



Temiskaming Shores Transit Study

Transit Improvement Plan

Review #02- FINAL VERSION

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Table of involved resources

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Register of issues

Issue No.	Reviewed by	Date	Description of the review
E01	VE	2025-10-10	For comment
E02	KM	2025-10-20	Final version



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01

Introduction

INTRODUCTION

In 2025, Temiskaming Transit commissioned CIMA+ and J.L.Richards & Associates (JLR) to carry out a comprehensive transit study.

- The goals of the current study are to:
 - Assess the current state of the transit system;
 - Identify opportunities for service improvements;
 - Explore potential expansion into neighboring communities;
 - Provide recommendations.

- The study is divided into a total of five tasks:
 - Task 1 comprised of a comprehensive assessment of the current service and was presented to the Transit Committee on July 9th, 2025.
 - Tasks 2 to 5 included the following:
 - Residents and stakeholders' participation through an online survey and public workshops;
 - The definition of public transit needs based on public inputs and a review of the current system;
 - The development of transit options for both Temiskaming Transit and the surrounding region, along with a recommendation of the preferred option; and
 - The proposal of an implementation plan

This presentation outlines the analyses and conclusions from the project.



02

Summary of the Existing Transit System Review

A+ SUMMARY OF THE EXISTING TRANSIT SYSTEM REVIEW

Current service

The existing transit system review was undertaken during Task 1. From this review, a SWOT analysis was made (see following slide).

As a reminder : The current transit service is provided between Cobalt and Dymond.

Time trip:

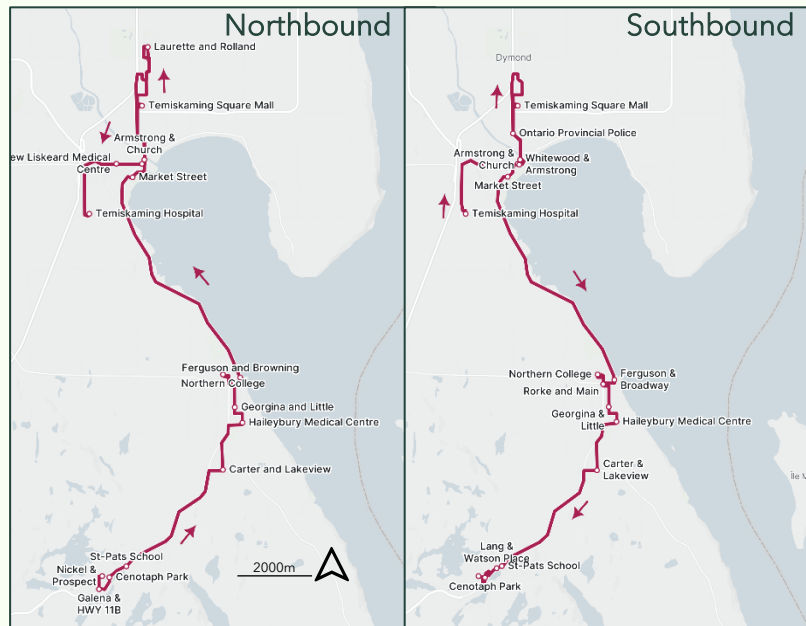
- 60 min per direction, including a 20 minutes loop to serve Dymond

Weekdays schedule:

- Full-day coverage: 6:00 a.m. – 11:00 p.m.
- Peak hours: 6–10 a.m. and 3–8 p.m.
 - Frequency: every 60 minutes
 - Two buses operate to reduce wait times
- Off-peak hours: 10 a.m.–3 p.m. and after 8 p.m.
 - Frequency: every 120 minutes

Weekends schedule

- Operating Hours: 6:00 a.m. – 10:00 p.m.
- Only one bus in service all day
- Frequency: 120 minutes throughout



A+ SUMMARY OF THE EXISTING TRANSIT SYSTEM REVIEW

The SWOT analysis shows the key Strengths, Weaknesses, Opportunities, and Threats of the current transit system

STRENGTHS

- Existing transit route network and existing ridership to build upon
- Service available 7 days a week
- Consistent schedule, making the service easy to understand
- New and accessible bus fleet (low floor + ramp)
- Distance between bus stops meets standards
- Majority of residences within 400m or less of a bus stop
- Bus shelters at some stops and a strategy for additional purchases
- Easily available information for travellers, including real-time bus location (website, Facebook)
- Developed Road network
- Transit network connected to active transit system
- Regional bus service to North Bay and Timmins, even if limited
- Use of existing funding covering the annual capital budget and a transit study
- Operating cost shared between Temiskaming Shores and Cobalt.

OPPORTUNITIES

- Willingness to promote public transportation in Temiskaming Shores's official plan
- Attractive hub for the region
- Little competition (no known rideshare program)
- Predominance of internal trips within each community (41%)
- Significant portion of trips between New Liskeard and Haileybury (15%)
- Significant portion of trips coming from outside (31%)
- No public transportation or other organized transport system in neighbouring municipalities despite interest in such a service
- Possibility to extend service to newer neighbourhoods north of Wabi River (Elm, Robert, Haliburton Ave East, Boreal Subdivision)
- Presence of a student population
- Better transit services could support population growth and promotes development, tourism, economic growth
- Better transit services could improve accessibility for all
- Access to funding programs.

WEAKNESSES

- Car oriented communities
- Unfamiliarity with taking transit
- Long Route, including a loop to Dymond, causing a ~20-minute detour for some users
- Bus frequency every 2 hours during off-peak times or weekends
- No early morning or late evening service limits accessibility for shift workers
- No public transportation service during holidays or very early in the morning/late at night
- Not serving all residential areas
- Several stops are not accessible, even when there is a bus shelter
- Lack of sidewalks along the entire bus route, especially at less important stops
- Limited number of controlled or signaled pedestrian crossings to access bus stops
- Topography within Haileybury could limit the ease of access to certain bus stops
- Long deadhead time between the garage and the start of the route
- Need to deploy a winter route during winter events, which means some areas/users are not served
- Operational cost has increased significantly since 2022
- Slightly decreasing revenues and slightly increasing expenses in recent years

THREATS

- The 4 urban hubs are quite far apart, leading to higher operating costs and longer travel time
- Limited fleet size restricts resilience and flexibility
- Difficulty attracting and retaining drivers in small markets
- Budget availability limitations for transit - especially in Cobalt
- Transit service expenses are twice as high as transit service revenues
- Increasing reliance on private vehicles in rural areas may reduce ridership base
- Population decline since 2016



03

Stakeholder & Community Engagement

A+ SUMMARY OF ENGAGEMENT

Temiskaming Transit Public Survey & Workshop(s)

To gather information and feedback from the public and community, an online survey and two workshops were held.

Survey

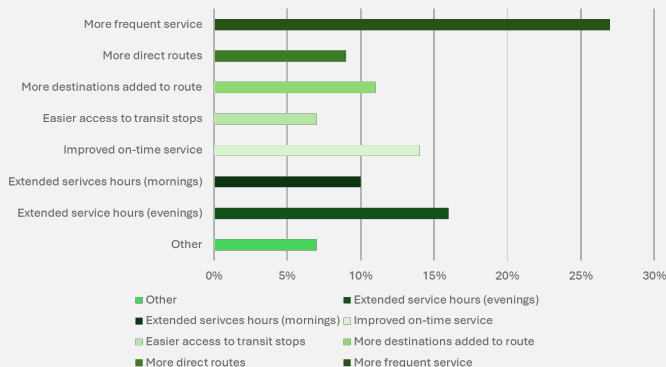
- The survey ran from June 13th, 2025 – August 1st, 2025.
- A total of **182** responses were gathered during this period.

High-Level Findings:

Respondent Demographics

- **71%** of respondents identified as female.
- **21%** of respondents had a mobility challenge that required them to use transit.
- **80%** of respondents lived in either Haileybury, New Liskeard, or Cobalt.
- **24%** of respondents do not have access to a vehicle.
- **86%** of respondents have used Temiskaming Transit in the past.

What improvements would encourage you to use transit more?
(Select all that apply)



Workshop(s)

- Two in-person public workshops were held on July 15th, 2025.
- The first workshop was held in Cobalt from 3:00 – 4:30 pm with a total of 28 participants attending.
- The second workshop was held in New Liskeard from 5:30 pm – 7:00 pm with a total of 8 participants attending.





04

Needs Assessment & Feasibility Study of Expansion

NEEDS ASSESSMENT

Introduction

The need assessment combines the responses and comments received during the public engagement process and the conclusions made during the transit study review to identify the needs that an improved transit service should consider.

The needs assessment include consideration :

- To improve customers' service;
- To improve transit facilities;
- To maintain aspects of the service that work well today;
- To improve transit service;
- To consider aspects that should be prioritized;
- To consider ways of attracting new customers;
- To consider service expansion to nearby communities.

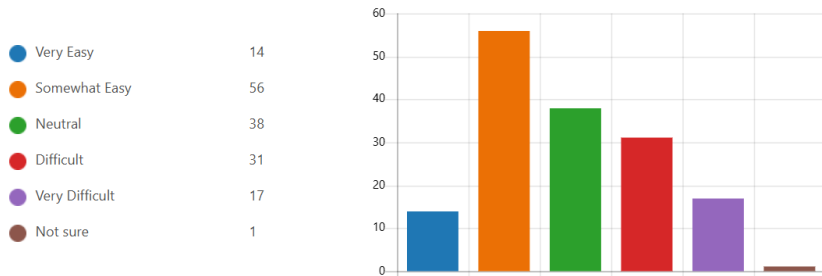
A+ NEEDS ASSESSMENT

Summary of Needs - Customers Service

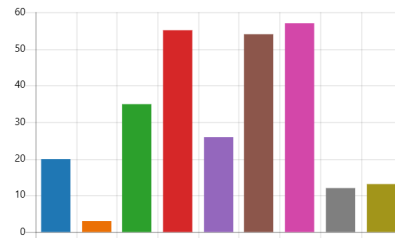
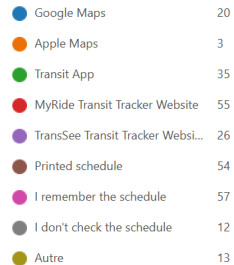
In general, accessing information related to the map and schedule seems relatively straightforward.

- However, the frequent use of PDF formats and the difficulty to interpret this information—based on feedback gathered through the survey and workshops—suggest that improvements could be made to enhance readability.
- Although Google Maps does not currently provide transit service details for the area, its use by participants indicates that this platform could help facilitate better access to transit information. Real-time information is currently on MyRide Transit Tracker or the Transit App but the data is currently not properly formatted to be used by Google Maps.

35. How easy is it to find accurate transit schedule information?



37. Do you use any of the following online tools to plan your trip on transit? Please select all that apply.



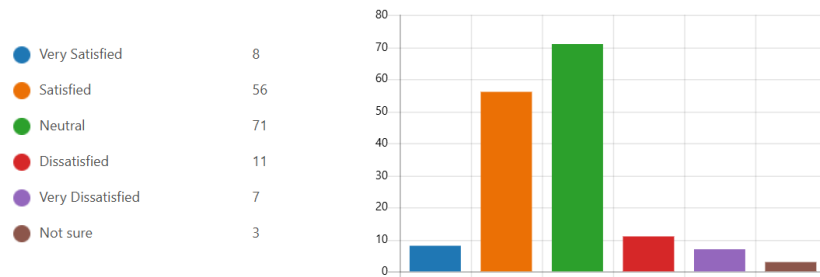
A+ NEEDS ASSESSMENT

Summary of Needs - Potential Improvements to facilities

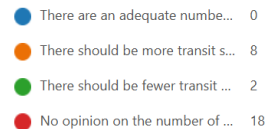
In general, there is not a strong opinion on transit facilities

- However, Temiskaming Transit would benefit from continuing the development of its bus stop areas to improve accessibility and to add bus shelters. Some residents with mobility limitations reported that bus drivers did not stop unless they were positioned directly at the designated stop, even though their mobility limitations prevented them from reaching it.
- The key elements that could be improved at bus stops are:
 - Adding benched and seating area;
 - Adding schedule information;
 - Providing shade.

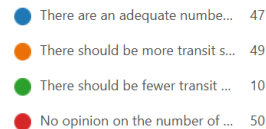
61. Please rate your satisfaction with current transit stops:



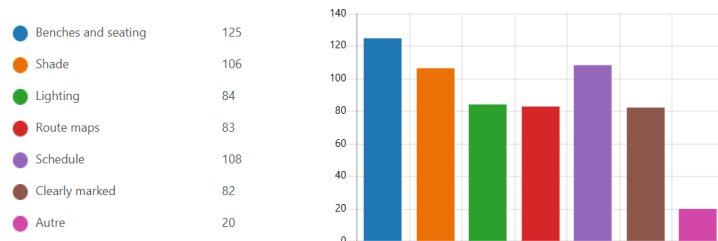
54. Please select the statement you agree with the most:



55. Please select the statement you agree with most:



63. What features are important to you in a transit stop? Please select all that apply:



A+ NEEDS ASSESSMENT

Summary of Needs - Aspects of the service that work well today

- A fair amount of respondent's travel:
 - During the mid-day hours;
 - To go to appointment & service; shopping & commercial area ; work & place of employment.

Temiskaming Transit should make sure to continue providing service during these periods.

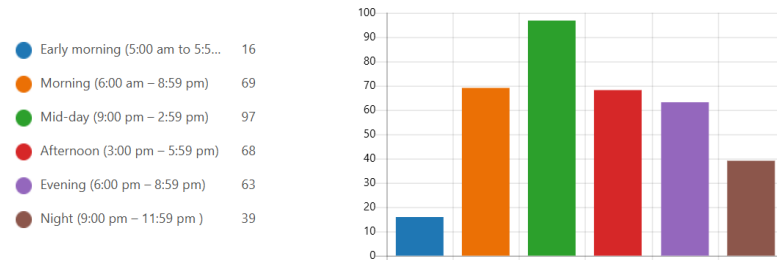
- Respondents like the friendly service and the fact that the route reach their destination.

What's working?

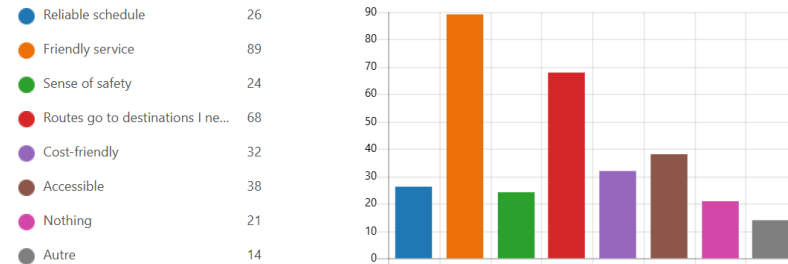
Please add green dot stickers next to what in your opinion is working / what you like about the current transit service.

Feature	Dots
Current fare	● ● ● ● ●
Current service hours	● ●
Current bus frequency during peak hours (6-9 am / 3-6 pm)	● ●
Current bus frequency during off-peak hours	●
Current route directness	● ● ●
Number of existing transit stops	● ●
Current travel time	● ● ● ● ●
Current level of reliability (on-time service)	● ● ● ● ●
Current transit destinations	● ● ●
Current accessibility	● ● ●
Current customer information	● ●

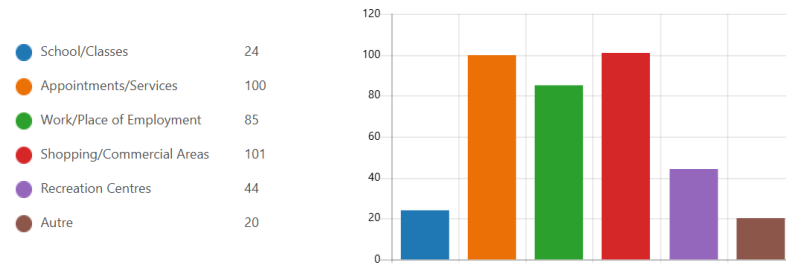
23. What times of day do you travel on public transit? Please select all that apply:



41. What do you currently like about TemiskamingTransit? Please select all that apply.



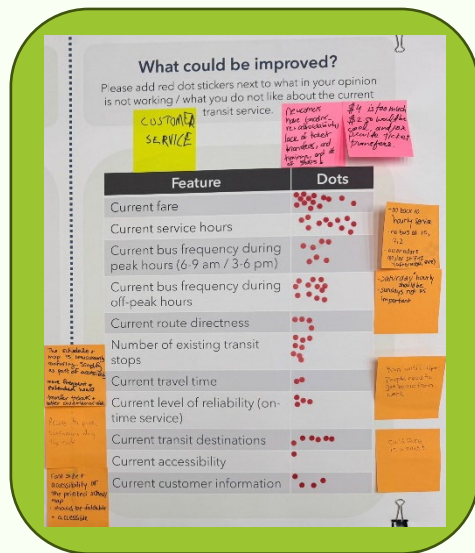
25. What destinations have you used public transportation to travel to? Please select all that apply.



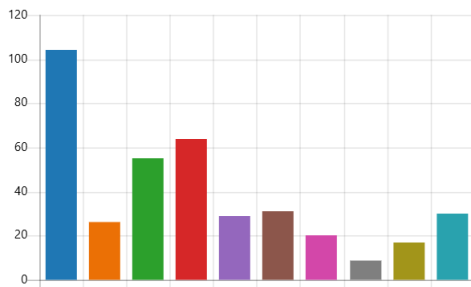
Summary of Needs - Improving the Service

The key elements that should be improved are:

- The level of frequency and service span;
- The reliability of service;
- The cost of fares.

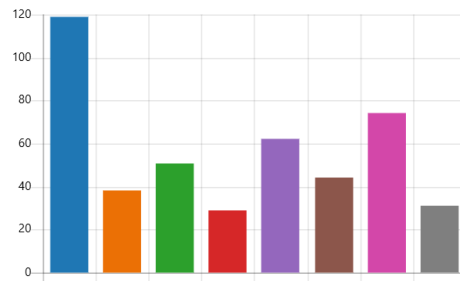


Lack of frequent service	104
Long trip times	26
Cost of fares	55
Unreliable schedule	64
Lack of real-time transit updates	29
Routes don't go to destination	31
Prefer other modes of transportation	20
Mobility limitations	9
Safety concerns	17
Autre	30



43. What improvements would encourage you to use transit more? Please select all that apply.

- | | |
|-----------------------------------|-----|
| More frequent service | 119 |
| More direct routes | 38 |
| More destinations added to ro... | 51 |
| Easier access to transit stops | 29 |
| Improved on-time service | 62 |
| Extended service hours (earlie... | 44 |
| Extended service hours (later ... | 74 |
| Autre | 31 |



A+ NEEDS ASSESSMENT

Summary of Needs - Improving the Service (Cont'd)

Other writing comments provided during the survey included:

- Service Area improvement
 - Add service to region ✓
 - Provide service to Latchford ✓
 - Add on-demand service ✓
- Customer service improvement:
 - Identify front seat for visual impaired ✓✓
 - Allow people with walker to go first ✓
 - Improve speaker system (for visual impaired) ✓
 - Implement shelter at all stops ✓
- Vehicles improvement:
 - Use the larger buses (smaller buses are overcrowded, people are standing, there is no place for strollers or walkers) ✓✓✓✓✓✓✓✓
- Drivers attitude improvement:
 - Ensure to always pick up customers at bus stop ✓✓
 - Better accommodate disabled customers (not picking up a customer close to a bus stop but who is not able to reach it) ✓
- Extend period when customers could bring their bike on bus and provide additional bike racks. (some customers use transit in one direction and return by bike) ✓
- Route improvement:
 - Provide a more direct route ✓✓
 - Provide a route between Downtown New Liskeard and the hospital without going to Dymond ✓✓
 - Extend service in Dymond ✓

Details from the Top 3 improvements :

- The level of frequency and service span
 - Improve frequency : at less 60 min all day (7/7) ✓✓✓✓✓✓✓✓✓✓✓✓
 - Improve frequency : 30 min, at less during peak ✓✓✓
 - Expend service span on weekend and holidays ✓✓
 - Expend service span Late at night ✓
- Reliability
 - No specific comments
- Fees:
 - Offer family monthly pass, free for children up to 12-18, lower cost for youth ✓✓✓✓✓✓✓
 - Provide transfer tickets (to take bus between 2 shops) ✓✓
 - Specific fee for low-income family ✓✓
 - Ease of payment (credit card, etc.) ✓

✓ = Number of time that a comment was mentioned in the survey

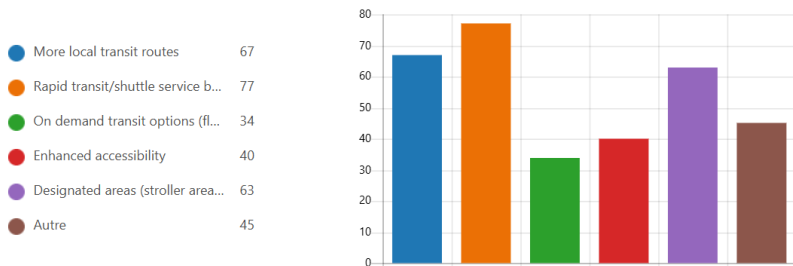
A+ NEEDS ASSESSMENT

Summary of Needs - Prioritizing

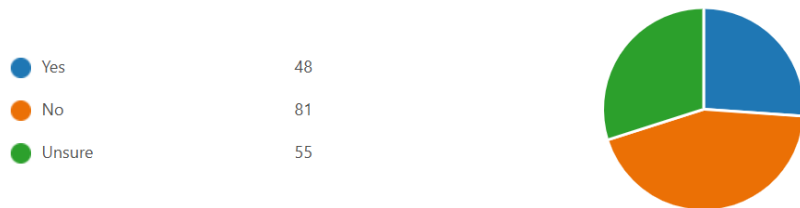
Temiskaming Transit will not be able to implement every improvement that residents might want. Budget constraints will always require some level of prioritization.

