

RouteAhead Update: Progress Toward Service Goals

This attachment provides an overview of progress toward service delivery goals identified in RouteAhead, a 30-year strategic plan for public transit in Calgary. This progress report is based on the detailed review of service delivery gaps outlined in the 2016 RouteAhead Update (TT2016-0193).

Base Transit Service and Primary Transit Network Service

Base transit service and the Primary Transit Network (PTN) define both the quality and quantity of transit service in terms of the coverage (accessibility), frequency (how often transit vehicles arrive at a stop or station) and the time 'span' of service (when does service start and finish each day).

Base: a combination of services operating at least every 30 minutes, 15 hours a day

PTN: a combination of services operating at least every 10 minutes, 15 hours a day

A key Base service measure is making transit service accessible (i.e. within 400 metres walking distance) to ensure accessibility for the majority of Calgarians where they live and work.

The PTN is intended to provide a network of higher quality services with wider spacing serving high-density development. The PTN will feature vehicles (irrespective of whether the vehicles are standard buses, articulated buses, or light rail transit [LRT]) operating over an extended time span, with transit priority measures and enhanced passenger amenities, and sometimes operating on dedicated rights of way. The PTN offers customers the ability to "show up and go" as a result of 10 minute scheduled headways.

The exhibits below illustrate:

- The extent of the city where a Base level of transit service (or better) is currently provided. (Figure 1).
- The percent completion of the PTN (Figure 2).

As shown on Figure 1, in 2016 Base service was provided to 73% of Calgary residences and 76% of employment locations.

Some form of transit service (but not necessarily Base service) was provided to 95% of residences and 92% of employment locations.

In 2016 PTN service was provided to 16% of Calgary residences and 31% of employment locations. During the past six years the PTN has expanded by 5%, mainly due to CTrain expansion plus additional service added to Route 3 (south). The PTN now totals nearly 76 kilometers and is nearly 20 percent complete. PTN expansion also contributes towards achieving Base service coverage.

