

Appendix A – Transit Services and Service Level Inventory – May 12, 2025, Proposed Changes

Services	Description	Sub-Services	Description	Level of Service
Programs				
D. Integrated and Accessible Transportation				
Sub – Programs				
D.1 Public Transportation				
D.1.1 Transit	Provision of convenient, affordable and effective public transit services within Okotoks	D.1.1.a On-Demand Transit	Direct door-to-door pick up and drop off service to all destinations within Okotoks.	<p>Available within the developed Okotoks boundary. Operating Hours: Monday - Friday 5:30 am - 11:30 pm, Saturday, Sunday & holidays 6:00 am - 11:30 pm.</p> <p><i>Service on-time Performance 90% of the time.</i></p> <p>All owned vehicles are wheelchair accessible.</p> <p><i>Cashless system. Riders can create accounts, book trips, bike racks and purchase bulk ride credits in advance using the Okotoks Transit application. Transit passes are available at various locations as noted on the Town of Okotoks website.</i></p> <p>Domestic animals are permitted on vehicles either on-leash or in a travel kennel and must be under the care and control of the owner.</p> <p>Compliance with Okotoks Fees, Rates and Charges Bylaw and provincial and federal regulatory/legislative standards.</p>
		D.1.1.b Fixed-Route Transit	Service provided along the designated route with designated stops	<p><i>Available within the developed Okotoks boundary. Operating Hours: Monday - Friday 7:00 am – 6:00 pm.</i></p> <p><i>All owned vehicles are wheelchair accessible.</i></p> <p><i>Service on-time Performance 90% of the time.</i></p> <p><i>Domestic animals are permitted on vehicles either on-leash or in a travel kennel and must be under the care and control of the owner.</i></p> <p><i>Compliance with Okotoks Fees, Rates and Charges Bylaw and provincial and federal regulatory/legislative standards.</i></p>

Services	Description	Sub-Services	Description	Level of Service
		D.1.1.c Public Transit Inquiries and Assistance	Providing information and resources related to transit including general inquiries and lost and found.	Contracted service through a third party. Operating Hours: Monday - Friday 5:30 am - 11:30 pm, Saturday, Sunday & holidays 6:00 am - 11:30 pm.
D.1.2 Shared Micromobility - E-scooters	Provision of convenient, affordable and effective e-scooters within Okotoks to encourage people to walk more often and reduce impact on the environment. They bridge gaps in travel that personal vehicles, transit, or infrastructure may not cover.	N/A	N/A	Contracted service through a third party available within the developed Okotoks boundary. A typical e-Scooter season runs from April to October, weather permitting. Cashless system. Riders can create accounts and book trips.

REDLINED VERSION