

April 24, 2025

Mayor and Council  
318 Canborough St  
Smithville, ON  
L0R 2A0

Dear Mayor Ganann and Council,

I am pleased to present the General Manager's Annual Report for Niagara Transit for 2024. This annual report reflects our achievements and the challenges we faced in our second year of operation, as well as providing key performance indicators (KPIs) we measure our service by.

Additionally, I have also provided the 2025 Q1 statistics from our commingled services, as we will be providing this data to our Board, Regional Council, and local municipalities on an ongoing basis moving forward. The improvements in our commingled metrics reflect the intensive work staff have done with our contractor and the changes that were implemented at the beginning of 2025.

Thank you for your ongoing support of transit. Together we're continuing to create a truly connected, barrier free Niagara.

Sincerely,



Carla Stout  
General Manager, Niagara Transit