- When asked, respondents from the public engagement clearly mentioned that the key element that needs to be prioritized is **improving the service frequency**.
- Other keys elements are:
 - Prioritizing closed to origin/destination service over faster route.
 - Implementing improvement without increasing the fare.

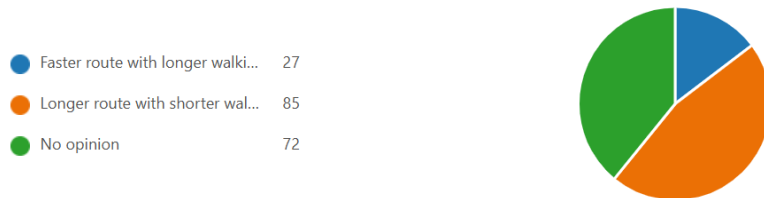
65. What types of transit services or improvements should the City prioritize in the future? Select up to three responses.



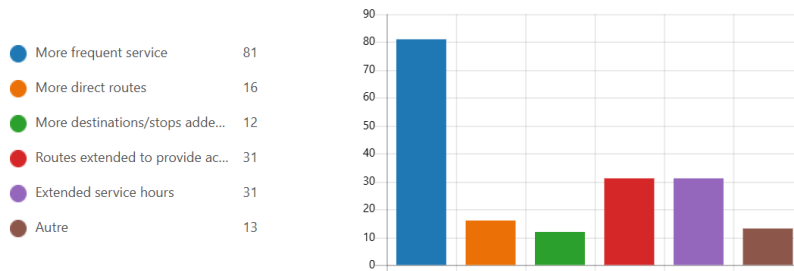
69. Would you be satisfied with a fare increase for extended service?



71. Please select your preferred choice from the two options below:



73. In a scenario where the budget only permitted one improvement, which of the following improvements would you like to see implemented most?



A+ NEEDS ASSESSMENT

Summary of Needs - Attracting New Customers

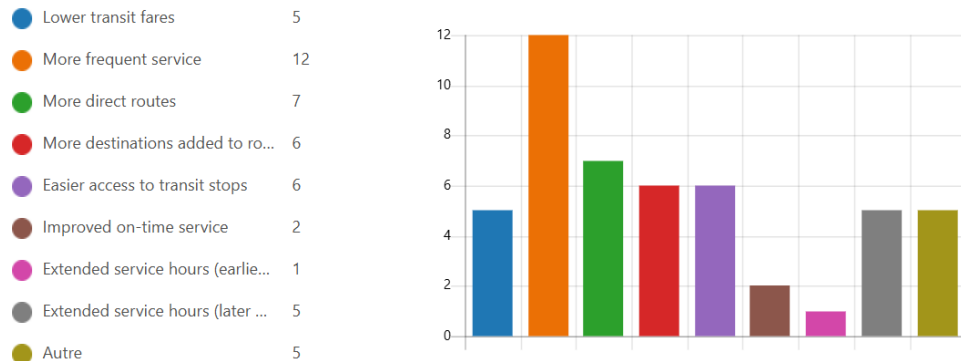
While the primary concern from Temiskaming Shores is to maintain its current customers, improvement to the service could attract new customers.

■ When asked, respondents from the public engagement identify the following key elements to attract new customers:

- More frequent transit;
- More direct route
- Easier access to transit stops

Those elements are similar to the improvements requested by existing customers.

19. As a non-transit user what would encourage you to try or switch to transit use? Please select your top three.



A+ FEASIBILITY STUDY OF EXPANSION

Assessment of Potential Expansion

Extending the service to surrounding areas is considered by Temiskaming Transit to help serve residents of other communities that might want to reach Temiskaming Shores. This potential expansion will require an agreement between Temiskaming Transit and each community.

- Most respondents from the public engagement process come from Cobalt, Haileybury and New Liskeard.
- During the survey, respondents outside of the Temiskaming Transit catchment area that might take transit if the service was available are from:

- Englehart;
- Rural area of Temiskaming Shores;
- Latchford;
- Elk Lake;
- Temagami.

■ Travel time by car:

- Englehart: 30-35 min
- Latchford: 15 min
- Elk Lake: 40-45 min
- Temagami: 24 min

- During the workshops, other locations were mentioned, such as:

- Earleton;
- Coleman & rural areas;
- Tri-Town Ski;
- Bass Lake;
- Kirkland Lake.

■ Travel time by car:

- Earleton: 20 min
- Coleman: 9 min
- Tri-Town Ski: 20-25 min
- Bass Lake: 3,5-4 hours
- Kirkland Lake: 70-85 min

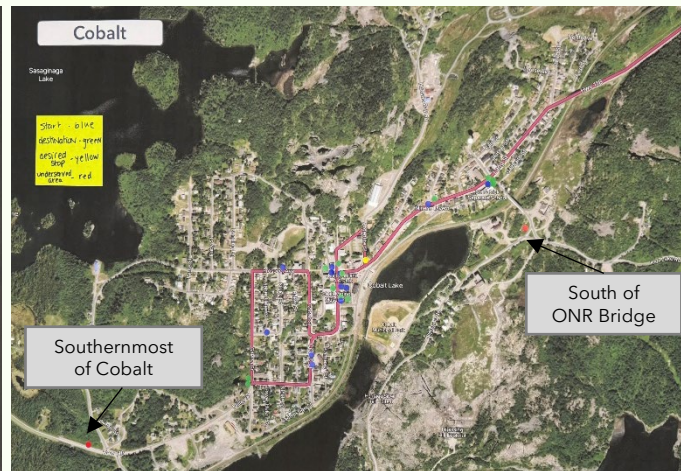
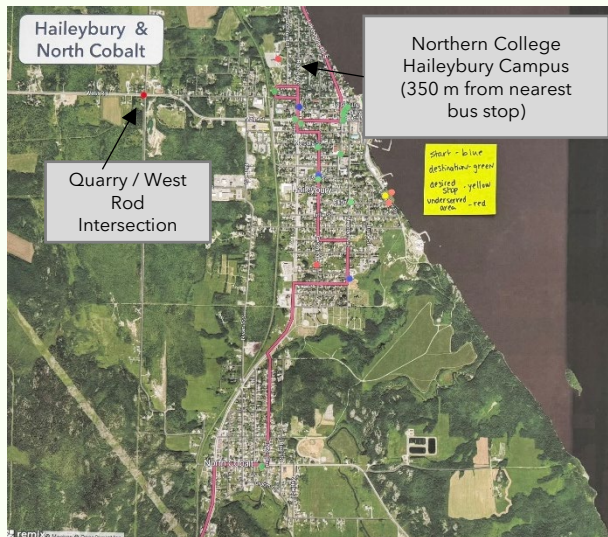
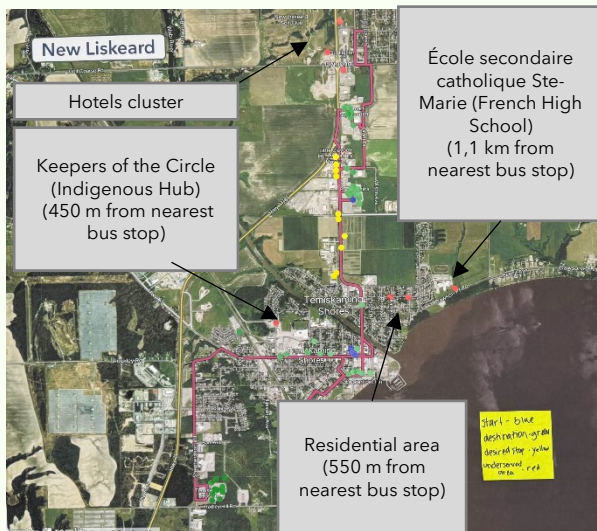


A+ FEASIBILITY STUDY OF EXPANSION

Assessment of Potential Expansion (Cont'd)

During the 2 workshops, participants were invited to indicate the starting and ending points of their trips, any desired new bus stop locations, as well as identify any underserved areas. The following pictures show the results from this exercise.

- From the current catchment area, respondents identified the following sectors that could be better served by transit.
- Some of the proposed 'underserved area' are in fact within a 400m walking distance from a bus stop or located in a low-density area (e.g. southernmost of Cobalt).

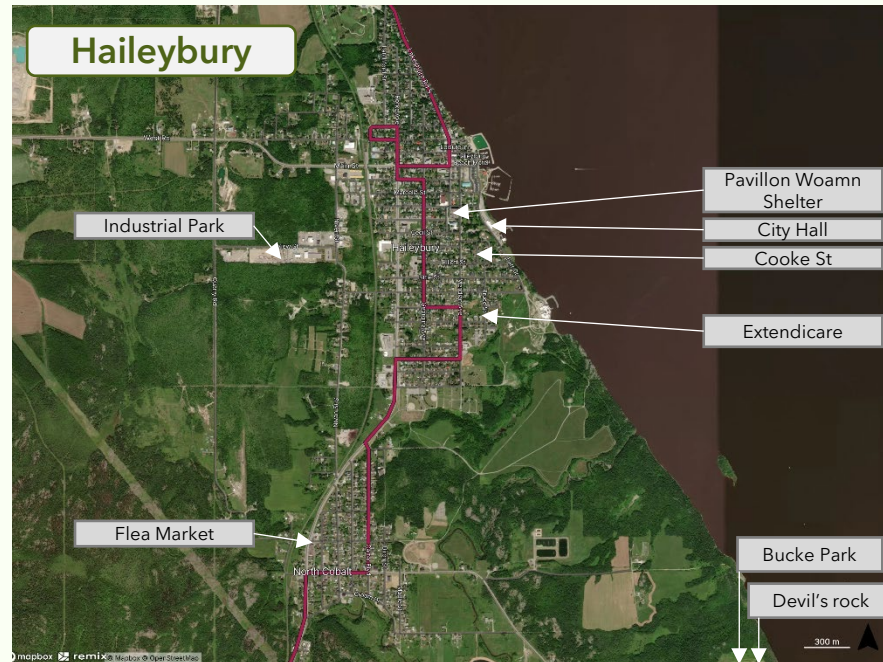


- Blue dot: starting point
- Green dot: ending point
- Yellow dot: desired new bus stop
- Red dot: underserved area

A+ FEASIBILITY STUDY OF EXPANSION

Assessment of Potential Expansion (Cont'd)

- Other locations in Dymond, New Liskeard and Haileybury were also mentioned in the survey, that are identified in the following pictures:



ADDITIONAL COMMENTS FROM THE SURVEY

Other comments made by respondents of the survey that should be mentioned are:

- Transit is an essential service for residents who do not or have limited access to other forms of transportation to go to work, school, shops and appointments.
- Bus drivers are perceived by customers as friendly.
- Route maps and schedule can be difficult to interpret for some customers.
- Schedule should be more adapted to arrive on time to work, school or appointments.
- Some customers would like to see improved air-conditioning and heating on the buses.
- Some customers are concerned about the safety related to other riders' comportments in buses (harassment, etc.).
- Improved accessibility for all customers regardless of age and ability (older, younger, people with mobility limitations, etc) at bus stop and on the bus.
- Some customers would like to see communication improved, especially communication of service disruptions and/or delays.
- Some customers expressed that they would like to be able to buy only 1 ticket.



05

Service Improvement Scenarios for Temiskaming Transit

A+ SERVICE IMPROVEMENT SCENARIOS FOR TEMISKAMING TRANSIT

Introduction

Following the diagnostic assessment, the survey findings, and the SWOT analysis, a series of transit service scenarios were developed in collaboration with Temiskaming Transit. These scenarios encompass both fixed-route and/or on-demand service options. For each scenario, route alignments, travel times, and operating budgets were defined using the Remix planning software.

The following options have been considered:

It should be noted that the first two scenarios (#1 and #2) were promptly dismissed. The first due to the extent of change it would impose on the existing clientele, and the second owing to its operational complexity.

#	Scenario	Fixed route	On-demand services
REF	Actual service	✓	x
1	100% on-demand service	x	✓
2	Semi-Flexible service (Straightening the current route alignment but making loops to specific destinations - only when someone book a trip in advance)	✓	✓
3a	Route #1 : Cobalt - Dymond Route #2 : Hospital - New Liskeard	✓	x
3b	Route #3 : Cobalt - Market St Route #4 : Hospital - Dymond	✓	x
4a	Short fixed route : Haileybury - New Liskeard (Walmart) (ALL-DAY) On-demand to Dymond / Hospital / Cobalt	✓	✓
4b	Short fixed route : Haileybury - New Liskeard (Walmart) (PEAK only) On-demand to Dymond / Hospital / Cobalt	✓	✓
5a	Long fixed route : Cobalt - New Liskeard (Walmart) (ALL-DAY) On-demand to Dymond / Hospital	✓	✓
5b	Long fixed route : Cobalt - New Liskeard (Walmart) (PEAK only) On-demand to Dymond / Hospital		
6	Fixed route from Cobalt to Hospital via Dymond during peak-hours only	✓	✓ Off-peak (all lines)
7	Fixed route from Cobalt to Hospital via Dymond with old schedule	✓	X
8	Fixed route from Cobalt to New-Liskeard (Market Street) On-demand to Dymond, Hospital, Walmart, New-Liskeard	✓	✓



SERVICE IMPROVEMENT SCENARIOS FOR TEMISKAMING TRANSIT

Methodology

To analyze each scenario, the following methodology has been used:

- Assessment of Travel Times for Fixed Public Transit Routes:
 - Travel times between stops have been estimated using the current transit schedule.
 - Assumptions were made to extrapolate travel durations; notably, average speeds are lower in the downtown New Liskeard area.
- Assessment of Operating Costs for Fixed Routes
 - Operating costs are estimated at **\$130/hour**, based on the “Temiskaming Transit 2024 Annual Report”.
 - Only productive service hours were considered in the cost calculation.
- On-Demand transit services
 - Remix estimates the average length and speed for a trip per zone based on the point of interests and the area.
 - Daily demand is derived from the origin-destination matrix in the “Downtown Cores Mobility Plan Report” (May 2024), assuming a total of 100 passengers per day (2024 ridership: 32,000 passengers).
 - Operating costs are estimated at **\$70/hour**, based on the “CUTA On-Demand Transit Toolkit” (2022).
 - Services are assumed to operate **daily**, including weekends.
- The total cost for each scenario includes the combined operating costs of both fixed-route and on-demand services.

A+ SHORT LIST OF TRANSIT SERVICE SCENARIOS

Scenario 3a : fixed routes, split in two

Route #1 N-S : Cobalt – Dymond

60' Peak & 120' Off-Peak

43' per direction

2 vehicles (peak periods)

Route #2 E-W : Hospital – Boreal Subdivision

30' Peak & 60' Off-Peak

14' per direction

1 vehicle

\$ Total 1,3 M\$/year

Comments

- Route #1 N-S is too long to increase frequency.
- New neighbourhood could be connected.
- High frequency could be offered on route #2 E-W between the hospital and downtown New Liskeard
- However, this route (route #2 E-W) has a long layover time.



A+ SHORT LIST OF TRANSIT SERVICE SCENARIOS

Scenario 3b : fixed routes, split in two

 Route #3: Cobalt - New Liskeard
 60' Weekdays (6h-22h) / 120' Week-end
 24' per direction
 1 vehicle

 Route #4: Hospital - Dymond
 60' Weekdays (6h-22h) / 120' Week-end
 30' per direction
 1 vehicle

 Total 1,2 M\$/year (980 k\$ when keeping the actual frequency)

Comments

- With the same number of vehicles, these two routes give the opportunity to increase the frequency.
- Eliminates actual detours in Haileybury.
- New neighbourhood could be connected.
- The terminus stop for route #3 should be located more downtown, "market street" is far from amenities.
- Both routes has a long layover time during weekend.



A+ SHORT LIST OF TRANSIT SERVICE SCENARIOS

Scenario 4a : short fixed route along the main corridor (ALL DAY), on-demand to Hospital, Dymond and Cobalt

Route : Haileybury - New Liskeard (Walmart)

60' Peak & 120' Off-Peak

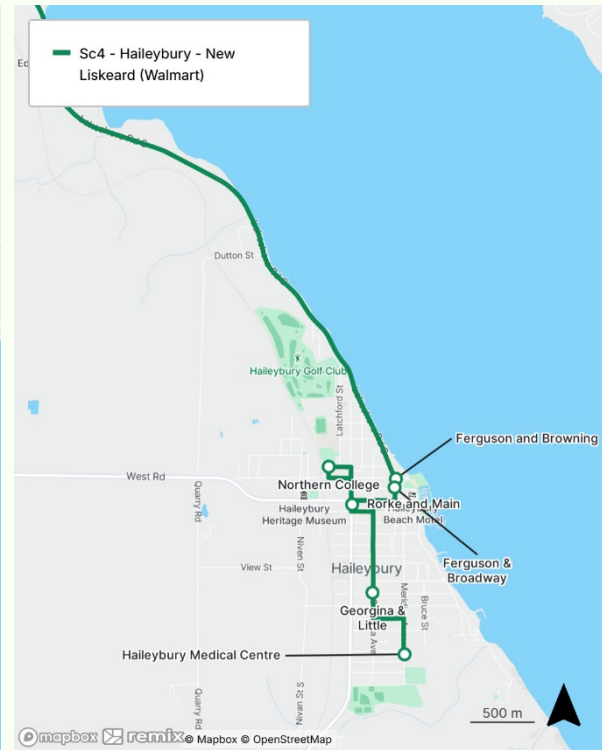
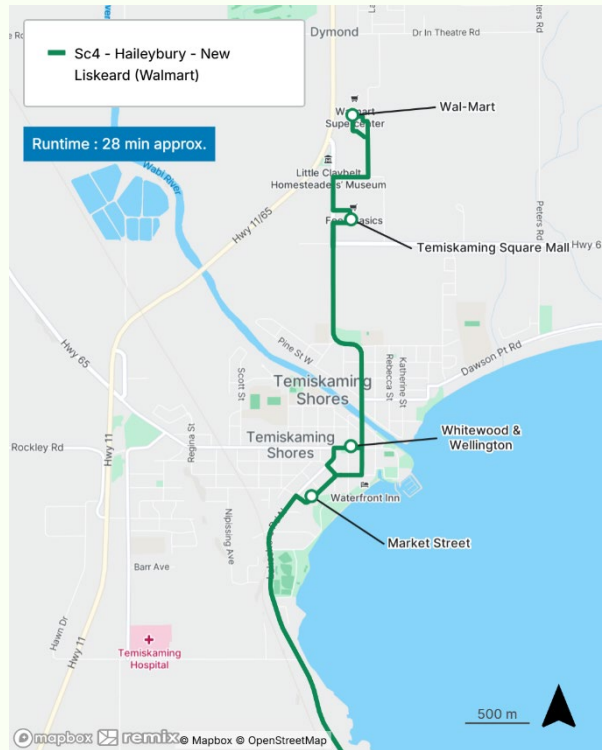
28' per direction

