



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.