
SASKATOON TRANSIT SERVICE STANDARDS

REFERENCE:**ADOPTED BY:****SUPERSEDES: New****PREPARED BY: Saskatoon Transit, Planning and
Development****DATE:** August 13, 2020
Update: May 14, 2021**TITLE: Saskatoon Transit Service Standards**

Policy Statement: The City of Saskatoon establishes Transit Service Standards as a guide for the design and level of transit services provided. The standards defined by this document are minimum thresholds.

Purpose: To set service standards that will establish and maintain a transit service that recognizes customer needs, equity and ensures the effective use of available resources.

The policy:

- Determines type of service, where/how it is delivered and at what level.
- Measures and establishes minimum levels of service performance.
- Outlines service characteristics.
- Acts as a guideline for the implementation of new service, including walking distances to transit stops and time periods of operation.

TRANSIT SERVICE STANDARDS AND PLANNING GUIDELINES**Hours of Service:****Fixed Route Transit**

- Weekday Peaks: 0700 – 1000 hours & 1500 - 1800 hours
- Weekday Midday: 0900 – 1500 hours
- Weekday Night – 1800 hours to end of service.

- Saturday Morning – start of service (may vary by route) - 1100 hours
- Saturday Midday – 1100 hours to 1800 hours
- Saturday Night – 1800 hours to end of service.

- Sunday and Statutory Holidays – (may vary by route) 0800 hours to end of service.

Access Transit

- Weekday Service
- Saturday Service
- Sunday & Statutory Holiday Service

Different types of Transit Service

Service Type	Service Characteristics
Frequent	15 minute or less frequency during peak hours
Basic	30 to 60 minute frequency on weekdays; may or may not operate throughout the entire day or 7 days per week
Peak Only	Service offered only in peak periods and only on weekdays
Special	Special services that perform unique purposes i.e. Wanuskewin - downtown
Extras	Added to regular service on specific routes during AM and PM peak based on passenger loads to provide higher frequency for limited hours.
On Demand Transit (ODT)	Dynamic scheduled trips from bus stop to bus stop during designated hours and within a designated service area. ODT compliments and supports fixed routes and the overall network.

Types of Transit Routes:

1. *BRT lines (Red, blue, green)*
2. *Main lines*
3. *Cross Town routes*
4. *Suburban connector*
5. *On Demand transit service*
6. *Neighbourhood community service (future)*
7. *Community Bus Routes*

Community Bus Routes are designated routes designed to meet seasonal and/or community needs. They operate when required. Minimum frequency is 60 minutes and may vary as needed. These routes require ongoing evaluation to determine their feasibility, i.e. Folkfest, Exhibition Week, etc..

Walking Distances

Residential Areas

Maximum 1,000 metres in all time periods; this provides the ability to work within the neighbourhood built form.

Maintain 450 metre maximum walking distance, where feasible and where warranted by development levels and demand for service.

Employment Areas

Maximum 1,000 metre walking distance during peak periods, where feasible.

High Frequency Corridor (HFC)

Maximum 600 metre walking distance along HFCs (I.e: 8th Street, 22nd Street, Attridge Dr., Preston Ave. & College Dr.)

Frequency of Service

Time of Day (Residential)	Frequency	
	Minimum	Maximum
Weekday am Peaks	30 minutes	15 minutes
Weekday Midday		
Weekday pm Peaks		
Weekday Night	60 minutes	30 minutes
Saturday morning	60 minutes	30 minutes
Saturday midday	30 minutes	15 minutes
Saturday night	60 minutes	30 minutes
Sunday and Statutory Holidays	60 minutes	30 minutes

Time of Day (Employment Area)	Frequency	
	Minimum	Maximum
Weekday	60 minutes	30 minutes
Weekday am Peaks	30 minutes	15 minutes
Weekday Midday	30 minutes	30 minutes
Weekday pm Peaks	30 minutes	15 minutes
Weekday Night	60 minutes	30 minutes
Time of Day (High Frequency Corridors)	Frequency	
	Minimum	Maximum
Weekday	15 minutes	10 minutes or less
Weekday am Peaks	15 minutes	10 minutes or less
Weekday Midday	15 minutes	10 minutes
Weekday pm Peaks	15 minutes	10 minutes or less
Weekday Night	30 minutes	30 minutes
Community Bus route	60 minutes max	

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 2 passengers or less (future trigger for demand response service: flex or fixed route with limited stops)

Industrial Routes

- Weekday peak periods – 20 boardings per hour.
- All other time periods – 2 boardings per hour (future trigger for demand response service: flex or fixed route with limited stops).

