

Bus Network Redesign- Interim Review Report CO00605

January 19, 2022

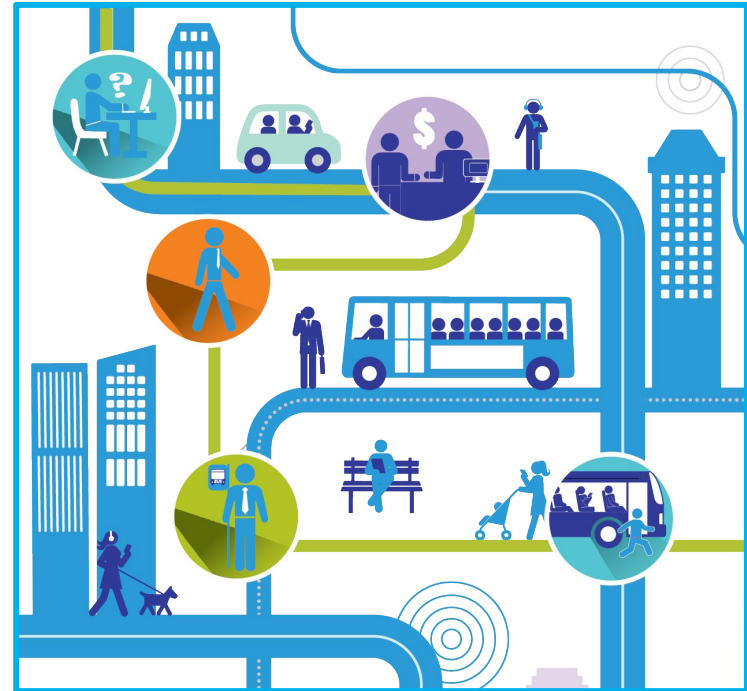
Executive Committee

Carrie Hotton-Macdonald, Branch Manager, ETS

Daniel Vriend, Director, Planning and Scheduling, ETS

Overview

- What We've Learned
 - Performance of the network
 - Feedback from Edmontonians
- What We've Changed
- What Comes Next



Edmonton

Background

Previous network was built for a city of 400k residents.

Engagement with Edmontonians:

- Transit Strategy - 20,000
- Bus Network Redesign - 14,000
- On Demand Transit - 2,000
- 20% revised based on public feedback



BNR - What changed?

- **93%** of Edmontonians within 5-7 min walk to nearest bus stop
- More **efficient** transit service
- More **frequent/direct** routes
- More **evening/weekend** service
- **5 different types of routes**



Network Performance

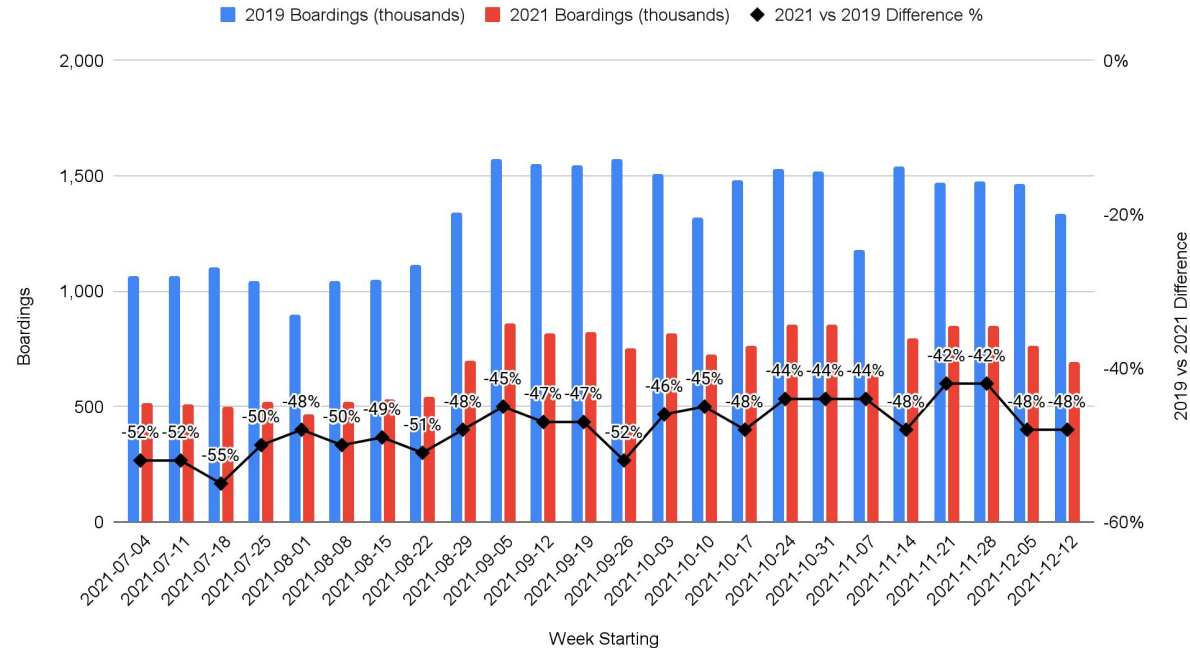
- Tracking system wide metrics & area specific metrics
- Reviewing feedback from Edmontonians
- Planned schedule changes 5x a year



What We've Learned - Key System Wide Metrics

- **Ridership** - peaked at 58% compared to pre-pandemic (prior to 5th wave)
- **On-time Performance** - on target, but watching
- **Edmontonians' Feedback** - 1800+ comments received

