

Edmonton

2025/2026



CITY OPERATIONS

EDMONTON TRANSIT SERVICE

2025/2026 Annual Service Plan



LAND ACKNOWLEDGMENT



Edmonton Transit Service acknowledges that our City lies within the traditional land of Treaty 6 Territory. We acknowledge this land as the traditional territory of many First Nations such as the Nehiyaw (Cree), Dene, Nakota Sioux (Stoney), Anishinaabe (Saulteaux) and Niitsitapi (Blackfoot). We also acknowledge this as the Métis homeland and the home of one of the largest communities of Inuit south of the 60th parallel.

The City of Edmonton owes its strength and vibrancy to these lands and the diverse Indigenous Peoples whose ancestors' footsteps have marked this territory. Settlers from around the world continue to be welcomed here and call Edmonton home.

Together, we call upon all our collective honoured traditions and spirits to work in building a great city for today and future generations.

Heart Beat of a Nation
Brad Crowfoot

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STRATEGIC ALIGNMENT

CITY OF EDMONTON STRATEGIC ALIGNMENT

This plan outlines priority actions that align with Edmonton's City Plan and help advance the four strategic goals of ConnectEdmonton, Edmonton's Strategic Plan 2019–2028, to achieve our vision of:



HEALTHY CITY

Edmonton is a neighbourly city with community and personal wellness that embodies and promotes equity for all Edmontonians.



REGIONAL PROSPERITY

Edmonton grows prosperity for our metro region by driving innovation, competitiveness and relevance for our businesses at the local and global level.



URBAN PLACES

Edmonton neighbourhoods are more vibrant as density increases, where people and businesses thrive and where housing and mobility options are plentiful.



CLIMATE RESILIENCE

Edmonton is a city transitioning to a low-carbon future, has clean air and water and is adapting to a changing climate.

We advance these goals through the three corporate objectives described in the 2023–2026 Corporate Business Plan:

Making Transformational Impacts

We plan for opportunities that urban growth, a changing climate and prosperous region will bring.

Delivering Excellent Services

We respond to the current needs of Edmontonians and the work we do allows people to live their best lives here.

Managing the Corporation

We continuously pursue new ways of building our capabilities, knowledge, processes and procedures to provide excellent services and value for tax dollars. This important work ensures the City of Edmonton can meet the evolving needs of the people and communities we serve.

CITY OPERATIONS DEPARTMENT

As the City of Edmonton's largest department, City Operations delivers a wide range of core services to help keep Edmontonians working, moving and thriving. The department's employees span four branches – Edmonton Transit Service; Fleet and Facility Services; Parks and Roads Services; and Waste Services.

Staff are dedicated to delivering their best as they operate buses and trains; collect and process waste; manage Eco Stations; clear snow; maintain roads and bike lanes; care for parks and trees; maintain City facilities; service City vehicles, including buses, waste collection trucks, snow plows and emergency service vehicles; and much more.

On February 20, 2026, City Council voted to establish a new set of Council priorities and principles. The City Operations department is committed to aligning our work to the direction of Council.

Council Priorities and Actions

Economic Development: Support business start-ups and growth; Increase industrial and business investment; Leverage arts, culture and sports as economic and tourism drivers; Increase downtown vibrancy.

Growth Management: Increase new residential and employment in nodes and corridors; Enhance mobility networks; Focus on renewal while supporting strategic growth; Ensure fiscal resilience and design for redeveloping and developing areas.

Quality Services: Deliver services that respond to growth and public input; Innovate systems; Build and foster civic pride.

Safety: Ensure safety in public spaces; Support violence prevention and community safety; Continue action on housing options; address problem properties; ensure safety on our roadways.

Council's Guiding Principles

Fiscal Sustainability: We ensure strong governance that secures our financial position now and into the future.

Affordability: We support affordability through City programs, services, policy and infrastructure.

Relationship Driven: We foster trust and transparency to better serve Edmontonians, our partners and our staff.

Supporting a Strategic Shift to Loss Prevention

The City's Occupational Health and Safety (OHS) program undergoes an independent Certificate of Recognition (COR) Audit every three years, and recently completed its 2025 assessment. This audit, along with the newly approved *Roadmap to Loss Prevention*, highlighted key areas for improvement and set a new strategic direction for the organization. This includes cultivating a proactive safety culture where safety is a core belief; empowering business

areas to identify and address root causes of safety incidents; implementing proactive, data-driven approaches to loss prevention; developing targeted injury reduction tools, programs and processes to address risks proactively.

Leadership plays a foundational role in our safety culture while the responsibility for health, physical and psychological safety and wellness is shared by all employees.

This Annual Service Plan demonstrates our commitment to excellence as we maintain and operate City infrastructure and assets, and strive to deliver services that are accessible, inclusive and safe. We hope it will provide greater insight into the important work our teams will deliver in 2026.

MESSAGE FROM THE BRANCH MANAGER



CARRIE HOTTON-MACDONALD
BRANCH MANAGER, EDMONTON TRANSIT SERVICE

I am excited to present this year's Annual Service Plan for Edmonton Transit Service. This report highlights a few examples of projects we will be delivering in 2026 to help make our transit service even more convenient, reliable, safe, accessible and inclusive.

Our work this year will build on 2025 achievements, including the launch of our "tap to pay" option for fare payment, implementation of additional bus service hours, LRT accessibility improvements and our work with the community. I'm especially proud of the September launch of our newest bus wrap inspired by conversations with Indigenous seniors, the culmination of months of discussion and relationship-building with the Edmonton Aboriginal Seniors Centre. The bus has made appearances at events like Downtown WinterVal and the Deep Freeze Festival, and can be seen on city streets as part of our regular service.

Transit ridership reached 61.8 million completed trips in 2025, from 61.6 million in 2024. This reflects a slower period of growth and things like reduced ridership during the October teachers' strike. Throughout the year, we saw many successes across the network, including high ridership during the year of new bus Route 729, 13 per cent ridership growth on the airport Route 747, continued ridership growth on crosstown bus routes, improved reliability of On Demand Service, and strong ridership growth for Route 31 Super Express service, demonstrating the

potential of future Bus Rapid Transit service. As a result, we'll ensure we have adequate capacity on these high-demand routes in 2026 by reinvesting service hours from some routes that have not met minimum performance targets identified in our service standards. Using our service standards and performance data to inform service decisions is one of the ways we manage an efficient transit network within our budget. We will communicate these specific adjustments during our schedule changes, which take place five times per year, ensuring we give riders ample time to adjust their trip plans. You can learn more about our route performance by reviewing our Route Report Cards at edmonton.ca/TransitReports.

