



**Caring for our employees,
our customers
and our business**

COVID - 19

Caring for our employees

Calgary Transit has over 1,900 operators who provide safe, courteous and reliable transit service that Calgarians depend on. To keep our employees safe and healthy during this pandemic, here are the actions we've taken:

Promoting social distancing

We placed signs on stanchions by the operator's driver seat on all buses to encourage physical distancing between customers and operators. Additionally, we removed garbage bins and no longer require operators to handle/validate fares and transfers, further reducing their exposure risk.



Installed 300 signs on shuttle buses



Installed 900 signs on 40' and 60' buses with rear door exiting message

We encouraged all employees to practice social distancing at the office, garages and operator lounges, and provided them with the communication channels to ensure they were receiving the correct and updated information.



While we did unfortunately have a confirmed COVID-19 case in our Training area, we were able to act quickly. We sent the majority of our employees home to work remotely and thoroughly cleaned the impacted work areas. We have been in regular contact with the impacted employees to check on their wellbeing and ensure they have the support they need from us.

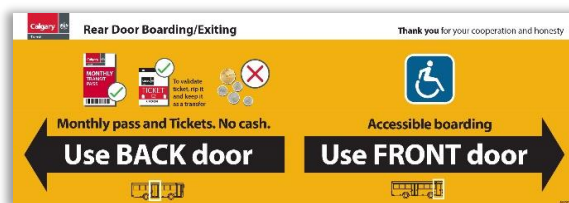
Rear door boarding

We asked all our customers to board our big buses using the rear doors, to help keep our operators safe. Customers who require accessible access can still board at the front of the bus.

Through this difficult time, we asked Calgarians to be honest and pay their fares. This honour-system approach reduces the amount of contact with operators and asks customers to come together as a community, to keep our city safe.



Installed 1,050 signs by the back doors



Installed 1,050 signs by the front doors

Front seat closures

We closed front seating on shuttle buses and Nova buses to improve physical distancing between customers and operators.



Installed 300 on shuttle buses
and 200 on Nova buses



Installed 300 on shuttle buses

Tools for our operators

We partnered with ATU 583 to provide all operators with sanitary products. Operators were given individual cleaning kits with personal bottles of sanitizer, disposable towels and an instruction sheet. We have refill stations at all Dispatch locations. This helps to keep the operation compartments and running boards consistently sanitized.



Calgary Transit Access (CTA) operators have close interactions with high risk individuals every day. Part of CTA service is to provide physical assistance from door to vehicle which means operators are in close contact with customers. We have provided gloves, plastic sleeves and face masks to help keep them and our customers safe.



CTA Operator with plastic sleeves and gloves



face cover, face shield, gloves, hand sanitizer, cleaning spray, and plastic sleeves

Calgary Transit Access booking questionnaire

On March 13, our booking agents began asking all customers questions from a standardized, short questionnaire before booking their trip. Going through the questionnaire helps us to identify anyone who may have flu-like symptoms and determine the best way to proceed with their trip request.

Enhanced physical distancing signs for operators

To further protect our operators, new signs and a chain were installed with enhanced visibility and messaging to ensure customers are respecting physical distancing measures on buses.



Large 20" stanchion pole signs placed behind the operator



Installed 900 signs on the stanchion adjacent to the operator on 40' and 60' buses

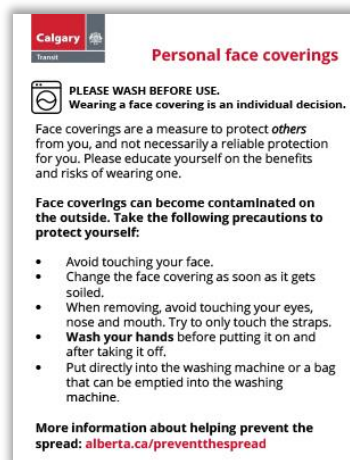


Face Coverings

We provided up to two face coverings to employees as an added measure to protect others around them. We have handed out over 3,500 so far to operators and infrastructure employees.