1 vehicle

\$ Total 510 k\$/year

Comments

560 k\$ remaining for on-demand



A+ SHORT LIST OF TRANSIT SERVICE SCENARIOS

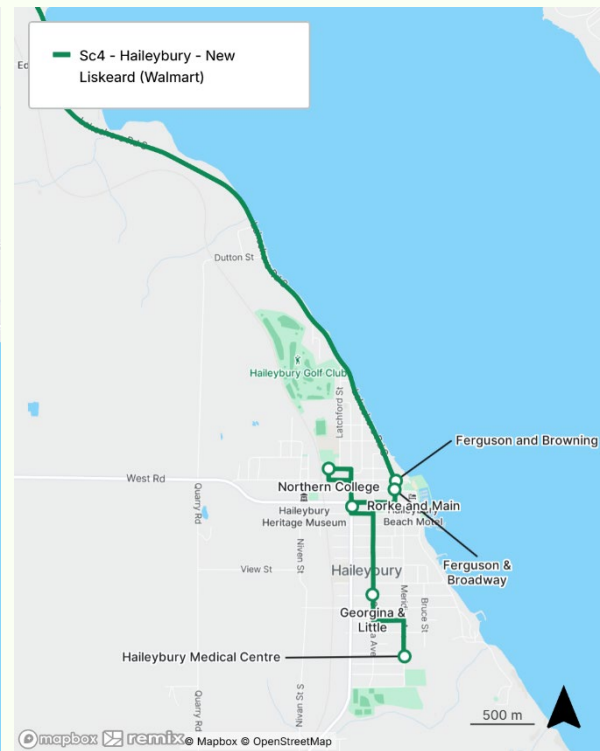
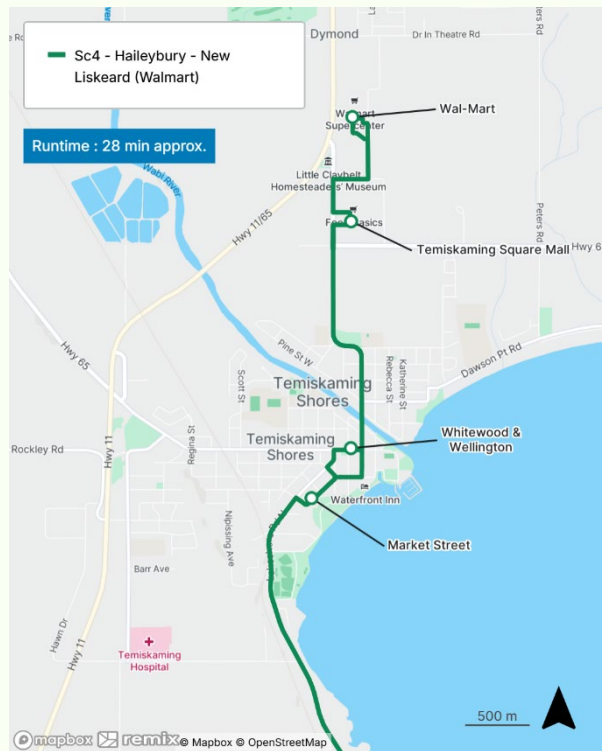
Scenario 4b : short fixed route along the main corridor (PEAK only), on-demand to Hospital, Dymond and Cobalt

-  Route : Haileybury - New Liskeard (Walmart)
-  60' Peak & no service off-peak and week-end
-  28' per direction
-  1 vehicle

\$ Total 309 k\$/year

Comments

- 761 k\$ remaining for on-demand



A+ SHORT LIST OF TRANSIT SERVICE SCENARIOS

Scenario 5a : Long fixed route along the main corridor (ALL DAY), on-demand to Hospital and Dymond

🔄 Route : Cobalt - New Liskeard (Walmart)

🕒 60' Peak & 120' Off-Peak

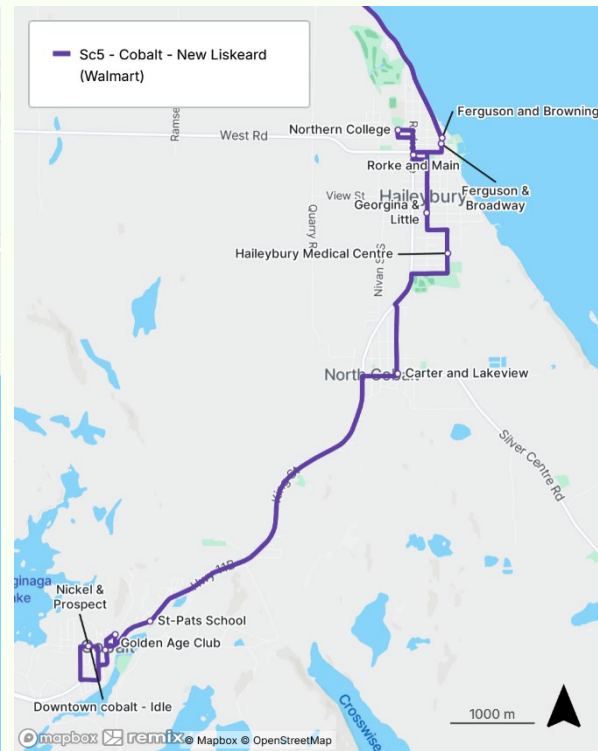
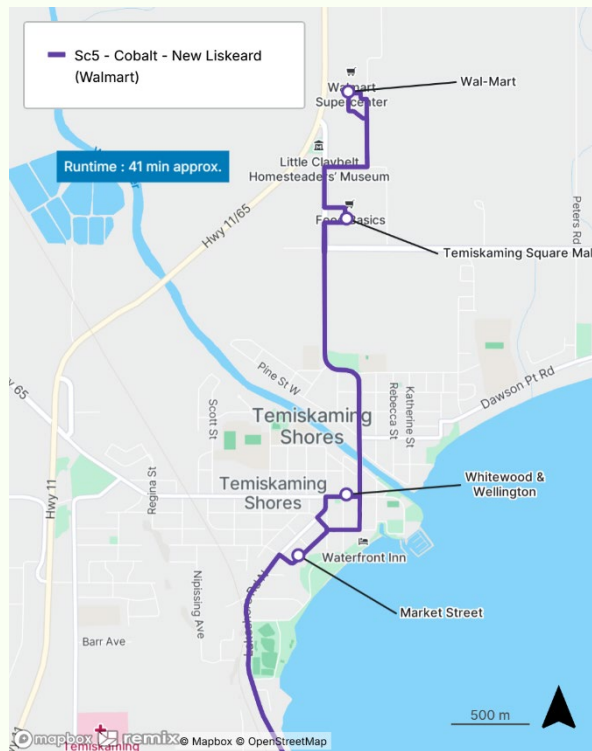
🕒 41' per direction

🚌 2 vehicles

💰 Total 740 k\$/year

Comments

- 330 k\$ remaining for on-demand
- Long layover time at terminus stops (20 min)



A+ SHORT LIST OF TRANSIT SERVICE SCENARIOS

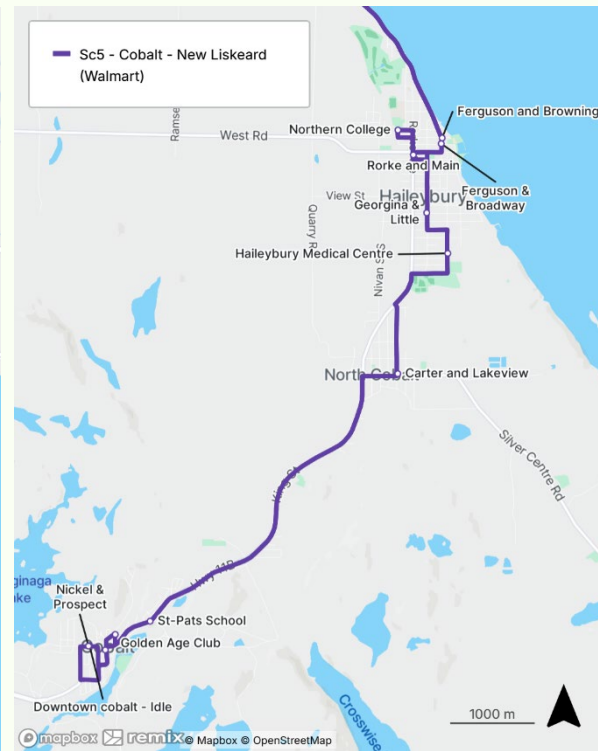
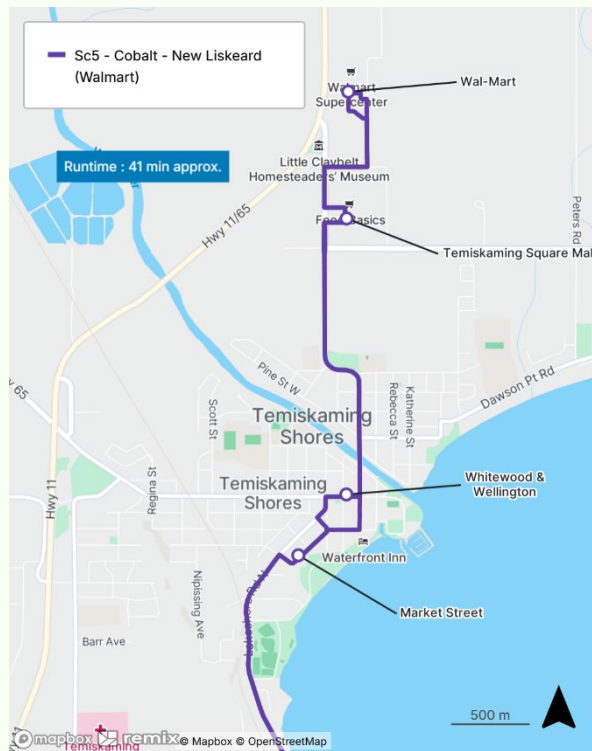
Scenario 5b : Long fixed route along the main corridor (PEAK only), on-demand to Hospital and Dymond

-  Route : Cobalt - New Liskeard (Walmart)
-  60' Peak & no service off-peak and week-end
-  41' per direction
-  2 vehicles

\$ Total 450 k\$/year

Comments

- 620 k\$ remaining for on-demand
- Long layover time at terminus stops (20 min)



A+ SHORT LIST OF TRANSIT SERVICE SCENARIOS

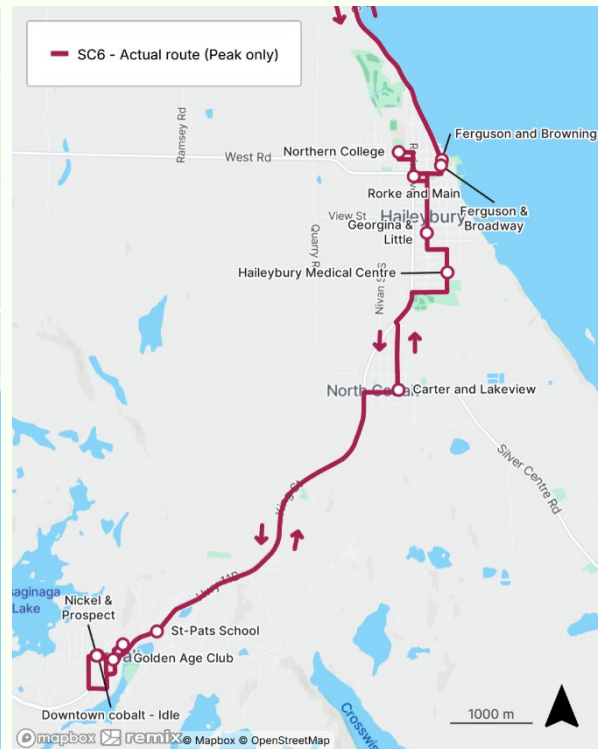
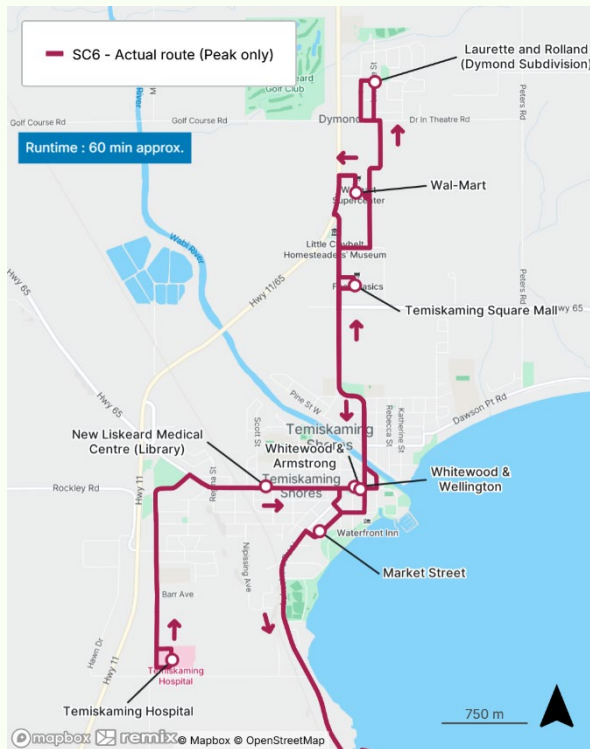
Scenario 6 : Fixed route from Cobalt to Hospital via Dymond during peak-hours only - on-demand rest of day

-  Route : same as actual route
-  60' Peak & no service off-peak and week-end
-  59' per direction
-  2 vehicles

\$ Total 650 k\$/year

Comments

- 420 k\$ remaining for on-demand during off-peak hours
- No layover time between services. Low bus service reliability.



A+ SHORT LIST OF TRANSIT SERVICE SCENARIOS

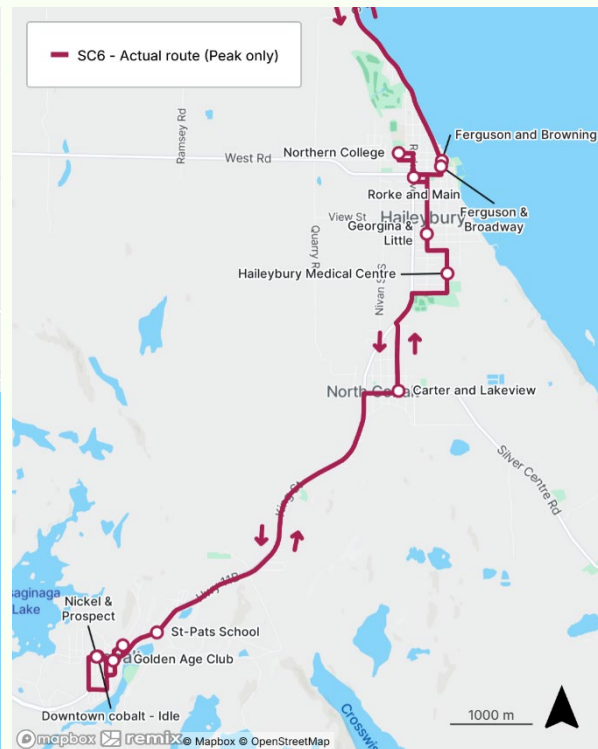
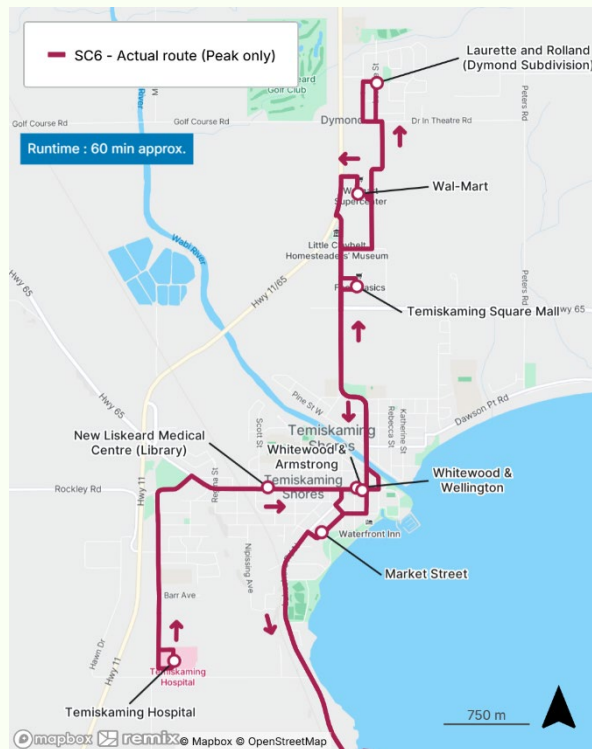
Scenario 7 : Fixed route from Cobalt to Hospital via Dymond with old schedule

-  Route : same as actual route
-  60' during weekdays, 120' during week-ends
-  59' per direction
-  2 vehicles

\$ Total 1,3 M\$/year

Comments

- No layover time between services. Low bus service reliability.



A+ SHORT LIST OF TRANSIT SERVICE SCENARIOS

Scenario 8 : Fixed route from Cobalt to New-Liskeard (Market Street) - on-demand to Dymond, hospital, city centre

🔄 Route : Cobalt - New-Liskeard (Market Street)

🕒 60' during weekdays and during week-ends

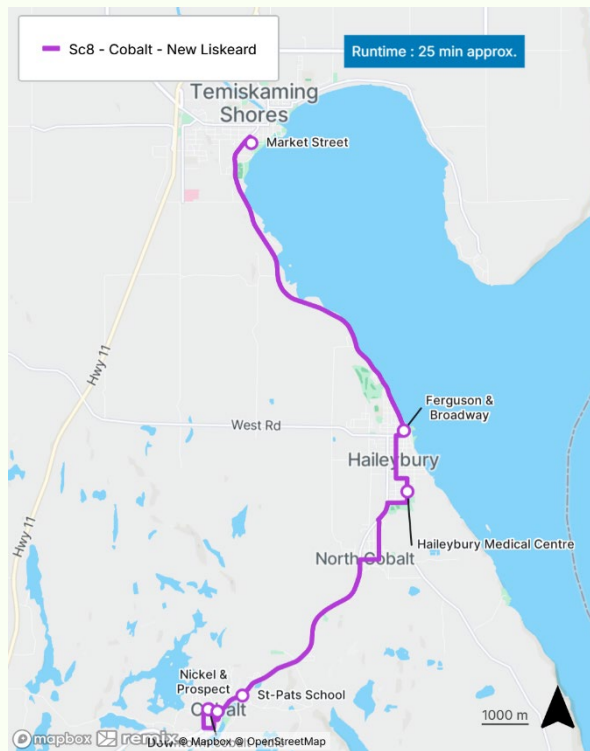
🕒 25' per direction

🚌 1 vehicle

\$ Total 620 k\$/year

Comments

- Shorter route allowing higher frequency with one vehicle.
- Direct route on main corridor but detour to North Cobalt and Haileybury
- Connection with on-demand services at New-Liskeard
- 450 k\$ remaining for on-demand service



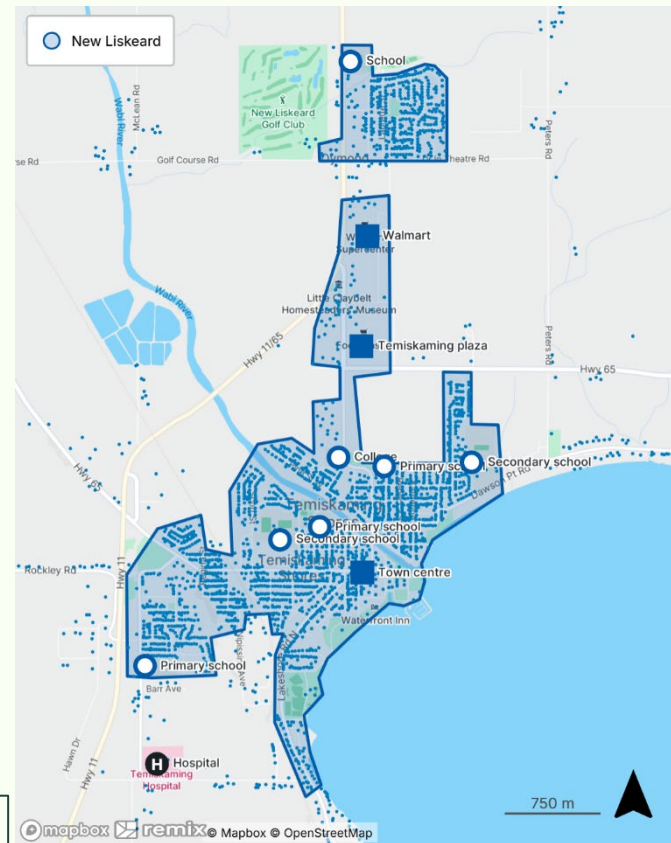
A+ ADDITIONAL ON-DEMAND SERVICES

Area 1 : New Liskeard / Dymond / Hospital

- Area : 5,2 km²
- Point of interests located across the zone : schools, hospital, mall, city center,...
- Base cost per vehicle hour : 70\$/h*
- Average trip speed : 34 km/h & Average trip distance : 2,8 km
- Operating hours : assuming 6h -20h during weekdays and week-ends
- Target average wait time : 15 min
- Ridership : 35 per day (245 per week)

