

The Road to System Improvements

The City of Medicine Hat is launching a new transit service, providing improved services for riders in a more cost effective manner.

The current system is outdated, under-utilized and costly. With the City facing a \$23 million operating budget shortfall due to decreased commodity prices, a review of the transit system was both timely and appropriate.

Careful consideration has gone into designing the new system, balancing transit planning expertise, local needs, overall utilization and cost effectiveness.

Following months of research, data review and detailed planning – as well as consultation with City Advisory Boards and Committees, focus groups and staff – the new design is finalized and will be implemented Sept. 5, 2017.

Timeline:

June 2016	Public ranks Transit Services as one of the highest preferences for service adjustments to offset property taxes as part of the Financially Fit survey
December 2016	Council approves formation of a detailed design to implement a revised Transit Services delivery model
January - July 2017	Research, data review, consultation and design of improved Transit system
August 2017	Public education and marketing of new Transit system
September 5, 2017	New Transit system launches



New Routes, New Hours, New Stops

The City's new Transit system will launch Sept. 5, 2017. The new system includes changes to bus routes, hours of operations, transfer points, stops and schedules.

All transit users should familiarize themselves with the routes and schedules they will need to use to reach their destination. (Changes do not impact Special Transit.) Improvements will allow riders to reach major destinations more easily and quickly through the introduction of direct, two-way routes and more transfer points. Come ride with us!

Core Routes

Bi-directional, with multiple connections options

1 Blue Route **2** Red Route

6:00 am to 11:30 pm, Monday through Friday

7:30 am to 6:30 pm, Saturday and Sunday

No holiday service

Feeder Routes

Fast access to Core Routes

Bi-directional, with multiple connections options

3 Green route **4** Purple route **5** Orange Route

6:00 am to 6:30 pm, Monday through Friday

No weekend or holiday service

Ride Guide available online at www.mhtransit.ca

Helpline: **403.525.8900**



Key Features of New System



- Designed to serve current riders while also attracting more people to choose public transit
- Improved direct travel routes with two-way service
- Improved on-street transfer connection options between routes (no need for downtown terminal as a connection point)
- Shorter ride times and more direct routes to major destinations, including hospital, college, malls and Family Leisure Centre
- Scalable system that can be readily adjusted to meet changing demands
- Utilizes 2 'core' routes for primary service and 'feeder' routes during peak use times
- Each route given three identifiers: number, colour, shape.
- Increased hours of service on core routes Monday to Friday
- Removes service during historically low-use periods (stat holidays and evenings)
- Special Transit services not impacted by route and schedule changes
- Reduces annual operating costs by \$650,000, helping reduce the City's \$23 million operating budget shortfall



Route and Service Evaluation

Item	Period	Existing Service	New Service
Hours of Operations	Weekday	Peak Route 6:45am to 6:45pm Off Peak Routes 6:45am to 10:45pm	Core Routes 6:00am to 11:30pm Feeder Routes 6:00am to 6:30pm
	Saturday	Off Peak Routes 6:45am to 10:45pm	Core Routes 7:30am to 6:30pm
	Sunday	Off Peak Routes 8:15am to 7:15pm	Core Routes 7:30am to 6:30pm
	Holidays	Off Peak Routes 10:15am to 6:15pm	No Service
Coverage Guidelines	Peak Off-Peak	>90% Approx. 75%	>90% Approx. 65%
Walking Distance Guidelines	Peak Off-Peak	400 metres 800 metres	400 metres 800 metres
Frequency		30 min and 60 min	30 min
Travel Time to Destination		Longer	Shorter
Transfers to Destination		More	Fewer
Fares		Current Fares	Current Fares



Fair Entry Weekend Transit Shuttle Service

A weekend transit shuttle service will be made available to low-income residents as a new service offering under the Fair Entry Program.

- To qualify, clients must be Fair Entry eligible and their place of residence and/or place of work /medical appointment / education class must be beyond 800 meters of the core transit routes.
- Interested residents must self-identify through the existing Fair Entry application process. The City will work collaboratively with various community agencies to help facilitate Fair Entry access for low-income residents.
- Service provided will be the same curb-to-curb, shared ride approach of Special Transit.
- Process and access for booking Fair Entry weekend transit shuttle service will be the same as Special Transit (contact dispatch at 403.529.8214: press #2 to book your trip).
- Qualified clients must book their transportation plans (to and from their destination) between 9 a.m. Monday and 4 p.m. Thursday prior to their desired weekend trip
- Fair Entry weekend transit shuttle hours of operation will align with current Special Transit operating hours. Special Transit operates Saturday from 6:45 a.m. to 10:45 p.m. and Sunday from 8 a.m. to 5:30 p.m.
- Specific buses/staff will be utilized – the Fair Entry weekend transit shuttle will not detract from existing Special Transit service resources.
- Existing transit fares will apply to the Fair Entry weekend transit shuttle service.

