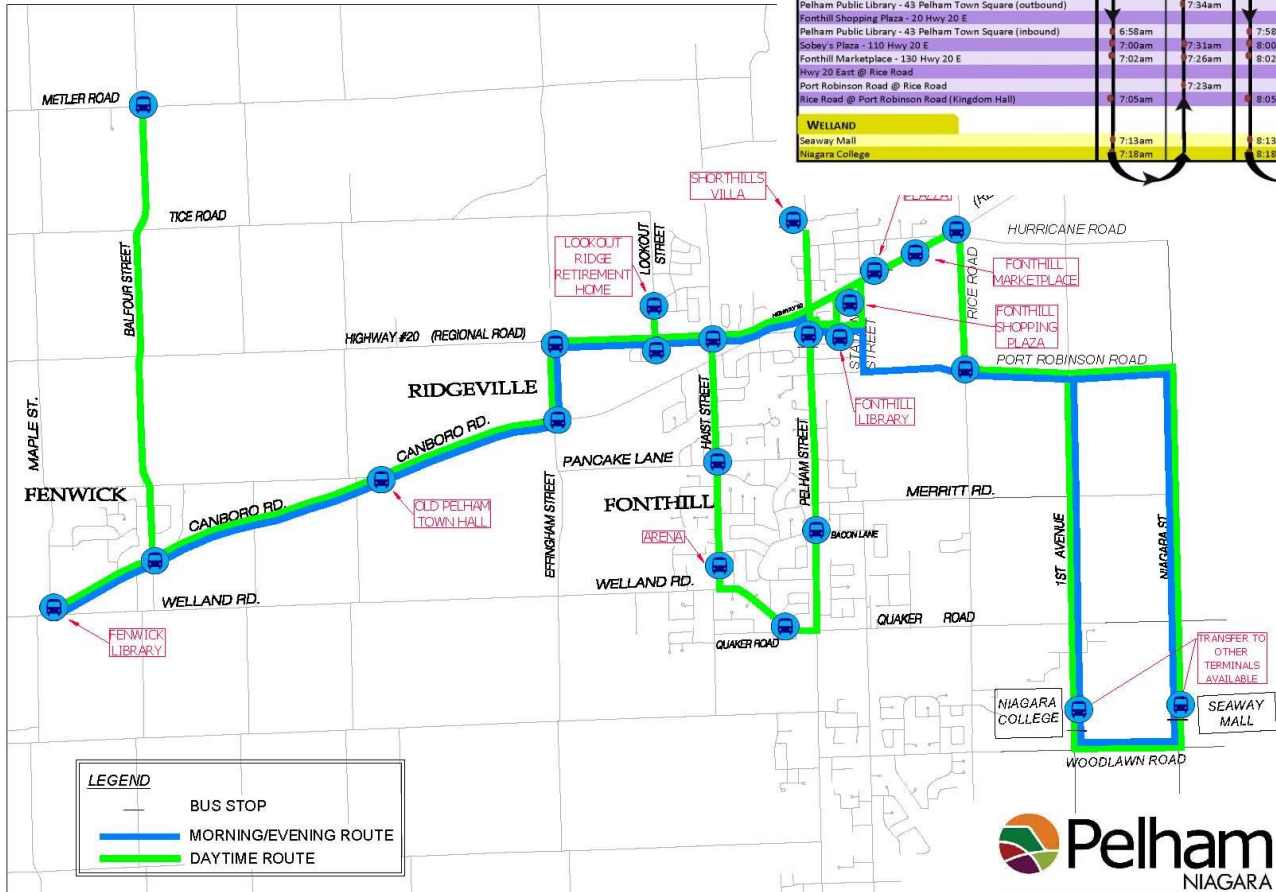
In Bound: Welland to North Pelham																			
Monday - Saturday																			
A.M.																			
7:10	7:14	7:21	7:23						7:25	7:26	7:28	7:30	7:35						
Midday Route 1																			
11:45	11:50	11:57	11:58	11:59	12:03	12:04	12:06	12:07	12:08	12:10	12:11	12:13	12:14	12:15	12:17	12:21	12:22	12:24	
Midday Route 2																			
1:12	1:17	1:24	1:25	1:26	1:30	1:31	1:33	1:34	1:35	1:37	1:38	1:40	1:41	1:42	1:44	1:47	1:48	1:51	1:55
P.M.																			
5:55	6:01	6:09	6:10						6:12	6:13	6:15	6:17	6:22						