Ridership scenarios			
	50%	Current	150%
Total rides / week	123	245	367
Vehicles at peak	1	1	2
Vehicle hours / week	98	98	128
Average wait	15min	15min	15min
Rides / vehicle hour	1.3	2.5	3
Annual cost	\$356.7k	\$356.7k	\$465.9k

Cost could stay at 356 k\$ with a 30 min target average wait time



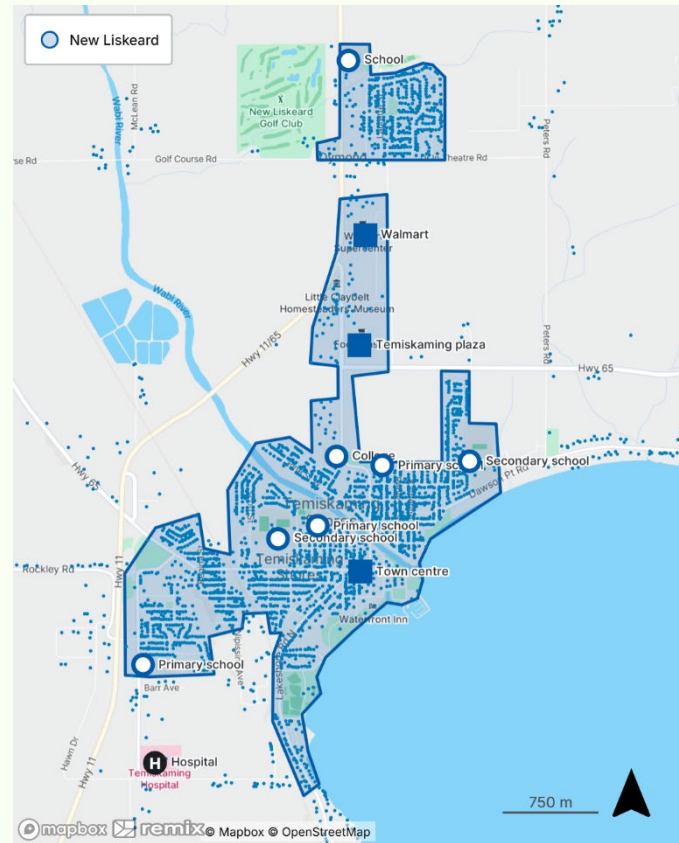
*One of the highest range of operational cost presented in the CUTA On-Demand Transit Toolkit, 2022

ADDITIONAL ON-DEMAND SERVICES

Area 1 : New Liskeard / Dymond / Hospital (PEAK only)

- Area : 5,2 km²
- Point of interests located across the zone : schools, hospital, mall, city center,...
- Base cost per vehicle hour : 70\$/h*
- Average trip speed : 34 km/h & Average trip distance : 2,8 km
- Operating hours : assuming 7h-10h & 15h-18h during weekdays
- Target average wait time : 15 min
- Ridership : 100 per week

Ridership scenarios			
	50%	Current	150%
Total rides / week	48	96	144
Vehicles at peak	1	1	2
Vehicle hours / week	30	30	60
Average wait	15min	15min	15min
Rides / vehicle hour	1.6	3.2	2.4
Annual cost	\$109.2k	\$109.2k	\$218.4k



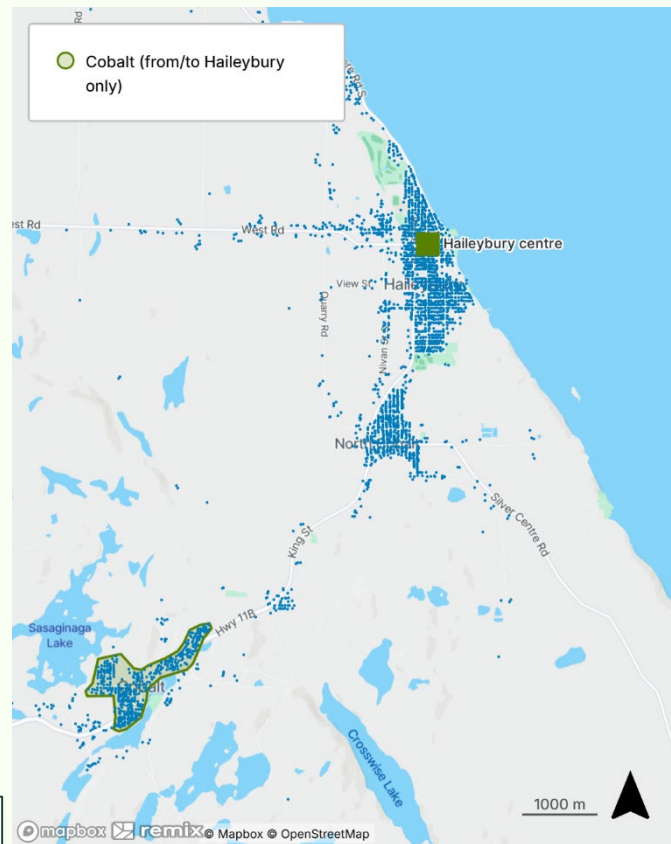
A+ ADDITIONAL ON-DEMAND SERVICES

Area 2 - option A : Cobalt (from/to Haileybury centre)

- Area : 0,7 km²
- Area only connected to a service hub in Haileybury- Connection with fixed route.
- Base cost per vehicle hour : 70\$/h*
- Average trip speed : 56 km/h & Average trip distance : 7,9 km
- Operating hours : assuming 6h -20h during weekdays and week-ends
- Target average wait time: 15 min
- Ridership : 10 per day (70 per week)

Ridership scenarios			
	50%	Current	150%
Total rides / week	35	70	105
Vehicles at peak	1	1	1
Vehicle hours / week	98	98	98
Average wait	15min	15min	15min
Rides / vehicle hour	0.4	0.7	1.1
Annual cost	\$356.7k	\$356.7k	\$356.7k

Only one vehicle is required, and it could allow more rides.



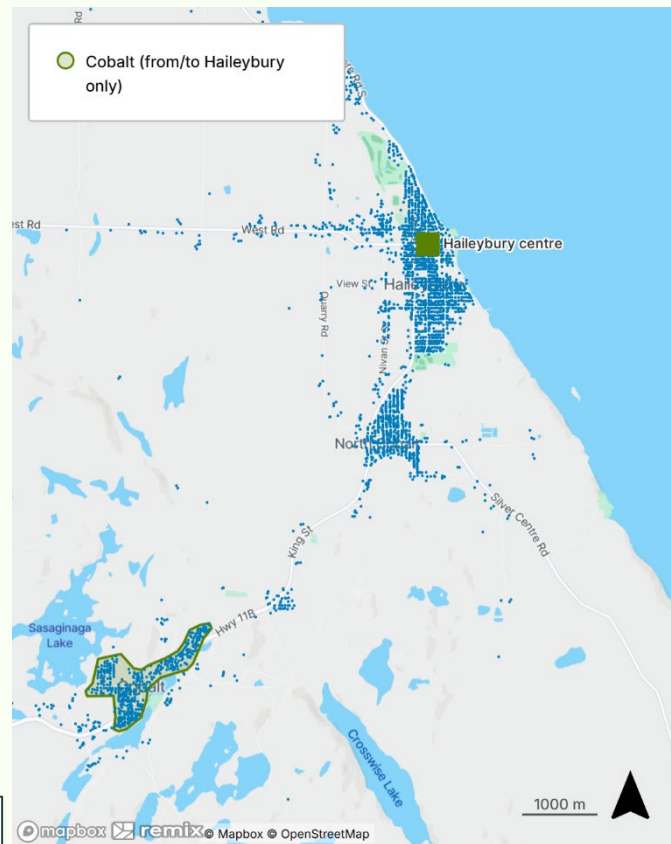
A+ ADDITIONAL ON-DEMAND SERVICES

Area 2 - option A : Cobalt (from/to Haileybury centre) (PEAK only)

- Area : 0,7 km²
- Area only connected to a service hub in Haileybury- Connection with fixed route.
- Base cost per vehicle hour : 70\$/h*
- Average trip speed : 56 km/h & Average trip distance : 7,9 km
- Operating hours : assuming 7h-10h & 15h-18h during weekdays
- Target average wait time: 15 min
- Ridership : 30 per week

Ridership scenarios			
	50%	Current	150%
Total rides / week	14	27	41
Vehicles at peak	1	1	1
Vehicle hours / week	30	30	30
Average wait	15min	15min	15min
Rides / vehicle hour	0.5	0.9	1.4
Annual cost	\$109.2k	\$109.2k	\$109.2k

Only one vehicle is required, and it could allow more rides.



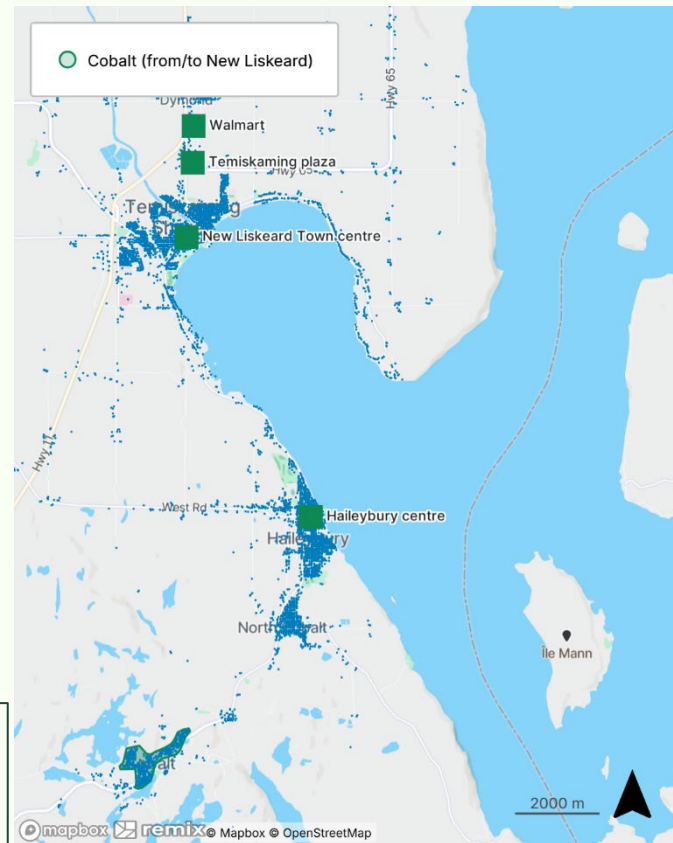
A+ ADDITIONAL ON-DEMAND SERVICES

Area 2 - option B : Cobalt (from/to New Liskeard)

- Area : 0,7 km²
- Area connected to Haileybury (assuming 20% of trips starts or ends in this zone) and to New Liskeard (town centre (50%), mall (5%))
- Base cost per vehicle hour : 70\$/h*
- Average trip speed : 50 km/h & Average trip distance : 11 km
- Operating hours : assuming 6h-20h during weekdays and week-ends
- Target average wait time: 30 min
- Ridership : 10 per day (70 per week)

Ridership scenarios			
	50%	Current	150%
Total rides / week	35	70	105
Vehicles at peak	2	2	2
Vehicle hours / week	196	196	196
Average wait	30min	30min	30min
Rides / vehicle hour	0.2	0.4	0.5
Annual cost	\$713.4k	\$713.4k	\$713.4k

Longer distances are made in this scenario, thus requiring 2 vehicles to maintain a targeted 30 min wait times.

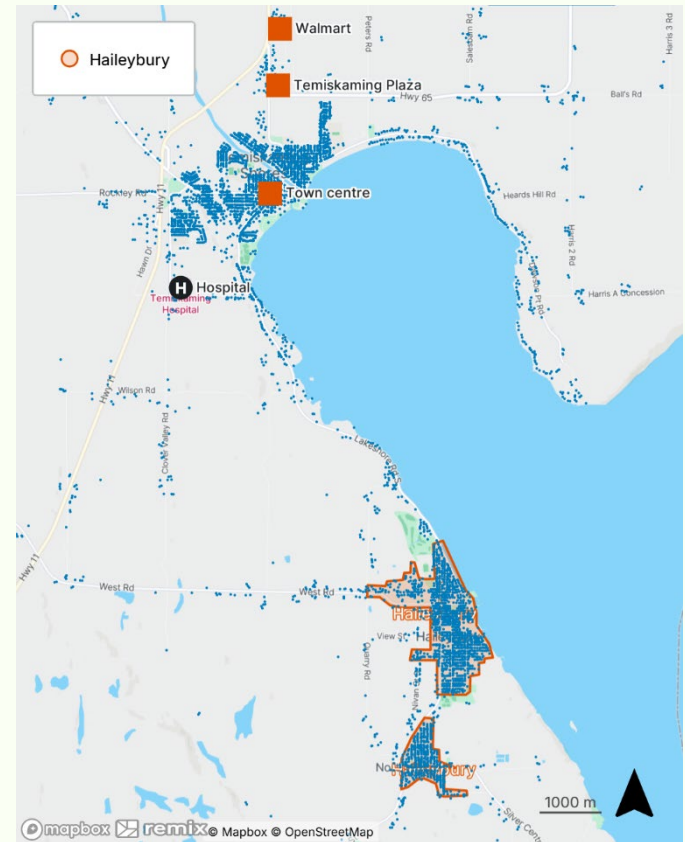


ADDITIONAL ON-DEMAND SERVICES

Area 3 : Haileybury

- Area : 2,5 km²
- Area connected to some POIs in new Liskeard. Assuming 50% of trips within area and 50% in exchange with New Liskeard.
- Base cost per vehicle hour : 70\$/h*
- Average trip speed : 40 km/h & Average trip distance : 4,2 km
- Operating hours : assuming 6h-20h during weekdays and week-ends
- Target average wait time : 30 min
- Ridership : 30 per day (210 per week)

Ridership scenarios			
	50%	Current	150%
Total rides / week	105	210	315
Vehicles at peak	1	1	2
Vehicle hours / week	98	98	128
Average wait	30min	30min	30min
Rides / vehicle hour	1.1	2.1	2.6
Annual cost	\$356.7k	\$356.7k	\$465.9k

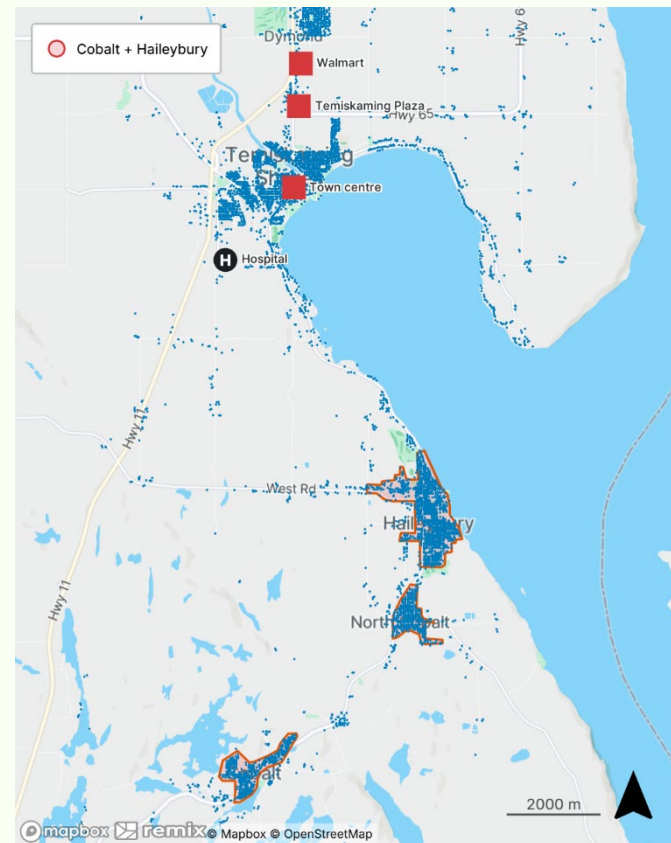


A+ ADDITIONAL ON-DEMAND SERVICES

Area 4 : Haileybury + Cobalt

- Area covered : 3,4 km²
- Area connected to New Liskeard (assuming 50% of trips starts or ends in this zone)
- Base cost per vehicle hour : 70\$/h*
- Average trip speed : 46 km/h & Average trip distance : 6,4 km
- Operating hours : assuming 6h -20h during weekdays and week-ends
- Target average wait time: 30 min
- Ridership : 43 per day (300 per week)

Ridership scenarios			
	50%	Current	150%
Total rides / week	150	300	450
Vehicles at peak	1	2	2
Vehicle hours / week	98	184	196
Average wait	30min	30min	30min
Rides / vehicle hour	1.5	1.7	2.3
Annual cost	\$356.7k	\$669.8k	\$713.4k



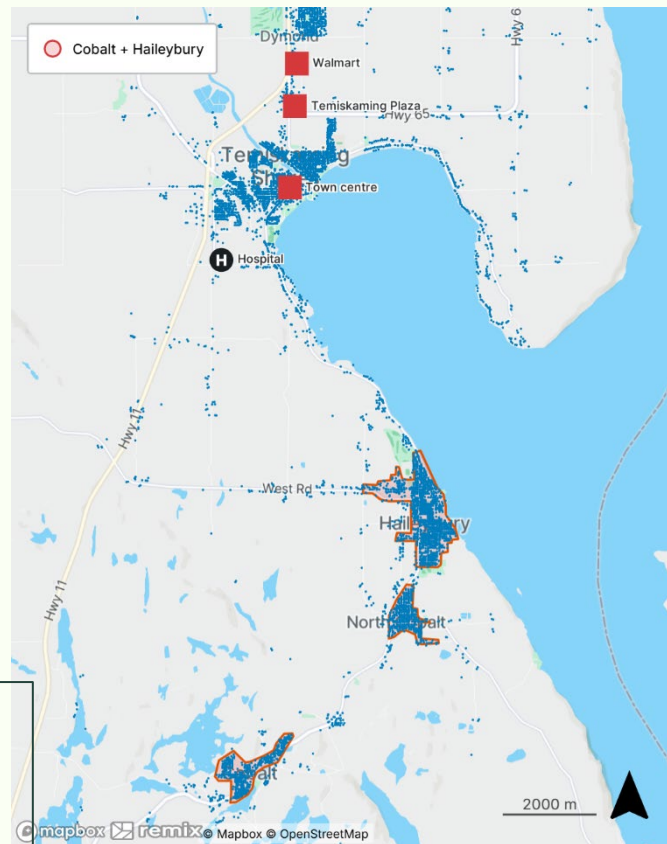
A+ ADDITIONAL ON-DEMAND SERVICES

Area 4 : Haileybury + Cobalt (OFF-PEAK only)

- Area covered : 3,4 km²
- Area connected to New Liskeard (assuming 50% of trips starts or ends in this zone)
- Base cost per vehicle hour : 70\$/h*
- Average trip speed : 46 km/h & Average trip distance : 6,4 km
- Operating hours : assuming 10h-14h & 18h-22h during weekdays and 6h-20h during week-ends
- Target average wait time: 30 min
- Ridership : 100 per week

Ridership scenarios			
	50%	Current	150%
Total rides / week	50	100	150
Vehicles at peak	1	1	2
Vehicle hours / week	68	68	96
Average wait	30min	30min	30min
Rides / vehicle hour	0.7	1.5	1.7
Annual cost	\$247.5k	\$247.5k	\$349.4k

Operating hours during weekdays : 10h-14h & 18h-22h
14 hours on Saturdays and Sundays



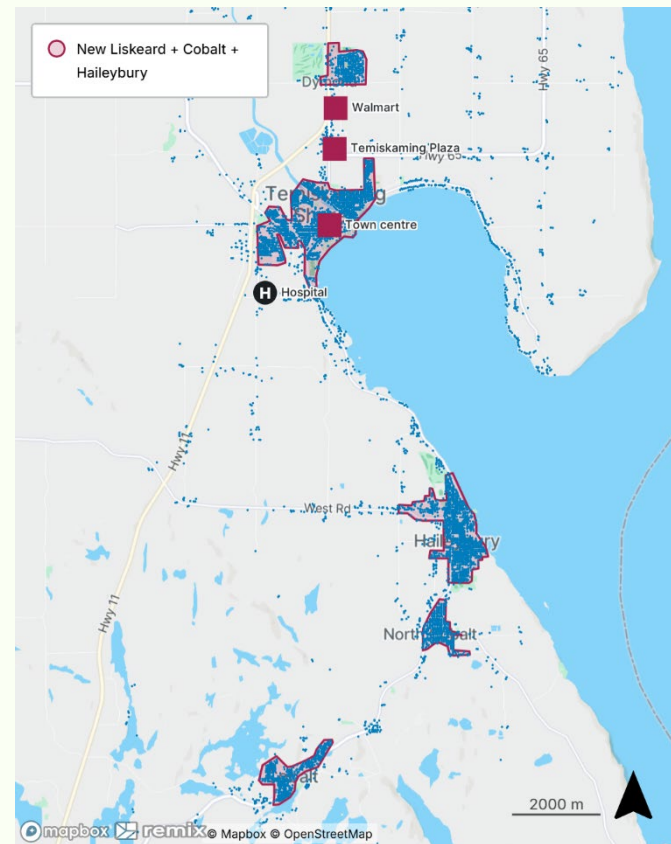
A+ ADDITIONAL ON-DEMAND SERVICES

Area 5 : New Liskeard + Haileybury + Cobalt

- Area covered : 7,5 km²
- Area connected to major POIs (hospital, mall)
- Base cost per vehicle hour : 70\$/h*
- Average trip speed : 59 km/h & Average trip distance : 11,8 km
- Operating hours : assuming 6h -20h during weekdays and week-ends
- Target average wait time: 30 min
- Ridership : 93 per day (650 per week)