We have many capital projects continuing this year, including work related to service expansion for the Valley Line West and Capital Line South Extension, as well as planning and design for Bus Rapid Transit and implementation of Transit Priority Measures to help make our bus service more reliable and efficient. We are also advancing our procurement for Light Rail Vehicles to replace our U2 train cars, many of which date back to 1978, when we first launched our LRT service.

Thank you to our employees, service partners, community groups, transit riders, and City Council for making 2025 a memorable year. I look forward to engaging with you throughout 2026 and seeing you out in our buses and trains!

BRANCH OBJECTIVES

CONVENIENT



"Convenient" means offering a rider-friendly and accessible transit service with well-planned routes and schedules, flexible fare payment methods, and easy-to-navigate transit spaces, making ETS a seamless and straightforward travel choice for riders.

RELIABLE



"Reliable" means providing consistent, on-time service with minimal disruptions, ensuring predictable and dependable transportation for all riders.

SAFE



"Safe" means continuing to implement and maintain comprehensive safety protocols and security measures across all aspects of Edmonton's transit network, enabling the physical and psychological wellbeing of riders and employees.

ACCESSIBLE AND INCLUSIVE



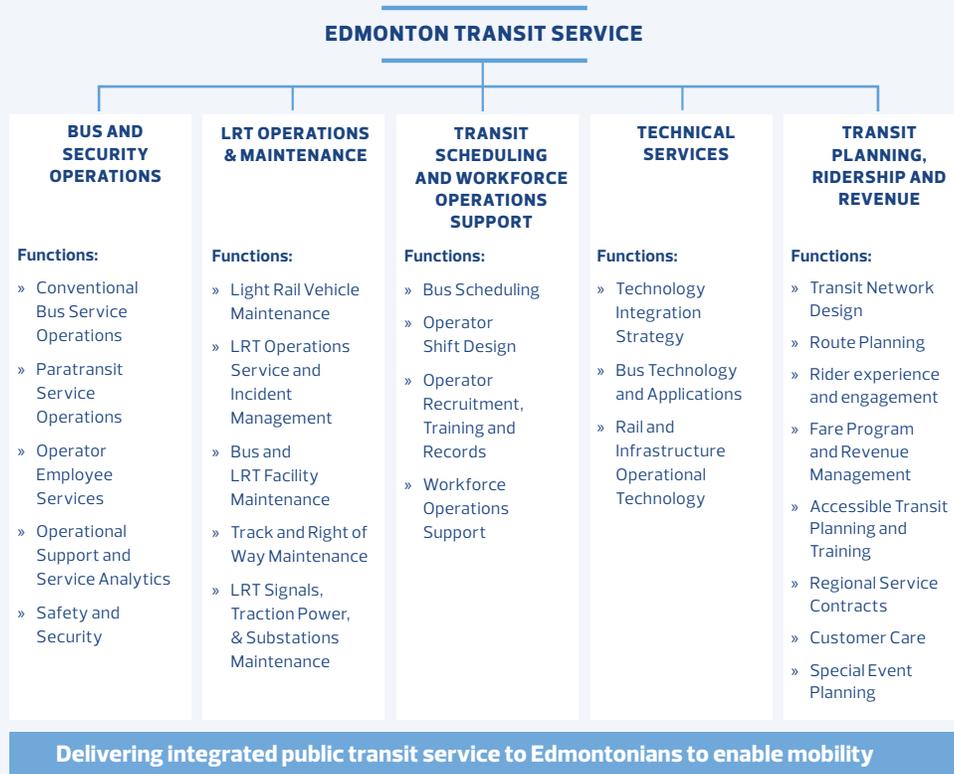
"Accessible and inclusive" means ensuring Edmonton's diverse communities have equitable and dignified access to transportation. This involves designing universally accessible services, vehicles and information while meeting the individual needs of people with disabilities through reliable paratransit and conventional transit service. It also means actively engaging the community to ensure the transit system reflects and serves the needs of all Edmontonians.





BRANCH STRUCTURE

ETS is a branch within the City Operations department and delivers two sub-services, conventional transit (bus and LRT) and paratransit.





SERVICE OVERVIEW

Service Description

A public service providing transit riders public transportation within city limits.

Subservices

1. Conventional transit (Bus, LRT and On Demand)
2. Paratransit (Dedicated Accessible Transit Service (DATS))

Service Drivers

Our level of service is driven by the following factors:

Conventional Transit

- » Service hours
- » Fleet size, fleet age and spare ratio
- » Asset condition
- » Maintenance hours
- » Parts replacement cost
- » Train length
- » Number of LRT stations and transit centres
- » Kilometres of LRT track
- » Utility and fuel price
- » Contracted service rates

Paratransit

- » Trip bookings
- » Registration volume
- » Fleet size, fleet age and spare ratio
- » Asset condition
- » Maintenance hours
- » Parts replacement cost
- » Utility and fuel price
- » Contracted service rates

Funding Model

Transit receives funding from the following sources:

- » Tax levy
- » Fare revenue
- » Non-fare revenue
- » Grant funding

BRANCH BY THE NUMBERS

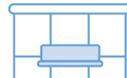


YEARS OF TRANSIT SERVICE AS OF 2025

(starting with street car service)



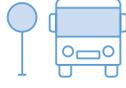
24 Transit centres



2,385 Bus shelters



29 LRT stops & stations



5,266 Bus stops in service

1,861 Transit Operator Full-Time Equivalents (FTEs)

(includes Conventional Transit, Community Service and DATS)

Bus Service



118 REGULAR BUS ROUTES

65 SCHOOL BUS ROUTES

49 Community buses

984 Total bus fleet size

880 40-foot buses

55 60-foot articulated buses

LRT Service



94 CAPITAL LINE & METRO LINE LRT TRAINS

26 VALLEY LINE SOUTHEAST LRT TRAINS



40 KM LRT TRACK LENGTH

On Demand Transit Service



55 shuttle buses

68 communities served

19 senior residences served

Dedicated Accessible Transit Service (DATS)

