

Town of Riverview

COUNCIL REPORT FORM



Presented to: Mayor & Council

Department: Engineering & Public Works

Date: January 10, 2025

Subject: Riverview Transit Service Review

BACKGROUND

As part of the Town's commitment to building a sustainable community and service excellence, the Engineering & Public Works Department, alongside lead consultant Arcadis, launched an extensive review process of our current transit service. The process used hard data collected by Codiac from 2023 and 2024 on ridership and sought to gather diverse perspectives and feedback from invested collaborators, including bus drivers and supervisors at Codiac and town staff.

Tonight you will hear a presentation by David Forsey, the principal senior practice lead at Arcadis on the findings of the study on the existing transit service, the ridership travel patterns, some peer review takeaways, and recommended changes to the routes and available number of hours of service, expansion of the service using alternative service delivery methods, along with amenity improvements to enhance the overall experience of users.

CONSIDERATIONS

Financial:

Recommendations will have an impact on our Operating and Capital budgets. If adopted by Council, the recommendations proposed will take the next 5 years to implement.

Policy / Strategic Plan:

The recommendations are in line with the Economic Strategy and anticipated new Municipal Plan. Both these plans continue to prioritize land access, infrastructure and service support, business support, housing strategy, transportation efficiency, and more.

Interdepartmental Consultation / Stakeholders:

- ✓ Riverview Community
- ✓ Codiac Transpo

Communication Plan:

The changes will be communicated over time as the recommendations are implemented. It is expected that the new Transit Coordinator will work with our communication department, and the Codiac Transpo communication team on a communication campaign, including changes to the App, website, and all other available communication resources.

OPTIONS

Option A – Accept the report and proceed with the recommendations as presented.

Option B – Proceed with status quo.

RECOMMENDATION FROM STAFF

We recommend Council direct staff to proceed with Option A.

Prepared by: Michel Ouellet