

Saskatoon Transit Service Standards Approval

ISSUE

This report is formally seeking City Council approval of the proposed Service Standards presented in the Saskatoon Transit Proposed Service Standards information report on June 7, 2021 to the Standing Policy Committee on Transportation. Since 2015, Saskatoon Transit has been working toward the development and refining of such standards. These Service Standards have helped guide Saskatoon Transit develop the 2022-2023 budget submission.

RECOMMENDATION

That the Standing Policy Committee on Transportation recommend to City Council:
That the Saskatoon Transit Service Standards be approved as appended to this report.

BACKGROUND

The proposed Saskatoon Transit Service Standards is a comprehensive document containing all Saskatoon Transit levels of service and supports providing appropriate and timely service as per the City's revised Official Community Plan (OCP). The proposed Service Standards are influenced by population growth, neighbourhood development and transit ridership statistics.

Prior to 2015, Saskatoon Transit did not have set Service Standards that could be used to establish a framework for operational service standards, for introducing new service, or to frame budget recommendations.

With these proposed Service Standards, Saskatoon Transit would have a service standard framework that aligns with the OCP and Strategic Plan. The proposed Service Standards also provides a consistent and effective approach for continuous improvement and a framework for introduction and modifications of services in a timely and equitable manner.

In addition, the proposed Service Standards will guide the level of service for indicative budget development and will be used to develop new and/or expanded service requests that will be brought forward for City Council consideration as part of the budget process.

DISCUSSION/ANALYSIS

Saskatoon Transit has been refining and using variations of the proposed Service Standards as a guiding framework since 2015. The proposed Service Standards provide Saskatoon Transit the ability to effectively analyze service levels, identify new service hour packages and present recommendations for those packages, including service for new and developing neighbourhoods. The proposed Service Standards contain all levels of transit service including On Demand Transit (ODT) and support

Saskatoon Transit in fulfilling the requirements for transit in the revised OCP, including where, how, and to what level service is delivered.

This final proposed Service Standards document was developed in consultation with transit agencies in Edmonton, Calgary, Regina and Winnipeg, the Planning and Development Department and is based on transit industry best practise.

In response to feedback and comments from the June 7, 2021 presentation of the proposed Service Standards to the Standing Policy Committee on Transportation, Saskatoon Transit met with the Bus Riders of Saskatoon (BRS). Members of BRS reviewed the document and provided Saskatoon Transit with the following feedback:

- Be consistent with definitions;
- Keep the document in two parts: 1) Service Standards, and 2) Transit Terminology; and
- Provide a complete list of “transit terminology” and “transit concepts”.

These changes have been incorporated into the appended proposed Service Standards for approval. Based on other feedback received, no further substantive changes have been made to the proposed Service Standards presented at the June 7, 2021 Standing Policy Committee on Transportation.

If the proposed Service Standards are approved, as part of implementation and operations, Saskatoon Transit will continue to seek feedback from BRS and transit riders for consideration in future revisions to the Service Standards.

FINANCIAL

Budget implications for the Saskatoon Transit Service Standards will be brought forward in each budget cycle for City Council review and consideration. The Saskatoon Transit proposed 2022-2023 indicative budget request and budget options package for new service has been developed in accordance with the proposed Service Standards.

OTHER IMPLICATIONS

There is no privacy, legal, social, or environmental implications identified.

NEXT STEPS

If approved by City Council, the Service Standards will guide Saskatoon Transit levels of service, requests for new service hour packages, including expansion of services to new and developing neighbourhoods, and budget implications for each budget cycle. The approved Service Standards will also be posted on the Saskatoon Transit website.

APPENDICES

1. Saskatoon Transit Service Standards
2. Working Definition of Transit Terms

Saskatoon Transit Service Standards Approval

Report Approval

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Reviewed by: James McDonald, Director of Saskatoon Transit

Approved by: Terry Schmidt, General Manager, Transportation and Construction

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