104



DATS vehicles

7,106

DATS registrants

HIGHLIGHTS FROM 2025

Conventional Transit Service



61.8 MILLION

TOTAL BUS AND LRT RIDERSHIP

71%



Satisfied ETS riders

46,341,777

BUS AND LRT
VEHICLE
KILOMETRES



2,229,047

BUS AND
LRT REVENUE
VEHICLE HOURS



4.8/5



Average On Demand
Transit ride rating

732,141

On Demand
Transit trips

Dedicated Accessible Transit Service (DATS)



104

DATS vehicles



91%

Satisfied DATS
riders

996,556

DATS trips

98%

DATS
accommodation
rate

398,419

DATS revenue vehicle hours

(includes City of Edmonton and contracted services)

Arc



39,934,114

ARC TRIPS

2,819,060

ACTIVE ARC CARDS



Arc cardholder that completed at least one trip in 2025

HIGHLIGHTS FROM 2025

Fare Assistance Programs

240,044

Ride Transit low income monthly fare caps reached and monthly transit passes sold



125,840

Transit tickets distributed to community organizations (through Transit Access Grant – formerly Donate A Ride)

89

Transit Access Grant partner agencies

23,913



Monthly passes distributed to Edmontonians experiencing homelessness (PATH program)

5,653

Unique participants receiving monthly passes through the PATH program

49

PATH partner agencies

Outreach, Engagement, and Activations

23

Festival and Community Partnership



60

School Open Houses

28

Post-Secondary Campus Visits

800+

stories heard through our Auricle project



26,500 kg



Food Collected during ETS Stuff a Bus

1,406

Attendance at Transit Operator Recruitment Information Sessions





RESULTS FROM 2025

OBJECTIVE: CONVENIENT

Offer a rider-friendly and accessible transit service with well-planned routes and schedules, flexible fare payment methods, and easy-to-navigate transit spaces, making ETS a seamless and straightforward travel choice for riders.

ACTIONS IMPLEMENTED

- » **Arc Tap to Pay:** A pilot program began in the summer and was launched to the public in late 2025. Tap to pay allows riders to pay fares by tapping credit cards, debit cards and digital wallets directly on fare validators, providing additional convenience to riders and removing a barrier for occasional and first-time users.
- » **Launch of “Ticket to Ride” for Commonwealth Stadium Major Events:** To reduce traffic and encourage transit use, event tickets for Commonwealth Stadium now include a valid transit fare. This allows attendees to use their event ticket on all ETS services for a set window before and after games and concerts.
- » **Updated ETS Trip Planner:** In June 2025, a new City-owned trip planner was launched, replacing the previous third-party tool. This new system links directly to ETS data to provide real-time bus tracking, scheduling information and service alerts, providing riders with more accurate and timely updates.

PERFORMANCE MEASURE	TARGET	RESULTS
Rider Satisfaction with Arc	≥ 80%	71%  POSITIVE
Rider Satisfaction with Availability to Find Information to complete trip	≥ 80%	73%  NEGATIVE
Rider Satisfaction with Number of Transfers Required to Reach Final Destination	≥ 80%	66%  NEGATIVE

OBJECTIVE: RELIABLE

Provide consistent, on-time service with minimal disruptions, ensuring predictable and dependable transportation for all riders.

ACTIONS IMPLEMENTED

- » **Transit Priority Measures:** Transit priority measures on transit corridors help ETS buses move more reliably and efficiently across the network. This project includes planning, design and implementation of measures along seven major corridors, including Jasper Avenue and 97 Street. These measures include bus priority traffic lights, queue jumps, dedicated transit lane, signal timing changes, on-street parking restrictions and general intersection upgrades.
- » **Light Rail Train (LRT) Replacement:** Hyundai Rotem Company has been selected to build and deliver the next generation of LRVs to replace ETS' Siemens-Duewag U2 LRT cars. The vendor was selected through a competitive procurement process in 2025. These vehicles will improve fleet reliability and enhance rider experience.
- » **New Bus Hours in April 2025:** About 1,400 weekly service hours (50,000 annually) were added in April 2025 to help improve reliability, frequency and coverage.

PERFORMANCE MEASURE	TARGET	RESULTS
Rider Satisfaction with Bus/Train Arriving On-Time	≥ 80%	73%  NEGATIVE
Bus On-Time Performance	≥ 90%	83%  POSITIVE
LRT On-Time Performance	≥ 90%	85%  NEGATIVE
DATS On-Time Performance	≥ 90%	90%  NEUTRAL

Lorna Stewart Corporate Leadership Award

ETS is honoured to be the inaugural recipient of the CUTA Lorna Stewart Corporate Leadership Award for our work on the “Get On Board” campaign.

This award recognizes our partnership with the Canadian National Institute of the Blind (CNIB) to reduce barriers for riders with sight loss. It celebrates a service-wide effort to build a more inclusive system.

The first phase of the Get On Board campaign included:

- » Enhancing LRT audio announcements
- » Improving high-contrast curbs and emergency alarm strips
- » Re-tiling edges of benches in LRT stations to improve visibility
- » Promoting rider respect and consideration through a public campaign

This award is named in memory of Lorna Stewart, a former ETS employee and a tireless advocate for accessibility. Her legacy inspires our ongoing commitment to fostering an “accessibility first” culture.



DATS turns 50

In 1975, ETS began piloting a paratransit service known today as Dedicated Accessible Transit Service (DATS). On May 5, ETS staff, riders and family members celebrated 50 years of providing public transit access to Edmontonians who cannot use conventional bus or LRT due to a physical or cognitive disability.

This incredible journey of half a century would not have been possible without the unwavering dedication and hard work of the DATS team, our valued contractor staff, and supportive community partners. Their commitment to enhancing the DATS rider experience over the years has made a difference in the lives of the 7,106 current riders and the countless others over the decades.



OBJECTIVE: SAFE

Continue to implement and maintain comprehensive safety protocols and security measures across all aspects of Edmonton's transit network, enabling the physical and psychological wellbeing of riders and employees.