Face coverings provided by CEMA



Information outlining precautions

Shields on shuttle buses

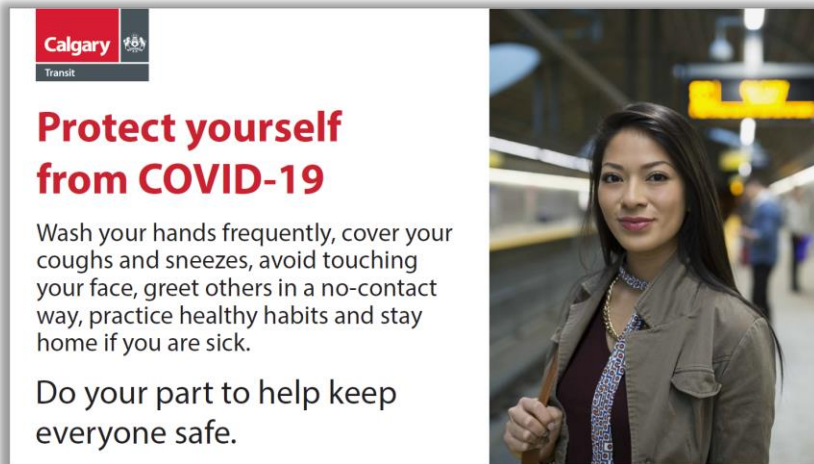
To help protect our operators, we are installing the shield as they arrive. Before settling on a final design, we let operators test it out and we received a lot of positive feedback. Work on prototyping a shield for our big buses is currently underway.



Caring for our customers

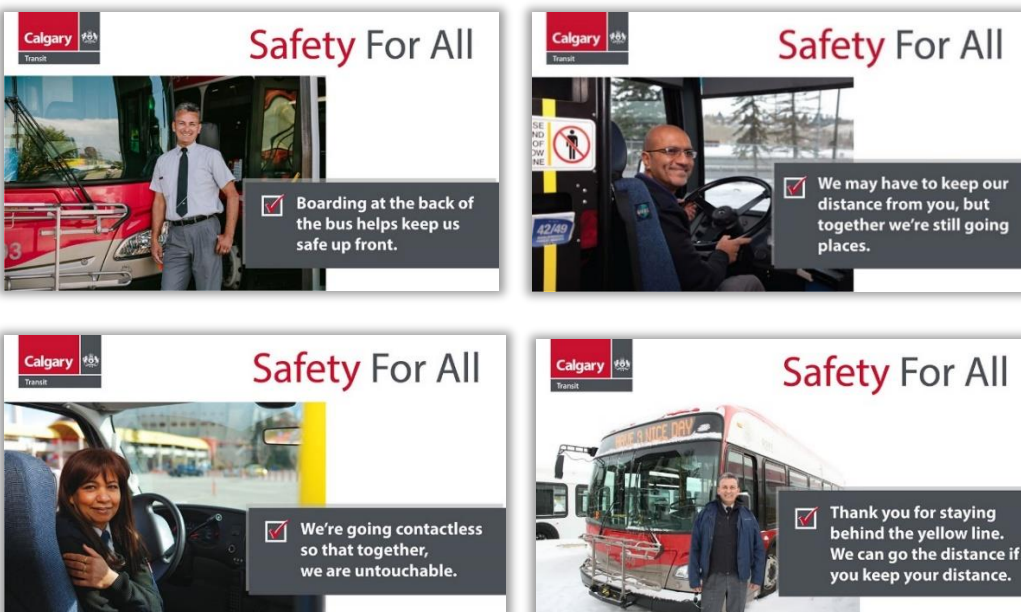
Customer self-care

From the beginning of the outbreak, we created digital displays encouraging proper hand washing, covering coughs and sneezes and other healthy habits. We developed a webpage to make sure they could stay up-to-date with all of our COVID-19 related information: calgarytransit.com/safety



Physical distancing campaign

We developed a campaign to remind customers about our rear-boarding procedure and physical distancing. Our social media content expressed our ongoing appreciation for our operators and their continued service.



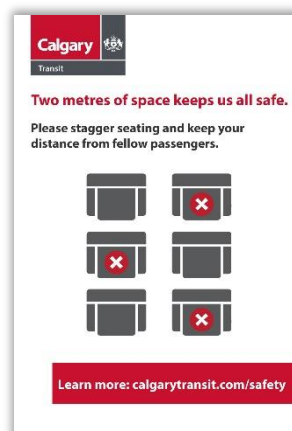
Slides used for social media and digital displays on CTrain platforms and MAX stations

Limiting seating

We limited our seating to help keep customers safe. We installed signage to block off approximately half our bus seats, with additional signage encouraging staggered seating and physical distancing between customers. We asked CTrain riders to follow the same etiquette and keep two-metres from their fellow passengers.



