

# RouteAhead 2021 Annual Update

Infrastructure and Planning Committee

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2022 February 3

Report #IPC2022-0122

ISC: Unrestricted



# Recommendations

That the Infrastructure and Planning Committee recommends that Council:

1. Endorse in principle the RouteAhead 10-year update scope and direct Administration to proceed with updating RouteAhead and RouteAhead Project Prioritization with a programmatic approach, returning to Council no later than Q4 2022.
2. Advocate for permanent transit operating funding to the provincial and federal governments.
3. Direct Administration to continue advocacy with the Government of Alberta on a long-term funding extension for the Low Income Transit Pass program and to develop recommendations for a long-term sustainable funding model for the Low Income Transit Pass program.



# RouteAhead Core Principles



## CUSTOMER EXPERIENCE

- Make it easy to use.
- Safe, accessible, clean, convenient, comfortable and reliable.
- Address barriers to use for non-users.

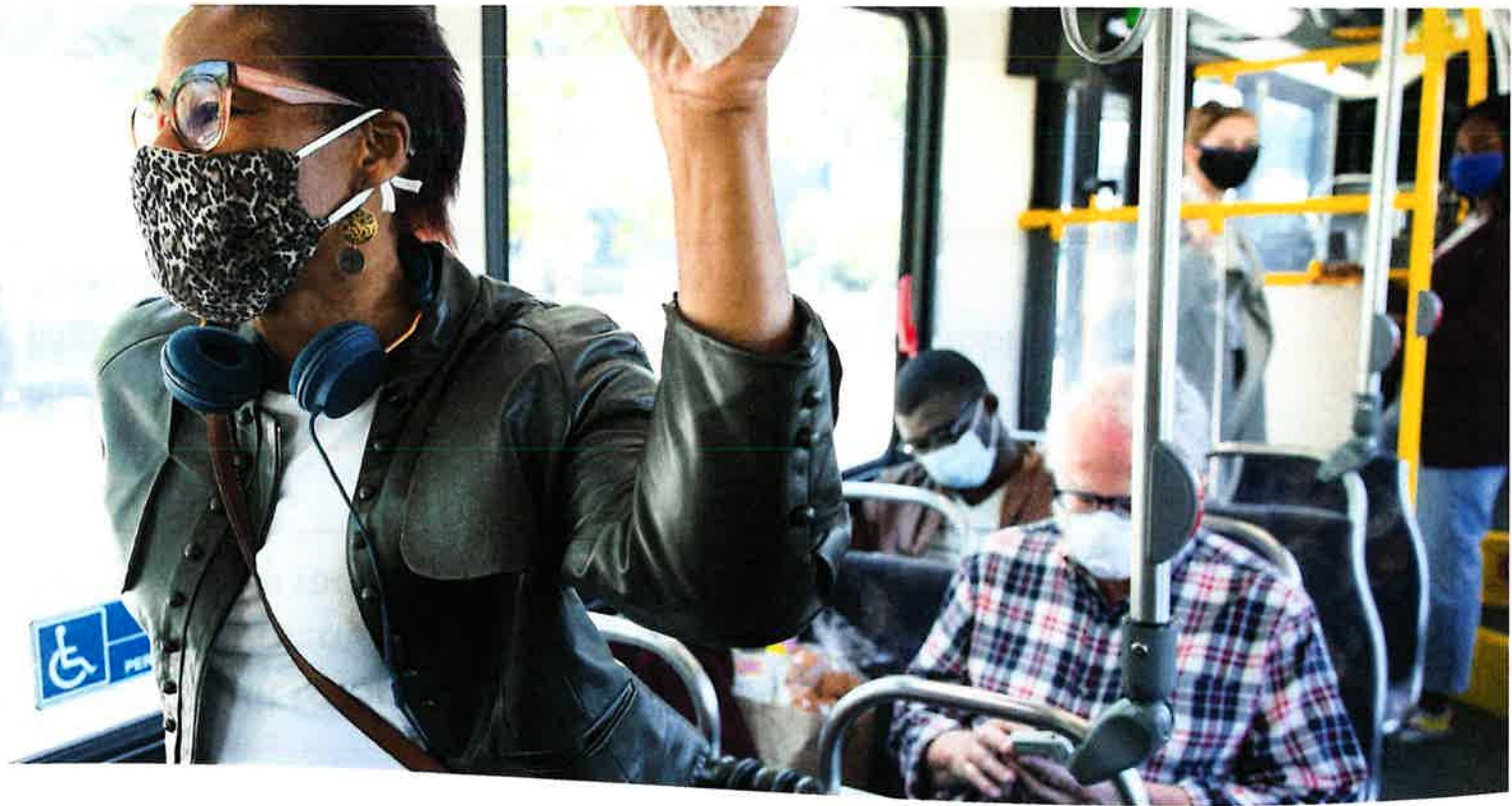
## NETWORK PLANNING

- Match transit to land use.
- Focus investment on increasing ridership.
- Evolve from a radial network to a connective grid.

