



CITY PROCEDURE

POLICY NUMBER: C451H

AUTHORITY: City Manager

EFFECTIVE DATE:

TITLE: **Edmonton Transit Service Fare Policy**

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1. DEFINITIONS

- 1.1. Fare - A fee paid by a passenger for use of a public transport system.
- 1.2. Fare Product - The medium that allows a passenger of the service to take either a certain number of pre-purchased trips or unlimited trips within a fixed period of time.
- 1.3. Fare Structure - The system set up to determine how much is to be paid by various passengers using a transit vehicle at any given time.
- 1.4. Non-Fare Revenues - Income generated by ETS from operations such as advertisement, contracted bus services and business partnerships/programs or leases related to transit property.
- 1.5. Operating Costs - Costs to operate the transit service and maintain transit infrastructure, including fleet, transit facilities and LRT right of way. The operating costs exclude paratransit services.
- 1.6. Price Structure - The prices set for products defined as part of the Fare Structure.
- 1.7. Revenue-Cost Ratio - The total revenues accrued by the service divided by the total operating costs, expressed as a percentage.

2. AUTHORITY TO APPROVE PROCEDURES

- 2.1. City Manager or designate will specify procedures for approvals and appeals.

3. PROCEDURES

3.1. General

- 3.1.1. The City will recover fares from users of Edmonton Transit Service in a manner that aligns with the Fare Policy.
- 3.1.2. Administration will implement the Fare Policy in a manner that promotes a balanced approach to funding of transit, based on considerations of equity, fairness and affordability.

3.2. Fare Structure

- 3.2.1. Administration will establish a fare structure for Edmonton Transit



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Service.

3.2.2. The fare structure will promote ridership through products that offer discounted fare rates for frequent users.

3.2.3. The fare structure will create an inventory of the fare products available to access transit service.

3.2.4. Fare product options will align with the principles of the Fare Policy.

3.3. Price Structure

3.3.1. Administration will develop the price structure for transit fare products aligned with the Fare Policy.

3.3.2. The price structure will be developed to achieve the target Revenue-Cost Ratio established through the Fare Policy.

3.3.3. Calculations for the Revenue-Cost Ratio will include both fare and non-fare revenues generated from Transit operations, but will exclude DATS/Paratransit service costs.

3.3.4. The price structure will be applicable for all conventional bus, light rail transit, and paratransit services.

3.3.5. The price structure will be presented to City Council for approval as part of the City's Operating Budget process.

3.3.6. The price structure will reflect the discount rates for all fare categories identified in the Fare Policy.

3.3.7. Administration will establish eligibility requirements for discount programs and processes to enroll users.

3.3.8. The City may implement fee rates not aligned with the Fare Structure, such as for special events or other services not considered as part of the base network of service for the municipality.



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3.4. Events and Programs

- 3.4.1. The City will provide transit related support for various municipal initiatives and civic events to support broader City outcomes.
- 3.4.2. The City will participate in programs designed to ensure that the most vulnerable of Edmonton's population still have access to public transit, helping to ensure that individuals have access to services and their communities.
- 3.4.3. Support may include distribution of fare products, festival/conference participant/volunteer access, and adjusted or specialized service to provide transportation options for major events.
- 3.4.4. The City may negotiate with programs or festivals to recover some or all of the cost of fare product or services provided to support the event.
- 3.4.5. Administration will carry out program evaluations related to section 2.4 every budget cycle, with the goal of assessing the value and effectiveness of the services being afforded to the community.