Ridership scenarios

	50%	Current	150%
Total rides / week	325	650	975
Vehicles at peak	3	4	5
Vehicle hours / week	266	364	462
Average wait	30min	30min	30min
Rides / vehicle hour	1.2	1.8	2.1
Annual cost	\$968.2k	\$1.32 million	\$1.68 million



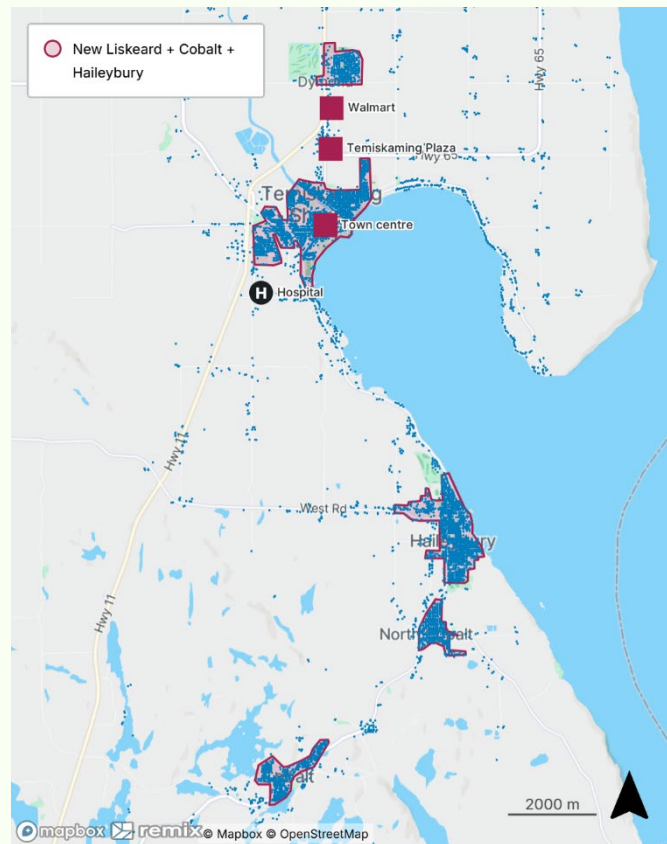
A+ ADDITIONAL ON-DEMAND SERVICES

Area 5 : New Liskeard + Haileybury + Cobalt (OFF-PEAK only)

- Area covered : 7,5 km²
- Area connected to major POIs (hospital, mall)
- Base cost per vehicle hour : 70\$/h*
- Average trip speed : 59 km/h & Average trip distance : 11,8 km
- Operating hours : assuming 10h-15h & 18h-21h during weekdays and 6h-20h during week-ends
- Target average wait time: 30 min
- Ridership : 400 per week

Ridership scenarios

	50%	Current	150%
Total rides / week	197	395	592
Vehicles at peak	3	4	5
Vehicle hours / week	176	244	312
Average wait	30min	30min	30min
Rides / vehicle hour	1.1	1.6	1.9
Annual cost	\$640.6k	\$888.2k	\$1.14 million



SERVICE IMPROVEMENT AND EXPANSION

#	Scenario	Headway (Peak /Off-Peak)		Run- time	# Bus	On-demand services required	Pros	Cons	Cost \$
REF	Actual service	60'	120'	59 min	2	None	No transfer.	No layover time between services. Low bus service reliability. Low frequency. The timetable is difficult to interpret.	1,07 M\$
3a	Route #1 (N-S) : Cobalt - Dymond Route #2 (E-W) : Hospital - New Liskeard	60' 30'	120' 60'	43 min 14 min	3	None	Higher frequency downtown New Liskeard	Transfer required. Runtime is inappropriate. Layover time is long.	1,26 M\$
3b	Route #3 : Cobalt - Market St Route #4 : Hospital - Dymond	60' (all day)	120' (WE)	24 min 30 min	2	None	Higher speed for route #3 (using a more direct route) and higher frequency during weekdays.	Transfer required.	1,19 M\$
4a	Short fixed route : Haileybury - New Liskeard (Walmart) (ALL-DAY) On-demand to Dymond / Hospital / Cobalt	60'	120'	28 min	1	Area 1 : New Liskeard / Dymond / Hospital Area 2 : Cobalt ↔ Haileybury	Only 1 vehicle required for the fixed route. OD around New Liskeard could be offered all day with a good level of service	Connection between on-demand services and fixed route with a low frequency.	510 k\$ + 710 k\$ = 1,22 M\$
4b	Short fixed route : Haileybury - New Liskeard (Walmart) (PEAK only) On-demand to Dymond / Hospital / Cobalt	60'	NA	28 min	1	Area 1: New Liskeard / Dymond / Hospital (peak only) Area 2 : Cobalt ↔ Haileybury (peak only) Area 5 : all zones (off-peak)	Only 1 vehicle required for the fixed route.	Mix of on-demand for some destination, fixed route during peak hours only and on-demand off-peak.	310 k\$ + 220 k\$ + 890 k\$ = 1,42 M\$
5a	Long fixed route : Cobalt - New Liskeard (Walmart) (ALL-DAY) On-demand to Dymond / Hospital	60'	120'	41 min	2	Area 1 : New Liskeard / Dymond / Hospital	OD around New Liskeard could be offered all day with a good level of service. (average waiting time:15 min)	Long layover time for the fixed route.	740 k\$+ 360 k\$ = 1,10 M\$
5b	Long fixed route : Cobalt - New Liskeard (Walmart) (PEAK only) On-demand to Dymond / Hospital	60'	NA	41 min	2	Area 1 : New Liskeard / Dymond / Hospital (peak only) Area 5 : all zones (off-peak)		Long layover time for the fixed route. Mix of on-demand for some destination, fixed route during peak hours only and on-demand off-peak.	450 k\$+ 110 k\$ + 890 k\$= 1,45 M\$
6	Fixed route from Cobalt to Hospital via Dymond during peak-hours only	60'	NA	59 min	2	Area 5 : all zones (off-peak)		Same as actual	650 k\$+ 890 k\$ = 1,54 M\$
7	Fixed route from Cobalt to Hospital via Dymond with old schedule	60' (all day)	120'	59 min	2	None	Higher frequency off-peak	Same as actual	1,33 M\$
8	Fixed route from Cobalt to New Liskeard (market street). On-demand to Hospital, Dymond, city centre	60'	60'	25 min	1	Area 1 : New Liskeard / Dymond / Hospital	Higher frequency off-peak. Only 1 vehicle required. OD around New Liskeard could be offered all day with a good level of service.	Transfer required for trips between Cobalt or Haileybury and Temiskaming Plaza or Walmart.	620 k\$+ 360 k\$ = 0,98 M\$

A+ SERVICE IMPROVEMENT AND EXPANSION

The proposed on-demand service for each scenario meets the minimum requirements, but depending on the scenario, the current operational budget could support more daily trips, as shown in the table.

#	Scenario	Planned on demand service per scenario (annual budget)										Remaining budget for add. on-demand service*	Potential number of trips/week		
		Area 1 NL / Dymond / Hospital	Area 1 : NL / Dymond / Hospital PEAK only	Area 2 A : Cobalt (from/to Haileybury centre)	Area 2 A : Cobalt (from/to Haileybury centre) PEAK only	Area 2 B : Cobalt (from/to NL)	Area 3 : Haileybury (from/to NL)	Area 4 : Haileybury + Cobalt	Area 4 : Haileybury + Cobalt OFF-PEAK only	Area 5 : NL + Haileybury + Cobalt	Area 5 : NL + Haileybury + Cobalt OFF-PEAK only		Current planned on demand trips/week	Add. on demand trips available within current budget	Potential total on demand trips/ week
	Average waiting time	15'	15'	15'	15'	30'	30'	30'	30'	30'	30'				
REF	Actual service											Reference	-	n/a	
3a	Route #1 (N-S) : Cobalt - Dymond Route #2 (E-W) : Hospital - NL											(190 000) \$	-	n/a	
3b	Route #3 : Cobalt - Market St Route #4 : Hospital - Dymond											(120 000) \$	-	n/a	
4a	Short fixed route : Haileybury - NL (Walmart) (ALL-DAY) OD to Dymond / Hospital / Cobalt	360 000 \$		360 000 \$								(150 000) \$	245	0	
4b	Short fixed route : Haileybury - New Liskeard (Walmart) (PEAK only) OD to Dymond / Hospital / Cobalt		110 000 \$		110 000 \$						890 000 \$	(350 000) \$	530	0	
5a	Long fixed route : Cobalt - New Liskeard (Walmart) (ALL-DAY) OD to Dymond / Hospital	360 000 \$										(30 000) \$	245	0	
5b	Long fixed route : Cobalt - New Liskeard (Walmart) (PEAK only) OD to Dymond / Hospital		110 000 \$								890 000 \$	(380 000) \$	100	0	
6	Fixed route from Cobalt to Hospital via Dymond during peak-hours only										890 000 \$	(470 000) \$	400	0	
7	Fixed route from Cobalt to Hospital via Dymond with old schedule											(260 000) \$	-	n/a	
8	Fixed route from Cobalt to New Liskeard (market street). On- demand to Hospital, Dymond, city centre	360 000 \$										90 000 \$	245	300* <i>Increased target avg wait times (30 min)</i>	550

A+ SERVICE IMPROVEMENT AND EXPANSION

LEGEND		Worse than current situation
		Similar as current situation
		Better than current situation

#	Scenario	Headway	Appropriate run time	# Bus	On-demand services required	Cost \$
REF	Actual service	60' Peak 120' Off Peak	No layover time	2	None	1,07 M\$
3a	Route #1 (N-S) : Cobalt - Dymond Route #2 (E-W) : Hospital - New Liskeard	Same as current for Rte #1 (60' Peak/120' Off-Peak) Improved for Rte # 2 (30' Peak/60' off-peak)	Rte #1 : Long layover time all day Rte #2: Long layover time off peak	3	None	1,26 M\$
3b	Route #3 : Cobalt - Market St Route #4 : Hospital - Dymond	Improved for both routes during off-peak (60' peak/off peak except w-e)	Short layover time for both routes	2	None	1,19 M\$
4a	Short fixed route : Haileybury - New Liskeard (Walmart) (ALL-DAY) On-demand to Dymond / Hospital / Cobalt	Same as current (60' Peak/120' Off-Peak)	Long layover time off peak	1	OD services around New-Liskeard OD services from Cobalt to Haileybury	1,22 M\$
4b	Short fixed route : Haileybury - New Liskeard (Walmart) (PEAK only) On-demand to Dymond / Hospital / Cobalt	Same as current between Haileybury to Walmart during peak periods (60' Peak) On-demand for other areas (Cobalt, Dymond) and off-peak periods	Short layover time	1	Peak : OD services around New-Liskeard + OD services from Cobalt to Haileybury (average waiting time 15 min) Off-Peak : OD services covering the whole area	1,42 M\$
5a	Long fixed route : Cobalt - New Liskeard (Walmart) (ALL-DAY) On-demand to Dymond / Hospital	Same as current between Cobalt and New Liskeard all day (60' Peak/120' Off-Peak) On-demand for other areas (Hospital, Dymond)	Long layover time all day	2	OD services around New-Liskeard	1,10 M\$
5b	Long fixed route : Cobalt - New Liskeard (Walmart) (PEAK only) On-demand to Dymond / Hospital	Same as current between Cobalt and New Liskeard during peak periods (60' Peak) On-demand for other areas (Hospital, Dymond) and off-peak periods	Long layover time peak periods	2	Peak : OD services around New-Liskeard Off-Peak : OD services covering the whole area	1,45 M\$
6	Fixed route from Cobalt to Hospital via Dymond during peak-hours only	Same as current between Cobalt, New Liskeard, Dymond and Hospital during peak periods (60' Peak) On-demand during off-peak periods	No layover time during peak periods	2	Off-Peak : OD services covering the whole area	1,54 M\$
7	Fixed route from Cobalt to Hospital via Dymond with old schedule	Improved frequency during off peak periods except weekend (60' peak& off peak except w-e)	No layover time during all day	2	None	1,33 M\$
8	Fixed route from Cobalt to New Liskeard (market street). On-demand to Hospital, Dymond, city center	Improved frequency between Cobalt and New Liskeard during off peak periods (60' peak&off peak) On-demand for other areas (Hospital, Dymond, Frank St, Market St)	Short layover time	1	OD services around New-Liskeard	0,98 M\$

A+ Opportunities for ODT

Key Factors Favoring the Implementation of On-Demand Transit Services

Low Population Density

- In rural or semi-rural areas, fixed-route public transit is often inefficient or unprofitable. On-demand services can effectively serve dispersed populations without running empty vehicles.

Variable or Unpredictable Demand

- When travel needs are irregular (e.g., medical appointments, shopping, occasional events), a flexible service is better suited than a fixed schedule.

Lack or Weakness of Existing Transit Networks

- On-demand transit can fill gaps in areas that are underserved or not served at all by conventional public transportation.

Aging Population or People with Reduced Mobility

- These groups often require personalized, accessible services that are close to home and easy to use.

Dispersed Points of Interest

- If destinations (hospitals, schools, shops) are spread out, on-demand transit can optimize routes and reduce travel time.

Political Will and Institutional Support

- Support from municipalities, regional governments, or provinces facilitates funding, regulation, and public acceptance.

Availability of Technology

- The presence of digital infrastructure (apps, GPS, booking platforms) enhances the efficiency of on-demand services. Non-digital alternatives (phone booking, kiosks) should also be available for less connected users.

Regulatory Flexibility

- In some regions, transport regulations are more adaptable, allowing experimentation with hybrid models (e.g., shared taxis, community shuttles).

Case Study

- Single corridor (Cobalt – Haileybury – New-Liskeard) : possibility for **shared rides**
- Small **isolated communities** : Cobalt, North Cobalt, Dymond within 1km radius each
- **Low density**
- **Lack of pedestrian infrastructure** : need of boarding/alighting closer to origin/destination
- **Low performance existing fixed-route** (frequency > 60' off-peak, detour to hospital)
- **Low demand** : 32 000 riderships in one year (2024) → 100 per day

Recommendation

Scenario 8 is recommended

- Based on the analysis of previous scenarios, Scenario 8 appears to be the most applicable and merits further consideration:
 - **Implement a fixed-route transit service between Cobalt and New Liskeard** to ensure consistent operations along the primary corridor. The estimated travel time of approximately 25 minutes allows for the establishment of a stable all-day frequency, supporting high service reliability (including a 5-minute layover at the route terminus). At New Liskeard, a dedicated transfer hub should be developed, equipped with appropriate amenities to facilitate seamless connections between the fixed-route service and the on-demand network.
 - **Introduce a supplementary on-demand transit service** within the area spanning Dymond, the hospital, Temiskaming plaza, École Sainte-Marie, where a linear routing configuration is impractical and cannot accommodate all user requirements. Leveraging an on-demand application would enable more direct and efficient trips. Given the relatively compact service area, travel times are expected to remain short, enhancing operational efficiency and vehicles availability.

- Operating costs for this scenario 8 :
 - Fixed route : ~620 k\$
 - Remaining budget for on-demand service : ~450 k\$
 - This allocation could support approximately 550 rides per week around New-Liskeard (hospital, Dymond, city centre, Walmart,...) with a targeted average wait times of 30 minutes.

Other Improvement Options for Temiskaming Transit



SERVICE IMPROVEMENT SCENARIOS AND OPTIONS FOR TEMISKAMING TRANSIT

Introduction

Beyond the bus service itself, potential improvements were also assessed in relation to fare strategy, vehicle types, driver service delivery, communication, and safety. These evaluations were informed by the diagnostic results as well as feedback collected through the online survey and stakeholder workshops.

The next slides outline key insights and considerations develop in relation to these topics.

A+ CUSTOMERS SERVICE IMPROVEMENTS

Fares Strategy - From the public engagement, comments were made to:

- | | |
|--|---|
| <ul style="list-style-type: none">■ Offer Free Fare for Ages 12 and under (when accompanied by an adult) | <ul style="list-style-type: none">• Several transit agencies offer a similar opportunity : Go Transit (Toronto), TTC (Toronto); OC Transpo (Ottawa); Kingston, Burlington, Oakville• Temiskaming Transit could consider adding this option to its fare strategy, especially as only a few monthly passes for under 12 are currently sold and children under 5 already ride for free.• Temiskaming Transit could also consider adding a Family Monthly Pass for a group of 1 adult and 2 children under 12 travelling together.<ul style="list-style-type: none">○ Calgary Transit offer something similar with the Weekend Group Day Pass for a group of 2 adults and 5 people over the age of 12. As their already offer free ride for people under 12, they have targeted another category of children.• People who start using transit at a young age are more likely to continue using it as their primary mode of transportation. Making public transit more accessible for youth could be beneficial for Temiskaming in the medium to long term. |
| <ul style="list-style-type: none">■ Offer a low-income monthly pass | <ul style="list-style-type: none">• Determining the maximum income threshold that qualifies someone for a low-income transit pass is often a challenge for municipalities due to the discretionary nature of this decision• Currently, Community partners buy day tickets and monthly passes from Temiskaming Transit to share with their customers who are having limited revenues.• This is a good approach to provide free fare for people with a low income. |
| <ul style="list-style-type: none">■ Allow customers to buy only 1 ticket at purchase locations | <ul style="list-style-type: none">• Some customers might benefit from buying 1 ticket at a time. This could be easily implemented without having any impact of the current budget• The implementation of a tap card system is planned in 2026 and could facilitate the use purchase of only 1 ticket |

A+ CUSTOMERS SERVICE IMPROVEMENTS

Fares Strategy (cont'd) - From the public engagement, comments were made to:

- Potential impact on overall budget to Offer Free Fare for Ages 12 and under
 - Currently an average of 271 customers used Temiskaming Transit Daily
 - From them, if it is assumed that only 2% are between the age of 6 and 12, only 6 customers could benefit from this free fare rate
 - This will result in a **revenue loss of approximately \$5,760** per year, or 1,4% of the current revenues* (6 customers not buying the monthly pass of \$80 for 12 months)

A+ CUSTOMERS SERVICE IMPROVEMENTS

Fares Strategy (cont'd) - From the public engagement, comments were made to:

- Implementing fare by zone or type of service
 - Temiskaming Transit is considering expanding its service to other municipalities that might be interested in having such a service, providing an inter-community service.
 - Some of the developed scenarios suggest diversifying the type of transit services offer: fixed route or on-demand transit. Fare rates may vary depending on the level of service provided or the distance traveled.
 - As the service diversifies—such as offering longer routes to new municipalities or different types of transit—it becomes possible to consider varying the fare strategy.
However, the fare strategy must be fair, remain simple to understand and allow for easy access to all services.
 - Examples :
 - A ticket purchased by a customer traveling between 1 distant community and Temiskaming Shores should also be valid for services within the Temiskaming Transit Service System.
 - Customers traveling from more distant municipalities may be subject to higher fare rates, reflecting the increased operational costs associated with providing service over longer distances.
 - If the service offering is modified within the current catchment area of Temiskaming Shores following the scenario's recommendation, the fare for existing customers should remain consistent for all – unless a clear and justified rationale to increase the fare for some of them supports such a change.