ACTIONS IMPLEMENTED

- » **Enhanced Transit Safety and Security Plan:** A number of actions are ongoing related to our enhanced Transit Safety and Security Plan, including:
 - Implementation plans to add 30 more Transit Peace Officers (TPOs) and remove Commissionaire security guards from transit facilities. This brings the total to 126 TPOs by the fall of 2026 to provide greater coverage and enforcement authority and to complement ongoing safety and outreach initiatives.
 - Phase 2 of the Auricle Project, which collects insights from the public and transit riders on wellness and social connectedness. This work informs our work with marginalized or vulnerable populations on transit.
 - Completing the Certificate of Recognition (COR) Audit which strengthens our Occupational Health and OHS program. This work supports our employees in their delivery of our service to riders.
- » **Wa'awiyagabi Outreach Space:** The Wa'awiyagabi Outreach Space opened at Central LRT Station. Staffed by outreach workers and Transit Peace Officers, this new hub provides a centralized location for teams to better serve the community and deliver support services directly within the transit system.
- » **"Here to Help" campaign:** As a part of our annual back-to-school outreach, the "Here to Help" campaign used high-visibility patrols by Transit Peace Officers in and around transit spaces to support students returning to school and ensure a safe environment.

PERFORMANCE MEASURE	TARGET	RESULTS
Rider Perceptions of Safety	≥ 80%	61%  NEUTRAL
Non-Criminal Incidents (% of Ridership) <i>Non-criminal incidents refer to Transit Peace Officer investigation reports</i>	< 0.1%	0.06%  POSITIVE



Regional Transit Collaboration

Regional transit is important for the future success of a globally competitive Edmonton Metropolitan Region. Working with regional partners to provide coordinated and convenient public transit services across the region helps connect more residents to education, jobs, essential services and social opportunities while also reducing traffic congestion and carbon emissions.

Regional transit work is coordinated through a governance structure established in December 2023 through a Memorandum of Understanding with 11 regional municipalities: City of Edmonton, Strathcona County, St. Albert, Spruce Grove, Fort Saskatchewan, Leduc, Leduc County, Beaumont, Stony Plain, Parkland County and Devon. The governance structure includes a technical roundtable with public transit leaders from participating municipalities, and a Chief Administrative Officer roundtable which oversees and sets direction on regional transit work.

Over the past year, key milestones for regional transit work included:

- » Testing and rollout of Arc Tap to Pay across the region.
- » Advancing federal grant funding applications under the Canada Public Transit Fund.
- » Increasing frequency on the regional airport Route 747, as part of ETS' service agreement with the City of Leduc and Leduc County.
- » Launching the Regional Transit Collaboration webpage in late 2024 (edmonton.ca/RegionalTransitCollaboration) to increase awareness of the region's governance structure.
- » Updating the ETS trip planner to incorporate regional route information.
- » Holding the 31st annual Stuff a Bus campaign which provided non-perishable food and financial donations to Edmonton's Food Bank, the Strathcona Food Bank and Parkland Food Bank.

Work to advance shared goals for regional transit integration and connectivity will continue into 2026.



OBJECTIVE: ACCESSIBLE AND INCLUSIVE

Ensure Edmonton's diverse communities have equitable and dignified access to transportation. This involves designing universally accessible services, vehicles and information, while meeting the individual needs of people with disabilities through reliable paratransit and conventional transit service. It also means actively engaging the community to ensure the transit system reflects and serves the needs of all Edmontonians.

ACTIONS IMPLEMENTED

- » **Indigenous-inspired Bus Wrap:** As featured on the cover of the 2025/2026 Annual Service Plan, ETS launched a new art wrap for one of its buses. A collaboration with the Edmonton Aboriginal Seniors Centre, the design includes teepees and sweetgrass to create a welcoming space and inspire discussion about reconciliation. The bus is now in regular service citywide.
- » **DATS Eligibility Review:** The DATS team completed an eligibility review in 2025 to refine the process through which clients join the program. This ensures service is available for those who need it and aligns with best practices.
- » **Rider Respect Campaign:** In partnership with the Canadian National Institute for the Blind (CNIB), a campaign was launched to promote respectful behaviour towards riders with disabilities. This initiative is part of a broader effort which includes physical improvements like changing emergency push strip colours and painting curbs to enhance accessibility.
- » **Bench Visibility at Churchill and Central Stations:** As part of a recommendation for the Canadian Institute for the Blind (CNIB), bench visibility was improved at the Churchill and Central stations, enhancing rider comfort and safety by making seating areas more easily seen.
- » **ETS 101 Travel Training:** This program introduces Grade 6 students to public transit, teaching them how to plan trips, ride safely and understand transit etiquette before they begin commuting in junior high. In 2025, ETS delivered this program to more schools than ever before.



- » **Activation, Outreach and Engagement:** Throughout the year, ETS participates in or hosts a wide range of outreach and engagement activities to answer questions and make transit and transit spaces more approachable for new or infrequent riders. Some highlights from 2025 included:
 - Partnering with the Edmonton Ski Club to highlight the ability to reach the ski hill by the Valley Line Southeast LRT and offering discounts to Arc cardholders, encouraging more riders to explore transit for recreation.
 - A record year for ETS participation in Open Houses at junior high and high schools to familiarize families with ETS and foster confident future riders.
 - Historical bus tours with the City's Heritage Collection Unit to tell the story of the Edmonton Grads women's basketball team.
 - Partnering with the City's United Way Committee to host the first annual Stuff a Bus for Schools event in August to collect school supplies for students in need, strengthening the transit system's role in community well-being.
- » **Dedicated Accessible Transit Service (DATS) Audit Action Plan:** Following a City audit, DATS developed an action plan to implement a number of internal and customer-facing improvements. All eight recommendations from the City Auditor were ahead of schedule or completed by year-end 2025.

