

Edmonton Transit Service

Edmonton

CO02242 - Bus Network Service Plan Update

Urban Planning Committee - March 19, 2024

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To Close Service Hour Gaps

Transit Service Improvement	Hours/Week
Improved Frequency	1,200
New Routes and Network Changes	1,100
New Off-Peak Service	1,000
New Peak Service	100
Transition from On Demand to Conventional	1,600
Total	5,000

- 70,000 annual service hours represents 27% of the 260,000 bus service hour gap to meet service standards (compared to 2015 service levels).
- These additional service hours do not meet all of the needs across the city.
- Population growth will put additional pressure on ETS service.



“The reality is that equity demands we make hard decisions to prioritize resources--people, time and money.”

- Veronica O. Davis, *Inclusive Transportation*, 2023

Transit Equity



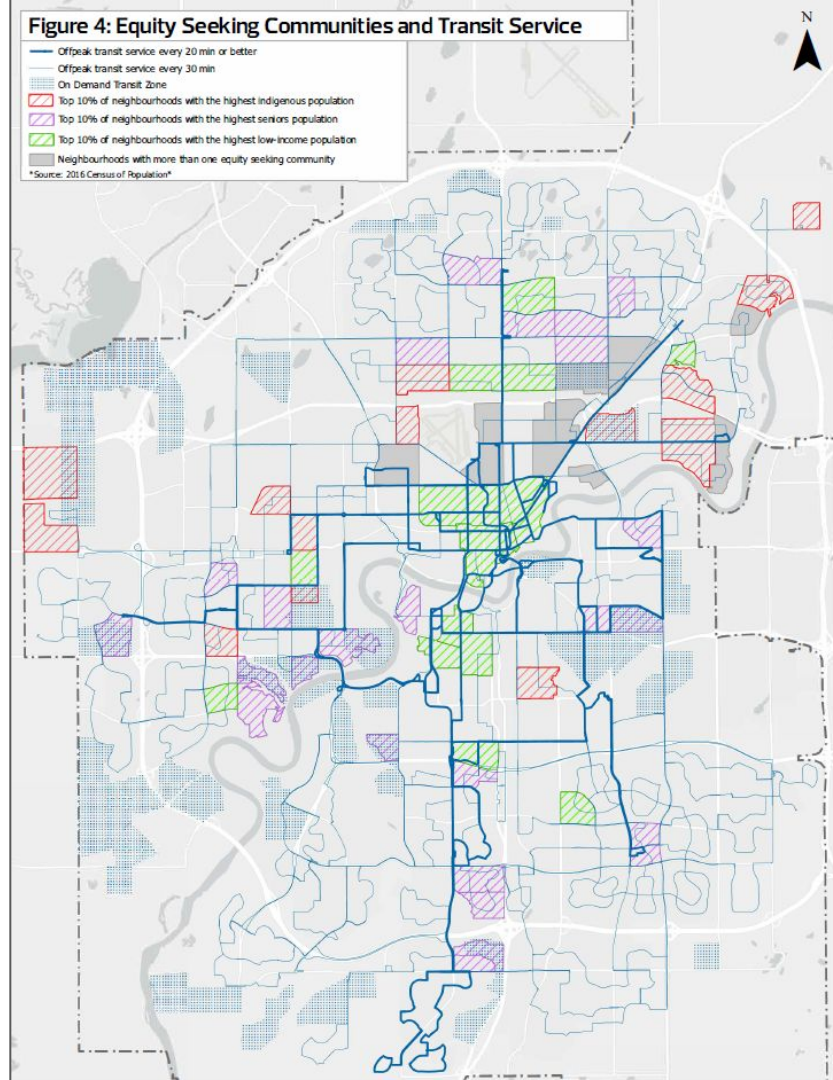
Faring



Accessibility



Service Planning



Service Plan



2024 Annual Service Plan



Equity




Service standards



Fleet & Workforce



Rider Feedback



Budget



Transit Service Standards

EXAMPLE Productivity

Outlines the minimum passenger boardings per hour based on service type and time of day.

Route Type	Peaks	Midday and Early Evening	Early Morning and Late Evening
Local / Crosstown	25	15	12
Frequent	30	20	15
Rapid	25	20	15

Transit Service Standards

EXAMPLE Crowding

Maximum passenger load on a bus during the peak hour, averaged across trips on the same route travelling in the same direction.

Route Type	Peaks	Off-peak
Local / Frequent	50	40
Crosstown / Rapid	45	40

Plan for 70,000 Annual Service Hours (1/3)



SERVICE ADJUSTMENT

Off peak service enhancements

Enhanced service on routes that primarily serve schools

Service enhancements to address overloads

Increased service levels to support growing communities

New route for part of Edgemont, On Demand for Enoch Cree Nation and ACT Centre



OUTCOME

Provides more options for those who rely on transit the most

Support for youth riders

More reliable service for all riders

New communities have a high proportion of newcomers and younger families

Support for Indigenous community and for persons with disabilities

Plan for 70,000 Annual Service Hours (2/3)



SERVICE ADJUSTMENT

Redeployed articulated buses on busy corridors - 118 Avenue, Whyte Avenue, Route 500X

Additional service during weekday midday periods

Additional service for Meadows Transit Centre

Additional peak period service for many routes



OUTCOME

Increase capacity for students and workers travelling to post-secondary institutions and downtown

Provide off-peak travel to busy locations including Whyte Avenue, NAIT, UofA and West Edmonton Mall for youth and shift workers

Support high ridership growth in the area

Increase service levels for students and workers travelling to/from school/work

Plan for 70,000 Annual Service Hours (3/3)



SERVICE ADJUSTMENT

Improved Saturday service on Routes 56, 116, 123 and 902

Expanded service on Routes 116, 123, 902

Six routes with low ridership not meeting productivity standards will be reviewed further



OUTCOME

Connects major destinations & transfer points: Meadows, Mill Woods, Century Park & West Edmonton Mall

Benefit shift workers and improve access to social and recreational opportunities

Review to reallocate service to other areas that can benefit more riders

Summary of Changes

Northwest	Northeast
Route 52, 902, 904, and 916	Route 107/117, 116, 119 and 123
Southwest	Southeast
Route 926, 902/913	Route 73, 500X, 509 and 523
Frequent & Crosstown Routes	
Route 4, 55 and 56	

TRANSIT SERVICE GROWTH COMMUNITY IMPACT

Additional service hours are funded

1



Transit planning for additional service hours

2



More service hours added to the network

3



Better connections to places throughout the city

5



New routes, improved reliability and service levels

4



Transit ridership grows

6



Progress towards The City Plan and ConnectEdmonton goals

7





Thank you