



INFORMATION REQUEST

INFORMATION REQUEST #: IR-15-25

REQUESTED BY: Councillor Bennett

TOPIC: Transit

DATE OF REQUEST: Prior to GPC Meeting 2025

DATE OF RESPONSE: November 17, 2025

QUESTION:

There are concerns about transit. Peak times often need to be booked far in advance, while some buses run nearly empty. Has there been discussion about adjusting routes or using smaller/more frequent buses?

Response

Bus routes and necessary adjustments are constantly being evaluated and implemented for the most reasonable and efficient service given the existing service level and resource allocation. For example, adjustments made to the commuter service, implemented in September, have proven to be very successful. Despite record transit usage, there have been limited overload issues identified (we can track this). Similarly, the on-demand bus deployment was adjusted resulting in increased performance. In both cases, complaints have decreased dramatically from previous years.

The recommended 2026 budget includes an increase in the number of local buses in service during peak periods.

Our fleet of local buses were purchased in 2019 and 2020. They have seating for 22 passengers, which was appropriate for their intended use on fixed routes. However, with the transition to the more effective on-demand service, 12-passenger vehicles are more suitable. Our new and leased buses are 12-seaters.

The advantage of on-demand service is that we can serve a much larger area with an on-demand bus than is possible with a bus on a fixed route. If the current budget for on-demand transit was converted to fixed route service, we would only have enough funding to serve about half of the neighbourhoods, whereas with the on-demand service we're able to serve every neighbourhood in Spruce Grove. Put another way, to maintain the same level of coverage as we have now, the local transit budget would have to be more than doubled if we moved to fixed routes.

Background

Shared in the response above.

Financial Implications/Taxation Impact

None

Contact: Bill Sabey, Manager, Transit