NIAGARA-ON-THE-LAKE TRANSIT
Questions & Answers

1. When and where does the transit service start?

   Buses will begin running on Monday, April 2, 2012. The first bus leaves the Old Town Courthouse at 7:45 a.m.

2. What is the schedule?

   **Conventional Transit – Old Town – Glendale Line**

   Buses run hourly, Monday – Saturday (except Statutory Holidays).

   Hours of Operation are 7:45 a.m. – 6:45 p.m.

   There will be 2 direct routes from the Courthouse to Niagara College each morning and one on the last run of the day. All other routes will make a stop at the Community Centre.

   During the peak tourist season (May – October), there will be one dedicated route within Old Town with a connection at the Community Centre. For 2012, this route will run from Monday, May 14 to Saturday, October 13.

   Route maps and schedules are available on the Town’s web site and in hard copy at Town Administration Offices.

   **Heritage Visitor Shuttle**

   Buses run between May and October. Two buses will run direct routes between Fort George and Historic Old Town (Courthouse Parking Lot). Fares are included in the tour bus pricing with transfers required for connections to the Old Town route and/or a return to Fort George. Additional fare of $3 will be required for transfer at Community Centre.
3. Where is the destination point at Glendale?

**Passengers will disembark at the Niagara College Campus, where they will be able to make connections with other municipal transit service providers.**

4. What is the fare?

$3 exact cash, one-way. Children under 5 years of age ride for free. Children under 12 years of age must be accompanied by an adult.

5. Do I require exact fare to board the bus?

Yes. Change will not be made on buses. However, the Town is investigating the installation of change machines at terminus points and major stops, such as the Community Centre.

6. Is there a charge for parking at the Courthouse and Niagara College?

Yes. Standard parking rates apply at both locations. The Courhouse parking is a metered rate and Niagara College currently charges $6 per day.

7. Are the buses accessible for disabled passengers?

Yes, there is accommodation for 2 wheel-chair bound passengers per vehicle. Persons who are unable to board the regular buses and are located within the service area will be able to register with the Town to determine whether they qualify for subsidized curb-to-curb specialized transit service. Registration forms will be available on the Town web site and at Town offices in the very near future.

As mentioned above, residents who are unable to board the regular bus, and whose destination is within the defined service area of Old Town, Virgil and Glendale or within 175 meters of Regional Road 55/Taylor Road during the set service hours of 7:45 a.m. – 6:45 p.m., will be able to apply for subsidized curb-to-curb specialized transit service.

8. What about the current Community Shuttle? Are tokens still available?
The Community Shuttle will not be part of the Town’s conventional transit system. However, the operators of the community shuttle (Niagara Classic Transportation - 905-468-2661) have committed to continue its operation. Please call them directly to make an appointment.

The current taxi tokens will only be available until April 2, 2012 when the new system (with wheelchair access) begins. However, outstanding tokens will be accepted as cash fare on the new bus service.

9. How much is this new transit service costing the taxpayer?

The Town has been funding the Heritage Shuttle and Community Shuttle service for a number of years. The 2012 budget expenditure for those 2 services is $165,000. That expense will now be rolled into the new transit system.

Once all expenses (start-up and on-going) are weighed against projected revenue sources, the new system is expected to cost an additional $61,544.00 or roughly $4 per resident for the coming year.

10. Is this a final version for the transit service?

This is the first phase of a new service and the Town welcomes all public feedback. During the course of the year, bus stops could change based on demand and feasibility. Public safety will continue to be a guiding principle at all times.

11. Is there a contact for further information on the new transit system?
Please call 905-468-3278 x 270 or transit@notl.org.