

## **Service Evaluation & Design**

### **Niles Michigan Transit Development Plan**

#### **City of Niles**

Faced with declining revenues, the City of Niles was forced to reduce its hours of operation and staff. Unfortunately, they found that ridership also declined. The City of Niles hired RLS & Associates, Inc. to assist the City with making systematic improvements to their valuable Dial-A-Ride service. RLS will complete a comprehensive analysis of the Dial-A-Ride service and make recommendations to improve the effectiveness of the system while ensuring its sustainability. Public and stakeholder participation were key components of the study process as RLS gained an understanding of the transportation needs of the local community and compared those needs to the existing resources. Ultimately, RLS will provide short- and long-term recommendations for the City of Niles Dial-A-Ride service.

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