



Calgary Transit Fare Innovations (IP2023-0369)

Infrastructure and Planning Committee

2023 May 10

Infrastructure and Planning Committee recommends that Council:

- Approves ending the Airport Boarding Pass (special fare) and replacing it with Calgary Transit regular fares; and
- Approves the guiding principles for reviewing, designing, and implementing fare products in the 2023-2026 Service Plan timeline.

Previous Council Direction

July 7, 2022

- Administration presents the *Calgary Transit Fare and Revenue Strategy* (IP2022-0803) providing background on Calgary Transit's revenues and how they support the operating budget. Guiding principles for determining the 2023-2026 fare structure were presented and approved by Council.

November 8, 2022

- During deliberations for the 2023-2026 Service Plans and Budgets (C2022-1051) a motion arising directed Administration to:
 - Draw \$64.7 million in one-time operating funds from the anticipated surplus to be allocated in the following manner:
 - \$3 million in 2023 to Calgary Transit to maintain transit fees at 2022 levels; and
 - \$3 million in 2023 to Calgary Transit to eliminate fares for children 12 and under, and provide Weekend Group Day Passes.

- Timing and outcomes of this report
- Calgary Transit is an industry leader in sliding scale low-income transit pass and mobile app-based fare payments



Guiding Principles for Fare Design and Implementation

Guiding principles have been developed to assist Administration in the design and implementation of new fare products in the 2023-2026 timeframe:

- Alignment and support of City policies such as RouteAhead and the User Fees and Subsidies Policy.
- Ease of use for customers and transit staff, while maintaining simplicity in the overall fare offerings.
- Equity in access to fare products and the public transit and accessible transit services.
- Use of Calgary Transit's available technology to enable new fare products.
- Use of data (where available) to inform changes to fare products.

Important Considerations

- Fare revenues are an important part of Calgary Transit's operating funding
- Customers consistently request increased service over other features



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Questions and Answers