



FREDERICTON TRANSIT SERVICE STANDARDS

Statement:

Fredericton Transit establishes Transit Service Standards as a guide for the level of transit service to be provided for the City of Fredericton. The standards are thresholds and are meant as a guideline to bring forward service changes or concepts for discussion and consideration by Council. Fredericton Transit will strive to do the following:

- provide fixed route transit services to at least 80 percent of residents within the parameters outlined with these service standards
- provide services that are accessible to all people, regardless of background or ability
- provide a safe and reliable transit service

These standards are being brought forward for consideration as per the recommendation of the Fredericton Transit Strategic Plan and is a 2023 CAO goal. The service evaluation process using these service standards will also be guided by the Council approved service plans outlined in *Imagine Fredericton: The Municipal Plan* and *Fredericton on the Move: Fredericton Transit Strategic Plan*.

HOURS OF SERVICE

Weekday Peak: 6:30am to 9:30am & 3:30pm to 6:30pm

Weekday Midday: 9:30am to 3:30pm

Weekday Night: 6:30pm to end of service

Saturday Morning: start of service to 11:00am

Saturday Midday: 11:00am to 6:00pm

Saturday Night: 6:00pm to end of service

Sunday & Holidays: Any service provided or to be provided would be no greater than Saturday Hours of Service

TYPES OF TRANSIT SERVICE

Basic	60 minute frequency
Peak	30 minute frequency
Frequent	15 minute or better frequency during peak hours
Extras	Added to the regular service on specific routes during peak service hours based on passenger loads to support passenger levels are supported for limited periods of time
On Demand Transit	An alternate service operated from bus stop to bus stop that requires dynamic scheduling and is dependent on passenger request. This type of service is used when introducing new service or when current service levels are below the minimum threshold.

TRANSIT SERVICE AREA

Fixed Route Bus Stops:	Maintain 400 metre maximum walking distance where feasible and where warranted by current development levels and demand for service
Residential Areas:	Maximum 1,000 metres to neighbourhoods that have a minimum of 1,500 residents per square kilometre or for neighbourhoods in process of densification or new development areas
Non-residential Areas:	Maximum 1,000 metre walking distance where feasible

FREQUENCY OF SERVICE

Time of Day	Minimum	Maximum
Weekday Peak AM	30 minutes	15 minutes
Weekday Midday	60 minutes	30 minutes
Weekday Peak PM	30 minutes	15 minutes
Weekday Night	60 minutes	60 minutes
Saturday Morning	60 minutes	30 minutes
Saturday Midday	60 minutes	30 minutes
Saturday Night	60 minutes	60 minutes

ROUTE PERFORMANCE

Minimum Ridership Threshold

Time of Day	Passenger Boardings Per Hour
Weekday Peak AM	20
Weekday Midday	15
Weekday Peak PM	20
Weekday Night	10
Saturday Morning	10
Saturday Midday	10
Saturday Night	10
First Trip/Last Trip of Service Day	2

High Ridership Threshold

Time of Day	Passenger Boardings Per Hour
Weekday Peak AM	55
Weekday Midday	45
Weekday Peak PM	55
Weekday Night	45
Saturday Morning	45
Saturday Midday	45
Saturday Night	45

ON-TIME PERFORMANCE

- Buses will not leave a timing point early
- Departures from timing points will range from 0 minutes to 3 minutes after the scheduled departure time on 80% of trips

INTRODUCTION OF NEW SERVICE

Growth areas

Transit will be introduced to a new development once the built form is transit supportive and meets the following criteria:

- Initial evaluation of current fixed route service to determine if further than 1,000 meters
- The bus can travel on a continuous street network that allows the bus to travel through the neighbourhood safely

- The road network is complete and infrastructure supports transit service to include curbs, sidewalks, paths and designated bus stops
- Population density is designed and expected to be a minimum of 1,500 residents per square kilometre with at least 50% occupancy
- New service, using fixed route bus stop criteria, would be introduced and maintained for a minimum of one year
- Data to be provided to support decision making
- All new service introduction has been submitted and approved by Council

Existing Service Areas

Transit will expand, realign or reduce service levels when it meets the following criteria:

- The service has dropped below or rose above route performance thresholds on a consistent basis
- Data to be provided to support decision making
- All changes to service has been submitted and approved by Council

ROUTE DESIGN

Routes should be designed or redesigned to:

- Provide routing that is easily accessible by pedestrians
- Align routes close to high density growth areas, major activity centres such as commercial centres, education centres, medical facilities and senior housing whenever possible and supported by the road network
- Designed for maximum efficiency and reduce duplication
- Promoting growth nodes