



CITY POLICY

POLICY NUMBER: C539A

REFERENCE:

City Council 2009 09 02

ADOPTED BY:

City Council November 26, 2019

SUPERSEDES:

C539

PREPARED BY: City Operations

DATE: September 2019

TITLE: **Transit Service Policy**

Policy Statement: The City of Edmonton Transit Service Policy gives direction for the planning and deployment of transit services across the city.

Through Edmonton's Transit Strategy, the City is committed to fostering a public transit service that is a fast, safe, convenient, and reliable way to move around the city. This will result in a transit system that contributes to our city-building vision by supporting mobility, connectivity, integration and sustainability. The objective is to provide a transit system that meets the needs of Edmontonians, which will encourage more citizens to choose transit.

In order to achieve these goals, this policy provides guidance in determining the optimal design of transit routes, level of service and performance measures for transit services.

The purpose of this policy is to: provide a clear and consistent decision-making framework for how fixed route transit service is planned and delivered.

Customer Commitments

The values supporting this policy mirrors the Edmonton Transit Strategy's customer commitments of a transit system that is **safe, fast, reliable, and convenient**.

Safe - Passengers feel respected, included, and free from any physical and psychological threat.

Fast - Customers are offered an attractive alternative to other modes of transportation when and where transit service is needed the most.

Reliable - Customers can count on service being there as advertised.

Convenient - Customers find the service easy to understand and easy to use.

Policy Objectives

The City shall deliver a transit network that:

- Helps the City of Edmonton achieve its goals.

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- Aligns with and supports ConnectEdmonton, the Corporate Business Plan and the City Plan.
 - Fosters a coordinated relationship where transit is embedded in all aspects of city planning and development, enabling an integrated approach.
 - Provides a variety of service types to meet the various types of travel needs throughout the city.
 - Centers around an integrated Primary Transit Network, consisting of:
 - Light Rail Transit (LRT);
 - Frequent Bus routes;
 - Rapid Bus routes; and
 - Crosstown routes.
 - Within major corridors, customers have access to a network of high frequency services that operate throughout the day on all days of the week to: downtown, post-secondary institutions, major employment sites, government services, and major shopping/mixed use areas.
 - Outside of major corridors, customers are connected to these corridors at transfer points and have access to service in proximity to seniors complexes, schools, and local activity centres.
 - Supports and enhances an integrated network of sustainable transportation mode options.
 - Relies on and supports evidence and data driven decision making.
 - High quality data on key indicators and evidence-based research is used to inform service planning, assist in prioritizing potential service enhancements and support decision-making.
 - Council, citizens and Administration have comprehensive performance measures and service standards available to understand the current state of the transit system.
 - Considers current and potential customer needs, preferences, and expectations and build those into potential transit network and service design options
 - Is continuously improved.
 - Leverage the Annual Service Plan to outline past achievements, report on key performance measures, and enable Council to direct future network changes.
 - Ensure strategic direction on transit is reviewed on a regular cycle.

Service Standards

The four key components of transit planning underpinning the City's Transit Service policy are **service warrants, network design guidelines, service quality standards, and service productivity standards**. As described below, these components will guide the application of the City's Transit Service policy on transit service development and delivery.

Service Warrants - Guide the introduction of new service, expansion of service hours, and route deviations.

Network Design Guidelines - Guide the detailed development of the transit network and provide more precise parameters for network design.

Service Quality Standards - Guide the adjustment of service levels on routes.

Service Productivity Standards - Guide the assessment of route performance.

Policy Update

This Transit Service Policy is updated to meet the objectives of Action 3.b. of the approved Transit Strategy.



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POLICY NUMBER: C539

REFERENCE:

ADOPTED BY:

City Council
2 September 2009

SUPERSEDES:

New

PREPARED BY: Transportation Department

DATE: 17 August 2009

TITLE: **Transit Service Standards**

Policy Statement: The City of Edmonton establishes Transit Service Standards as a guideline for the design of transit service and the level of service provided.

The purpose of this policy is to set service standards that guide the design of the transit system, recognizing customer needs and ensuring the effective use of available resources. The policy establishes:

- Parameters for the level of service that should be provided
- Route performance measures that are used to identify potentially under-performing and over-performing services; and
- Guidelines for the implementation of new services, walking distances to transit service and time periods of operation



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TRANSIT SERVICE STANDARDS AND PLANNING GUIDELINES

Time Periods

- Weekday Peaks – start of service to 9 a.m.; 3 p.m. to 6 p.m.
- Weekday Midday – 9 a.m. to 3 p.m.
- Weekday Early Evening – 6 p.m. to 10 p.m.
- Weekday Night – 10 p.m. to end of service

- Saturday Morning – start of service to 8 a.m.
- Saturday Midday – 8 a.m. to 7 p.m.
- Saturday Night – 7 p.m. to end of service

- Sunday Morning – start of service to 10 a.m.
- Sunday Midday – 10 a.m. to 7 p.m.
- Sunday Night – 7 p.m. to end of service

Start of service on weekdays defined as approximately 5:30 a.m. for first trip from neighbourhoods.