Example of Fare Structure by origin/destination
Guelph Owen Sound Transportation

	Owen Sound	Chatsworth	Williamsford	Durham	Mount Forest	Arthur	Fergus	Elora	Guelph
Owen Sound		\$5.00	\$5.00	\$10.00	\$15.00	\$15.00	\$20.00	\$20.00	\$20.00
Chatsworth	\$5.00		\$5.00	\$10.00	\$15.00	\$15.00	\$20.00	\$20.00	\$20.00
Williamsford	\$5.00	\$5.00		\$5.00	\$10.00	\$10.00	\$15.00	\$15.00	\$15.00
Durham	\$10.00	\$10.00	\$5.00		\$5.00	\$10.00	\$15.00	\$15.00	\$15.00
Mount Forest	\$15.00	\$15.00	\$10.00	\$5.00		\$5.00	\$10.00	\$10.00	\$10.00
Arthur	\$15.00	\$15.00	\$10.00	\$10.00	\$5.00		\$5.00	\$5.00	\$5.00
Fergus	\$20.00	\$20.00	\$15.00	\$15.00	\$10.00	\$5.00		\$5.00	\$5.00
Elora	\$20.00	\$20.00	\$15.00	\$15.00	\$10.00	\$5.00	\$5.00		\$5.00
Guelph	\$20.00	\$20.00	\$15.00	\$15.00	\$10.00	\$5.00	\$5.00	\$5.00	

A+ CUSTOMERS SERVICE IMPROVEMENTS

Buses and Drivers- From the public engagement, comments were made to:

- The use of the smaller buses are less comfortable, less accessible and often over-crowded
 - Temiskaming Transit use 6 buses : 3 urban buses and 3 smaller buses. The use of smaller buses could be advantageous, as they do not require the same class of driver's license as urban transit buses. Additionally, they tend to be quieter when operating in residential neighborhoods. A communication program could be developed to better inform users and residents about the use of these smaller vehicles.
 - It is also normal that, during certain times of the day, some passengers may need to stand. This is a common occurrence in all municipalities, particularly during peak hours. The communication program could also help explain this situation, while encouraging passengers to give up their seats to more vulnerable individuals – such as seniors, pregnant women, or those with permanent or temporary mobility limitations.
- Drivers does not always stop at bus stops
 - With a low-frequency service, it is important that bus drivers stop at all designated stops where a passenger is waiting. Although it is difficult to determine from the survey how often this situation occurs, drivers could be reminded to carefully observe each stop as they approach, to identify any potential users nearby. This becomes especially important considering that some individuals with limited mobility may have difficulty reaching the exact bus stop location.

A+ CUSTOMERS SERVICE IMPROVEMENTS

Communication - From the public engagement, comments were made to:

- | | |
|---|---|
| <ul style="list-style-type: none">■ Improve real-time communication during disruption | <ul style="list-style-type: none">• Temiskaming Transit currently provide information on their website, on Facebook and on the radio when there is a disruption. Customers could also call the City during working hours.• For last minute disruptions, it could be difficult to inform customers. The implementation of Transit App should help inform customers who will use it. For customers that does not use digital tools, it will stay a challenge to inform about last minute change as there are no good way to provide this information• Adding Google Maps as a tools could also provide information about the service and has the advantage of already being use by drivers. However, to be able to use Google Maps, some adjustments to the existing transit data and signage will be required. While it has not be assessed, it is not expected that those adjustment are majors.• For planned disruptions, adding information at bus stops or in some strategic locations (City Hall, community centers, libraries, etc.) could be considered. |
| <ul style="list-style-type: none">■ Improve Maps and Schedule Clarity | <ul style="list-style-type: none">• Temiskaming Transit has made improvement over the years to improve the maps and schedule readability and clarity. The PDF document remains difficult to interpret. It may be beneficial to redesign the map, particularly by adding key information about the surrounding road network. It should be noted that the MyRide Transit Tracker and the Transit App already help users better understand the service. |
| <ul style="list-style-type: none">■ Gather feedbacks from customers more regularly | <ul style="list-style-type: none">• Temiskaming Transit could consider publishing a survey once per year to gather feedback from customers and made small adjustments to the service, if require and if within the operational budget. |

A+ CUSTOMERS SERVICE IMPROVEMENTS

Safety - From the public engagement, comments were made to:

■ Improve safety in buses

- A few customers mentioned in the survey that they had experienced harassment from other passengers or felt unsafe. While all buses are equipped with cameras, this information may not be widely known. Informing users of their presence could be a helpful measure.
- Many transit agencies clearly state that they do not tolerate harassment and encourage users to report any incidents or inappropriate behavior. Posters conveying this message could be installed on board to raise awareness and promote respectful conduct.

■ Layover zones

- To regularize the service, bus layover zones are required at the ends of the fixed route. The on-demand service may also require waiting areas between two trips. The location of these waiting times must be carefully considered to minimize inconvenience but remains essential to service delivery. There is usually not perfect place to locate layover zones.



07

Service Expansion Options for Rural Communities

TRANSIT SERVICE OUTSIDE TEMISKAMING TRANSIT CATCHMENT AREA

Introduction

- Temiskaming Transit has been approached to explore the possibility of offering service to nearby communities. The public engagement process also revealed interest in establishing connections between more remote communities and Temiskaming Shores, allowing residents to access services available in this urban areas. For this reason, a high-level assessment of regional expansion, based on a on-demand service has been undertaken.
 - While demand remains difficult to quantify, more in-depth surveys could be conducted to better understand the need for such a service. A one-year pilot might even be required to really assess the potential for such a service.
- Operational cost estimate:
 - For the purposes of this study, a cost estimation exercise has been carried out based on the assumption of three daily trips in each direction, for each community.
 - If service is to be offered on multiple days per week, the daily cost can simply be multiplied by the number of service days to estimate annual operating costs.
- Potential ridership and revenue:
 - From this estimated daily cost, the number of users required to cover operating expenses was calculated. Recognizing that transit service is rarely fully funded by fare revenues, a target ridership covering approximately 50% of operating costs could be considered (see Ontario's transit funding program for reference).
- Service Operation:
 - If several communities express interest in such a service, those located along the same corridor to Temiskaming Shores could collaborate. For example, the same vehicle could connect Kirkland Land, Englehart and Temiskaming Shores within the same route.
 - if several distant municipality wishes to offer service only a few days per week, a rotating schedule could be considered—serving certain communities on Mondays, others on Tuesdays, and so on.
 - From an operational standpoint, schedules could be designed to meet resident demand while minimizing resource strain (e.g., avoiding peak hours). Additionally, partnerships with existing taxi companies could be explored to deliver the service efficiently.

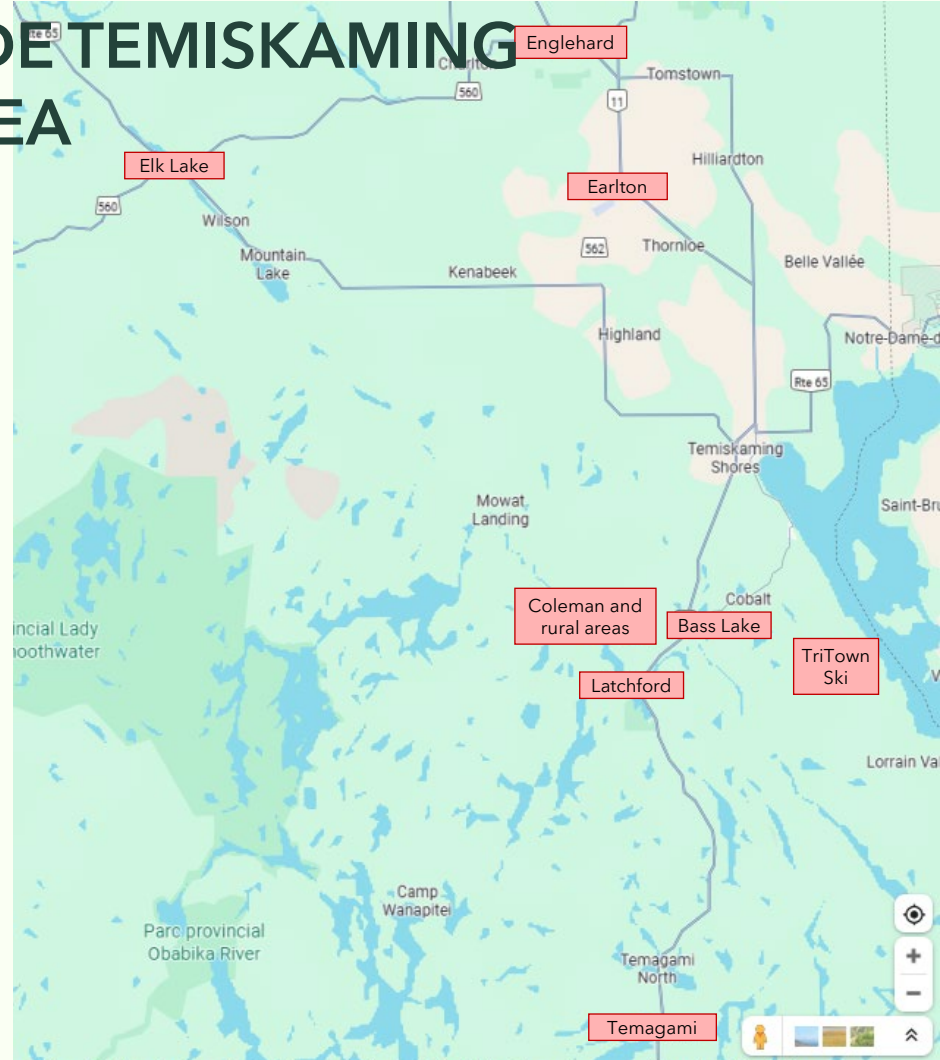


TRANSIT SERVICE OUTSIDE TEMISKAMING TRANSIT CATCHMENT AREA

- Based on the public engagement process, residents from the following municipalities have shown interest for a regional on-demand service.
- For each of them, a potential service scenario has been developed and are shown in the following slides

15. Which area do you reside in?

	Cobalt	50
	Dymond	2
	Earlton	0
	Elk Lake	1
	Englehart	5
	New Liskeard	41
	North Cobalt	12
	Haileybury	55
	Rural area of Temiskaming Sh...	6
	Temagami	1
	Latchford	2
	Temiskaming First Nation	0
	Autre	9



A+ TRANSIT SERVICE OUTSIDE TEMISKAMING TRANSIT CATCHMENT AREA

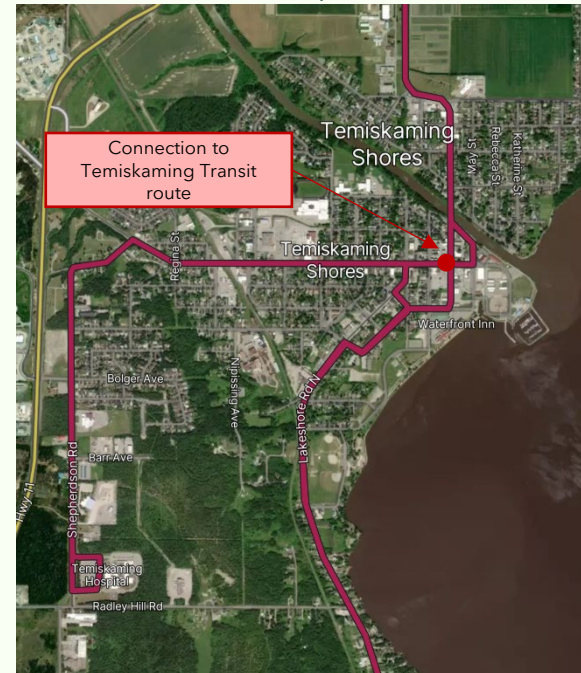
On-Demand Service to Earlton

- Running time of approx. /direction: 51 min (48 min driving + 3 min for ons/off)
- Proposed stops :
 - 5 stops in Earlton
 - 1 stop Downtown New Liskeard with connection with fixed route
- Proposed number of trips:
 - 3 trips per day (1 direction)
 - 1 day per week
- Operational Cost*
 - Daily: \$180
 - Yearly: \$9,200
- Potential revenue
 - Individual cash fare: \$4
 - Transit funding percentage: 50%
 - Demand required: 7 pers./trip

Potential on-demand stops at Earlton



Potential on-demand stops at New Liskeard



*Based on an operational cost of \$70/h, which is on the highest range of operational cost presented in the CUTA On-Demand Transit Toolkit, 2022

A+ TRANSIT SERVICE OUTSIDE TEMISKAMING TRANSIT CATCHMENT AREA

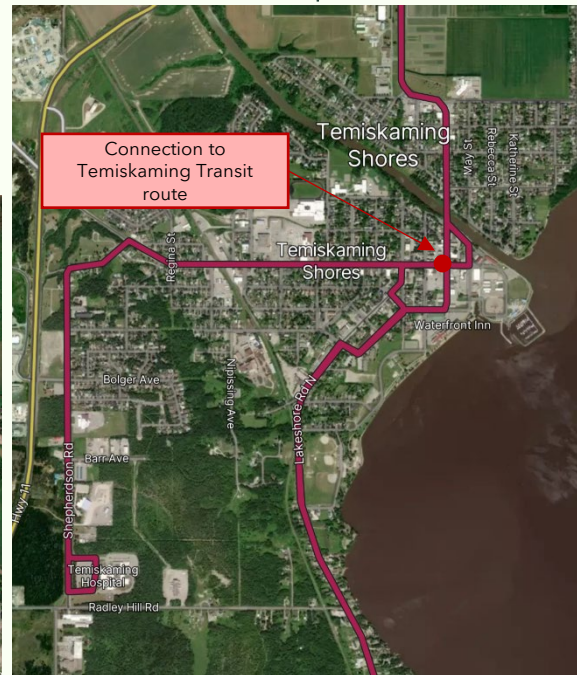
On-Demand Service to Englehart

- Running time of approx. /direction: 70 min (65 min driving + 5 min for ons/off)
- Proposed stops :
 - 5 stops in Englehart
 - 1 stop Downtown New Liskeard with connection with fixed route
- Proposed number of trips:
 - 3 trips per day (1 direction)
 - 1 day per week
- Operational Cost*
 - Daily: \$240
 - Yearly: \$12,300
- Potential revenue
 - Individual cash fare: \$4
 - Transit funding percentage: 50%
 - Demand required: 10 pers./trip

Potential on-demand stops at Englehart



Potential on-demand stops at New Liskeard



*Based on an operational cost of \$70/h, which is on the highest range of operational cost presented in the CUTA On-Demand Transit Toolkit, 2022



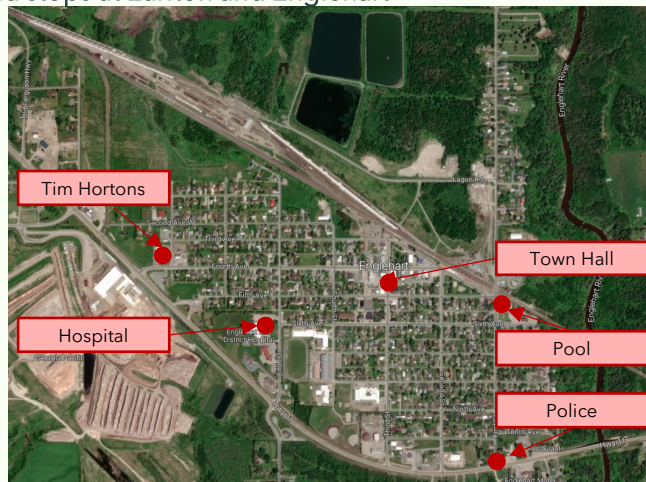
TRANSIT SERVICE OUTSIDE TEMISKAMING TRANSIT CATCHMENT AREA

On-Demand Service to Englehart via Earlton

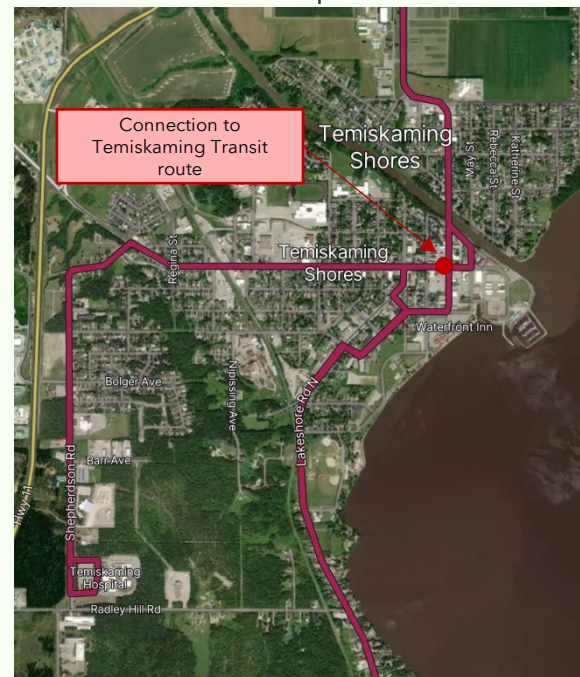
- Running time of approx. /direction: 80 min (75 min driving + 5 min for ons/off)
- Proposed stops :
 - 5 stops in Earlton
 - 5 stops in Englehart
 - 1 stop Downtown New Liskeard with connection with fixed route
- Proposed number of trips:
 - 3 trips per day (1 direction)
 - 1 day per week

- Operational Cost*
 - Daily: \$280
 - Yearly: \$14,600
- Potential revenue
 - Individual cash fare: \$4
 - Transit funding percentage: 50%
 - Demand required: 12 pers./trip

Potential on-demand stops at Earlton and Englehart



Potential on-demand stops at New Liskeard



*Based on an operational cost of \$70/h, which is on the highest range of operational cost presented in the CUTA On-Demand Transit Toolkit, 2022

A+ TRANSIT SERVICE OUTSIDE TEMISKAMING TRANSIT CATCHMENT AREA

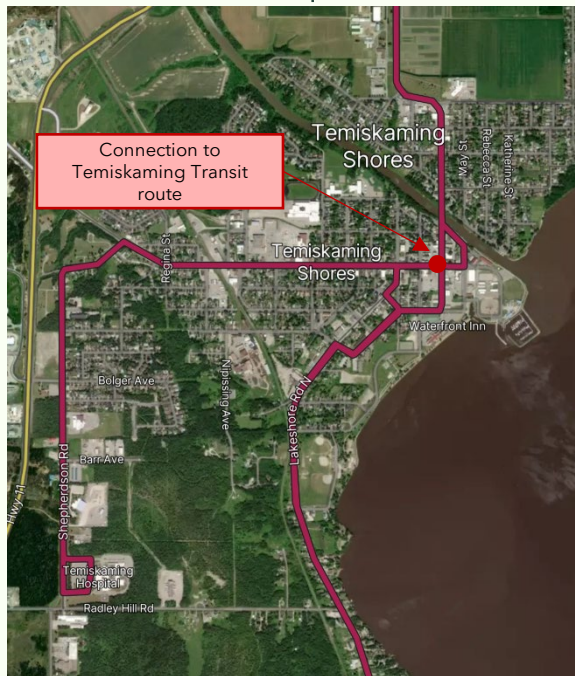
On-Demand Service to Elk Lake

- Running time of approx. /direction: 100 min (97 min driving + 3 min for ons/off)
- Proposed stops :
 - 4 stops in Elk Lake
 - 1 stop Downtown New Liskeard with connection with fixed route
- Proposed number of trips:
 - 3 trips per day (1 direction)
 - 1 day per week
- Operational Cost*
 - Daily: \$345
 - Yearly: \$18,000
- Potential revenue
 - Individual cash fare: \$4
 - Transit funding percentage: 50%
 - Demand required: 14 pers./trip

Potential on-demand stops at Elk Lake



Potential on-demand stops at New Liskeard



*Based on an operational cost of \$70/h, which is on the highest range of operational cost presented in the CUTA On-Demand Transit Toolkit, 2022



TRANSIT SERVICE OUTSIDE TEMISKAMING TRANSIT CATCHMENT AREA

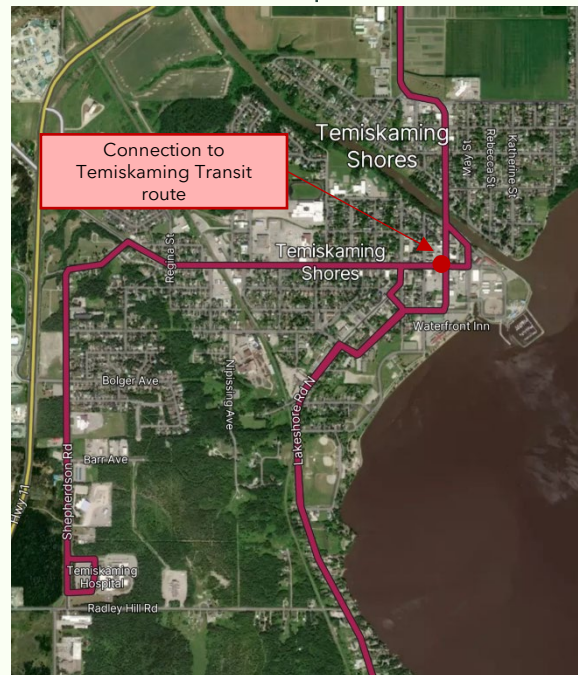
On-Demand Service to TriTown Ski

- Running time of approx. /direction: 46 min (45 min driving + 1 min for ons/off)
- Proposed stops :
 - 1 stops in TriTown Ski
 - 1 stop Downtown New Liskeard with connection with fixed route
- Proposed number of trips:
 - 3 trips per day (1 direction)
 - 1 day per week
- Operational Cost*
 - Daily: \$160
 - Yearly: \$8,300
- Potential revenue
 - Individual cash fare: \$4
 - Transit funding percentage: 50%
 - Demand required: 7 pers./trip