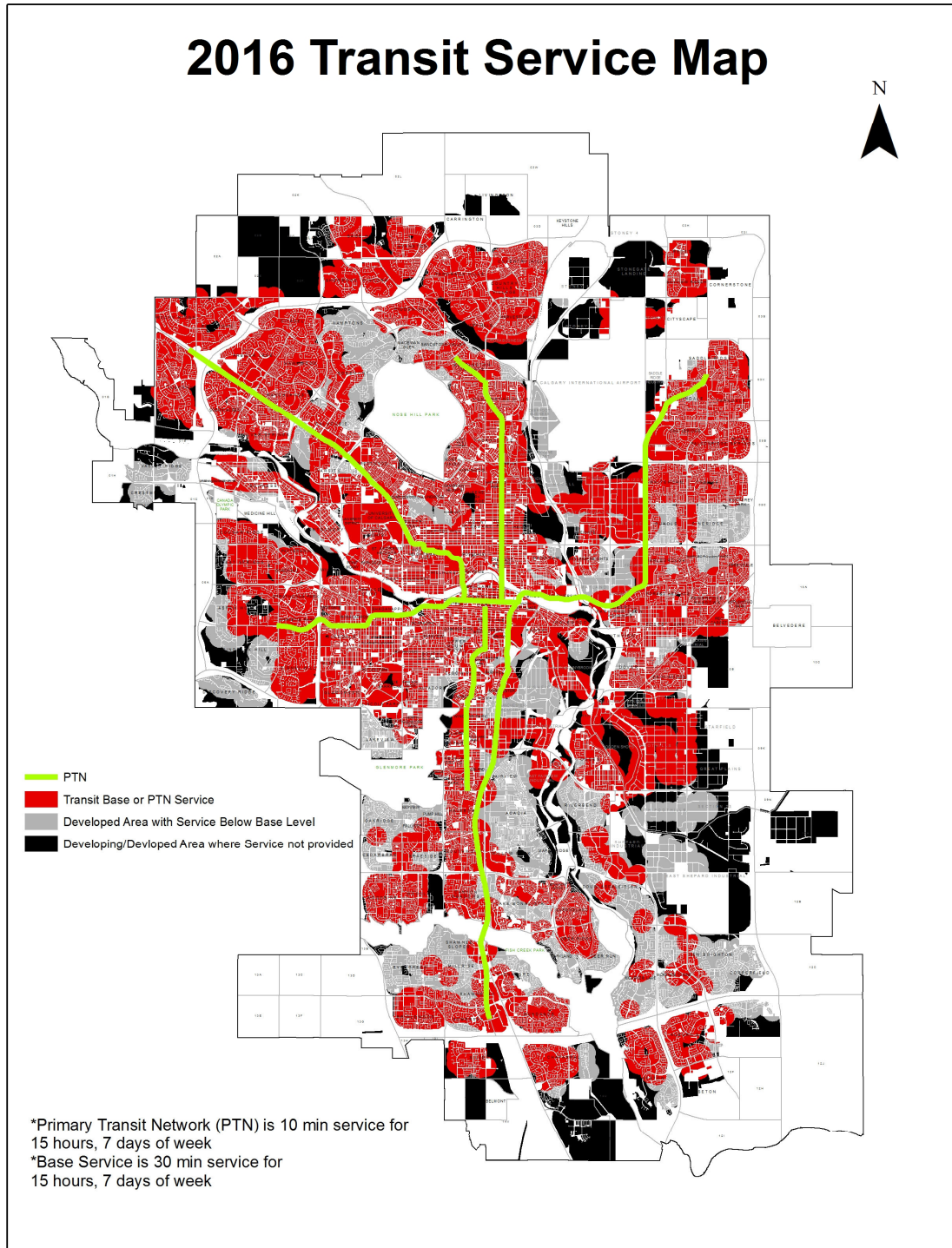


Figure 1

Primary Transit Network

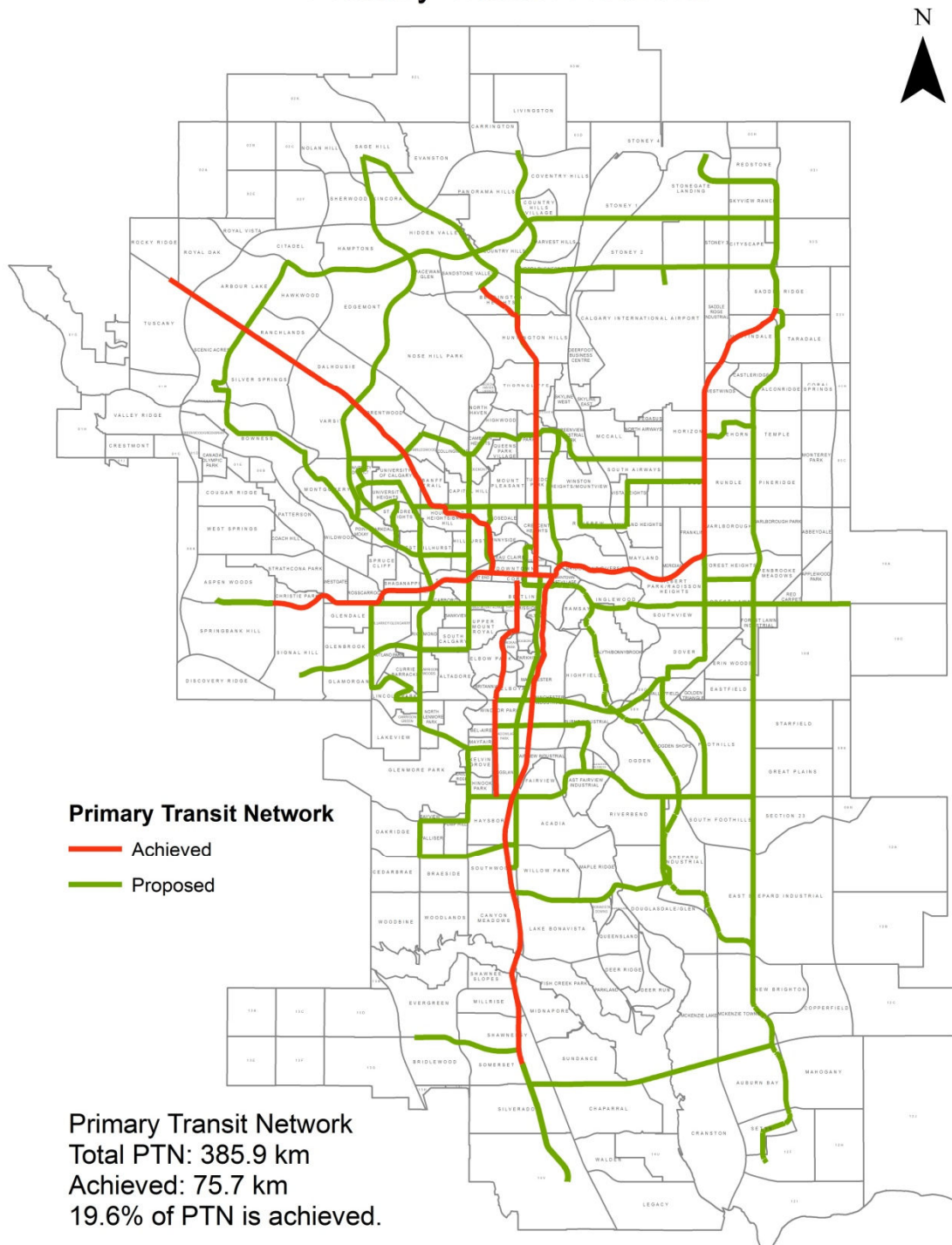


Figure 2

Table 1 below includes a summary of the percentage of residential areas and employment areas that are reached by Base and PTN service and how that service provision has changed over time.

Table 1

Base and PTN Service Provision to Residential Areas

Year	AM Peak	Midday	PM Peak	Evening	Saturday	Sunday	Total
2011	95.2%	87.6%	95.0%	92.0%	73.5%	52.3%	58.0%
2012	94.9%	78.5%	94.7%	89.7%	70.9%	48.5%	54.0%
2013	95.4%	81.6%	95.4%	91.7%	75.9%	55.6%	57.7%
2014	95.4%	86.3%	95.3%	92.9%	75.8%	56.6%	60.4%
2015	95.0%	81.1%	95.0%	91.2%	75.4%	55.3%	60.4%
2016	95.1%	92.7%	95.0%	92.8%	85.7%	76.3%	76.5%
Improvement 2015 to 2016	+0.1%	+14.3%	-	+1.8%	+13.7%	+38.0%	+26.7%

Base and PTN Service to Employment Areas

Year	AM Peak	Midday	PM Peak	Evening	Saturday	Sunday	Total
2015	87.8%	89.6%	88.0%	82.1%	71.5%	55.6%	62.7%
2016	91.8%	90.4%	91.7%	86.3%	78.8%	76.3%	76.4%
Improvement 2015 to 2016	+4.6%	+0.9%	+4.2%	+5.1%	+10.2%	+37.2%	+21.9%

The Base service standard is being met consistently during weekday morning and evening peak periods.

(The data used to determine Base service coverage in employment areas does not enable a similar timeline comparison since it is based on City of Calgary business license information which does not permit historical comparison prior to 2015.)

The significant improvement in performance between 2015 and 2016 can be attributed to the addition of midday, off-peak and weekend service frequency as a result of the 2016 Transit Service Review. Significant duplication of routes in northwest and downtown Calgary was addressed, and service hours were re-allocated to routes/corridors with gaps in frequency and span of service. A similar review will be conducted in 2017-2018 as part of the introduction of the BRT Network.

Challenges with Service New Communities and Employment Areas

Administration is faced with a significant challenge emerging in the new and developing communities where many new residents are now living and new employment areas are

being created. In these new areas, about 2,650 residents and 14,000 jobs do not receive any transit service. Travel demand exists, and has for some time in many areas, but is not being addressed in a manner consistent with development approvals and the vision of the MDP/CTP.

Administration continues to attempt to address gaps on a first-come first served basis, through negotiated developer-funded service agreements or prioritization of the least costly extensions of existing bus routes. A new solution to this problem is recommended for investigation as part of the review of the CTP in 2019.

Figure 3 and Table 2 below illustrate the challenge. Figure 3 identifies existing communities and employment areas with no transit service, as well as future growth areas for which some form of approval has been granted (with transit service identified in planning approvals).