## FINANCING TRANSIT

- Meet near-term revenue/cost ratio (50/50).
- Meet capital funding objectives of Investing in Mobility.
- Take care of and optimize what we can control.





## Customer Experience

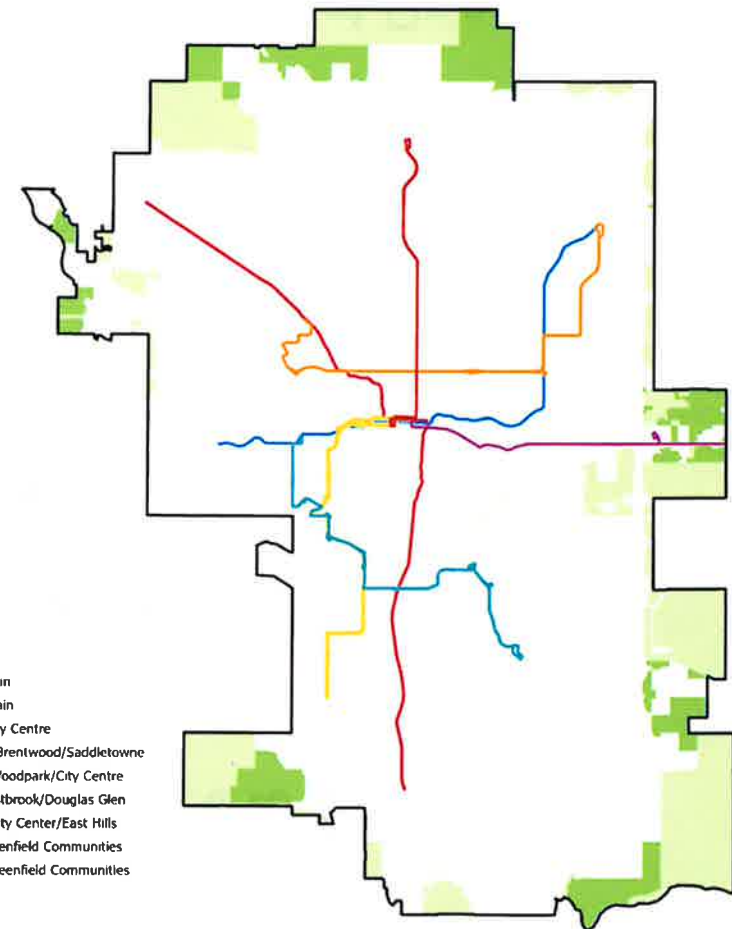
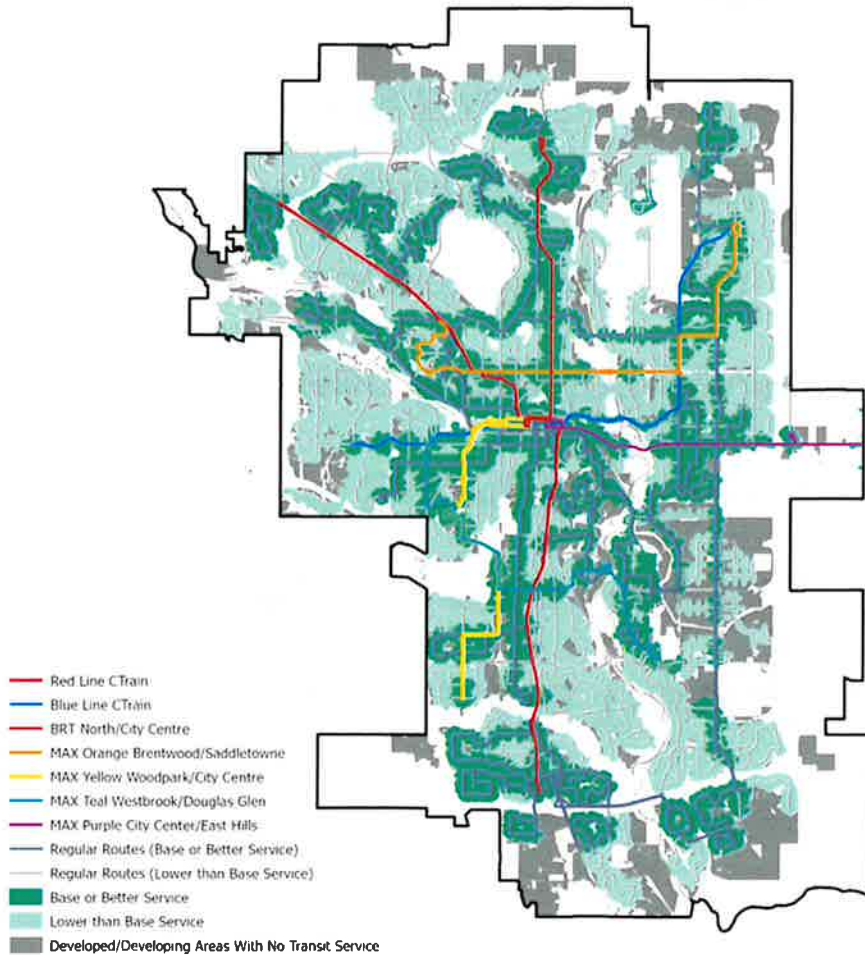
- ❖ While depressed in Q1-2021 Customer Satisfaction has rebounded in Q3-2021.
- ❖ Service impacts from cutbacks and adjustments are straining customer limits with overall trip times.
- ❖ Increased mobile application use has led to greater customer awareness of service disruptions and travel planning options.
- ❖ Increased use of My Fare and UPass integration.
- ❖ Perceptions of safety and security are in decline as a results of social unrest at CTrain stations and transit stops.
- ❖ Enhanced COVID-19 cleaning protocols and passenger mask adherence.