Signage onboard buses



Digital displays on CTrain platforms
and MAX station screens

Two customer limit for Calgary Transit Access

On March 19, all CTA vehicles, including those of our partners in service providing (Checker, Southland, CareCalgary), implemented a two-passenger limit to help with physical distancing, as an added measure of protection for the safety of our customers and our operators.

Reserved parking change

We are allowing customers to pause their parking reservation and payment during the month of April, without losing their spot on the list. Customers who continue to use their reserved parking stall are still required to pay.

Low Income Transit Pass extension

We are extending the March Low Income Transit Pass validity until the end of May. This will help reduce long line ups at our customer service centres and helps with physical distancing.

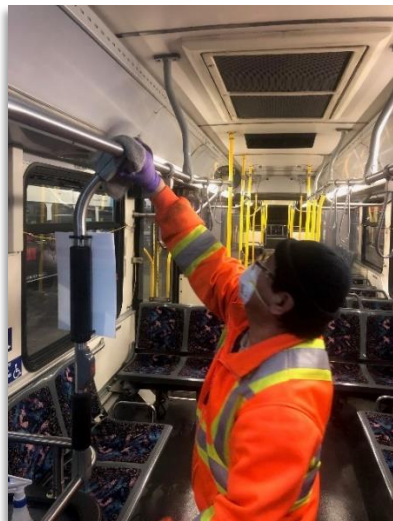
Senior yearly pass

To reduce risk for this vulnerable population, we are extending senior yearly passes that expire in March or April to be valid until the end of May.

Enhanced cleaning on all vehicles

Buses

We're disinfecting all grab rails, stanchions, steering wheels, and spraying a bleach and water mixture to disinfect high-touch surfaces of the vehicles.



Disinfecting passenger area



Disinfecting operator area

Some service lane staff start early and use backpack sprayers with an approved disinfecting solution (EP50, Germguard, PCS7000) to spray all touch points in the buses prior to regular cleaning and servicing of buses.

CTA Buses

For Calgary Transit Access, we are cleaning the buses at the Spring Gardens Transit Garage.



Disinfecting grab rails



Disinfecting passenger area

On-the-go train cleaning

Crews are boarding CTrain cars at stations along our Red and Blue lines throughout the day to disinfect high-touch surfaces. Between trains, the crews are disinfecting high-touch surfaces at CTrain stations, such as ticket machines and grab rails.



Disinfecting exterior high touch areas



Disinfecting passenger area

On-the-go bus cleaning

On June 15, our cleaning crew board buses at major loops and terminals to disinfect high touchpoint surfaces, including the operator area. During down time, they attend to benches, ticket vending machines and any other high touch points within the loop/terminal.



