



# CITY OF ST. ALBERT CITY COUNCIL POLICY

NUMBER	TITLE
<b>C-TS-01</b>	<b>Transit Services</b>
ORIGINAL APPROVAL DATE	DATE LAST REVISED
February 13, 2006	January 21, 2019

## Purpose

To establish service levels within Council’s approved budget parameters that will guide future planning for the provision of a safe and reliable transit service.

## Policy Statement

Transit services in St. Albert will be designed with consideration for convenience, reliability and affordability for its customers. To promote and encourage the use of St Albert Transit, consideration will be given to geographical coverage, transfers, waiting times, travel times, and availability of timely and easy to follow information.

## Definitions

“Accessible” means facilities and vehicles designed for use by individuals with physical impairments.

“Commuter Service” means Transit service operating into and out of Edmonton.

“Core Service Standards” means the basic level of service provided by Transit. This includes standards for coverage, hours of service and frequency with consideration for factors other than ridership or economics. This basic level of service provides access and mobility to all residents of the community.

“Full Period” means Transit service during all operational periods including weekday peaks and off-peaks, weekends and statutory holidays.

“Local Service” means Transit service operating within the boundaries of St. Albert.

“Non-peak Period” refers to all periods of operation outside of peak hours.

- Weekdays approximately 9:00am – 3:00pm, after 6:00pm.
- Weekends and statutory holidays.

“Peak Period” refers to typically the periods of highest ridership demand.

- Weekdays approximately 5:30am – 9:00am, 3:00pm – 6:00pm

## Responsibilities

1. Council is responsible for:
  - a. Considering and approving service levels, long term plans, administrative recommendations, and all other initiatives that support the implementation of this policy.
2. Chief Administrative Officer is responsible for:
  - a. Establishing Administrative Directives to support this policy.
  - b. Authorizing the Director of Public Works and Transit or designate to take the lead on the implementation of this policy.

## Core Service Standards

1. Coverage	<ul style="list-style-type: none"><li>- 400m to a transit access point (bus stop or transit station) for 80% of all residences.</li><li>- 250m to medium and high-density residential developments and institutional land uses.</li><li>- 150m to major seniors' residences and activity centres.</li><li>- 600m to commercial and industrial land uses.</li></ul> <p>Exceptions may include low density residential neighbourhoods, or portions of neighbourhoods, with no high density or institutional land uses, and which present minimal potential for transit ridership or support for the service. In these cases, service will focus on the nearest arterial and may be outside of 400m distance standard.</p>
2. Hours	<p><u>Weekdays</u> Arrive Downtown Edmonton 6:30 am. Depart Downtown 12:15 am. Arrive University of Alberta 6:45 am. Depart U of A 10:15 pm.</p> <p><u>Saturday</u> Arrive Downtown 6:30 am. Depart Downtown 12:00 am.</p> <p><u>Sunday and Statutory Holidays</u> Arrive Downtown 6:30 am. Depart Downtown 7:00 pm.</p>

	Local service will support these commuter trips.																								
3. Frequency	<p><u>Local Service:</u></p> <ul style="list-style-type: none"> <li>- 30-minute frequency during weekday peak periods.</li> <li>- 60-minute frequency during all other weekday periods and weekends.</li> </ul> <p><u>Commuter Service (Downtown Edmonton and Post Secondary Institutions):</u></p> <ul style="list-style-type: none"> <li>- 30-minute frequency during weekday peak periods.</li> <li>- 60-minute frequency during all other weekday periods and weekends.</li> </ul>																								
4. Demand-driven services	<p>Any route will be identified as a candidate for service addition to service hours, periods of operation, or frequencies subject to ridership meeting and exceeding the following targets on a consistent and sustained basis:</p> <p><u>Commuter Service:</u> (as measured by boardings per service hour)</p> <table border="0"> <tr> <td>Peak Periods</td> <td>Non-peak Periods</td> <td>Overall</td> </tr> <tr> <td>30</td> <td>20</td> <td>25</td> </tr> </table> <p><u>Local Service:</u></p> <table border="0"> <tr> <td>Peak Periods</td> <td>Non-peak Periods</td> <td>Overall</td> </tr> <tr> <td>15</td> <td>10</td> <td>12</td> </tr> </table> <p>Any route, segment of route, or component of operation, will be identified as a candidate for service reduction if the following minimum ridership thresholds are not achieved:</p> <p><u>Commuter Service:</u></p> <table border="0"> <tr> <td>Peak Periods</td> <td>Non-peak Periods</td> <td>Overall</td> </tr> <tr> <td>20</td> <td>10</td> <td>15</td> </tr> </table> <p><u>Local Service:</u></p> <table border="0"> <tr> <td>Peak Periods</td> <td>Non-peak Periods</td> <td>Overall</td> </tr> <tr> <td>10</td> <td>5</td> <td>8</td> </tr> </table>	Peak Periods	Non-peak Periods	Overall	30	20	25	Peak Periods	Non-peak Periods	Overall	15	10	12	Peak Periods	Non-peak Periods	Overall	20	10	15	Peak Periods	Non-peak Periods	Overall	10	5	8
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### Schedule and Design Standards