PERFORMANCE MEASURE	TARGET	RESULTS
Rider Satisfaction with Accessibility of Bus Stop/LRT Station for people of all abilities	≥ 80%	65%  NEGATIVE
Perception of Fare Affordability for the Low Income Transit Pass	≥ 80%	79%  NEGATIVE

Rider Research in 2025

The ETS Rider Research Program collects feedback on transit experiences, satisfaction and travel patterns, as well as insights on transit from riders and non-riders. In 2025, the program consisted of the following research streams:

- » **Transit Rider Satisfaction Survey:** ETS collected approximately 3,000 responses from bus and LRT riders through the online monthly transit rider satisfaction survey. Seventy-one per cent of respondents expressed overall satisfaction with transit service. Riders were most satisfied with safe operator driving, reaching their destination on-time and trip duration. Riders expressed the least satisfaction with perceived safety and security and cleanliness of the vehicle and other transit spaces.
- » **DATS (paratransit) Satisfaction Survey:** Over 280 DATS riders and caregivers participated in the annual online and telephone DATS Satisfaction Survey. Ninety-one per cent of respondents indicated overall satisfaction with DATS. Top performing areas included the DATS operating hours, online booking system (I-Book) and the ability to book the day and time desired.
- » **DATS Qualitative Research:** Building on the insights from the DATS Satisfaction Survey, ETS conducted focus groups and interviews with DATS riders to explore how different vehicles meet their needs, the barriers they face in using the service, and their reactions to possible service enhancements.
- » **Youth on Transit Survey:** In partnership with the Edmonton Public and Catholic school boards, ETS launched a survey of youth riders in early 2025, the second phase of the Youth on Transit research project. The survey helped quantify results from phase one, which included focus groups and interviews. Results showed youth perceive improvement in the cleanliness of transit centres and LRT stations, waiting time between transfers and safety.
- » **Parents/Caregivers Survey:** In addition to the Youth on Transit Survey, ETS conducted a survey with parents/caregivers of youth riders under the age

of 18. The key findings included consistent overall satisfaction with transit between parents and their children. Similar to youth, safety and security and increased service were top priorities.

- » **Ride Transit Survey:** The annual online survey with Ride Transit program participants continued to demonstrate how the program positively impacts the lives of program participants. In 2025, over 800 Ride Transit participants completed the survey. Perception of affordability of the Ride Transit fare cap and how it allows participants to save money remain key strengths of the program.
- » **Non-Rider Survey:** An annual online survey collected feedback from 400 lapsed and very infrequent riders to understand reasons for non-transit use, past satisfaction with ETS, perceptions of ETS and service enhancements that would increase their likelihood of using transit. Consistent with previous years, top reasons for not using transit are personal safety concerns and transitioning to use of a personal vehicle.
- » **Post-Secondary Student Research:** In partnership with the Edmonton Student Alliance, ETS launched its Post-Secondary Student Research project in two phases:
 - Phase one included focus groups and interviews, exploring topics like safety, travel patterns and communications channels.
 - Phase two was an online survey that aimed to build on the insights from the first phase, further understanding transit travel patterns, Arc use and satisfaction with transit service.
- » **Perceptions of Safety Study:** In December, ETS initiated a two-phased qualitative study to better understand perceptions of safety and security on transit and how to shift them. The study will continue in 2026 with the aim to derive meaningful and actionable insights on perceptions of transit safety.

To access ETS Rider Research summary reports, visit edmonton.ca/TransitReports.

SERVICE PLAN 2026



ETS plans and adjusts service considering various factors, including changes in travel patterns, availability of resources, changes in development patterns and social equity. Guided by the Transit Service Policy C539A and the accompanying Transit Service Standards Procedure, ETS has designed a transit network that allows riders to:

- » Travel efficiently across the city on rapid bus routes and the LRT network.
- » Move easily between commercial and community hubs outside the downtown core using crosstown routes.
- » Access local destinations at the neighbourhood or district level using local routes and On Demand Transit service.
- » Travel where they need to go, regardless of any physical or cognitive disability, with DATS.



Managing Ridership Growth on our Transit Network

ETS continues to see positive trends in overall ridership, requiring service adjustments to meet evolving needs.

After several years of rapid expansion, transit ridership levelled off in 2025. While temporary local disruptions, such as major construction projects and the October teachers' strike, impacted route performance, this plateau is driven primarily by broader economic and demographic shifts. While Edmonton continues to develop, shifting immigration patterns have led to more modest overall population growth compared to previous years, stabilizing baseline transit demand. At the same time, the cost of driving has decreased. Lower fuel prices and the elimination of the federal carbon tax have made personal vehicle ownership more accessible. This newfound affordability is reflected in rising provincial vehicle sales, suggesting that a shift toward personal driving is currently offsetting potential transit ridership growth.

Despite this plateau in ridership growth, there are many areas and routes that continue to experience ridership pressures. Some routes face overcrowding, while others in rapidly growing areas are underserved. The combination of more riders and traffic congestion can reduce transit reliability and increase travel delays. New junior and senior high schools require school specials and more trips on adjacent bus routes to accommodate growing travel demand.

In 2025, ETS added 50,000 annual service hours to the network, supplied by 20 new buses. The additional service helped respond to ridership demand and improve service reliability. Also in 2025, City Council approved a plan to purchase 25 buses to transition three On Demand Transit zones to conventional transit. This transition will take place in 2027 once the new buses are delivered.

With these fleet additions, ETS garages are at capacity. Until the new Southeast Transit Garage opens, there will be limited opportunities to add more service.

2025 SUCCESS STORIES

- » Route 729 Success: High first-year ridership has triggered scheduled service expansions for 2026.
- » BRT Proof of Concept: Express Route 31 recorded 21% year-over-year growth (Sept 2024–2025), validating the demand for additional high-speed corridors.
- » Crosstown Route Performance: Continuous ridership increases on crosstown routes are being met with annual service additions.
- » Route 747 Growth: A 13% increase in ridership drove the decision to increase frequency across all off-peak time periods.
- » On Demand Reliability: System improvements reduced booking denials ("seat unavailable"), and stabilized the completed trip volume, improving rider access and reliability.



Bus Service Changes

ETS uses [Transit Service Standards](#) to guide decisions about route planning and service adjustments. These standards set performance targets for rider boardings, crowding thresholds and on-time performance, which help to identify routes in need of improvement or resource reallocation. This ensures a consistent, performance-based approach to service adjustments across the city.

A 2022 transit equity analysis continues to guide our decisions, resulting in better service for seniors and transit-dependent areas. ETS is also currently reviewing the Transit Service Standards, and this will include some equity considerations, such as establishing lower minimum ridership thresholds for routes that mostly serve communities whose riders depend on transit as their primary mode of transportation.

ETS monitors each bus route several times per year, and evaluates ridership and performance to ensure adequate service capacity. This data is summarized in the publicly available [ETS Route Report Cards](#). Schedule adjustments are then made to address the most pressing issues, including overloaded buses and delays. Currently, ETS manages overcrowding by adding service primarily through reallocation from lower ridership routes, but resource limitations will restrict this approach in the near future.

