


## Calgary Transit

# RouteAhead

## ANNUAL REPORT

calgarytransit.com



THE CITY OF CALGARY  
CALGARY TRANSIT

### 2014 fast facts

110,000,000	Transit Riders
1,200,000	Access Calgary trips
20	new 18 metre articulated buses delivered with air conditioning and bike racks.
12,500,000	Transit calls & text text calls
150	new 12 metre low floor vehicles with air conditioning and bike racks.

### Platform extensions

- At the end of 2014, all CTrain station platforms will have been extended to be able to provide service using four-car trains. Four-car train service is expected to begin in late 2015 after new train cars are delivered.

### Green Line: North Central LRT

- Centre Street North recommended to Council as route for future North Central LRT.
- Route will provide improved mobility options for Calgarians, and support the City's long term goals for land use and transportation.

### 17 Avenue Southeast Transitway

- Calgary Transit is working with our partners to refine the design of this transitway to better serve Calgarians living in Forest Lawn and southeast communities.

### Green Line: Southeast Transitway

- We have started construction on short term measures to reduce delays for transit customers in southeast Calgary.
- Design work has commenced on the Southeast Transitway, with an expected opening day in 2021.

### North Crosstown BRT and South Crosstown BRT

- During our public engagement for RouteAhead, Calgarians told us that better crosstown connections were needed. We have listened and will be studying new routes to improve transit route options in the city.

### Red Line: Northwest extension to Tuscany Station

- Two kilometre extension from Crowfoot to Tuscany Station, with 11,000 trips per weekday, serving the communities of Tuscany, Rocky Ridge and Royal Oak.

### NW-HUB

- We are looking at ways to improve public transit between Lions Park and Brentwood LRT Stations, Market Mall, Foothills Medical Centre, Alberta Children's Hospital, and the University of Calgary.

### Rapid transit projects

2014-2418

**Together, we're going places**

- Public transit is an integral part of the community, connecting you to the people, and places you care about.
- The new mission statement is customer-focused, highlighting the partnership between customers and Calgary Transit.

**Next Ride**

- Real-time bus arrival information helps customers to plan their trips.
- Real-time information is also available on Teletext and Teleride.

**Website**

- Customers have been telling us that a new website is a priority to them, and we made it happen.
- The new website can be accessed on mobile devices and features 'Next Ride', providing real-time bus arrival information for customers.

**Connect Card**

- The new electronic fare paying system will allow customers to buy fares and automatically reload their pass each month.

**On-board Announcements and Displays**

- Buses now feature audible and visual announcements of key intersections and connection points to help customers.

**Action Plan 2015-2018**

- The City of Calgary developed four-year budgets to guide Calgary Transit's direction, and find the balance between investing in transit services and keeping tax rates affordable.

**Expanded low income transit pass program**

- The low income transit pass program has been expanded to be more inclusive and serve more Calgarians.

**Together, we're going places**

# Together, we're going places.

## The past year has brought many changes to Calgary Transit.

We continue to implement key strategies from our 30-year vision, RouteAhead, including planning and design of new rapid transit routes.

Over the past year we have held sessions with customers and staff, and it was clear that we all share similar values. We all want public transit to be the preferred way of getting around Calgary. Here are our new vision, mission, and culture statements, and tagline:

### Our vision

We will be the first choice for getting around Calgary.

### Our mission

Connecting you with people and places you care about, by providing safe, accessible, reliable and courteous public transportation services.

### Our culture

We're proud, talented and focused on providing great public transportation in Calgary. We're friendly and we know how to deliver excellent customer service. We work efficiently and adapt quickly to keep pace with Calgary's growth. We are Calgary Transit and we are evolving.

Together, we're going places.

**Doug Morgan**  
Director  
Calgary Transit