

Policy Title: TRANSIT SERVICE STANDARDS POLICY

Policy #: F-114

Effective Date: May 7, 2024

Date adopted by Council: May 7, 2024



POLICY

Council is committed to fostering a public transit service that is safe, accessible, efficient, convenient, and reliable way to move around Jasper. The goals of Jasper's public transit service are to support resident and visitor mobility, increase community connectedness, reduce congestion and advance environmental sustainability while maintaining foundational commitments fiscal responsibility and transparency.

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

PURPOSE

This policy is intended to provide a clear and consistent decision-making framework for how the municipality's transit service is planned and delivered.

SCOPE

This policy applies to all public transit services delivered by the Municipality of Jasper.

STANDARDS

Transit Service Standards bring clarity and consistency to the process of how service is planned and delivered. The standards are structured around the following considerations:

- **Warrants** to guide the introduction or extensions of service, expansion of service hours, route deviations and discontinuance of service;
- **Quality & Performance** to guide the adjustment of service levels on routes to ensure safe, reliable and comfortable service; and
- **Productivity** to guide the assessment of routes and overall system performance.
- **Transparency** to set and standardize expectations related to public communications and reporting.

1. Service Warrants

The Municipality will, assess the following factors when considering potential new services or when evaluating existing services:

- Quantifiable traveller demand
- Quantifiable congestion
- Availability of transportation alternatives.
- External funding support

In addition to the service warrant factors above, Council specifically establishes that:

- Prior establishing new routes outside the townsite at the request of a third party the municipality shall require a two-year external funding commitment equal to 90% of the forecasted operating cost of the route, including fleet lease costs.
- Any new routes shall be reviewed using service warrants prior their third operational year.

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- After the third year of operation of a route outside the townsite requested by a third party, the municipality shall require a capital contribution from the third party toward the fleet required to continue the route.

2. Service Quality & Performance

The Municipality will, establish Quality & Performance expectations to guide the delivery of service. These standards and characteristics shall include:

- Service Performance standards
- Fleet Accessibility standards
- Route Design standards
- Stop Design standards

In addition to the service quality expectations above, Council specifically establishes that:

- The On-Time Performance target for all regular fixed route services shall be 85%
- The Reliability Target for all regular fixed route services shall be 98%
- Delivery of student service routes shall align with the operational policies of Grande Yellowhead School Division.

3. Service Productivity

The Municipality will, measure the performance of individual routes and the overall system considering the following factors:

- Passenger boardings
- Revenue & Subsidy Levels

4. Transparency

The Municipality will, support transparent and effective communication with stakeholders about the operation and performance of the transit system through:

- Quarterly and Annual Reporting
- Regular Ridership surveys
- A dedicated and on-going customer feedback system
- A system capable of providing live vehicle location information

In addition to the transparency expectations above, Council specifically establishes that:

- Administration shall maintain a communications plan to provide real time information related to service disruptions.

DEFINITIONS

“On-Time Performance” means service provided within 0-5 minutes (never early) of the scheduled time, measured as a percentage of on-time trips delivered over total trips scheduled using GPS data.

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“Reliability Target” mean the actual number of vehicle hours available for customer transport vs. the planned vehicle hours available.

“Subsidy Level” mean the difference between total expenses and total revenue (including both revenue from passenger fares and partner contributions).

RESPONSIBILITY

Council:

Review and approve any revisions to this policy.

CAO:

Review and approve any administrative procedures related to this policy.

Directors and Managers:

Carry out the policy based on established procedures.