1. Maximum Trip Time	<p><u>Commuter Service:</u> St. Albert Transit will strive to limit travel times to 45 minutes or less in both peak and non-peak periods.</p> <p><u>Local Service:</u> - 20 minutes or less during Weekday Peak Periods for 80% of riders.</p>
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	- 30 minutes or less at all other times for 80% of riders
2. Vehicle Loading	<p>Maximum of 120% seated capacity on local and commuter trips.</p> <p>Any trip exceeding this standard on a consistent and sustained basis will be considered as a candidate for service addition in terms of additional frequency or the addition of an “overload” bus to augment capacity.</p>
3. Staging of Service in Developing Areas	<p><u>Peak Period</u> Transit Service will be considered for introduction into new neighbourhoods when:</p> <ul style="list-style-type: none"> <li>• Medium to High Density Residential (including seniors’ residences) - the population of the neighbourhood reaches 300 residents.</li> <li>• Low Density Residential - the population of the neighbourhood reaches 500 residents.</li> <li>• Employment areas – reaches 300 employees.</li> </ul> <p><u>Full Period</u> Transit service will be considered for introduction into new neighbourhoods if (a) minimum peak period ridership threshold is achieved, and (b) when:</p> <ul style="list-style-type: none"> <li>• Medium to High Density Residential (including seniors’ residences) - the population of the neighbourhood reaches 1200 residents.</li> <li>• Low Density Residential - the population of the neighbourhood reaches 1500 residents.</li> <li>• Employment areas – reaches 1200 employees.</li> </ul> <p>Introduction of service is contingent upon availability of suitable road network, fleet vehicles, and appropriate operational funding.</p>

### Route Design Standards

1. Transfer Limitation	Service will be designed to minimize transfers between buses and to minimize wait time between transfers.
2. Bus Stop Requirements	Transit zones (bus stops) will be Accessible, installed in a safe location with suitable access, lighting, and sightlines, and spaced to conform with Core Service Standards for coverage.
3. New or Extended Services	Trial period = minimum of 24 months. During the 24 months, service will be monitored and the performance

	reviewed based on specific ridership demand criteria identified in Core Service Standards.
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### Service Delivery Standards

1. Service Reliability	<p>All scheduled buses will go into service, at all times, on time.</p> <p>No bus shall leave earlier than its designated departure.</p> <p>A bus is considered on time if no more than 3 minutes late arriving at any timing point, and no more than 1 minute early, as per their designated schedules.</p> <p>St. Albert Transit will strive to achieve 90% on time performance reliability system-wide.</p>
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### Passenger Amenity and Safety Standards

1. Bus Stop Shelters	St. Albert Transit shall strive to provide Accessible passenger shelters at all transit exchanges, all major transfer locations, high usage transit zones, and at locations open to the elements.
2. Accident Rate per million kms	System-wide service will strive to target an accident rate of no more than 15.5 vehicle accidents per one million kilometers.
3. Vehicle and Maintenance Considerations	All buses purchased by St. Albert Transit will be fully accessible and will be purchased and maintained such that their aesthetic appeal will encourage public use. Also, consideration will be given to providing the size of vehicle appropriate for the level of demand, subject to operational efficiencies.

### Fare Strategy Principles

1.	All persons traveling on St. Albert Transit shall pay a fare reflective of the product offered.
2.	Total transit revenues should recover in the range of 40% to 50% of direct operating costs.
3.	Fare pricing changes shall be reflective of local cost drivers that are specific to the operation of St. Albert Transit. Examples include increases in fuel, maintenance, or labour costs.

4.	Fare products and pricing shall reward high usage by offering lower cost-per-ride incentives.
5.	The cost for a ride within St. Albert should be similar to that of peer agencies in Alberta.
6.	<p>The cost for a ride to/from Edmonton should reflect the longer distance (and operating cost).</p> <ol style="list-style-type: none"> <li>The cost of a cash ride to/from Edmonton should reflect the longer distance (and operating cost) and be in the order of at least twice the St. Albert local or ETS fare.</li> <li>The cost of a monthly adult pass for travel to/from Edmonton should reflect the longer distance (and operating cost) and be in the order 50% higher than a local pass and/or in the order of 25% higher than ETS.</li> </ol>
7.	It is accepted that price increases can result in a level of fare elasticity. This principle is a reference to potential ridership decline, and subsequent reductions in sales and revenues, that can result from price increases.
8.	St. Albert Transit will maintain a program (“All Aboard”) that provides commuter transit passes at significantly reduced price to members of the community who fall within the lower income definition as established by The City of St. Albert Department of Community and Social Development and in recognition of the Low Income Cut Off (LICO) as established by the Canada Revenue Agency.
9.	<p>Fare product pricing shall be a reflection of the price of the Adult Commuter Monthly Pass, and all fare products will be priced as a direct proportion to the Adult Commuter Monthly Pass, as follows:</p> <ol style="list-style-type: none"> <li>One-way Adult commuter cash fare – 5% of cost of Adult Commuter Pass.</li> <li>One-way Senior &amp; Youth commuter cash fare (ages 6 to 17 and 65+) – 4%.</li> <li>Commuter ticket booklet of 10 – 35%.</li> <li>Student (valid school ID) commuter monthly pass – 90%.</li> <li>Seniors’ (age 65+) commuter monthly pass – 55%.</li> <li>“All Aboard” Program commuter monthly pass – 35%.</li> <li>Local cash fare (all users) – 3% of adult commuter pass.</li> <li>Local ticket booklet of 10 (all users) – 20%.</li> <li>Local monthly pass (all users) – 66%.</li> <li>Seniors’ (age 65+) local monthly pass – 35%.</li> <li>Children under 6 years of age (local and commuter) – Free.</li> </ol>
10.	Council of the City of St. Albert will establish transit fares on an annual basis considering and balancing the adopted principles.

## Cross References

City of St. Albert Transit Long Term Department Plan 2013 - 2027

DATE REVIEWED	NEXT REVIEW DATE	REVISIONS
February 2017 – Public Works and Transit	2021 – Public Works and Transit	February 27, 2017 – AR-16-454 January 21, 2019 – AR-19-003