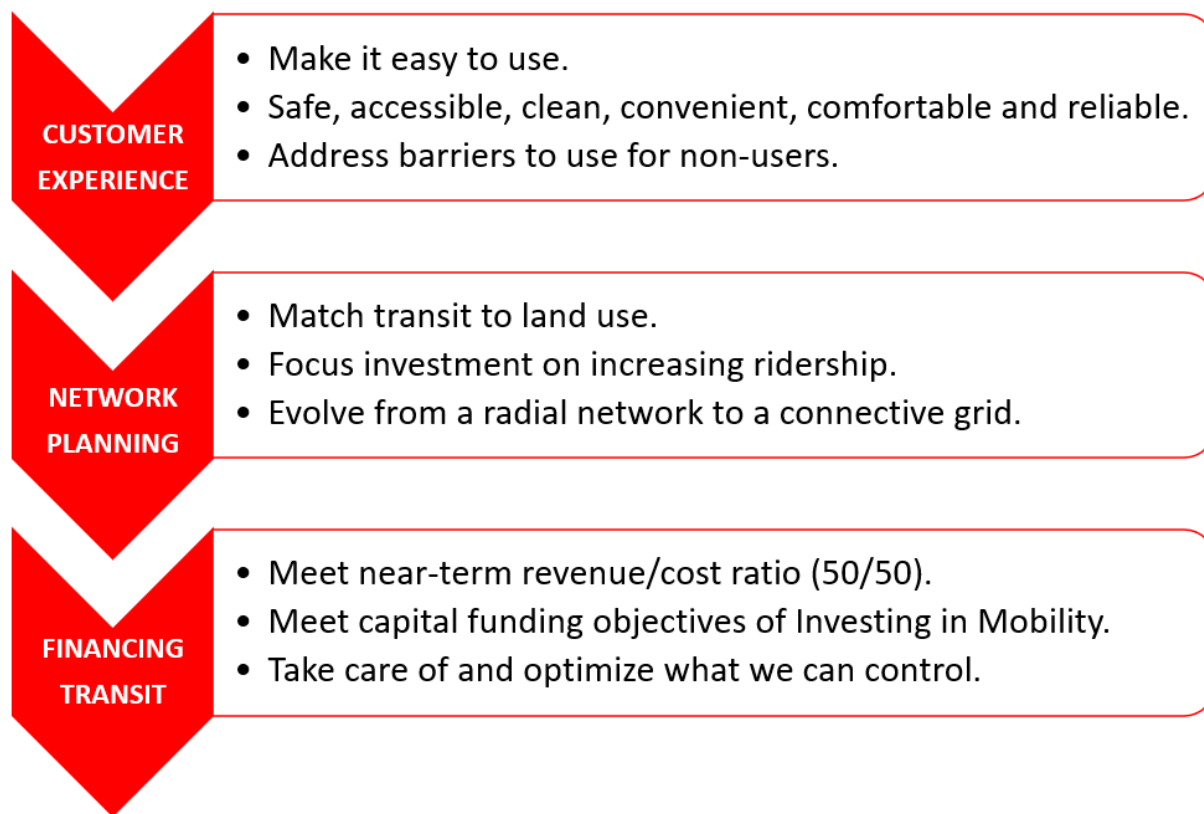


## Attachment 2: Introduction to RouteAhead

In 2011, City Council directed creation of a new long-term plan for Calgary Transit following the principles and objectives of the Municipal Development Plan (MDP) and the Calgary Transportation Plan (CTP). In response, Administration developed the RouteAhead strategic plan to guide both operations and investment in transit over the next 30 years. The plan was approved by Council on 2013 March 04. RouteAhead establishes a clear vision for transit in Calgary and is used by City Council and Calgary Transit to make informed decisions regarding customer-centric improvements, capital and operating budgets, fares, service hours and other major business decisions.

RouteAhead is centred around three core principles for public transit in Calgary as shown in Figure 1 below. They were originally created and approved by Council in 2012 using feedback from customers, the public, Administration, and Council.

Figure 1: Core Principles for Public Transit in Calgary.



RouteAhead also contains a capital plan for Calgary Transit, outlining rapid transit projects with a direct connection to customer-service. The capital plan was coordinated with the 10-year Investing in Mobility Plan. The Investing in Mobility Plan identified approximately \$4.5 billion worth of capital infrastructure requirements to progress towards the goals outlines in the CTP.

The original RouteAhead document ranked capital projects based on public input, land use, customer experience and project characteristics. A more robust prioritization process was developed in 2020. Prioritization now considers current and future social, economic, and environmental benefits, capital and long-term operating investments, and impacts to transit ridership. An update to the project prioritization list was approved by Council in December 2020.

RouteAhead is organized around the core principles, forming a comprehensive list of visions, directions, and strategies for all areas of transit service in Calgary. Visions, directions, and strategies were created with the view that transit will evolve over the next 30 years to become Calgarians' preferred transportation mode choice. Figure 2 below provides an overview of how to navigate RouteAhead.

*Figure 2: Navigating the RouteAhead.*



The customer experience section focuses on all aspects of a customer's interaction with transit, including improvements to understanding, accessing, waiting, paying, riding, and connecting. RouteAhead also highlights the day-to-day operations that support the customer experience, from operators to call centre staff and peace officers.

The network section focuses on the evolution of transit to balance growing demand for transit in areas outside of the downtown, new communities, and cross-town connections to activity centres, and finding solutions by building rapid transit projects and increasing service on the Primary Transit Network. RouteAhead also mentions important back-of-house operations crucial to maintaining good transit service, including maintaining fleet, facilities and infrastructure, and planning for new facilities to scale our operations.

Implementing a new vision for the customer experience and transit network requires additional funding; therefore, the final core principle of RouteAhead is financing transit. This section focuses on the types and amounts of funding needed to implement strategies in the plan and outlines increased investments needed to capital and most importantly operating budgets over the next 30 years to reach RouteAhead goals.

The final sections of RouteAhead look forward to the governance structure of Calgary Transit and supply information on different governance models such as the Municipal Department Model, the Municipal Transit Model, and the Regional Transit Governance Model. It also addresses the need to collaborate with regional partners and provides direction on how to move ahead with rapid transit projects by advancing studies and designs to prepare for funding requests.