# Network Planning

2021 Calgary Transit Service Coverage

2021 Calgary Transit For New Communities



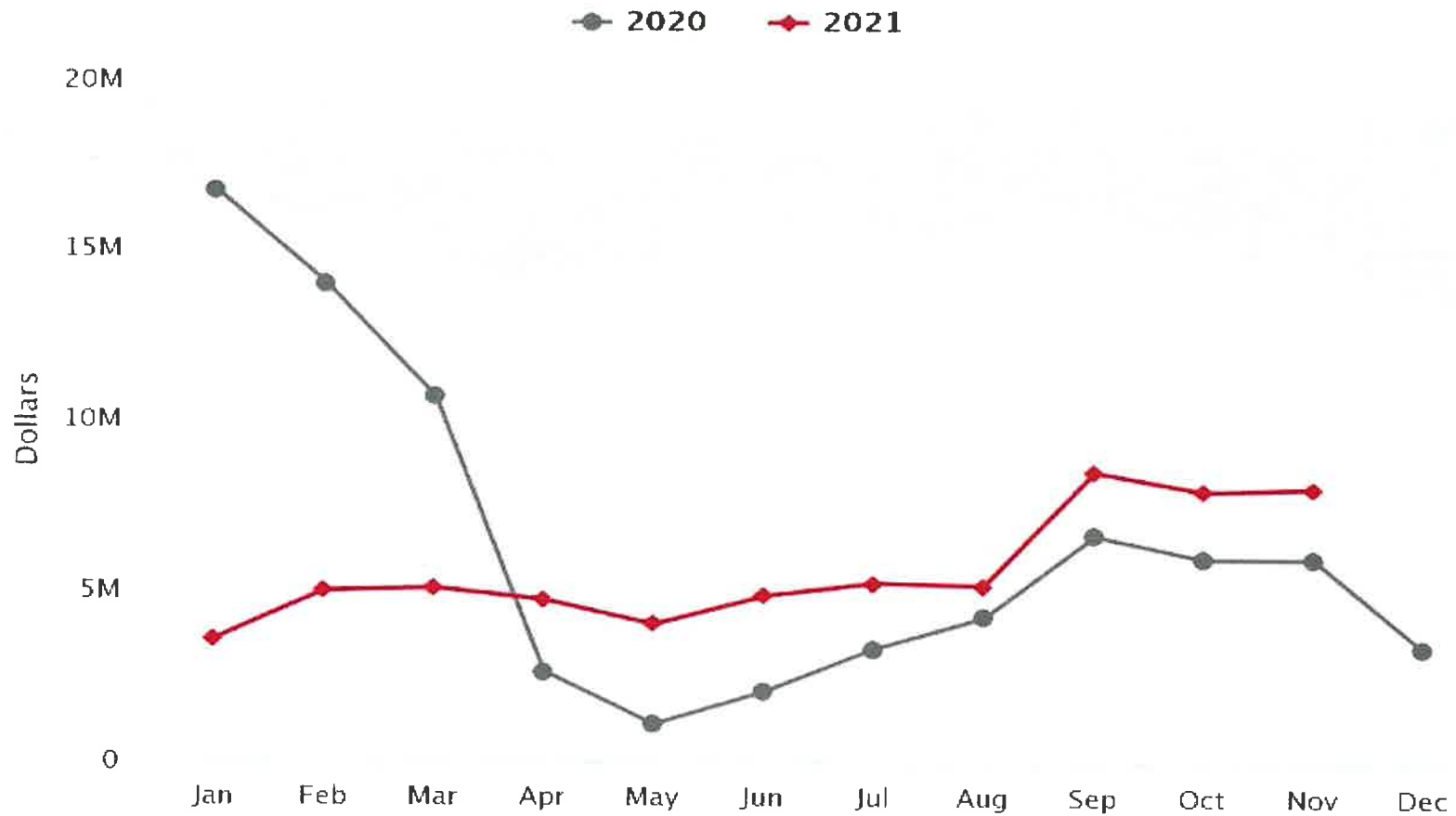


# Network Planning Highlights

- ❖ Fall 2021 Service Reintroduction from 75% to 85%
- ❖ Chestermere Transit Extension
- ❖ Mobility as a Service (MaaS) Integration
- ❖ 52<sup>nd</sup> Street East Transit Improvements
- ❖ Green Fleet Initiatives
  - ❖ Electric Shuttle Pilot
  - ❖ Planning for Federal Funding Opportunities in 2022
  - ❖ Bus Electrification Opportunities
- ❖ RouteAhead 10-Year Update & Updated Project Prioritization



Calgary Transit Fare Revenue Comparison for 2020 and 2021





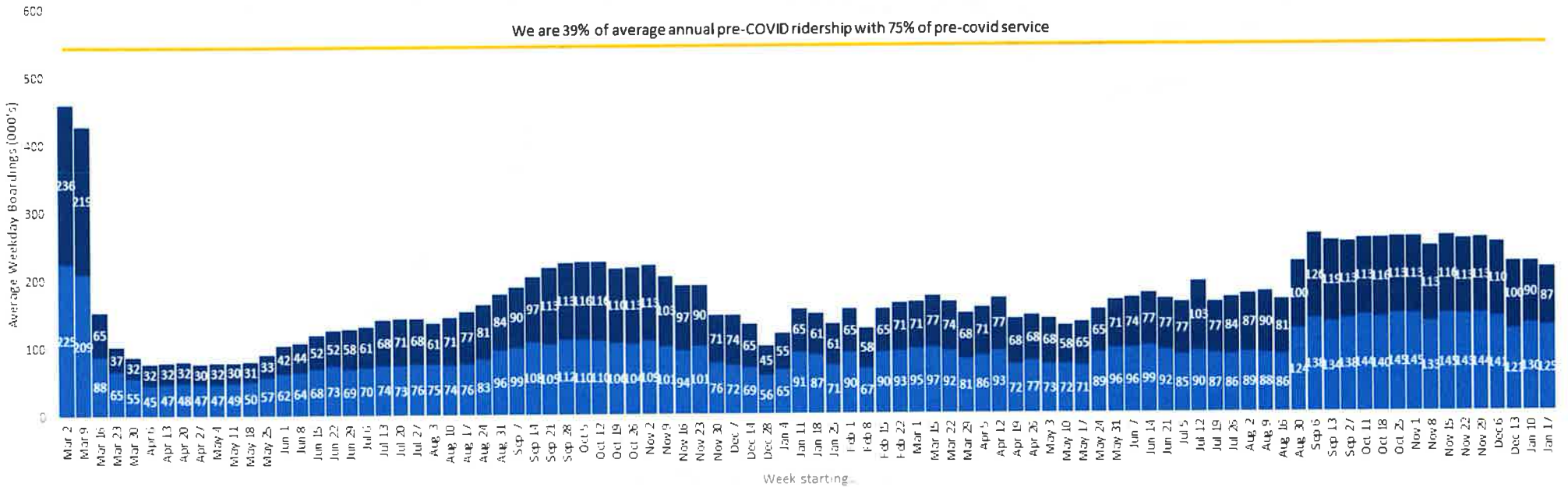


# Financing Transit

## Average Weekday Boardings

Bus Ctrain 2019 Annual Average (544.5k)

We are 39% of average annual pre-COVID ridership with 75% of pre-covid service







## Financing Transit

### 2021 Revenue Shortfall

- \$106M Revenue Shortfall for 2021.
- Offset by \$82M in cost reductions.
- \$63-89M Revenue Shortfall anticipated for 2022.

### Low Income Transit Pass Funding

- Provincial funding of \$4.5M per year ends in March 2023.
- 40,000 applicants and 233,000 monthly passes sold in 2021.
- One-time funding of \$4M in 2018 and \$6M in 2019 to manage gaps.



# Looking Ahead





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**Thank You**



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**FEB 03 2022**

ITEM: 7.1 IP2022-0122

*Distribution Presentation*

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