

	Transportation Level of Service Policy
	Family and Community Support Services
	CS-7204
	Approved: December 03, 2024
	Last Revised: November 29, 2024
	Next Review Date: December 03 2029

1. POLICY STATEMENTS

The Town of Hinton Transportation Service, Public Transit System and Freedom Express, mandate is to affordably provide public and accessible transportation for Hintonites of all ages, as established by this service level Policy. The service also contributes an accessibility factor to FCSS and other community programs and services that facilitate learning, personal growth, skill development, social and creative stimulation, and connections within community.

2. PURPOSE

2.1 To standardize the Transportation level of service of the Family and Community Support Services Service Branch within the Community Services Department.

3. SCOPE

3.1 This Policy applies primarily to external facing services, provided by the Public Transit System and Freedom Express to area residents and visitors, funded by municipal taxation, grant projects and revenues generated by fares, transit bus advertising and bus shelter advertising.

4. DEFINITIONS

4.1 **Community Partner:** Non-profit groups, for-profit businesses, individuals, and other organizations collaborating with FCSS regarding Transportation services.

4.2 **No Cost Services:** are on-site Transportation support services at FCSS office to Patrons without charge.

4.3 **Paid Services:** are fee-based transportation services available to Patrons.

4.4 **Patrons:** Persons accessing Transportation services.

5. RESPONSIBILITIES

5.1 The FCSS Manager is responsible to:

- 5.1.1 Deliver the Transportation level of service outlined in this Policy,
- 5.1.2 Report to Director of Community Services if, when, and how the level of service may be affected,
- 5.1.3 Collect service data to prepare the annual CUTA Membership Reporting to the province as required,
- 5.1.4 Collect service data to prepare annual Municipal Reporting and as required,
- 5.1.5 Communicate the Transportation service level, variances, and service changes to the public,
- 5.1.6 Ensure applicable Town Policies are adhered to as the service level is delivered, and
- 5.1.7 Recommend revisions of this Policy as required.

5.2 The Director of Community and Protective Services is responsible to:

- 5.2.1 Guide and support the FCSS Service Branch to deliver the Transportation level of service outlined in this Policy,
- 5.2.2 Report to CAO and Council as necessary if, when, and how the level of service is, may be, or could be amended or affected,
- 5.2.3 Ensure Staff comply with and are supported by human resources, occupational health and safety, and financial management policies,
- 5.2.4 Strategize and lead the delivery of local transportation services staying within the provincial, regional, and municipal mandates; coordinate and assist networking and advocacy,
- 5.2.5 Recommend revisions of this Policy as required.

5.3 The CAO is responsible to:

- 5.3.1 Ensure, through supervision of the Community & Protective Services Director, that all Transportation Services of the FCSS Service Branch function effectively and that Council's mandated service level is delivered.

5.4 Council is responsible to:

5.4.1 Review this Policy and subsequent revisions to amend as needed,

5.4.2 Review the Transportation budget requisition and revenue estimates and approve annual funding.

5.4.3 Participate as able with provincial and regional networking and advocacy.

6. RELATED MATTERS & REFERENCE DOCUMENTS

6.1 *Canada Transportation Act:*

[Canada Transportation Act \(justice.gc.ca\)](http://justice.gc.ca)

7. LEVEL OF SERVICE

7.1 The Transportation Unit, specifically the Unionized Transportation drivers, deliver the affordable and accessible service to all demographics through two models:

i) Public Transit

- system operates on a fixed 40-minute loop using 1 bus during service hours
- 34 bus stops
- 12 bus shelters
- 3 buses owned by Trans Dev
 - 20 seats, 21 seats, 24 seats
 - bike racks
 - walker accessible

ii) Freedom Express

- on demand door to door service
- eligibility process is approval of an application indicating some form of cognitive and/or mobility impairment
- Town of Hinton owns the bus
 - 12 seats
 - walker and wheelchair accessible

7.2 The Transportation Unit seeks Community Partners to leverage transportation usage, and resources of both parties, to increase the effectiveness and efficiency of the transportation services in the community. Community partners such as Alberta Health Services, The Evergreens Foundation, Grande Yellowhead Public School Division, and the Evergreen Catholic School Division.

7.3 Staff continuously monitor and measure performance through a variety of objective and subjective methods, e.g., participant and Patron numbers; Patron evaluations, interviews, self-reporting, and commentary; community surveys; and the collection and analysis of other data to ensure social needs present in the community are met, as well as for reporting.

7.4 Sponsorship/Advertisement

7.4.1 Bus Shelter

- 12 bus shelter signage available on an annual contract basis
- Prices as per the Fees Rates and Charges Bylaw No. 2001

7.4.2 Bus Interior and Exterior

- Spaces available on an annual contract basis
- Vinyl decal format (interior), and panel board format (exterior)
- Prices as per the Fees Rates and Charges Bylaw No. 2001

7.5 Community Capacity Building and Liaison

7.5.1 Staff continually monitor the environment and apply for grant opportunities and seek Community Partnerships that could further support existing or bring new programs, services, and projects to Hinton without adding ratepayer impact.

7.5.2 Staff continually seek opportunities to support, strengthen, and develop the community's non-profit and for-profit service providers to enhance the overall capacity of the community. i.e. Low-Income Transit Pass Program

7.5.3 Community Partnerships (CPs) leverage Town program funding and resources with those of external entities to achieve the aims of both with, for example, a greater participant number, a wider range of programs, deeper programming, or to reduce cost.

7.5.4 CPs include Hinton Food Bank, Hinton Employment Learning Place, B.R.I.D.G.E.S., Grande Yellowhead School Division, Evergreen Catholic School Division, the Evergreens Foundation, Alberta Health Services, West Yellowhead Women's Shelter, Hinton RCMP, Alberta Supports, and many registered and non-registered groups and government entities.

7.6 Regional Partnerships

7.6.1 Regional Partnerships (RPs) coordinate the programs, services, and

projects of the Town's Transportation with other transportation service delivery agencies in the region to share information, find efficiencies, share learnings, find cost saving and develop mutual aims.

- 7.6.2 RPs include Municipalities such as Yellowhead County, Edson, Jasper, and Whitecourt.

7.7 Emergency Social Services

- 7.7.1 Under Hinton's Emergency Management Plan, the FCSS Service Branch provides the full span of Emergency Social Services (ESS) for temporary relief to individuals and families during a state of local emergency, large scale evacuation, or other disaster circumstances either locally or regionally including:

i) Transportation Services supported using staffing and buses.

7.8 Networking and Association

- 7.8.1 The Service Branch purchases a Canadian Urban Transit Association (CUTA) membership annually as an essential component of access to funding opportunities, advocacy, information, resources, networking, professional development and annual stats submissions.

7.9 Hours of Operation:

- 7.9.1 Public Transit: Monday through Saturday 6am to 12pm and 3pm to 9pm (No service on Sundays and STAT holidays)

- 7.9.2 Freedom Express: Tuesday through Thursday 9am to 4pm

- 7.10 Fees are structured to assist in the recovery of transportation services expenses, ideally equate to fees in comparable programs regionally, avoid imposing undue barriers for Patrons, and are currently charged for:

- i) Public Transit
- ii) Freedom Express

8. REVISION CONTROL

- 8.1 This Policy must be reviewed at minimum every five years to ensure continued alignment with related documents and evolving municipal best practices; reviews may be annual if FCSS programs, services, or projects are materially altered between budget years.

- 8.2 Upon Council approval, all former versions of this Policy are hereby rescinded.

Mayor 

CAO 