Potential on-demand stops at TriTown Ski



Potential on-demand stops at New Liskeard

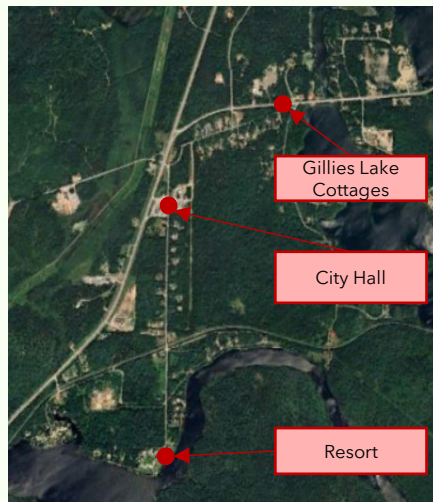


A+ TRANSIT SERVICE OUTSIDE TEMISKAMING TRANSIT CATCHMENT AREA

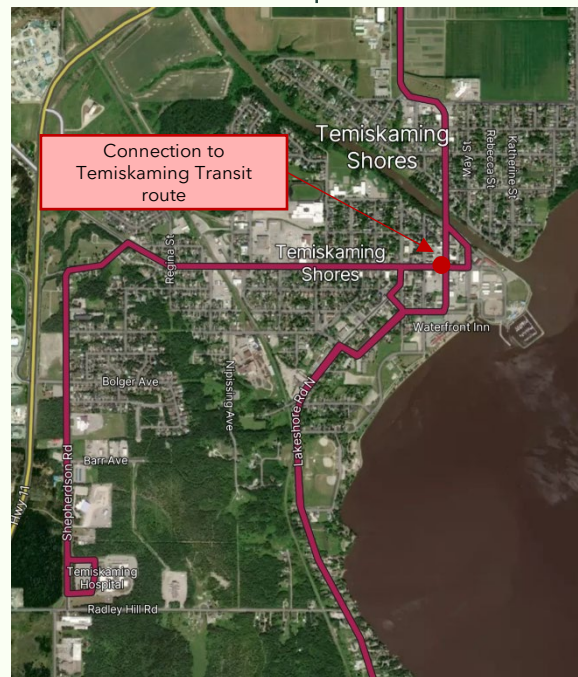
On-Demand Service to Coleman and rural areas

- Running time of approx. /direction: 39 min (37 min driving + 2 min for ons/off)
- Proposed stops :
 - 3 stops in Coleman and rural areas
 - 1 stop Downtown New Liskeard with connection with fixed route
- Proposed number of trips:
 - 3 trips per day (1 direction)
 - 1 day per week
- Operational Cost*
 - Daily: \$135
 - Yearly: \$7,000
- Potential revenue
 - Individual cash fare: \$4
 - Transit funding percentage: 50%
 - Demand required: 6 pers./trip

Potential on-demand stops at Coleman and rural areas



Potential on-demand stops at New Liskeard



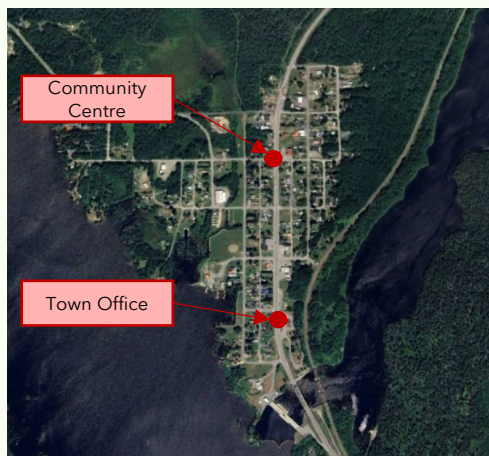
*Based on an operational cost of \$70/h, which is on the highest range of operational cost presented in the CUTA On-Demand Transit Toolkit, 2022

A+ TRANSIT SERVICE OUTSIDE TEMISKAMING TRANSIT CATCHMENT AREA

On-Demand Service to Latchford

- Running time of approx. /direction: 45 min (40 min driving + 5 min for ons/off)
- Proposed stops :
 - 2 stops in Latchford
 - 1 stop Downtown New Liskeard with connection with fixed route
- Proposed number of trips:
 - 3 trips per day (1 direction)
 - 1 day per week
- Operational Cost*
 - Daily: \$140
 - Yearly: \$7,100
- Potential revenue
 - Individual cash fare: \$4
 - Transit funding percentage: 50%
 - Demand required: 6 pers./trip

Potential on-demand stops at Latchford



Potential on-demand stops at New Liskeard



*Based on an operational cost of \$70/h, which is on the highest range of operational cost presented in the CUTA On-Demand Transit Toolkit, 2022

A+ TRANSIT SERVICE OUTSIDE TEMISKAMING TRANSIT CATCHMENT AREA

On-Demand Service to Temagami

- Running time of approx. /direction: 95 min (90 min driving + 5 min for ons/off)
- Proposed stops :
 - 4 stops in Temagami
 - 1 stop Downtown New Liskeard with connection with fixed route
- Proposed number of trips:
 - 3 trips per day (1 direction)
 - 1 day per week
- Operational Cost*
 - Daily: \$325
 - Yearly: \$16,750
- Potential revenue
 - Individual cash fare: \$4
 - Transit funding percentage: 50%
 - Demand required: 13 pers./trip

Potential on-demand stops at Temagami



Potential on-demand stops at New Liskeard



*Based on an operational cost of \$70/h, which is on the highest range of operational cost presented in the CUTA On-Demand Transit Toolkit, 2022

A+ TRANSIT SERVICE OUTSIDE TEMISKAMING TRANSIT CATCHMENT AREA

On-Demand Service to Temagami via Latchford

- Running time of approx. /direction: 95 min (90 min driving + 5 min for ons/off)
- Proposed stops :
 - 4 stops in Temagami
 - 2 stops in Latchford
 - 1 stop Downtown New Liskeard with connection with fixed route
- Proposed number of trips:
 - 3 trips per day (1 direction)
 - 1 day per week

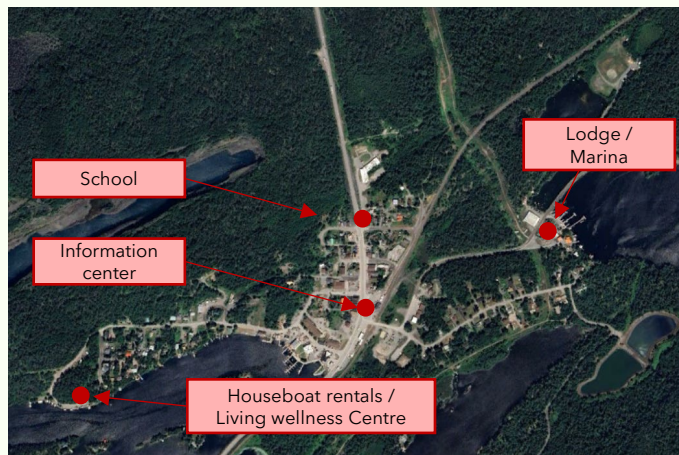
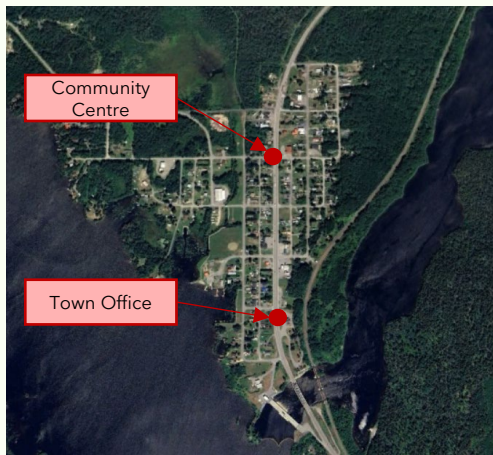
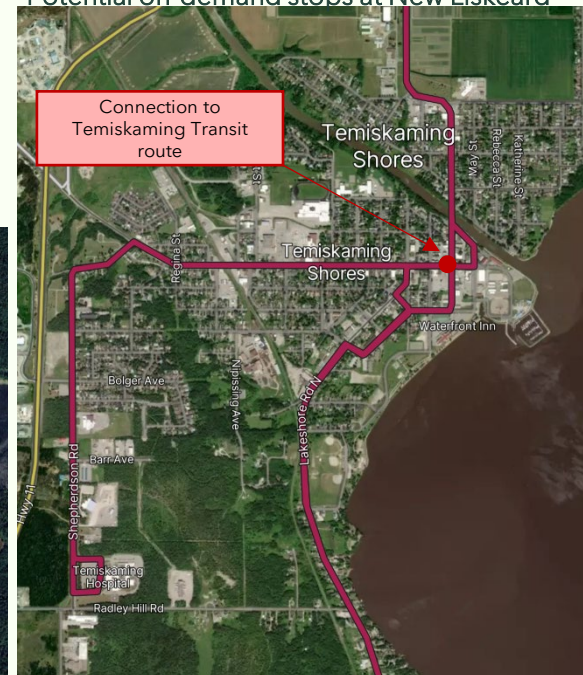
Operational Cost*

- Daily: \$330
- Yearly: \$16,950

Potential revenue

- Individual cash fare: \$4
- Transit funding percentage: 50%
- Demand required: 14 pers./trip

Potential on-demand stops at New Liskeard



Potential on-demand stops at Latchford and Temagami

*Based on an operational cost of \$70/h, which is on the highest range of operational cost presented in the CUTA On-Demand Transit Toolkit, 2022



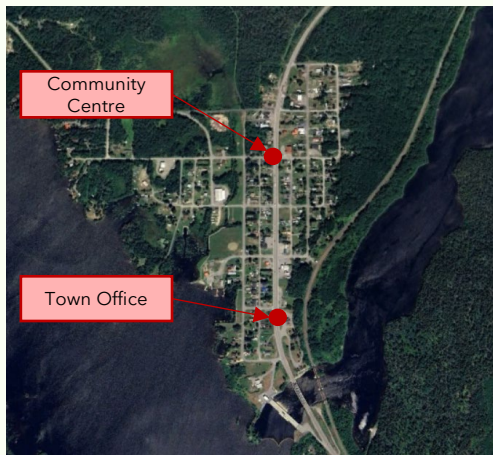
TRANSIT SERVICE OUTSIDE TEMISKAMING TRANSIT CATCHMENT AREA

On-Demand Service to Latchford via Coleman and rural areas

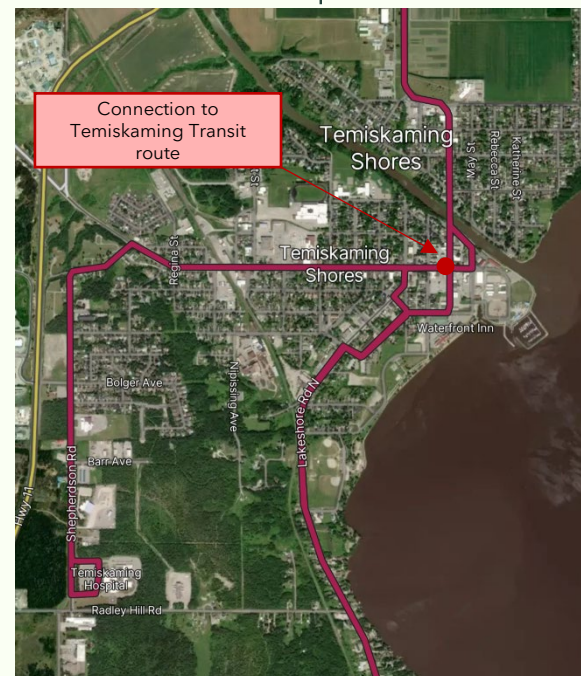
- Running time of approx. /direction: 50 min (48 min driving + 2 min for ons/off)
- Proposed stops :
 - 2 stops in Latchford
 - 3 stops in Coleman and rural areas
 - 1 stop Downtown New Liskeard with connection with fixed route
- Proposed number of trips:
 - 3 trips per day (1 direction)
 - 1 day per week

- Operational Cost*
 - Daily: \$180
 - Yearly: \$9,200
- Potential revenue
 - Individual cash fare: \$4
 - Transit funding percentage: 50%
 - Demand required: 7 pers./trip

Potential on-demand stops at Latchford and Coleman



Potential on-demand stops at New Liskeard



*Based on an operational cost of \$70/h, which is on the highest range of operational cost presented in the CUTA On-Demand Transit Toolkit, 2022

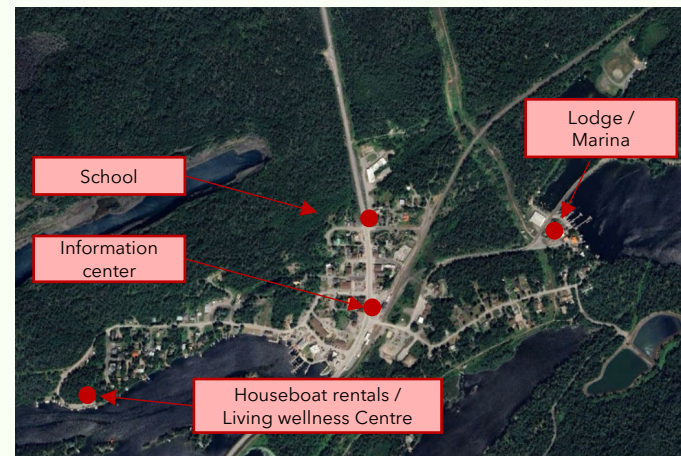
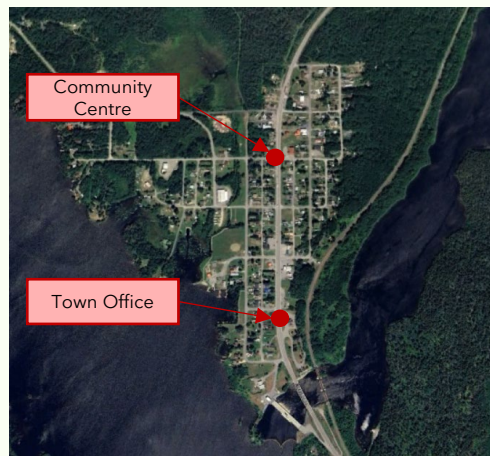
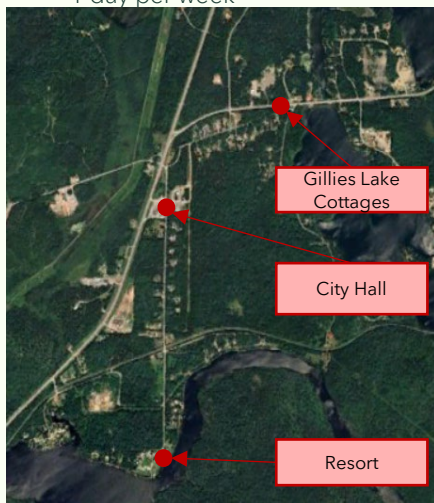


TRANSIT SERVICE OUTSIDE TEMISKAMING TRANSIT CATCHMENT AREA

On-Demand Service to Tenagami via Latchford and Coleman

- Running time of approx. /direction: 103 min (98 min driving + 5 min for ons/off)
- Proposed stops :
 - 4 stops in Tenagami
 - 2 stops in Latchford
 - 3 stops in Coleman and rural areas
 - 1 stop Downtown New Liskeard with connection with fixed route
- Proposed number of trips:
 - 3 trips per day (1 direction)
 - 1 day per week
- Operational Cost*
 - Daily: \$360
 - Yearly: \$18,700
- Potential revenue
 - Individual cash fare: \$4
 - Transit funding percentage: 50%
 - Demand required: 15 pers./trip

Potential on-demand stops at Temagami, Latchford and Coleman



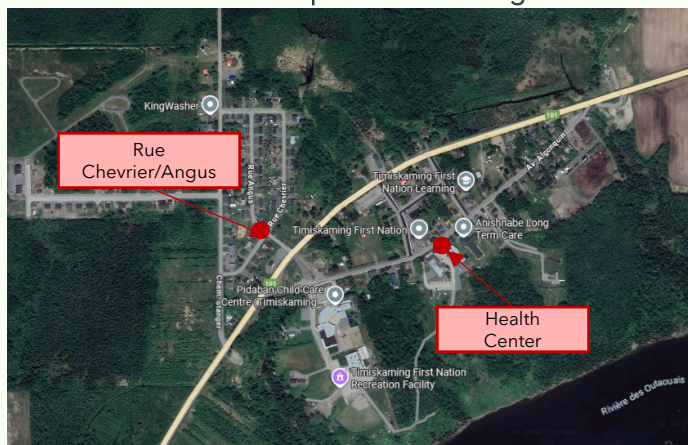


TRANSIT SERVICE OUTSIDE TEMISKAMING TRANSIT CATCHMENT AREA

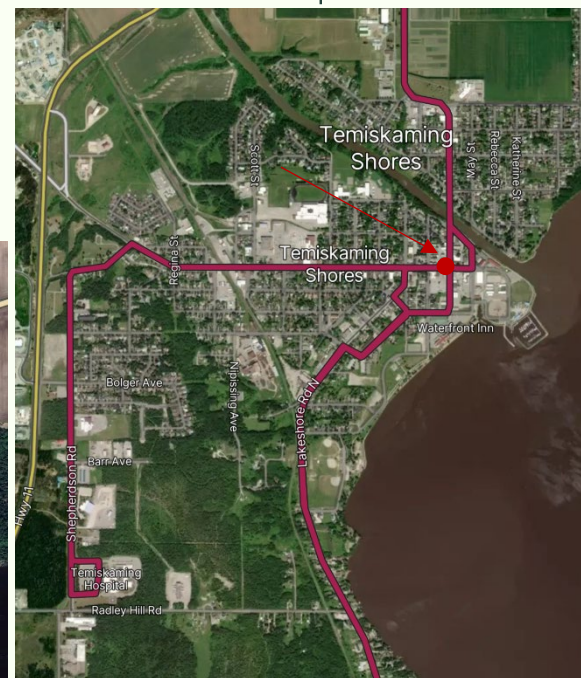
On-Demand Service to Timiskaming First Nation (Qc)

- Running time of approx. /direction: 29 min (27 min driving + 2 min for ons/off)
- Proposed stops :
 - 2 stops in Timiskaming First Nation
 - 1 stop Downtown New Liskeard with connection with fixed route
- Proposed number of trips:
 - 3 trips per day (1 direction)
 - 1 day per week
- Operational Cost*
 - Daily: \$100
 - Yearly: \$5,200
- Potential revenue
 - Individual cash fare: \$4
 - Transit funding percentage: 50%
 - Demand required: 12 pers./trip

Potential on-demand stops at Timiskaming First Nation



Potential on-demand stops at New Liskeard



*Based on an operational cost of \$70/h, which is on the highest range of operational cost presented in the CUTA On-Demand Transit Toolkit, 2022



TRANSIT SERVICE OUTSIDE TEMISKAMING TRANSIT CATCHMENT AREA

On-Demand Service Fare Table

Location	Operational cost Per trip	Fare needed for 50% Transit Funding			
		3 pers./trip	5 pers./trip	7 pers./trip	9 pers./trip
Earlton	\$60	\$10	\$6	\$4	\$3
Englehard	\$80	\$13	\$8	\$6	\$4
Elk Lake	\$115	\$19	\$12	\$8	\$6
TriTown Ski	\$55	\$9	\$5	\$4	\$3
Coleman and rural areas	\$45	\$7	\$4	\$3	\$2
Latchford	\$45	\$8	\$5	\$3	\$3
Temagami	\$105	\$18	\$11	\$8	\$6
Timiskaming First Nation (Qc)	\$33	\$6	\$3	\$2	\$2

*Based on an operational cost of \$70/h, which is on the highest range of operational cost presented in the CUTA On-Demand Transit Toolkit, 2022



