

## Operational Services Briefing to

Infrastructure and Planning Committee

2023 December 13

ISC: UNRESTRICTED

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## Bicycles on CTrains

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### PURPOSE OF BRIEFING

This briefing provides an update to Council and the public on Calgary Transit's pilot project to allow bicycles on CTrains at all times. The pilot project has been deemed a success, and time restrictions for bringing bicycles on CTrains will be removed at the end of the pilot. Updates reflecting this change will be made to Transit Bylaw 4M81 in 2024 in coordination with ongoing work to update the bylaw.

### SUPPORTING INFORMATION

At the 2022 March 22 Combined Meeting of Council, Councillor Wyness sponsored Notice of Motion EC2022-0363 – *Encouraging Sustainable Multi-modal Travel by Piloting the Removal of time-based Restrictions of Bicycles on Calgary's LRT Network*. The Notice of Motion directed Administration to conduct a pilot project allowing bikes on the CTrain network at all times, to be piloted during a period of reduced ridership. Council directed Administration to provide a report on the pilot project through Infrastructure and Planning Committee no later than Q4 2023.

### Background

Transit Bylaw 4M81, being a bylaw of The City of Calgary to regulate and control the conduct of passengers on public vehicles, outlines the conditions where and when bicycles are permitted on CTrains. The bylaw permits bicycles on CTrains, "except during the hours of 6:30 a.m. to 9:00 a.m. and 3:00 p.m. to 6:00 p.m. on weekdays and such times as a Calgary Transit personnel advises the user of the bicycle that conditions warrant the removal of the bicycle from the vehicle, platform or station."

This pilot project, and removal of time-based travel restrictions, supports broader policy goals adopted by The City. Removing time-based restrictions supports:

- RouteAhead: "Encourage linked transit and cycling trips by installing bike racks on all buses and allowing bikes on the CTrain" (Direction C6.3).
- Calgary Transit Recovery Strategy: Encouraging multimodal travel options by equipping buses with bike racks, and provide 'Ride Ready Stations' at select CTrain stations.
- Cycling Strategy: Accommodate bicycles on transit vehicles (trains and buses).
- Climate Emergency: Declared by Council on 2021 November 15, recognizes emergency action is required to respond to climate change.
- 5A Network improvements citywide.
- Shared micromobility pilot project at select CTrain stations to provide shared e-bikes and e-scooters for customers.
- Mobility as a service (MaaS) – technology-enabled seamless multimodal trip-planning. Calgary Transit's official trip planning app provides customers with trip plans integrating personal bicycles to access transit stops and stations.

The pilot project was initially approved to run from May to September, 2022. As ridership increased on Calgary's transit network, the pilot was extended to March 2023, and then again to

December 2023. This enabled additional information gathering on the customer experience during a time of increased ridership on the CTrain.

An online survey was provided for the duration of the pilot project for transit customers to provide feedback. The online survey was designed to collect feedback from customers bringing a bike on the CTrain, and those not bringing a bike on the CTrain as their experiences may differ. Based on the survey, 70 per cent of respondents agreed that allowing bikes on CTrains is a good option for improving mobility in Calgary. 31 per cent strongly agreed that allowing bikes on the CTrain at rush hour is not disruptive, while 29 per cent stated it is disruptive. When asked if the program to allow bikes on the CTrain at all hours should be made permanent, 65 per cent strongly agreed with this, while 23 per cent strongly disagreed, and 12 per cent were undecided.

Attachment 1 provides additional information on what was heard from customers. The main themes identified by respondents of the survey were:

- Increase frequency and capacity on the CTrain network;
- Allocation and configuration of space for bikes on CTrain cars;
- Boarding and disembarking challenges;
- Desire for additional enforcement around rules of boarding/designated bicycle areas;
- Safety concerns about having bicycles on CTrains;
- Supports first/last kilometre travel to connect to/from transit;
- Supported customers in using transit more frequently and to travel farther;
- A great option when travelling in the opposite direction of the peak travel flow (i.e., heading away from downtown in the morning rush); and
- Very helpful when experiencing mechanical difficulties with a bicycle, or extreme weather (heat, hail, etc.).

Input shared by customers during the pilot project is the same as that received by Calgary Transit before the pilot project. This indicates the input is not related specifically to customers bringing bicycles on CTrains during peak travel times, but instead relates to customers bringing bicycles on CTrains at any time.

Edmonton Transit Service currently allows bikes on their trains at all times, and they have reported no operational challenges and no major public complaints. Grand River Transit (Waterloo Region) allows bikes on the Ion LRT at all times. TransLink allows bikes on the Canada Line SkyTrain at all times and on the Expo and Millenium Lines *except* when travelling towards downtown in the morning, and when travelling out of downtown in the evening.

## Next Steps

Council has directed Administration to review Transit Bylaw 4M81 as part of the *Public Transit Safety Strategy* (CD2023-0896). In coordination with this review, changes will be made to remove the time restrictions on bringing bicycles on CTrains.

## ATTACHMENTS

1. Bicycles on CTrains Survey Feedback
2. Bicycles on CTrains Survey Questions

Author: Service Planning, Calgary Transit  
General Manager Doug Morgan concurs with the information in this Briefing.