



City of St. Albert
CITY COUNCIL POLICY

Transit Services

AUTHORITY	APPROVED	Res. No.	mm dd	REVISED	Res. No.	mm dd
City Council		C95-2006	02 13			

PURPOSE

The St. Albert Transit Long Term Department Plan shall guide the planning and delivery of transit services.

POLICY

Overarching Principle

It is the policy of the City of St. Albert to promote and encourage the use of St. Albert Transit.

Service Principles

Transit services in St. Albert will be designed to provide optimal, affordable service for its customers, with consideration of geographical coverage, minimum transfers and minimum waiting times between transfers, minimum travel times, ease of customers' understanding, minimum duplication of services and minimum vehicle requirements so as to allow for travel within St. Albert and to key destinations in Edmonton (Downtown, U of A, NAIT, MacEwan).

Core Service Standards

"Core Service" shall mean the minimum of service that is provided by policy throughout the community, taking into consideration factors other than ridership or economics. This core service is the "universal" service that provides access and mobility to the residents of the community. Core service is expressed in terms of coverage, hours of service, frequency of service, and additional demand-driven service.

1. Coverage	<ul style="list-style-type: none"> - 400 m to 90% of all residences - 250 m to medium and high density residential developments and institutional land uses - 150 m to major seniors' residences and activity centres
2. Hours	<p><u>Weekdays</u></p> <p>Arrive Downtown Edmonton 6:30 am Depart Downtown 12:15 am</p> <p>Arrive U of A 6:45 am Depart U of A 10:15 pm</p>



	<p><u>Saturday</u> Arrive Downtown 7:45 am Depart Downtown 12:15 am</p> <p><u>Sunday</u> Arrive Downtown 11:15 am Depart Downtown 6:15 pm</p> <p>Local service will support these commuter trips.</p>
3. Frequency	<p><u>Local Service:</u></p> <ul style="list-style-type: none"> - 30 minute frequency during Weekday Peak Periods - 60 minute frequency during all other Weekday Periods and Weekends <p><u>Downtown Edmonton Service:</u></p> <ul style="list-style-type: none"> - 30 minute frequency during Weekday Peak Periods - 60 minute frequency during all other Weekday Periods and Weekends <p><u>U of A, NAIT, MacEwan Service:</u></p> <ul style="list-style-type: none"> - 30 minute frequency during Weekday Peak Periods - 60 minute frequency during all other Weekday Periods during regular services hours
4. Demand-Drive Services	Additional coverage, service hours, or service frequencies to the standards mentioned above will be provided subject to meeting and sustaining the minimum required performance target of 10 rides/Service Hour.

Schedule Design Standards

1. Service Hours	Demand Drive Services – Additional service earlier or later than the core times will be provided subject to meeting the required performance target of 10 rides/Service Hour.
2. Service Frequency	Demand Drive Service – Additional more frequent service will be provided beyond the core frequency subject to meeting and sustaining the required performance target of 10 rides/Service Hour.
3. Maximum Trip Time	<p><u>Service to Edmonton:</u> Limited stop and express services will be used but trip times are subject to traffic conditions.</p> <p><u>Local Feeder Routes (from VTS to destination in St. Albert):</u></p> <ul style="list-style-type: none"> - 20 minutes during Weekday Peak Periods - 30 minutes at all other time for 80% of riders
4. Vehicle Loading	<p>Maximum of 100% seated capacity for trips longer than 25 minutes</p> <p>Maximum of 115% seated capacity for trips less than 25 minutes</p> <p>Maximum of 150% seated capacity for local trips</p>



5. Staging of Service in Developing Areas	Peak period service introduced 2 years after the new subdivision is opened or when it is 30% complete. Full day service when 60% complete. Complete service when the area is 75% complete.
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Route Design Standards

1. Service Coverage	<ul style="list-style-type: none"> - Core service - 600 m from industrial land
2. Transfer Limitation	Service designed to minimize transfers between buses and to minimize wait time between transfers.
3. Bus Stop Requirements	Transit Zones (Stops) will be accessible for customers in wheelchairs or other mobility devices, installed in a safe location, and spaced to conform with the walking distance service standard.
4. New or Extended Services	Trial period = minimum of 12 months. During the 12 months, service will be monitored and the performance reviewed based on specific ridership criteria (10 rides/Service Hour).