Overcrowding primarily occurs during peak service hours, though some routes, like crosstown routes, see overcrowding even during off-peak times. While occasional overcrowding is expected, ETS monitors these patterns to prioritize service additions.

Due to limited buses and service hours available for 2026, ETS will be funding the required service improvements by reallocating service from the lowest performing routes to routes facing the most pressure. This will involve service reductions on routes with declining ridership, and service reductions or cancellation on routes failing to meet minimum ridership service standards for at least one full year. The types of service reductions include:

- » Peak frequency, off peak frequency and service span reductions:
 - Adjusting frequencies on routes with excess capacity, ensuring they still meet our minimum service standards.
- » Cancelling early morning, evening and late evening service and cancelling first and last trips:
 - While local routes always run during peak hours, off-peak service depends on travel demand. Equity considerations inform decisions to cancel off-peak service in order to minimize the impacts these cancellations can have on riders who depend on the service to access shift work and essential services.
- » Full route cancellation:
 - While full route cancellations are rare, occasionally a route may fall below service expectations during most or all time periods. Before cancelling a full route, ETS places the route on “under review” status for at least one year to monitor performance and provide an opportunity for performance to improve.
- » School service reallocations:
 - To provide school service to new and growing schools, ETS will reallocate service from other school specials performing below the service standards. This will ensure school specials are better optimized to serve as many students as possible with the resources available.
- » The service hours that are freed up from these reductions will be allocated to address the most pressing needs:
 - Increasing service frequency on the busiest routes

which are experiencing overloads and pass-ups. Crosstown routes, which have seen significant ridership growth, require additional capacity to meet growing demand.

- Scheduling first trips earlier and/or last trips later in the day on routes experiencing higher ridership due to changing travel patterns. This will meet evolving commuter needs and provide greater flexibility for riders.
- Providing additional service for students attending schools with the highest growing enrolment. In 2026, this will primarily benefit St. Carlo Acutis, Elder Dr. Francis Whiskeyjack, Dr. Anne Anderson and Father Michael McCaffery schools, as well as other schools where student enrolment is projected to increase significantly over the coming year.

The following routes will see the most notable service improvements:

- » Peak frequency improvements:
 - Route 916 – Weekday AM Peak direction frequency to every 7/8 minutes.
 - Route 920X – Weekday PM Peak frequency to every 12 minutes.
 - Route 930X – Weekday AM Peak frequency to every 12 minutes.
- » Off-peak frequency improvements:
 - Route 53 – Weekday Midday frequency to every 20 minutes.
 - Route 54 – Weekday Midday frequency to every 20 minutes.
 - Route 56 – Weekday Early Evening frequency to every 20 minutes and Sunday Midday frequency to every 15 minutes.
- » Extra trip additions:
 - Route 56 – Weekday AM and PM Peak.
 - Route 721 – Weekday Early Morning.
 - Route 729 – Weekday AM Peak.
 - Route 901 – Weekday Early Morning.
- » Span of service improvements:
 - Routes 52 and 53 – Weekday Early Morning

service begins 30 minutes earlier.

- Route 54 – Weekday PM Peak extended one hour later and Sunday Morning service begins one hour earlier.
 - Route 107 – Saturday and Sunday Morning service added and service extended until midnight on Weekdays, Saturdays and Sundays.
 - Route 521 – Weekday Late Evening service added.
- » Route extensions and reroutes:
- Route 52 – rerouted between 107 Avenue and 111 Avenue from 149 Street to 156 Street to increase access to industrial areas based on rider feedback and current ridership patterns.
 - Route 111 – rerouted to Westmount Transit Centre travelling westbound based on ridership demand.
 - Route 128 – rerouted onto Northgate Centre property to increase access to commercial and employment opportunities.
 - Route 516 – extended to 17 Street and 19 Avenue to respond to development and population growth in the Aster neighbourhood.
 - Route 521 – extended to Orchards Boulevard and Orchards Road to respond to development and population growth in the Orchards at Ellerslie neighbourhood.

- » School service improvements:
- New school specials and trips to serve St. Carlo Acutis and Father Michael McCaffery schools.
 - Additional bus capacity on Routes 56, 707, 718 and 926 to respond to increased student enrollment at Dr. Anne Anderson and Elder Dr. Francis Whiskeyjack schools.

The following routes will see the most significant service reductions:

- » Peak frequency reductions:
- Route 3 – Weekday AM and PM Peak to every 12 minutes.
 - Route 508 – Weekday AM and PM Peak to every 20 minutes.
 - Route 916 – Weekday AM and PM Off-peak direction to every 20 minutes.



- Route 917 – Weekday AM and PM Off-peak direction to every 30 minutes.
- » Off-peak frequency reductions:
 - Route 113 – Saturday and Sunday Late Evening to 60 minutes.
 - Route 501 – Saturday and Sunday Morning to 60 minutes.
 - Route 721 – Sunday Late Evening to 60 minutes.
 - Route 722 – Sunday Late Evening to 60 minutes.
- » Individual first or last trip cancellations (under 5 passenger boardings per trip):
 - Weekday first trips: Routes 130X, 150X, 512, 700X, 701, 703, 706, 724, 904 and 909.
 - Weekday last trips: Routes 1, 130X, 140X, 150X, 700X, 715, 721, 902, 903, 904, 913 and 914.
 - Saturday first trips: Routes 701, 909 and 914.
 - Saturday last trips: Routes 1, 701, 707, 708 and 918.
 - Sunday first trips: Routes 113, 701 and 708.
 - Sunday last trips: Route 113.
- » Span of service reductions:
 - Route 9 – Weekday AM Peak direction short trips between Eaux Claires Transit Centre and Downtown as well as Southgate Transit Centre and Downtown begin 30 minutes later.
 - Route 101 – Sunday Morning service and Weekday, Saturday and Sunday Late Evening service cancelled.
 - Route 124 – Weekday Late Evening service cancelled.
- Route 501 – Weekday Early Morning service begins 30 minutes later.
- Route 703 – Weekday Late Evening service cancelled.
- Route 706 – Weekday, Saturday and Sunday Late Evening service cancelled.
- Route 707 – Weekday AM Peak service ends 30 minutes earlier and Sunday Late Evening service cancelled.
- Route 713 – Sunday Early Evening service as well as Weekday and Saturday Late Evening service cancelled.
- Route 904 – Saturday Late Evening service and Sunday Early Evening service cancelled.
- Route 909 – Saturday and Sunday Late Evening service cancelled.
- Route 916 – Weekday AM Peak service ends 30 minutes earlier.
- Route 917 – Saturday and Sunday Late Evening service cancelled.
- » Route cancellation: Route 522
 - Partially replace with on-demand service in the Capilano and Gold Bar neighbourhoods.
 - Nearby alternate service is provided by Route 1A/B.
- » Route cancellation: Route 676 (St. Thomas More school special)
 - Nearby alternate service is provided by Routes 7, 914, and 915. Transferring between these routes may be required.



