

## Best Practices and Peer Review – Canada

Calgary Transit regularly collaborates with other Canadian transit agencies and municipalities through the Canadian Urban Transit Association (CUTA) and the Federation of Canadian Municipalities (FCM). Below is a summary of best practices and current COVID operating practices of five Canadian urban transit authorities.

System	Service Level Change	Capacity	Fares	Boarding	Masks	Driver Shields	Cleaning
<b>Calgary Transit</b>	Reduced service by 30% on May 25. Monitoring ridership and have capacity to adjust as ridership returns.	-Currently allowed to run 50% capacity. -With Edmonton Transit, lobbying province for exception to capacity limits.	Using honour-system for cash, ticket and transfers until July 1.	Front-door boarding resuming July 1.	-Distributed three non-medical masks to all transit employees. Encouraged but not mandatory. -Calgary Transit Access Operators provided masks and shields for assisting customers. -Distributing 200,000 non-medical masks to customers.	-Installed on community shuttles. -Temporary shields for large buses until permanent fix.	-Fleet cleaned and disinfected daily when taken out of service. -“On-the-go” cleaning for stations, trains and buses with focus on high-touch areas (handles, TVM’s, stanchions).
<b>Edmonton Transit Service</b>	-Saturday schedules. -Special late-night supplemental service for essential healthcare workers. -Replaced 30’ buses with 40’ buses on community routes for physical distancing.	-Currently allowed to run 50% capacity. -With Calgary, lobbying province for exception to capacity limits.	Resumed fare collection as of June 15.	Front-door boarding resumed June 15.	-Operators required to wear mask when leaving shielded area of bus or LRT.	Yes	-Fleet cleaned and disinfected daily when taken out of service. -Using an electrostatic sprayer with a disinfecting agent. -Attention to high-touch locations.

System	Service Level Change	Capacity	Fares	Boarding	Masks	Driver Shields	Cleaning
<b>TTC</b> Toronto Transit Commission	Late March cut 15%, temporary cutting of routes. Monitoring crowding and likely to maintain this reduced level through summer.	Expect to increase max capacity from 50% to 75% by Sept.	Using honour-system for cash, token, ticket and transfers.	Resume front-door boarding in early July.	-Masks issued to Operators and mandatory. -Para-Transit Operators have full PPE available for transport to and from hospitals or testing centres. -Masks are mandatory, but not enforced for customers. -For customers, focus on education not enforcement. Exceptions for children, people with disabilities and medical conditions.	Looking to extend existing barriers to full-coverage from two-thirds coverage.	AM/PM cleaning and at terminals with aim to clean/disinfect each vehicle twice per service day.
<b>TransLink</b> Greater Vancouver Area	In process of restoring pre-COVID service to add capacity for physical-distancing.	Currently allowing 67% capacity.	Resumed fare collection June 1.	Front-door boarding resumed June 1.	-Encouraging with “Wearing is Caring” campaign launched on June 15. More than 15,000 masks being handed out.	Yes	-“Pit crews” to disinfect SkyTrain at high traffic stations -Fogging buses and trains, and cleaning high-touch surfaces with wipes. -Bus and SeaBus disinfecting sprays two-times-per-week in addition to regular daily cleaning.
<b>OCTranspo</b> Ottawa	At 60% regular levels until June 27.	Bus able to accommodate 40% usual capacity and trains 20%.	Touch-free payments only. No cash.		-Non-medical masks mandatory as of June 15 for customers and front-line and public facing transit employees. -For customers, focus on education not enforcement. - Exceptions for children, people with disabilities and medical conditions.	Temporary shields.	-Enhanced daily cleaning of fleet with focus on high-touch surfaces. -Stations cleaned every eight-hours.