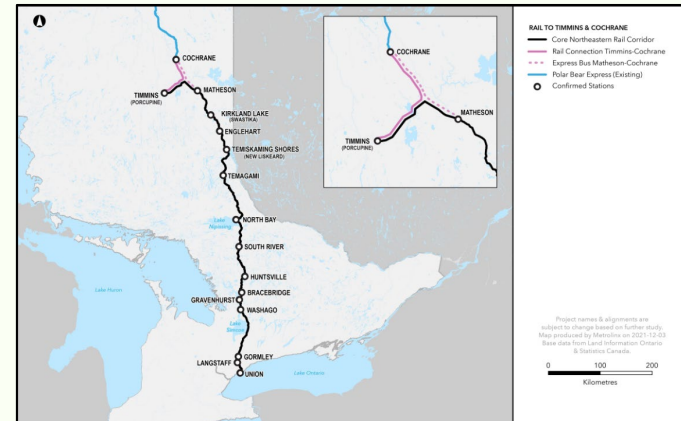
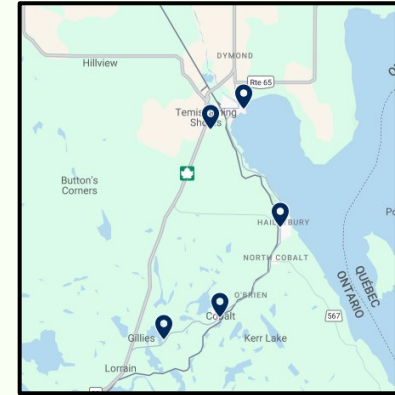
08

Potentials for Regional Connexions

A+ POTENTIAL FOR REGIONAL CONNEXIONS

Connection with Ontario Northland

- Currently, Ontario Northland offers a daily regional coach buses services between North Bay – Timmins – Cochrane (Route 301 and 302)
 - 4 stops are served : 3 in Temiskaming Shores and 1 in Cobalt
 - Waterfront Marina and Hospital in New Liskeard
 - One Stop for You in Haileybury
 - Silver Nuggets General Store in Cobalt
 - In Temiskaming Shores/Cobalt, the schedule is around 1:00 and 1:30 in the southbound direction and around 6:00pm and 6:30 in the northbound direction
- Ontario Northland is planning to reinstatement of Northlander by mid-2026 (passenger train service between Toronto and Timmins)
 - The schedule has yet to be confirmed, but it is currently planned as a night service, with a stop in Temiskaming Shores in the middle of the night (2:00-3:00 am depending on the direction)



Source of pictures: <https://www.ontarionorthland.ca/en>

A+ POTENTIAL FOR REGIONAL CONNEXIONS

Connection with Ontario Northland (Cont'd)

- Temiskaming Transit and Ontario Northland are eager to collaboration in developing a real regional transit option. Potential collaboration could include:
 - Sharing same bus stops
 - In New Liskeard, the Waterfront Marina bus stop of Ontario Northland is approximately 350 meters from the closest Temiskaming Transit bus stop (May St and Whitewood Ave)
 - In Haileybury, the One Stop for You Gas Station bus stop (Rorke Ave) of Ontario Northland is approximately 150 meters from the closest Temiskaming Transit bus stop (Georgiana Ave and Little St)
 - In Cobalt, Silver Nuggets General Store bus stop of Ontario Northland is approximately 50 meters from the closest Temiskaming Transit bus stop (both on Cobalt St)
 - Only the bus stop at the Hospital is shared by both service.
 - Improving transfer time connection between the 2 services
 - Depending on the proposed recommendation, effort could be made to facilitate transfer time between the 2 services
 - This connection might be more difficult to provide for the train service, as it will run during the night.
 - The train will serve Temiskaming Shores outside the regular transit service hours. Adding service in the middle of the night only to connect with the train could prove complex (e.g., finding a driver available solely for a late-night trip) and costly, without guaranteeing that passengers will actually be interested in taking this service.
 - However, a booking system requiring that booking is made in advance (2-3 days) and available only if a minimum number of passenger book a trip could be tested to offer some level of transit service.

A+ POTENTIAL FOR REGIONAL CONNEXIONS

Connection with Ontario Northland (Cont'd)

- Temiskaming Transit and Ontario Northland are eager to collaboration in developing a real regional transit option. Potential collaboration could include (Cont'd):
 - Collaborating in providing a connection with surrounding municipalities
 - In addition to Temiskaming Shores and Cobalt, Ontario Northland Coach Buses Service serves Bass Lake, Latchford, Temagami, Thornloe, Earltown, Englehart and Kirkland Lake, connecting one a day Temiskaming Shores with those municipalities,
 - As residents from those municipalities has shown interest to receive transit service, a on-demand service could be combined with the Ontario Northland service to improve this service
 - For example, residents from Earltown might make an on-demand trip in the mid-afternoon to reach Temiskaming Shores and return by the 8:36 trip from Ontario Northland (downtown New Liskeard)
 - Implementing fare integration
 - Ontario Northland has already started implementing fare integration with other municipalities. This allow customers to use the local and regional service with the same bus ticket. This could be a great improvement for Temiskaming Transit customers.



09

Recommendations

A+ RECOMMENDATIONS

The recommendations are to:

- Implement **scenario 8** to improve transit service, which consist of providing :
 - A fixed route running every 60 minutes all day between Cobalt to New Liskeard (location to be determined in the city-centre near Market St)
 - An on-demand service running all day to serve areas around the Hospital, Dymond and the city centre.
- Cap the on-demand service to the maximum service available within the current budget
 - The number of on-demand trips has been evaluated based on a 70\$/h rate. Depending on the operator, this rate could be lower or higher and it will be important to limit the number of hours or trips made by on-demand to ensure Temiskaming Transit does not exceed its budget.
- Improve the design of the map and schedule provided on the website to make them easier to understand
- Continue improving bus stops and adding bus shelters along the route and consider identifying a transit hub in New Liskeard to accommodate transfer between the fixed route, the on-demand service, and the regional service.
- Add new fare options for younger customers and, potentially, for new distant costumers.
- Reflect on potential local partnerships
 - Financial partnerships with DTSSAB, Women's Pavilion' CMHC
 - Partnerships with Haileybury Northern College to develop student fees rate
- At the regional level:
 - Discuss with surrounding neighbourhoods to assess their interest in having an on-demand service
 - Discuss with Ontario Northland to improve the connection and integration between the two services
 - A well-connected network could only help in providing new customers and better serving your residents

A+ RECOMMENDATIONS

For the transit hub, this location could be considered as it is owned by the municipality, and it is centrally located.

- Bus bays could be implemented to facilitate the transfer between different transit service, and a larger shelter could be built to offer comfort to all customers.





10

Implementation Plan & Funding

A+ FUNDING AVAILABLE

- Temiskaming Transit already use the :
 - Investing in Canada Infrastructure Program - Temiskaming Transit has already a plan to use completely this funding program
 - Rural Transit Solutions Fund (RTSF) – Application for this funding program is currently closed

- Another funding that Temiskaming Shores might want to consider:
 - Ontario Transit Investment Fund (OTIF)
 - The Ontario government is investing \$5 million per year to help smaller communities across the province build safe and reliable transit services. Application for this fund will be on an ongoing basis and project must be completed within a 5 years period
 - While 4 municipalities have been identified for the 1st year of implementation of this funding program, Temiskaming Shores could consider applying, especially if an on-demand service is considered for the neighbouring community

IMPLEMENTATION PLAN

Based on the recommendations, Temiskaming Transit should:

■ On a yearly basis

- Continue improving bus stops by adding shelters
- Continue improving sidewalks along major roads to improve pedestrian safety

■ In the following year:

- Confirm with the Town of Cobalt their interest to continue with the Memorandum of Understanding and Operating (MOU) Agreement to received transit service based on the recommended scenario
- Further develop and optimize the recommended service model to support its implementation over the next few years
- Engage with neighbouring communities to evaluate their willingness to collaborate on the development of a on-demand regional transit service. If there is a willingness :
 - o Initiate discussions with the aim of reaching a formal agreement.
 - o Start planning the new On-demand Regional Service
 - o Consider applying to the Ontario Transit Investment Fund
- Evaluate the possibility to give a mandate to improve the PDF version of the Map and Schedule
- Evaluate the possibility to give a mandate to improve the service data and make them compatible with Google Maps.

■ In the short term (1 to 2 years):

- Discuss with Voyago about the best way to implement the recommended scenario as they could also provide on-demand service.
- Implement the recommended scenario as a pilot project (for 1 year)
- Implement the new fare strategy

Prior to service implementation, a public engagement process should be initiated to present the project to residents, foster community ownership, and gather final input. This approach will help ensure the future transit service will be aligned with local needs and enjoys broad public support.

■ In the medium term (2+ years)

- Assess the success of the pilot project by evaluating parameters such as the client satisfaction, ridership and operational cost



Thank you



00

Appendices

Enlarged pictures of the boards presented during workshops

What's working?

Please add green dot stickers next to what in your opinion is working / what you like about the current transit service.

Feature	Dots
Current fare	•••••
Current service hours	••
Current bus frequency during peak hours (6-9 am / 3-6 pm)	••
Current bus frequency during off-peak hours	•
Current route directness	••
Number of existing transit stops	••
Current travel time	••••
Current level of reliability (on-time service)	••••
Current transit destinations	••
Current accessibility	•••
Current customer information	••

What could be improved?

Please add red dot stickers next to what in your opinion is not working / what you do not like about the current transit service.

CUSTOMER SERVICE

Feature	Dots
Current fare	•••••
Current service hours	•••••
Current bus frequency during peak hours (6-9 am / 3-6 pm)	••••
Current bus frequency during off-peak hours	••••
Current route directness	••••
Number of existing transit stops	••••
Current travel time	••
Current level of reliability (on-time service)	•••
Current transit destinations	•••••
Current accessibility	••
Current customer information	•••

The schedule map is unnecessarily confusing. Simplify as part of accessibility.

more frequent + extended hours

transfer tickets + better connections

Access to public transportation along the route

Font size + accessibility of the printed schedule map - should be foldable + accessible

Customers have (online, re-confirmation) lack of ticket knowledge, and of transfers, and of stops.

\$4 is too much \$2.50 would be good, and/or provide ticket discounts.

- go back to hourly service

- no bus at 10, 12, 2

- accommodate roller shifts (customers, etc)

- Saturday hourly should be

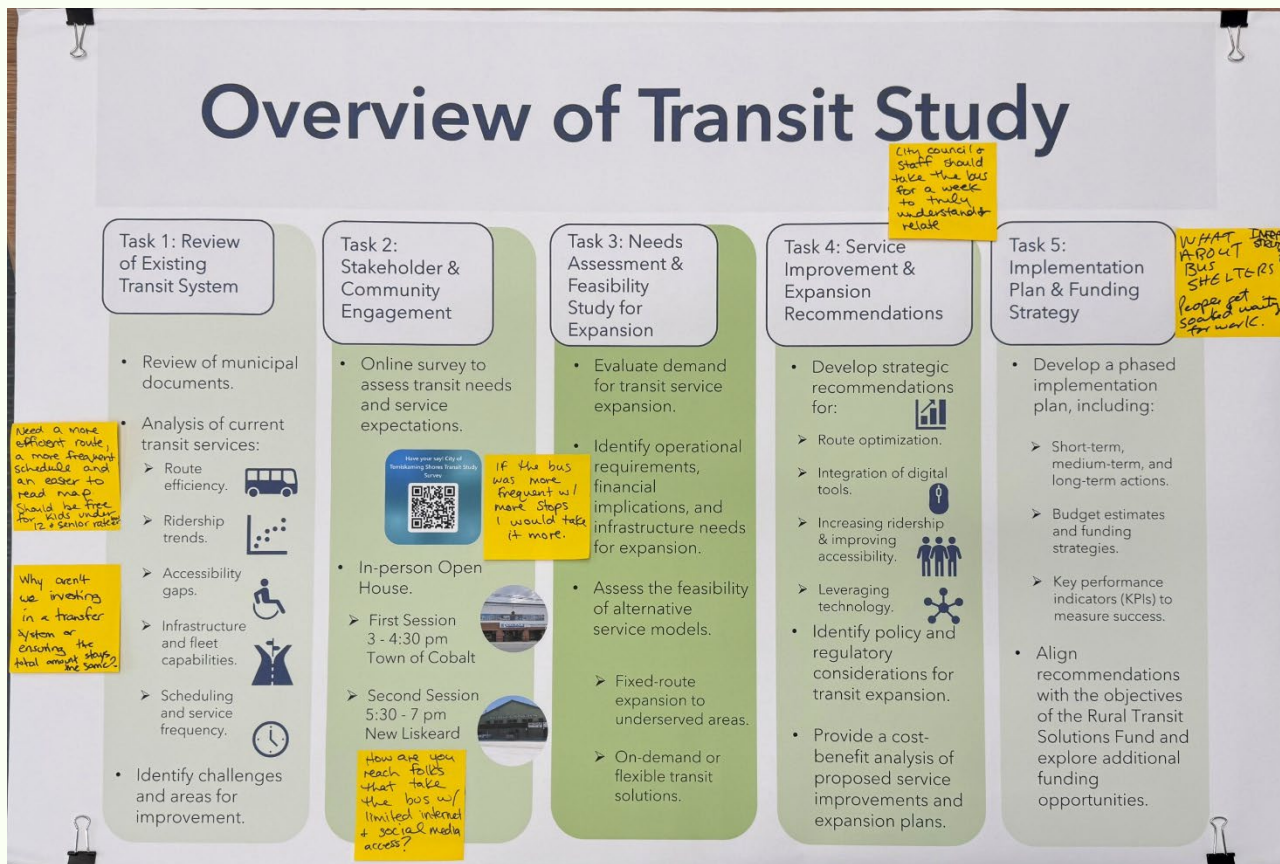
- Sundays not as important

Plan with 11pm

People need to get home from work

Child fare is a must.

Enlarged pictures of the boards presented during workshops



Enlarged pictures of the boards presented during workshops

Transit Line vs Housing Coverage

- The route is closely aligned with residential density.
- Sparse residential zones on the fringes of Haileybury and New Liskeard are further from the bus route.
- These maps indicate generally good geographic coverage, though some housing clusters near municipal limits lack direct access.
- These gaps highlight the potential areas for future stop additions or micro-transit services.

What does this mean? would this involve a shift?

Northbound

Southbound

Please leave any questions & comments here:

How are you going to decide where to put the additional stops?

Hospital shelter in NL is broken please fix that

a stop at city hall, or at least one more downtown to avoid hills for accessibility

Please give transfer tickets off for a discount or make it \$1 or \$2

The bus has terrible hours. Getting to a ten minute appointment and bus can take hours

Enlarged pictures of the boards presented during workshops

Existing Transit Service

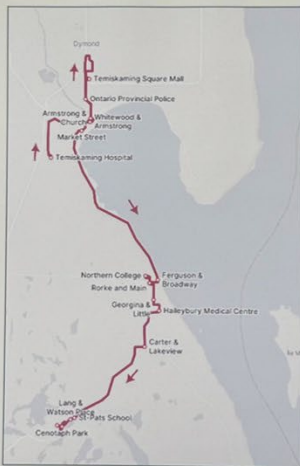
Northbound

- The bus travels from Cobalt through downtown Haileybury and New Liskeard before ending at the Temiskaming Hospital.
- The entire northbound route is approximately 32 km long and takes about 1 hour.



Southbound

- The southbound route runs in the opposite direction of the northbound service, beginning at the hospital and travelling through New Liskeard, Haileybury, and ending in Cobalt.
- Like the northbound direction, the duration is about 1 hour, and is approximately 30 km long



Please leave any questions & comments here:

NEED TO Resume The 8 Minute Buses 11:1 - 1:00pm Run Liskeard with New Square Stop Before To Liskeard

More regular routes (no gaps) eg. 10am - 2pm Extra routes for pickup

Because Cobalt takes after school bus, medical services are made to go to Cobalt as it is needed for work

No more hours during the afternoon when the bus isn't running Later service at night. More frequent at peak hours

I am not a doctor, I am a patient. Please, if you can, keep the bus on the road at the bottom of the hospital, because the people who are in Cobalt, they will need to go to the hospital

More times available for recovery

More bus shelters + more routes to hospital

Have the bus every hour till 11pm

adjustments within existing routes & expansion to other areas to access native - Calumny, Marsh, Englehart etc

#4 is too much as in hospital, I can't afford it, please do 982503 and work transfer tickets to

needs to run once an hour or even 30 minutes and two buses for hospital + mall - bus needs later

Tap card or transfer tickets

one rack on the buses for a longer period of the year

3.75 is way too much for children to pay, do the same as college student and senior

APPENDICES

Enlarged pictures of the boards presented during workshops

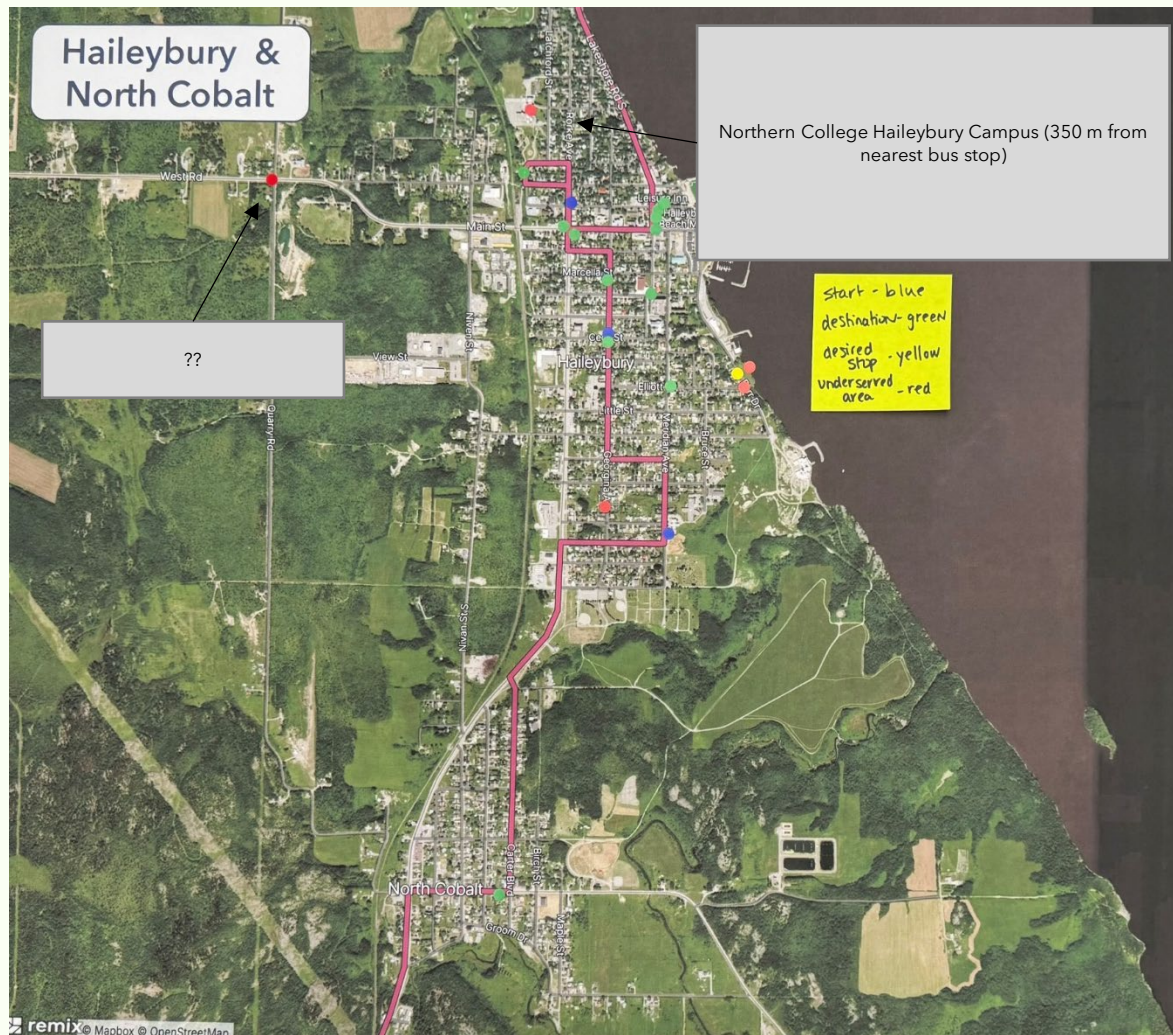
- Blue dot: starting point
- Green dot: ending point
- Yellow dot: desired new bus stop
- Red dot: underserved area



A+ APPENDICES

Enlarged pictures of the boards presented during workshops

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A+ APPENDICES

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