Community Bus Routes

- All time periods – 10 boardings per hour.

Express, School, Extras and Customized Trips

- All time periods – 80% of seated capacity.

High Ridership Thresholds

All Routes – Peak Periods

- Average boardings per hour of more than 60.
- Individual trips greater than 55 at the peak.
- More than 50 passengers at the peak on consecutive trips.

All Routes – Off-peak Periods

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

On-Time Performance

- Departures from key timing points from 0 to 3 minutes after the scheduled departure time on 85% 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.

Introducing Service to New Development Areas & Expanding in Existing Neighbourhoods

Three Tier Transit Service Model

Transit will be introduced to a new neighbourhood once the built form is transit supportive (i.e. the bus can travel on a street network, allowing it to get in and out of the neighbourhood). **A neighbourhood with an incomplete road network will not be considered for transit service and Saskatoon Transit will not create a budget recommendation for that neighbourhood.**

Tier 1 service can transition to Tier 2 and Tier 3 service based on population threshold numbers, ridership demand calculated by the number of boardings per hour in a neighbourhood, i.e. if Transit is constantly seeing full buses in a neighbourhood during peak hours. Service introduction, or movement from one tier to another, will require the recommended budget submission be approved by Council. The intent of the additional service is to ensure neighbourhoods are connected and customers can access the main transit network. Connectivity between and inside neighbourhoods allows transit to meet ridership goals and move towards a more sustainable future by increasing the modal split of those who use transit while supporting the Growth Plan to 500,000.

Tier 1 Service can be one of two possible options which will be introduced once the neighbourhood is populated to at least 25%. If warranted, a service may move from ODT to regular fixed route service or from regular fixed route service to ODT depending on demand.

- Tier 1 ODT Service: Introductory service to review service viability.
 - Monday to Friday: up to 0600 – 1800
 - Service Hours breakdown = up to 12 Hours x 5 days x 52 weeks
 - Total Service hours required for Tier 1 service = up to 3,120 hours

- Tier 1 Regular Fixed Route Service: Introductory service to review service viability:
 - Monday to Friday: 0700 to 1000 and 1500 to 1800 hours (AM and PM Peak service only)
 - Service Hours breakdown = 6 Hours x 5 days x 52 weeks
 - Total Service hours required for Tier 1 service = 1,560 hours

Tier 2 Service: To be introduced if there is growth in transit ridership and demand warrants it. **Tier 2 service will be introduced once the neighbourhood is at approximately 50% population density.**

- Monday to Friday: 0700 to 1900 hours (Non-stop AM to PM service)
- Service Hours breakdown = 12 Hours x 5 days x 52 weeks
- Total Service hours required for Tier 2 service = 3,120 hours

Tier 3 Service: Full service is introduced once a neighbourhood is 90% + developed and high ridership thresholds are being met. If ridership is not increasing, Tier 3 service may be delayed until build-out reaches 100%.

- Service starts at 0600 and ends at 0100 hours the next day from Monday to Sunday.
- Weekday Service Hours = 19 hours x 5 days x 52 weeks = 4,940 hours
- Saturday Service Hours = 19 hours x 1 day x 52 weeks = 988 hours
- Sunday Service Hours = 13 hours x 1 day x 52 weeks = 676 hours (0800 to 2100 hours)
- Total Service hours required for Tier 3 service = 6,604 hours

Implementation Periods & Service Monitoring

- New service implementations shall be monitored throughout the implementation period and should achieve stage performance thresholds as follows:
- New services shall be maintained for a minimum of 1 year.
- 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.

Through the “three tier” process of introducing new levels of transit service, Saskatoon Transit maintains the ability to reduce service in neighbourhoods when appropriate and/or required. 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.