In addition to these reductions, school specials will be reviewed and may see additional service reductions in fall 2026 for trips falling below service standards. This includes trips with fewer than 20 passenger boardings in most areas, and fewer than 15 passengers in areas with a higher concentration of equity-deserving groups. To minimize rider impact, school routes with multiple trips will be reviewed to determine if some trips can be consolidated. More than 25 school trips have been identified for reduction or consolidation, freeing up over 100 service hours per week that are reallocated to address pressures in other areas.

Schedule adherence

In addition to adjusting route frequencies and operating hours, ETS reviews schedules to identify opportunities to improve reliability on routes experiencing the most significant delays. This work focuses on improving on-time performance and reducing unpredictable wait times for riders. The following routes have been experiencing the most frequent delays, and are being reviewed to improve On-Time Performance:

- » Weekday peak periods: Routes 51, 52, 53 (PM Peak only), 110X, 506 and 901 (PM Peak only). Weekend evenings: Routes 110X and 506. All time periods: Route 106, all routes affected by the Capital Line South Extension and routes serving southwest Edmonton.

Construction Detours

As a result of construction projects, several detours and temporary route changes will be implemented this year. The most significant projects for 2026 are:

- » Valley Line West LRT construction
- » 95 Avenue renewal
- » 132 Avenue renewal (east and west sections)
- » Dunluce Building Great Neighbourhoods renewal
- » Glenwood Building Great Neighbourhoods renewal
- » Imagine Jasper Avenue renewal
- » 112 Avenue bridge over Wayne Gretzky Drive renewal
- » Northbound Low Level Bridge renewal
- » Wellington Bridge replacement
- » Capital Line South Extension – 111 Street, Century Park to Ellerslie Road

While short-term construction projects usually do not involve schedule adjustments to ETS bus routes, ETS strives to make schedule adjustments where feasible for longer term construction projects, subject to available resources.

Owl Service Review

Owl service was initially piloted on select routes in 2015, with the goal of providing a safe, reliable transportation option for late-night transit needs within the hospitality industry, such as people travelling home from clubs and bars. The service currently extends the hours on five routes (Routes 2, 4, 8, 9 and 511) to operate until 3 am, seven days a week.

Over the past several years, ridership on the Owl service has been lower than expected on Sunday through Thursday nights. Since the COVID-19 pandemic, the service may no longer be used for its intended purpose of supporting the nighttime economy and providing a transportation option for shift workers. In 2026, ETS will undertake an in-depth review of the service, including data collection on ridership and consultation. This review will inform service decisions for the 2027 Annual Service Plan.

Review of Bus Stop Spacing and Consolidation of Closely Spaced Bus Stops

The [Transit Service Standards](#) provides a bus stop spacing guideline of 250 to 500 metres for most bus stops, however the ETS network includes some stops that are spaced less than 250 metres apart. More consistent bus stop spacing reduces unnecessary delays for transit riders and improves operational efficiency.

In 2025, ETS completed the first review of bus stop spacing since the launch of the new bus network in 2021. This resulted in the removal of 20 bus stops with spacing less than 250 metres and the addition of one bus stop where bus stop spacing was excessive, with consideration of minimizing impact to riders.

For 2026, ETS has completed a second review of bus stop spacing, analyzing the approximately 227 pairs of stops located less than 140 metres apart across the bus network. This analysis has identified approximately 20 bus stops which will be closed to better optimize bus stop spacing in June 2026.

LRT Service

Effective January 1, 2026, Valley Line Southeast modified its vehicle configuration to more closely align capacity with rider demand. Every third train now operates as a two-car train, instead of every second train. This adjustment supports fiscal responsibility and reduces vehicle mileage while maintaining sufficient capacity.

Service frequencies remain unchanged, with trains running every five minutes during peak times, 10 minutes during weekday middays and Saturdays, and 15 minutes in the evenings and on Sundays. ETS will continue to monitor ridership on Valley Line Southeast and will look at making service adjustments as needed to reflect ridership demand.

Effective January 2026, Capital Line trains will be four-cars in length Monday through Thursday. Previously, there was a mix of three- and four-car Capital Line trains on Mondays. Due to overloading and trip

passups, Capital and Metro Lines are now operating at the maximum fleet book out capacity from Monday to Thursday. Train lengths will be monitored closely and further adjusted as needed throughout the year.

Bus Rapid Transit and Mass Transit Planning

The City of Edmonton initiated planning for future high-speed transit corridors in 2025, accompanied by initial public consultation. ETS continues to support the Integrated Infrastructure Services (IIS) department in the ongoing concept planning for the North-South Route B1 and East-West Route B2. Insights from public feedback and technical reviews will guide design decisions throughout 2026 and 2027. This collaborative work aims to establish the service and operational framework for these future corridors.

DATS Service

In 2025, Dedicated Accessible Transit Service (DATS) expanded to support Edmonton's growing population. By adding vehicles and drivers, the service completed an additional 50,000 trips in 2025, a five per cent increase over 2024. DATS also continues to improve rider tools, including the online booking platform, real-time vehicle tracking and arrival notifications.

A new appointment-based booking option will launch in 2026 to provide reliability for riders with specific arrival requirements for work, school or medical visits. Further, the service will use new technology to deploy trained taxi providers in real time, assisting with demand fluctuations or service disruptions.

OBJECTIVE: CONVENIENT

Offer a rider-friendly and accessible transit service with well-planned routes and schedules, flexible fare payment methods, and easy-to-navigate transit spaces, making ETS a seamless and straightforward travel choice for riders.

