



# **What We Did & Heard Highlights:** Refining the Bus Network Plan **April–June 2018**

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**SHAPE** OUR CITY



**ETS**

October 2018

# Overview April - June 2018

When Edmontonians rely on public transit to go to work, school or play, they want to get there quickly and efficiently. The new bus network will help them do just that with routes that are more frequent and direct. Before the new network is finalized, the public has opportunities to provide feedback.

## Public Touchpoints



<b>PHASE 1</b>	<b>PHASE 2</b>	<b>PHASE 3</b>	<b>PHASE 4</b>
<b>REFINE</b>	<b>ADVISE</b>	<b>TBD</b>	<b>LEARN</b>
Public feedback to refine new bus network	Public feedback to advise on final new bus network	Public feedback on preparations for new bus network	Public education to support roll out of the new network
<b>APR 2018 – JUN 2018</b>	<b>OCT 2018 – DEC 2018</b>	<b>2019</b>	<b>2020</b>

## What We Did

From April until June 2018, the New Bus Routes team visited every corner of the city to work with the public in refining the proposed new bus network. Citizens and Edmonton Transit (ETS) staff told us what they liked and what they would change. Public comments were gathered at community workshops, meetings with stakeholder groups, a comprehensive online survey, email inquiries, social media questions and 311 phone calls.

# By The Numbers

- + **5** targeted group workshops
- + **10** coffee chat meetings with stakeholder partners
- + **24** public workshops
- + **600** ETS staff provided feedback
- + **2,300+** people attended public engagement events
- + **4,200+** public surveys completed
- + **14,300** hours public provided feedback



Our team spent the summer carefully reviewing the detailed comments from thousands of people and used them to directly guide changes to the proposed bus network. For example, planners realigned routes to go to the most popular destinations across the city and they also reduced walking distances where appropriate. Thanks to the help of Edmontonians, the revisions will better reflect their needs, while also providing transit service that is efficient and meets the principles of Edmonton's Transit Strategy.

## What Happens Next

In the fall 2018, we will ask Edmontonians to tell us what they think of the final changes we are making to the proposed bus network. This input will be used to gauge if the public's main concerns were addressed. It will also be provided to City Council to help them make an informed decision on the final bus network plan in early 2019.

Visit [edmonton.ca/newbusroutes](http://edmonton.ca/newbusroutes) to see the complete What We Heard Report and for more information.

# What We Heard

We've carefully recorded and analyzed the responses from the public and these were the top three themes that emerged:

## WHAT PEOPLE LIKE:

*"New routes run later, more frequent and much better. More options."*

– survey comment

- + **Frequency:** They appreciate the increased service frequency, including more evening and weekend service.
- + **Direct routes:** Majority agree there is more direct service to major destinations across the city.
- + **Route types:** They are positive about the new frequent routes and crosstown routes. They have mixed opinions about local neighbourhood routes and rapid routes to/from the suburbs.

## WHAT PEOPLE WOULD CHANGE:

*"Longer walking times and distance to get to a bus stop, especially in the winter."*

– survey comment

- + **Walking distances:** In order to deliver a more efficient transit service, some Edmontonians will need to walk a little bit further. However, this is a concern in bad weather, at night and for people with mobility issues. In response, our team is looking at options in areas where walking distance notably increased.
- + **Loss of service:** In areas where the demand for transit service is low, buses have been reassigned to communities where the demand is higher. In response, our team is reviewing possible options for the communities that don't meet the standards for receiving regularly scheduled transit service.
- + **Transfers:** People understand that increasing transfers allows for improved frequency and faster travel time. However, they're concerned about missing transfer connections or waiting during bad weather. In response, the new schedules will be designed based on ensuring reasonable wait times for connections.