- 1 morning trip
- 2 afternoon trips
- 1 evening trip

Average Monthly Ridership (from Sept- Dec 2015):
111 riders/month



2016 system map & schedule



	MORNING				MID-DAY				EVENING	
	Inbound Fenwick to Welland	Outbound Welland to Fenwick	Inbound Fenwick to Welland	Outbound Welland to Fenwick	Inbound North Pelham to Welland	Outbound Welland to North Pelham	Inbound North Pelham to Welland	Outbound Welland to North Pelham	Inbound Fenwick to Welland	Outbound Welland to Fenwick
NORTH PELHAM										
Metler Road @ Balfour St					11:00am			2:10pm		
FENWICK										
Balfour St @ Steele Dr					11:03am			2:08pm		
Canboro Road @ Maple St	6:45am	7:45am	7:45am	8:45am	11:05am	12:35pm	12:35pm	2:05pm	5:30pm	6:30pm
Canboro Road @ Balfour Street					11:07am	12:32pm	12:37pm	2:02pm		
Old Pelham Town Hall (Canboro Road @ Centre Street)	6:50am	7:41am	7:50am	8:41am	11:10am	12:31pm	12:40pm	2:01pm	5:35pm	6:26pm
RIDGEVILLE										
Canboro Road @ Effingham St (Shoppes of Ridgeville)	6:52am	7:39am	7:52am	8:39am	11:12am	12:30pm	12:42pm	2:00pm	5:37pm	6:24pm
Effingham St @ Hwy 20 W					11:13am	12:28pm	12:43pm	1:58pm		
FONTHILL										
Hwy 20 West @ Lookout St (across from Lookout Ridge)	6:54am	7:37am	7:54am	8:37am	11:17am	12:25pm	12:45pm	1:55pm	5:39pm	6:22pm
Lookout Ridge Retirement Home (1505 Lookout Street)										
Hwy 20 West @ Haist Street	6:55am	7:36am	7:55am	8:36am					5:40pm	6:21pm
Haist Street @ Hwy 20					11:19am	12:23pm	12:47pm	1:53pm		
Haist Street @ Pancake Lane					11:20am	12:22pm	12:49pm	1:52pm		
Pelham Arena - 1320 Haist Street					11:22am	12:20pm	12:51pm	1:50pm		
Welland Road @ Quaker Road (inbound)					11:24am		12:52pm			
Pelham Street @ Bacon Lane (inbound)					11:25am					
Welland Road @ Woodside Square (outbound)						12:18pm		1:49pm		
Pelham Street @ Spruce Side Cres (outbound)						12:17pm		1:47pm		
Pelham Street @ College Street					11:27am	12:16pm	12:56pm	1:46pm		
Shorthills Villa Retirement Community (1532 Pelham Street)					11:28am	12:14pm	12:59pm	1:44pm		
Pelham Public Library - 43 Pelham Town Square (outbound)		7:34am		8:34am						6:19pm
Fonthill Shopping Plaza - 20 Hwy 20 E					11:30am	12:11pm	1:00pm	1:41pm		
Pelham Public Library - 43 Pelham Town Square (inbound)	6:58am		7:58am		11:32am	12:10pm	1:02pm	1:40pm	5:43pm	
Sobey's Plaza - 110 Hwy 20 E	7:00am	7:31am	8:00am	8:31am	11:35am	12:07pm	1:04pm	1:37pm	5:45pm	6:16pm
Fonthill Marketplace - 130 Hwy 20 E	7:02am	7:26am	8:02am	8:26am	11:37am	12:02pm	1:07pm	1:32pm	5:47pm	6:11pm
Hwy 20 East @ Rice Road					11:38am	12:01pm	1:08pm	1:31pm		
Port Robinson Road @ Rice Road		7:23am		8:23am					5:50pm	6:08pm
Rice Road @ Port Robinson Road (Kingdom Hall)	7:05am		8:05am		11:40am	11:58am	1:10pm	1:28pm		
WELLAND										
Seaway Mall	7:13am		8:13am		11:48am		1:18pm		5:58pm	
Niagara College	7:18am		8:18am		11:53am		1:23pm		6:03pm	

