



Assessing a Closed System as Part of The City of Calgary Transit Safety Strategy

Infrastructure and Planning Committee

May 10, 2023

Administration Recommendations

That the Infrastructure and Planning Committee recommends that Council:

1. Receives the Assessing a Closed System as Part of The City of Calgary Transit Safety Strategy Report in Attachment 2 for information.
2. Directs Administration to report back to Council in 2023 Q3 with a comprehensive multi-disciplinary transit safety strategy outlining the roles, responsibilities, and resources required for an integrated customer and safety service delivery model between Calgary Transit, Emergency Management and Community Safety, Corporate Security, Calgary Police Service and Community Partners to be included in the Standing Executive Committee Item—Strategic Discussion on Building and Delivering on Plans and Budgets for consideration as part of the Adjustments to service plans and budgets in 2023 November.
3. Approves the one-time transfer of \$3.4 million operating budget in 2023 from the Fiscal Stability and Operating Budget Savings Account Merged Reserve to the Public Transit service to enable the immediate hiring of permanent staff, in anticipation of approving \$6.7 million in additional base funding for these staff through the Adjustments to the service plans and budgets in 2023 November.
4. Approves the one-time transfer of \$5.3 million in 2023 to the Public Transit Service from the Fiscal Stability and Operating Budget Savings Account Merged Reserve for immediate safety and infrastructure improvements as set out in Table 2 of Attachment 3.

- The City of Calgary (The City) recognizes the need for immediate action to ensure the safety and security of the public on our transit system.
- As part of Calgary Transit's Operational Recovery Strategy, The City committed to hiring a third-party consultant to investigate the feasibility of implementing a closed LRT system. This study can be viewed as an important step in developing the necessary resourcing and infrastructure required to improve transit safety.
- Administration is working on a multi-disciplinary transit safety strategy to improve the safety of Calgarians on the transit system. In alignment with the consultant's findings, Administration will report back to Council in Q3 2023 with a transit safety strategy and implementation plan for option 3—enhanced staff model and associated infrastructure.
- In advance of the transit safety strategy, Administration is requesting one-time funding to increase staff and visibility on the transit system and for immediate improvements to safety, lighting, cleaning, and accessibility.



Environmental Scan

Development of Access Typologies

Development of Station Groupings

Partner Engagement & Partners Site Tour

Engineering Risk Assessment & Cost Estimate



Access Typologies

<p>Option 1</p>	<p>Enhanced Staff to support faregate operations</p>	<p>Fully Closed</p>
<p>Fare Gates at Every Station / Elimination of the 7th Avenue Free Fare Zone</p>		
<p>Option 2</p>	<p>Enhanced Staff to support faregate operations</p>	<p>Partially Closed</p>
<p>Fare Gates Outside the 7th Avenue Free Fare Zone</p>		
<p>Option 3</p>	<p>Enhanced Staff – Integrated Customer and Safety Model</p>	
<p>No Fare Gates</p>		



Project Objectives

Safety



Increase safety on the LRT system

Does the proposed solution enhance safety for customers and staff?

Would it measurably reduce disorder on LRT Trains and in stations?

How could fare evasion be impacted?

Cost



Efficient use of capital and operating funding

What are the capital cost(s) associated with this model?

What are the ongoing operating costs associated with the proposed model?

Integration



Maintaining access between the LRT station and local environment

What are the access model effects on neighboring communities, developments and public realm?



Project Objectives

Operations



Ability to serve operational needs today and the future

How would Calgary Transit’s existing standard operating procedures and policies be impacted by each access model? How will roles and responsibilities of staff change?

How would future operational considerations be impacted by each access model?

Equity



Ensuring LRT trains and stations are accessible for all

How would the proposed access model impact those with physical disabilities?

How would the proposed access model impact customers with differing socio-economic backgrounds?

Experience



Enhancing the customer journey

How would the proposed solution affect the customer experience when taking a trip on Calgary Transit?



