

Calgary Transit Recovery Strategy

CD2022-0675
Attachment 1

Service Recovery	
Project Name	Description
Restore Service	Restoring service to 90 per cent by September 2022 and 100 per cent by the end of 2023.
Light Rail Vehicle assessment and refurbishment	Improving components of some CTrains to help improve reliability and ability to provide service and completing a reliability and condition assessment of older CTrain models.
Data collection	Data gathering to help support recovery and make informed decisions about service based on ridership and customer demand.

Service Investments	
Project Name	Description
On Demand	Hire consultant to assess and review feasibility of expanding the on demand service in four to six new communities.
Park and Ride	Upgrade the Park and Ride reservation system and install parking sensors to provide customers with real-time parking availability.
Automatic Passenger Counters - CTrain	Install automatic passenger counters on all CTrains to provide real-time boarding information to help ensure service/capacity is meeting customer demand.
Brookfield MAX Yellow Station	Build MAX Yellow station at southbound 1 Street at 7 Avenue S.W. Originally planned to be constructed in 2019 but delayed due to budget.
Service Support	Resources to support the RouteAhead report that is due to council later this year. Bring in resources from Green Line to do some preliminary work related to Green Line service investments.
Floating bus stops	CT is working with Roads team to provide floating bus stops along with temporary patios to allow full accessibility to the transit service. This initiative avoids moving bus stops around within a corridor, offering consistency to our customers.

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Safety Investments	
Project Name	Description
Transit Security Guards	Provide highly trained uninformed presence on the transit system, providing customer service and support to Peace Officers to help improve customer safety
Customer Safety Initiatives	Continue to support the Safety 4 All initiative and other customer safety initiatives in collaboration with community partners.
CCTV system upgrades	Upgrading CCTV system features to include incident detection to help with monitoring of CTrain stations and improve dispatch response times.
Lighting upgrades	Upgrading lights at some CTrain stations and Park and Ride lots to improve visibility and safety.
Customer/Employee safety initiatives	Hiring a third-party consultant to investigate the feasibility of implementing a closed system, which includes highlighting impacts to the customer experience, accessibility, and neighbouring communities. In addition, address safety issues with manhole covers at CTrain stations. Replace operator seat in newer model of CTrain to improve ergonomics for operators.
Employee safety training	Safety training for all operators.

Customer Exp. Investments	
Project Name	Description
Communications/Marketing	Support ridership recovery through a variety of communications and marketing campaigns, events, and partnerships.
Service Ambassadors	Hire service ambassadors to be available to answer customer questions and provide service information at CTrain stations.
Discounted Fares	Offer discounted monthly pass and reserved parking for August and September to attract new riders and help retain current customers.
Bikes on Transit	Install bike racks on all buses and support bikes on CTrain pilot that allows bikes on the CTrain at all hours.
Enhanced system cleaning	Enhanced cleaning of the system will help ensure the system is clean and safe for customers as they return to taking transit.