- 2* morning trips
- 2 afternoon trips
- 1 evening trip

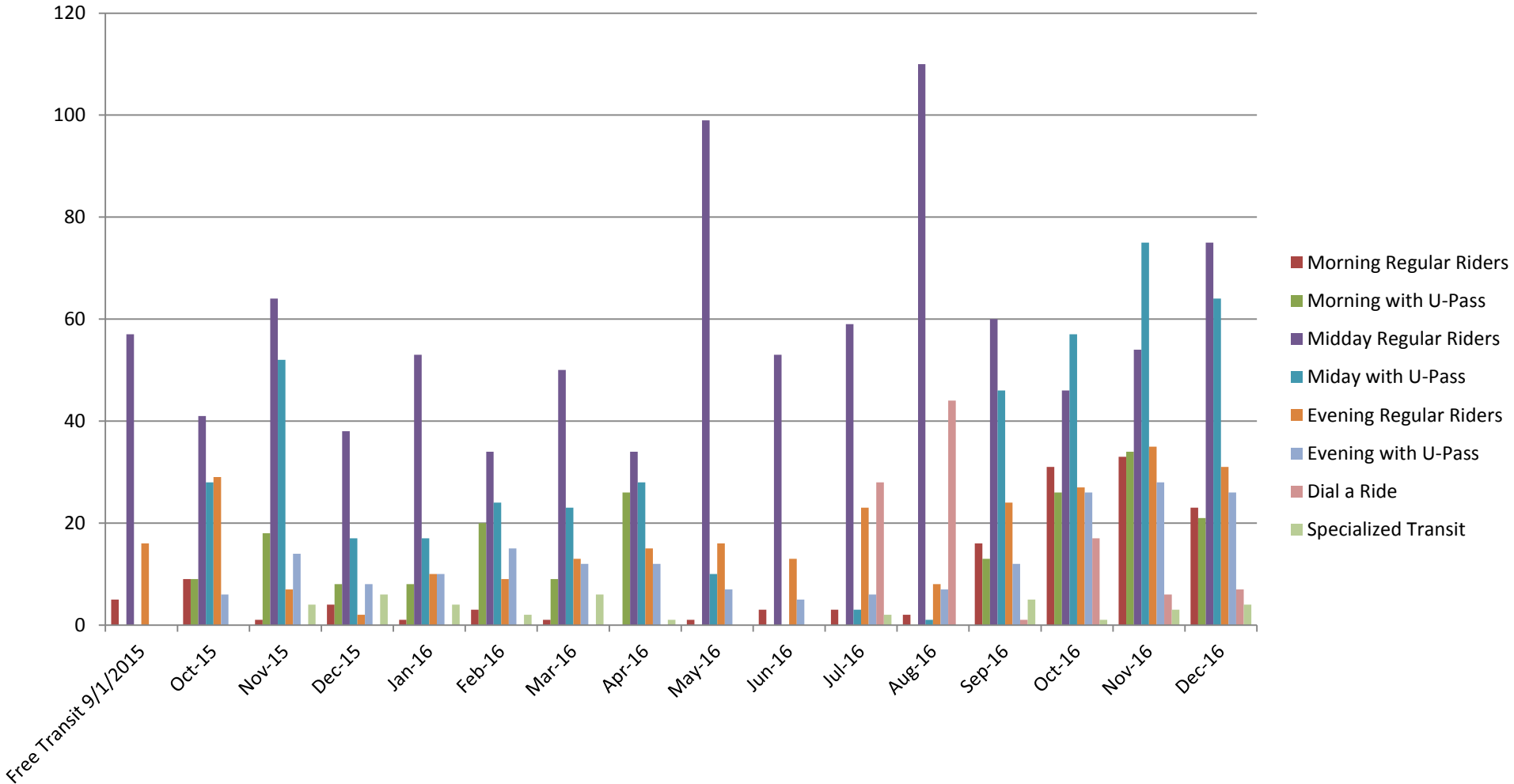
Average Monthly Ridership (from Sept-Dec 2016):