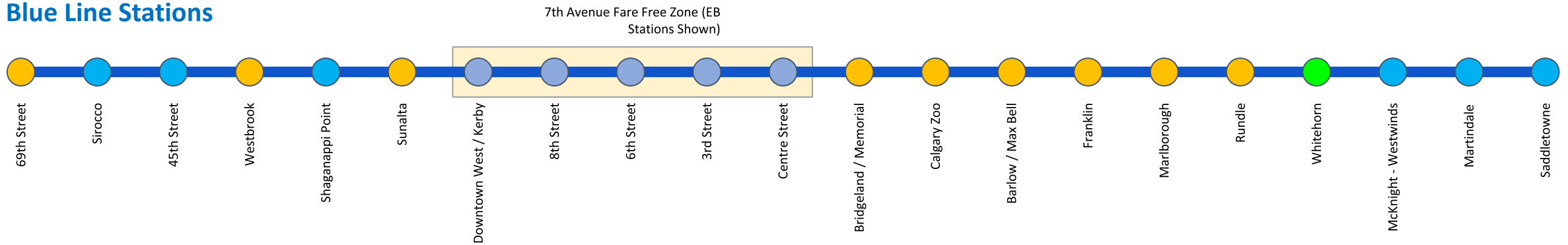
Station Groupings

- A – Through one access point
- B – Access via two points
- C – At grade access at each end
- D – Multiple access points
- E – 7th Avenue

Red Line Stations



Blue Line Stations





Evaluation Summary

	Safety	Capital Cost <i>(Not Scored)</i>	Integration	Operations	Equity	Experience
1- Fully Closed		Not Feasible				
2- Partially Closed		\$284M*				
3- Enhanced Staff		\$29M*				

Meets objective		Partially meets objective with trade-offs		Does not meet objective	
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*Class 5 (-50%, +100%), CenterPoint number documented

All Stations that exist within the 7th Avenue Corridor

- Closing the system along the 7th Avenue would require a significant infrastructure investment and service disruption to implement such as tunneling which was not part of the scope of this assessment.
- Closure of downtown LRT area with fare gates is not recommended unless it can be defined to include reconstruction of station platforms to better segregate the stations from the surrounding urban realm.
- Access to the platform from the street level is unavoidable and will make enforcement of any closed system extremely challenging.
- Stations are integrated into the accesses of many properties and buildings along the corridor; restricting access to these buildings through transit fare payment is not feasible and may put The City at risk for claims.
- Where stations exist on opposing sides of the same block, restricting access to an integrated station platform could result in eliminating pedestrian mobility for the entire block (e.g., City Hall, Downtown West-Kerby).
- The Closed System will create sidewalk corridors between the building frontages and loading platforms which are expected to be hazardous, unwelcoming, difficult to maintain and secure. Additional risks with this approach include overall station queueing capacity, egress and fire and life safety.

- There is no correlation between the provision of fare gates and increased transit safety on existing systems with fare gates.
- Other transit agencies with fare gates experienced increased safety-related incidents throughout the pandemic and increased complexity with intersecting societal considerations impacting public transit.
- A fully closed system is not feasible within the scope/context of this study, primarily due to the urban integration challenges and operational issues.
- Creation of a partially closed system is viewed to be technically feasible but not recommended. This will require substantial modifications to most existing stations; poses significant technical risks and is not supported by City business units, partner agencies, community service providers, and engaged City partners.
- The City could explore an enhanced staff model and associated infrastructure as specified in option 3.
- This could be included in the City's multi-disciplinary transit safety strategy (in development).

That the Infrastructure and Planning Committee recommends that Council:

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Reference Slide



Option 3 – Enhanced Staff

Integrated Customer and Safety Model

- Review deployment of the 2022 Growth Package (Additional Peace Officers and Corporate Security)
- Additional COT/DOAP Transit Teams deployed on a new District model
- Integrated transit safety team with dedicated Calgary Police Service resources
- Increased deployment of the Ambassador program to increase staff visibility
- Construction of Customer/Safety deployment hubs at identified stations to support operational components of all staff groups (TPS, COT/DOAP Transit, CPS and the Ambassador program)