Disinfecting high touch areas

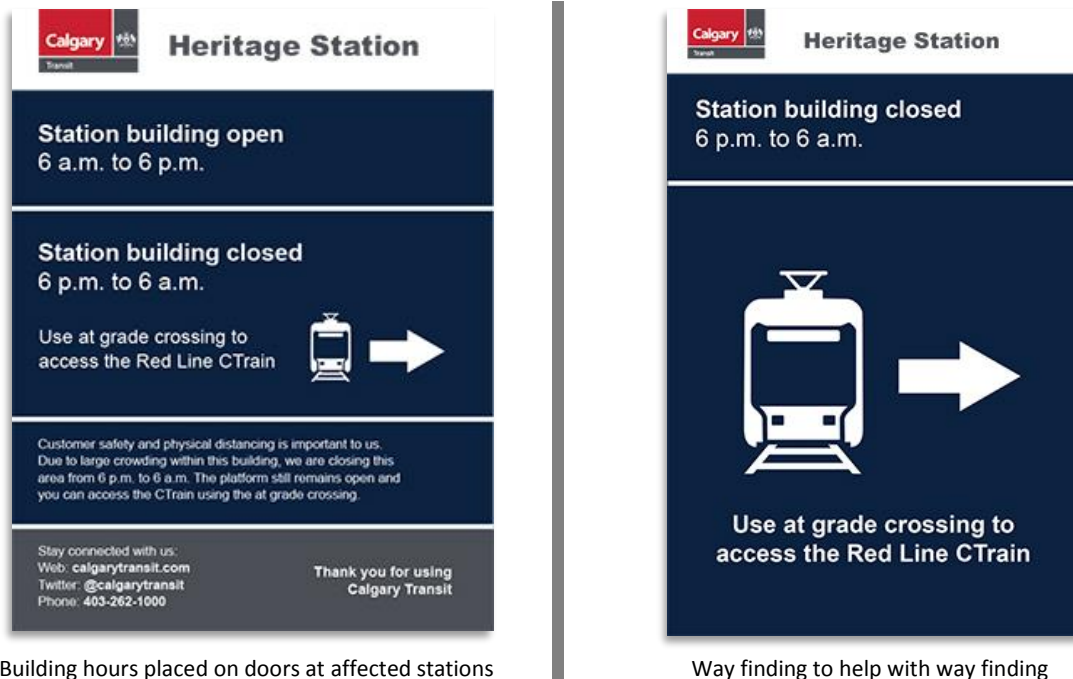


Digital display information for customers

Safety and Security

CTrain Station hours – Phase 1

To ensure we're providing customer safety and practicing proper physical distancing at CTrain stations, reduced nightly access and closed the station buildings between 6 p.m. to 6 a.m. at: Anderson, Southland, Heritage, Elrton, and Stampede stations. Customers were still able to access the CTrain by using the at-grade crossings.



CTrain Station hours – Phase 2

With the success of the station closure from phase 1, phase 2 was introduced to close SAIT, Anderson, Southland, Heritage, Erlton, and Stampede stations all hours of the day. Southland and Chinook bus loop shelters were added to close between 6 p.m. to 6 a.m.



Digital display slides to inform customers

Calgary Transit Peace Officers

With the increase in public disorder on the system due to COVID-19 and low ridership, Peace Officers are changing the way they are patrolling the system. Ununiformed Officers are strategically placed along the

system. When encountering passengers who are unable to produce valid fares, Peace Officers are asking individuals to leave the train, purchase a fare and catch the next train.



Peace Officer patrolling CTrain stations along 7 avenue



Peace Officer checking on the well-being of people

With the changes to the station hour access and adjustments made to how Peace Officers are patrolling the system, the PS100 Security Call Centre is seeing a significant decrease in call volumes from customers calling with safety and security concerns.

Caring for our business

Service changes 1

In early March, we began to see a significant decline in ridership on the entire transit system. To adjust to this reduced demand, it was necessary for us to move to a reduced level of service.

- March 23: reductions in bus service (fewer trips per day)
- March 30: reductions in CTrain frequency



TRANSIT SERVICE CHANGES

In response to recent changes in demand, we're making some adjustments to our schedules.

If you use any of the following routes:

-  Route 201 - Redline
-  Route 202 - Blueline

Please check calgarytransit.com/service-updates to learn how your route will be affected.

Service changes 2

To provide more predictability for our customers and operators, we made changes to service for the entire system. All routes saw some reduction in service, which will be in place until further notice.

- April 6: service changes for most routes throughout the city.



TRANSIT SERVICE CHANGES BEGIN APRIL 6, 2020

Learn how your route will be affected:

- check calgarytransit.com/Service-Updates
- download the [Calgary Transit App](#) and subscribe to your route(s)
- follow us at twitter.com/CalgaryTransit

For information about what we're doing to respond to the COVID-19 pandemic, visit:

- calgarytransit.com/Safety



Service changes 3

To adjust to the financial impacts of COVID-19, we introduced additional service reductions on May 25. The reductions included the temporary deletion of 24 routes, reduced frequency on 30 routes during the weekday and 19 routes on the weekend and temporarily closing the bus portion of Anderson Garage.

To ensure we're providing the right service to our customers, we're monitoring overloads through operator reports and APC (automatic passenger count) data. Where we see consistent overloads, we may add extra trips if resources are available. In mid-July, after we've had a few weeks to monitor the effects that the Stage 2 reopening has on ridership, we'll be making some updates to our schedule through a service evolution. These updates should be in place until at least September.

Relaunch strategy

With the province implementing stages 1 and 2 of the economic relaunch plan, we have been preparing our business for:

- Welcoming back customers
- Building customer confidence and trust when using transit
- Monitoring ridership and evaluating service levels for September
- Building ridership and revenue