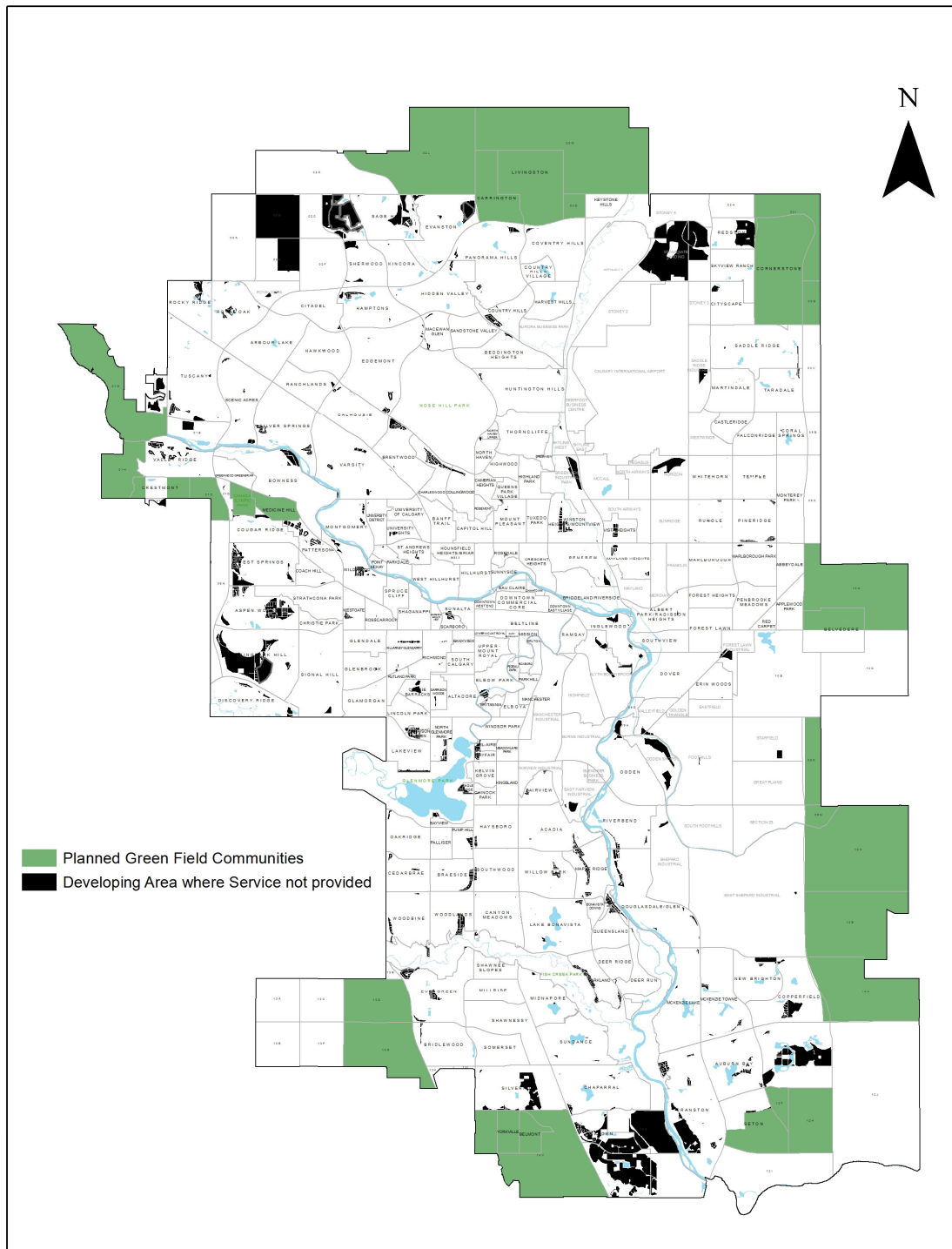


Figure 3

Table 3

Transit Service Status in New Areas

Service Status	Population	Jobs
Developing Areas – No transit service	2,650	14,000
Future Development Areas - Plans approved Population and Jobs expected by 2019	14,500	5,700

Service For New Communities and Employment Areas

Calgary Transit provides introductory transit service that is intended to evolve as the community grows and ridership matures. Before introductory service may be considered five criteria must first be met:

- Funding must be available to pay for the service
- Labour must be available to operate the service
- Vehicles must be available to provide the service
- The road network must be adequately developed to carry the service
- The population or job intensity must be sufficient to support the service

A new residential community can usually sustain transit service once it reaches about 300 to 400 occupied homes. The viability of new service also depends on the speed at which development is occurring, availability of a continuous road network, the density of the development and the ability to extend service on an existing route versus the need for a new independent route. New service typically begins with weekday peak period service followed over time, as ridership and growth occurs, by off peak services – i.e. mid-day, evenings and weekend – leading up to Base service. An early introduction of transit service, including connections to existing higher-order transit service, is critical to developing transit travel habits of the new residents (which will offset future demand for road infrastructure).

Transit service to employment areas is also crucial to enable employers to attract and retain staff. The ability of new employment areas to support transit service is typically lower than residential growth and the span of service often needs to be longer to serve multiple shift times, including weekends. However, transit service to these areas is vital to support Calgary's economic growth and diversification (e.g. technology/research, logistics/goods movement).

Residents and employers in these areas are becoming increasingly concerned with the uncertainty with the timing of introductory service or service upgrades. As well, the lack of transit service in these areas may result in traffic congestion developing on roadways that were designed assuming that transit service will carry a portion of peak period trips.