Service Delivery Standards

1. Service Reliability	All scheduled buses will go into service at all times "on time". No bus shall leave earlier than its designated departure. At least 90% of the buses system-wide shall be "on time" if they are no more than 3 minutes late (all trips) and 1 minute early (on pick up trips only) of their designated schedules.
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Passenger Amenity and Safety Standards

1. Shelter Warrants	Transit passenger shelters will be provided at all transit exchanges, all major transfer locations, high usage transit zones, and at locations open to the elements.
2. Accident Rate per Million KM	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 new 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.



Definitions of Economic and Productivity Performance Measurement

1. "Revenue to Direct Operating Cost Ratio" shall mean the national (CUTA) measure that describes the revenue recovery rate of the system. It monitors the ability to strike a balance between keeping the transit service affordable and having users cover a fair portion of the direct operating cost.
2. "Revenue to Total (capital and operating) Cost Ratio" shall mean the same as above but also includes all capital costs. Thus, all costs to the community are considered.
3. "Rides per Capita" shall mean measuring community support for transit and monitors the number of individuals directly benefiting from the service. It is a benchmark to compare St. Albert Transit to other transit systems.
4. "Service Hours per Capita" shall mean monitoring the amount of service provided to the community. It is a benchmark to compare St. Albert Transit to other transit systems.
5. "Customer Satisfaction" shall mean monitoring St. Albert Transit user's perception of the overall service performance. It will be measure through market research, by collecting customer's ratings of overall satisfaction with St. Albert Transit services.
6. "Cost per Kilometre" shall mean measuring cost-effectiveness. It evaluates how efficiently St. Albert Transit can provide service on a per km basis, irrespective of where the service is going or how much it is utilized.
7. "Cost per Passenger" shall mean measuring cost-effectiveness. It evaluates how efficiently St. Albert Transit can provide service on a per passenger basis, irrespective of where the service is going or how much it is utilized.
8. "Net Cost per Passenger" shall mean the same as above but also includes consideration of passenger revenue.
9. "Cost per Service Hour" shall mean measuring cost-effectiveness. It evaluates how efficiently St. Albert Transit can provide service on a per service hour basis, irrespective of where the service is going or how much it is utilized.

Fare Strategy Principles

1. All persons traveling on St. Albert Transit shall pay a fare reflective of the product offered.
2. Concession to (reductions from) regular fares will aim to be consistent and have a clear rationale and justification.
3. Total transit revenues should recover in the range of 40% to 60% of direct operating costs.
4. The cost to ride transit should acknowledge the cost of providing the service and change accordingly.



5. The cost to ride transit shall consider and reflect the general rate change in the all items consumer price index.
6. Committed riders shall be rewarded with a lower cost per ride (discount for bulk buy approach).
7. The cost for a ride within St. Albert should be similar to that of other small municipalities in Alberta.
8. The cost for a ride to/from Edmonton should reflect the longer distance (and cost).
 - a. The cost of a cash ride to/from Edmonton should reflect the longer distance (and cost) and be in the order of at least twice the St. Albert local or ETS fare.
 - b. The cost of a monthly adult pass for travel to/from Edmonton should reflect the longer distance (and cost) and be in the order 50% higher than a local pass and/or in the order of 25% higher than ETS.
9. It is accepted that there is a negative elasticity to fare increases.
10. Council of the City of St. Albert will establish transit fares on an annual basis considering and balancing the adopted principles.

Capital Funding

Capital funding for transit services shall be addressed through the Ten-Year Capital Plan.