232 riders/month

*more than double from 2015

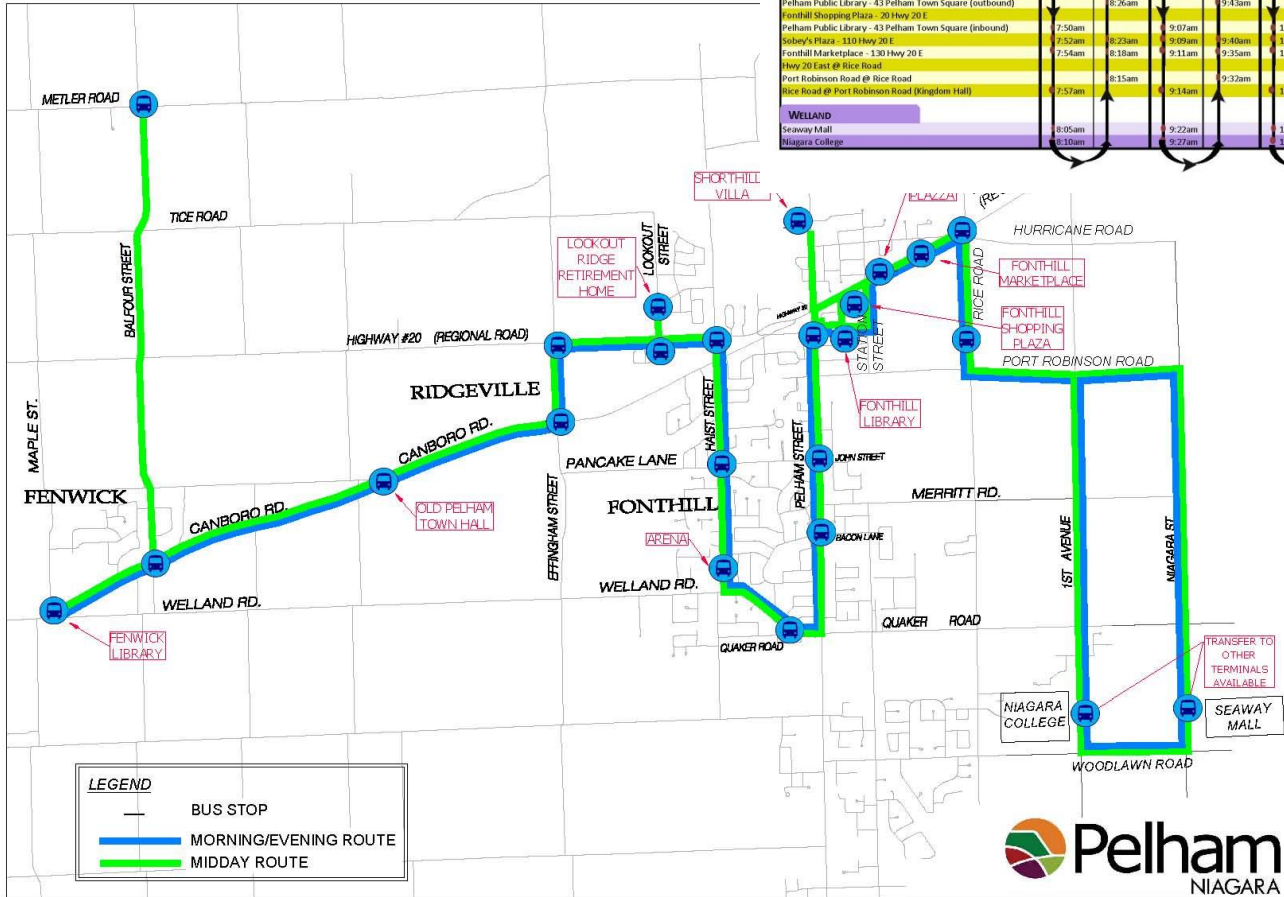


monthly ridership from Sept 2015 – Dec 2016



Total Number of Riders To-Date: 2,368

proposed 2017 system map



PROPOSED TRANSIT SCHEDULE 2017 SPRING ROUTES EFFECTIVE: TBD	MORNING			AFTERNOON			EVENING							
	TRIP 1	TRIP 2	TRIP 3	TRIP 1	TRIP 2	TRIP 3	TRIP 1	TRIP 2						
	Inbound Fenwick to Welland	Outbound Welland to Fenwick	Inbound Fenwick to Welland	Outbound Welland to Fenwick	Inbound Fenwick to Welland	Outbound Welland to Fenwick	Inbound North Pelham to Welland	Outbound Welland to North Pelham	Inbound North Pelham to Welland	Outbound Welland to North Pelham	Inbound Fenwick to Welland	Outbound Welland to Fenwick		
NORTH PELHAM Metler Road @ Balfour St							12:00am					5:40pm		
FENWICK Balfour St @ Steele Dr Carboro Road @ Maple St Carboro Road @ Balfour Street Old Pelham Town Hall (Carboro Road @ Centre Street)	7:30am 7:35am	8:47am 8:45am	8:47am 8:52am	10:04am 10:00am	10:04am 10:09am	11:25am 11:21am	12:03pm 12:10pm	1:35pm 1:31pm	1:35pm 1:40pm	3:05pm 3:10pm	4:35pm 4:31pm	5:05pm 5:01pm	6:17pm 6:14pm 6:33pm	
RIDGEVILLE Carboro Road @ Effingham St (Shoppes of Ridgeville) Effingham St @ Hwy 20 W	7:37am 7:38am	8:44am 8:42am	8:54am 8:55am	9:57am 9:56am	10:11am 10:12am	11:20am 11:18am	12:12pm 12:13pm	1:30pm 1:28pm	1:42pm 1:43pm	3:00pm 2:58pm	4:32pm 4:28pm	5:07pm 5:08pm	6:10pm 6:09pm	
FONTHILL Hwy 20 West @ Lookout St (across from Lookout Ridge) Lookout Ridge Retirement Home (1505 Lookout Street) Hwy 20 West @ Haist Street Haist Street @ Hwy 20 Haist Street @ Pancake Lane Pelham Arena - 1320 Haist Street Welland Road @ Quaker Road (inbound) Pelham Street @ Bacon Lane (inbound) Pelham Street @ John Street (inbound) Welland Road @ Woodside Square (outbound) Pelham Street @ Sprucecree Cres (outbound) Pelham Street @ Pancake Lane (outbound) Pelham