Start of service on weekends defined as approximately 6 a.m. for first trip from neighbourhoods.

End of service defined as approximately 2 a.m. for last trip in the neighbourhoods (subject to consideration of extended or all night service).

Walking Distances

Residential Areas

Maximum 800 metres in all time periods (start of service to end of service)

Maintain 400 metre maximum walking distance, where feasible

- Weekdays – between start of service and 10 p.m.
- Saturdays – between 8 a.m. and 7 p.m.
- Sundays – between 10 a.m. and 7 p.m.

where warranted by development levels and demand for service

Employment Areas

Maximum 600 metre walking distance during peak periods, where feasible



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Frequency and Span of Service

Minimum Service Intervals – Residential and Transit Corridors

- Weekdays prior to 10 p.m., Saturday and Sunday midday – 30 minute service (All regular routes excluding express and school trips and “community bus” routes)
- Weekdays after 10 p.m., Saturday and Sunday morning and night – 60 minute service with 30 minute frequency or better in transit corridors

Minimum Service Intervals – Industrial

- 30 minute service during weekday peak period with limited midday service provided to areas with peak period service
- 60 minute service during offpeak periods when service is expected to achieve minimum route performance standards (30 minute frequency preferred)

Community Bus Routes

- 60 minutes

Route Performance Standards

To be used to “flag” individual bus routes for further review.

Low Ridership Thresholds

Regular Routes

- Weekday peak periods – 30 boardings per hour
- Weekday Midday and Early Evening, Saturday Midday and Sunday Midday – Combined average of 15 boardings per hour
- Weekday Late Night, Saturday Morning and Night, Sunday Morning and Night - Combined average of 15 boardings per hour
- First/last trips carrying 5 passengers or less

Industrial Routes

- Weekday peak periods – 20 boardings per hour
- All other time periods – 15 boardings per hour

Community Bus Routes

- All time periods – 10 boardings per hour

Express, School and Customized Trips

- All time periods – 80% of seated capacity

This policy is subject to any specific provisions of the Municipal Government Act or other relevant legislation or Union Agreement.



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Route Performance Standards

High Ridership Thresholds

All Routes – Peak Periods

- Average boarding per hour more than 60
- Individual trips greater than 55 at the peak point
- More than 50 passengers at the peak point on consecutive trips

All Route – Offpeak Periods

- Average boardings per hour more than 50
- Individual trips greater than 55 at the peak point
- More than 50 passengers at the peak point on consecutive trips

Staging Service to New Development Areas

Residential Areas

- Peak periods – catchment area of a route reaches a population of 500 residents.
- All other time periods – catchment area reaches a population of 1,500 residents and lower ridership thresholds are achieved in peak periods (Note – service in all offpeak time periods would be implemented simultaneously)

Employment Areas

- Peak periods – catchment area of a route reaches approximately 500 employees. Limited weekday midday service will be provided when peak period service is implemented.
- Service in offpeak time periods to be provided where it is expected that minimum route performance standards would be achieved (at the discretion of Edmonton Transit)

Community Bus Routes

- Will be considered when walking distance to major senior residences (greater than 50 units), activity centres or other identified destinations is greater than 250 metres.

Implementation Periods

- New peak services shall be maintained for a minimum of 1 year
- New offpeak services and peak industrial services shall be maintained for a minimum of 2 years



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Service Monitoring

New service implementations shall be monitored throughout the implementation period and should achieve stage performance thresholds as follows:

- Peak periods – 50% of the recommended minimum performance level after 6 months; 100% after 1 year
- All other time periods and peak industrial service – 50% of the recommended minimum performance level after 1 year; 100% after 2 years

New services that do not meet these thresholds will be reviewed for improvement measures, and may be discontinued at the end of the implementation period if performance improvement prospects are not in evidence.

On-Time Performance

- Departures from key timing points from 0 minutes before to 3 minutes after the scheduled departure time on 90% of trips. No vehicles will leave a timing point early.
- Arrival times at key timing points from 5 minutes early to 1 minute late on 90% of trips.