

RouteAhead Update: Calgary Transit Customer Advisory Group Letter

February 22, 2017

His Worship Naheed Nenshi
Office of the Mayor, The City of Calgary
P.O. Box 2100, Station M
Calgary, AB, T2P 2M5

cc: Doug Morgan, Director Calgary Transit
cc: Scott Deederly, Senior Policy Advisor

Calgary Transit Customer Advisory Group (CTCAG) 2016 Report on Activities

Your Worship,

The Calgary Transit Customer Advisory Group (CTCAG) is pleased to submit this letter as an official Report on our activities in 2016.

Formed in 2011, this is the third iteration of the group, with term limits of our representatives set at two years (members can serve to a maximum of four years). Members are briefed on transit operating procedures and have met with representatives from Calgary Transit outlining various projects, initiatives and programs. CTCAG members provide valuable customer experience oriented feedback to Calgary Transit officials.

The CTCAG is a diverse group of citizens comprised of regular transit riders, and its members hail from all quadrants of Calgary and all walks of life.

In 2016, we received presentations and provided feedback on a wide variety of topics, including changes to northwest bus routes, fares, LRT station upgrades and renovations, and the Green Line. We also toured the Victoria Park bus garage and offices.

Formally, the group adopted the following areas of focus for the group to advise upon (in order of priority):

1. Communicating with Customers (safety, reliability & signage)
2. Accessibility - Infrastructure and Service Design
3. Alternative Fare & Pass Strategy
4. Parking
5. Security
6. Driver Accountability
7. System and Fleet Maintenance
8. Communicating Long Term Plans

These areas of focus align well with Calgary Transit's Customer Commitment to provide Safe, Reliable, Helpful, Informative, Easy to Use, and Clean services, and the group will continue to advise on these areas of focus on 2017.

The group appointed a meeting facilitator, Dave Robertson, and adopted the use of Google Groups as an online platform in order to better structure meetings and coordinate the use of time, and continue collaboration outside of Group meetings. We also elected a Chair who will act as spokesperson for the CTCAG, and represent the Group at Standing Policy Committee on Transportation and Transit council meetings.

These structural changes to the committee are intended to provide greater organizational capabilities, and ensure the continued success of the Group for current and future members. We hope also that these implemented changes will serve as a model for other volunteer citizen committees.

We wish to transform this group's purpose from a panel for feedback to a true advisory role, and with that an expanded role in advising on projects, programs, and initiatives in support of Calgary Transit's Customer Commitment. In 2017, we also ask for continued feedback from Calgary Transit officials regarding our input from 2016 (and indeed from previous years) and how our input has been applied or utilized.

In addition to this, we seek to have a greater presence with Calgary Transit employees through representation in project consultations outside of our regular meetings, as well as a presence at relevant Council meetings, as required.

For your convenience in the appendix of this letter you will find specific topics of the aforementioned areas of focus we intend on advocating for and advising upon through 2017. As ambassadors and promoters in the community of transit as a viable option, we are proud to serve the people of this great city, and we look forward to a productive year.

Sincerely,

The Members of the Calgary Transit Customer Advisory Group

Darlene Klassen
Glen Ong
Jason Montgomery
Karen Boersma
Lillian Hutchison
Matthew Yeung
Michael Medori
Mizze Walker
Paul Bushell
Tammy Dasti-Fisher
Tove Engebretsen
Wesly Ramage

<u>CTCAG Category</u>	<u>Customer Commitment Alignment</u>	<u>CTCAG Description</u>
Communicating with Customers (Safety, Reliability & Signage)	Information	<ul style="list-style-type: none"> • More prominent display of customer service numbers • Open unused advertising space to NPOs and other organizations • Visual signage and audible announcements • Who to call regarding safety incident • Teleride contact information hard to read on stop signs • Public awareness re: how to register a complaint • Public etiquette campaigns • Communication of disruptions • Review of website navigation/layout
Accessibility - Infrastructure and Service Design	Ease of Use	<ul style="list-style-type: none"> • Not all LRT stations are easily accessible • Blocking handicap parking • Better scheduling practices for Access Calgary • Accessibility at Heritage Station • LRT Station Design (use of space) • Address pedestrian safety (access to platforms) • Parking abuse at handicap stalls • "Mask" train design issues (lack of overhead handles, handicap seating design)
Alternative Fare & Pass Strategy	Ease of Use	<ul style="list-style-type: none"> • Offer an annual fare • Offer fare alternatives • Introducing zone fares • Annual passes for AISH clients • Investigation of Electronic fare payment solutions
Parking	Ease of Use	<ul style="list-style-type: none"> • What's the long-term parking strategy? • Preventing flooding & theft at Park and Ride • Park Plus at Park and Ride • Parking abuses of handicap stalls
Security	Safety	<ul style="list-style-type: none"> • Forming a "citizens protecting citizens" group • Visibility and increased presence of peace officers • Improved response times for peace officers or Calgary Transit officials • Visibility of safety information • Improving lighting around stations
Driver Accountability	Helpful	<ul style="list-style-type: none"> • Driver attitudes to passengers (foster good practices from recruitment) • Ensuring drivers are accountable to passengers • Drivers ignoring safety issues • Situational awareness on board vehicles
System and Fleet Maintenance	Reliability & Cleanliness	<ul style="list-style-type: none"> • Seasonal preparations (parking lot safety, snow/ice removal) • Consistent cleanliness of bus shelters and inside buses and trains • Train switch technical problems, cataloguing and prevention • Implement more transit priority measures to improve OTP and consistency during peak times • Improve time to recover from incidents (controllable and uncontrollable) • Improve time for delivery of unscheduled maintenance
Communicating Long Term Plans	Information	<ul style="list-style-type: none"> • Better communicate long-term plans for the future