Street @ College Street Shorthill's Villa Retirement Community (1552 Pelham Street) Pelham Public Library - 43 Pelham Town Square (outbound) Fonthill Shopping Plaza - 20 Hwy 20 Pelham Public Library - 43 Pelham Town Square (inbound) Hwy 20 East @ Rice Road Fonthill Marketplace - 130 Hwy 20 E Hwy 20 East @ Rice Road Port Robinson Road @ Rice Road Rice Road @ Port Robinson Road (Kingdom Hall)	7:39am 7:40am 7:40am 7:41am 7:43am 7:45am 7:46am 7:47am	8:37am 8:35am 8:35am 8:34am 8:32am 8:32am 8:36am 8:30am	8:56am 8:57am 8:57am 8:58am 8:59am 9:02am 9:03am 9:04am	9:54am 9:52am 9:52am 9:51am 9:49am 9:45am 9:45am 9:43am	10:16am 10:18am 10:18am 10:19am 10:21am 10:23am 10:24am 10:25am	11:15am 11:13am 11:13am 11:12am 11:10am 11:06am 11:06am 11:04am	12:17pm 12:17pm 12:19pm 12:20pm 12:22pm 12:24pm 12:25pm 12:27pm	1:25pm 1:23pm 1:23pm 1:49pm 1:28pm 1:16pm 1:16pm 1:16pm	1:45pm 1:47pm 1:49pm 1:51pm 1:51pm 1:52pm 1:54pm 1:55pm	2:55pm 2:55pm 3:19pm 3:20pm 3:22pm 3:24pm 3:25pm 3:26pm	3:17pm 3:17pm 3:19pm 3:20pm 3:22pm 3:24pm 3:25pm 3:26pm	4:25pm 4:25pm 4:23pm 4:22pm 4:20pm 4:16pm 4:16pm 4:14pm	5:09pm 5:10pm 5:11pm 5:13pm 5:15pm 5:16pm 5:17pm 5:18pm	6:07pm 6:05pm 6:04pm 6:02pm 5:58pm 5:58pm 5:56pm
WELLAND Seaway Mall Niagara College	8:05am 8:10am	9:22am 9:27am	10:43am 10:48am	12:46pm 12:53pm	2:18pm 2:23pm	3:46pm 3:53pm	5:35pm 5:40pm							

- All day service:
- 3** morning trips
 - 3** afternoon trips
 - 1 evening trip

Changes are based on customer feedback from our **Transit Satisfaction Survey** distributed November 2016



future



vision for Niagara



Recommended 2023 Inter-Municipal Transit Plan

purpose... *“she has her wings back”*



Photo courtesy of Welland Tribune
October 3rd, 2015 edition – Phoebe Powell with Paul Mullin, Driver



Pelham

NIAGARA

Vibrant • Creative • Caring

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Thank you!