ACTIONS

- » **DATS Service Growth:** To keep up with growing rider demand, City Council approved a service package to increase DATS service in 2026. This will support the 98 per cent target for DATS accommodation rate, meaning riders can continue to access convenient and reliable service.
- » **Procurement of 25 Conventional Buses:** In 2026, ETS will procure 25 buses for service in 2027. These buses will be used to transition three On Demand Transit zones to conventional service due to ridership demand.
- » **Bike Rack Replacement:** Funding from the City's Climate Action Fund and the Canadian Public Transit Fund will support bus bike rack upgrades to better accommodate a range of modern bikes and make cycling-to-transit connections more accessible and reliable.
- » **Windermere North Transit Centre:** Development of this transit centre is entering the planning and design phases in 2026. This mobility hub will provide a critical connection between the Terwillegar Drive express bus service and local routes and On Demand Transit with the Terwillegar Drive express service. With support from the Canadian Public Transit Fund, funding has been allotted for improved integration of transit service in a rapidly growing area of the city.
- » **Valley Line West (VLW) Construction and Operator Selection:** Construction of the VLW LRT by Marigold Infrastructure Partners continues, with anticipated completion in 2028. This 14-kilometre extension will add 16 new stops to the Valley Line, running from downtown to Lewis Farms. Once construction is complete, Valley Line West and Valley Line Southeast will operate as one continuous service. The operator of the VLW will be selected in 2026.
- » **Route 747 Multi-day Passes:** In collaboration with regional partners, ETS will introduce Airport + ETS three-day and five-day Arc passes. These passes include unlimited access on Route 747 and across the ETS network providing a convenient fare payment option for visitors to our city.

PERFORMANCE MEASURE	TARGET
Rider Satisfaction with Arc	≥ 80%
DATS Accommodation Rate	≥ 98%



OBJECTIVE: RELIABLE

Provide consistent, on-time service with minimal disruptions, ensuring predictable and dependable transportation for all riders.

ACTIONS

- » **118 Avenue LRT Bridge Deck Renewal:** The bridge over 118 Avenue that provides structural support for the Coliseum LRT Station requires renewal. This work will extend its service life and is expected to be completed in October 2027.
- » **Transit Priority Measures:** Building on the work in 2025 that introduced a bus lane along 101 Street north of Downtown, the City is advancing transit priority measures at two additional locations:
 - 101 Street between Jasper Avenue and 102A Avenue
 - Whyte Avenue between 99 Street and 109 Street
- » Dedicated bus lanes help improve the reliability and speed of our bus routes, providing Edmontonians with an enhanced level of transit service and make it easier for other vehicular traffic to flow without being disrupted by buses stopping periodically in traffic.

PERFORMANCE MEASURE	TARGET
Bus On-Time Performance	≥ 90%
LRT On-Time Performance	≥ 90%
DATS Accommodation Rate	≥ 98%



OBJECTIVE: SAFE

Continue to implement and maintain comprehensive safety protocols and security measures across all aspects of Edmonton’s transit network, enabling the physical and psychological wellbeing of riders and employees.

ACTIONS

- » **Additional Transit Peace Officer (TPO) deployment in transit spaces:** As part of the updated security model, 15 new TPOs were added in early 2026 and an additional 15 TPOs will be deployed later this year to increase rider safety in transit spaces.
- » **Integrated Control Centre:** Working with business partners in Integrated Infrastructure Services, ETS is advancing a project to bring together the control centres for bus, LRT, and security operations. This will improve integration and response time to incidents across the transit network, and prepare for the addition of new components of the network, such as Valley Line West and Capital Line South.
- » **Automated Passenger Counter Equipment:** To better understand ridership trends, and with funding from the Canada Public Transit Fund, ETS is installing automated passenger counters (APCs) on its SD-160 LRT cars. APCs currently exist on a majority of our buses and allow ETS to make service and security adjustments based on ridership demand.
- » **Cleaning Service Levels:** Edmonton City Council approved the budget to maintain the current levels of cleaning for LRT trains and stations. This provides both a cleaner environment for riders but has also been shown to enhance perceptions of safety and comfort.
- » **Cellular Access in LRT Tunnels:** Cellular service is coming to Edmonton’s LRT tunnels and underground stations. Telus will design and install a 5G network, accessible to all providers by the end of 2026.

PERFORMANCE MEASURE	TARGET
Rider Perception of Safety	≥ 80%
Non-Criminal Incidents (% of Ridership)	≤ 0.1%



OBJECTIVE: ACCESSIBLE AND INCLUSIVE

Accessible and inclusive mean ensuring Edmonton's diverse communities have equitable and dignified access to transportation. This involves designing universally accessible services, vehicles and information, while meeting the individual needs of people with disabilities through reliable paratransit and conventional transit service. It also means actively engaging the community to ensure the transit system reflects and serves the needs of all Edmontonians.

ACTIONS

- » **Accessibility Actions via CNIB "Get On Board"**: Building on the success of the "Get on Board" campaign in 2025, ETS plans to expand staff training and improvements to transit facilities to ensure accessibility for all riders. This includes specialized disability awareness training for ETS leadership.
- » **Downtown Transit Space Activations**: As part of the Downtown Action Plan, ETS has a number of space activations planned for 2026. These activations are designed to enhance the sense of belonging, welcome and excitement within our transit spaces.
- » **Heritage Festival at Hawrelak Park**: The Heritage Festival is expected to return to Hawrelak Park in 2026. ETS has historically provided an extensive shuttle service during the festival, providing thousands of Edmontonians access to explore the diverse cultures within the city.
- » **Government Centre Station Renaming**: The naming committee is anticipated to release a new, permanent name for the Government Centre Station in 2026, which will better reflect the local community.

PERFORMANCE MEASURE	TARGET
Rider Satisfaction with Accessibility of Bus Stop/LRT Station for people of all abilities	≥ 80%
Perception of Fare Affordability for the Low Income Transit Pass	≥ 80%

APPENDIX A: ETS ROUTE REPORT CARDS

Route Report Cards for each ETS route highlight boarding information, on-time performance, and specific route frequency. edmonton.ca/ets/transit-ridership-reports



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edmonton.ca/transit