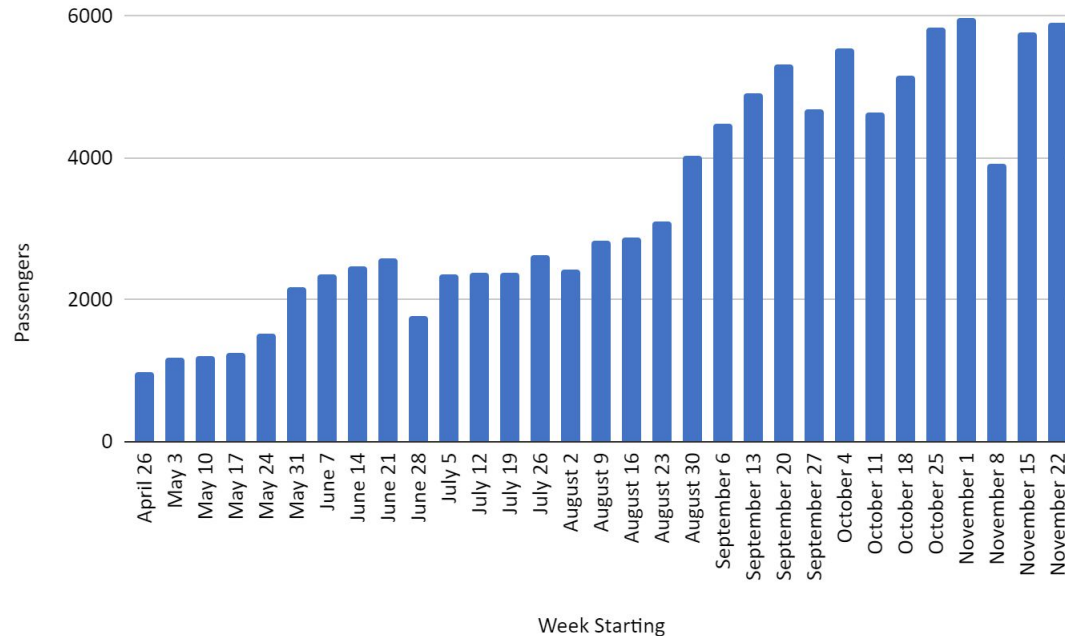
2019 vs 2021 Weekly Boardings (Weekday Only)



What We've Learned - Key Area Specific Metrics

- **Route Report Cards** - available at public.tableau.com/app/profile/city.of.edmonton
- **On Demand Ridership** - steady gains since implementation
- **Edmontonians' Feedback** - provide insight into local service needs

Weekly On Demand Boardings



What We've Learned

Rider feedback:

- ☒ Frequency improved
- ☒ Straighter, easier to understand routes
- ☒ Improved connections to destinations, such as the Telus World of Science
- ☒ Better weekend service
- ☐ Walking distance concerns
- ☐ Need for earlier a.m. trips
- ☐ Need for later in the day trips for seniors



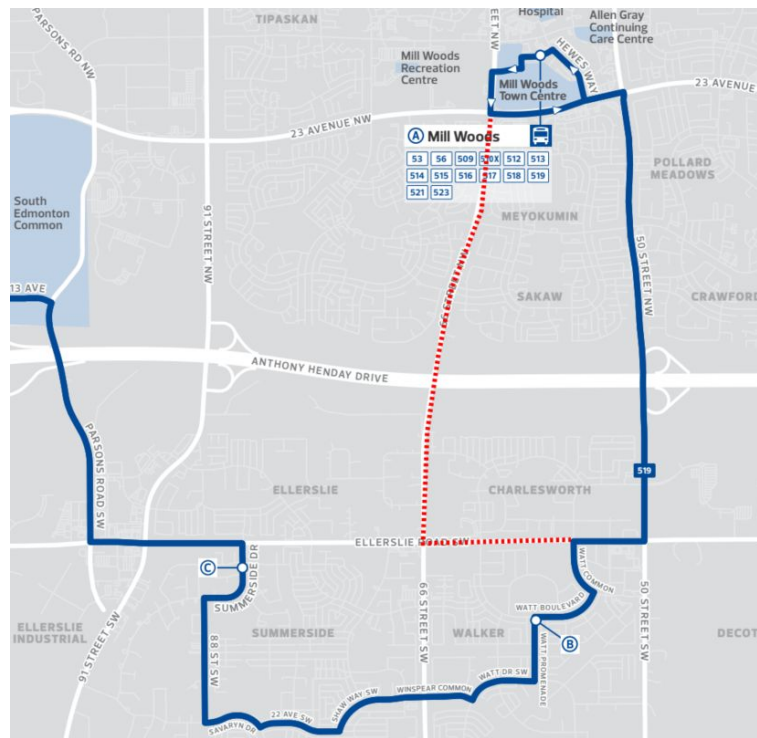
What We've Changed

More than 50 adjustments have been made following the launch; examples:

- Service from West Edmonton Mall to Edmonton Valley Zoo
- Service between Northgate and Clareview on 137 Ave on Saturday a.m., Saturday p.m., and Sunday a.m.
- Early a.m. trips added to routes such as 1, 2, 7, 54
- More On Demand connections to Leger Transit Center added for Dec 13, 2021



STONY PLAIN ROAD SHUTTLE



Next Steps

- **Future growth** of the network is guided by the Transit Service Policy & aligned with the Mass Transit network in The City Plan
- **Further reports** - first quarter of 2022:
 - **Feb 2** CR_7889 The Bike Plan Implementation Guide
 - **Feb 15** UPE00342 Mass Transit: Planning for 1.25 Million People
IIS00416 ETS Fleet Storage and Maintenance Facility Project
UPE00491 Mobility Network Assessment
 - **Mar 23** CO00803 Bus Network Expansion Opportunities
CO00607 Mass Transit System - Sustainable Funding and Service Growth
- **Fall 2022, in advance of budget discussions:**
 - Evaluation of On Demand service delivery model
 - Equity Analysis of the Transit Network

Questions?



Edmonton