



**Report Number:** EC2025-0315

**Meeting:** Executive Committee

**Meeting Date:** 2025 March 11

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## NOTICE OF MOTION

**RE:** From Riders, For Riders: A Motion to Improve Calgary Transit

**Sponsoring Member(s) of Council:** Councillor Jasmine Mian

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WHEREAS in 2024, Calgarians and visitors took over 100 million trips on Calgary Transit.

WHEREAS Calgary's population grew at a record rate of 5.8% from July 2023-July 2024, which is higher than any other census metropolitan area in the country in at least 20 years.

WHEREAS continuously improving customer service (Direction C.18) and improving the experience of riding in Calgary Transit vehicles (Direction C.14) are council approved strategies outlined in Route Ahead: A strategic plan for transit in Calgary

WHEREAS Councillors have engaged with the advocacy group *Calgary Transit Riders* and Calgarians to hear their feedback

WHEREAS City Council's 2023-2026 Strategic Direction explicitly prioritizes building a world-class transit system and strengthening relationships with Calgarians

NOW THEREFORE BE IT RESOLVED that Council directs Administration to:

Include an appendix as part of the RouteAhead annual update on May 14<sup>th</sup> that responds to the following suggestions:

### **Operations & Service Suggestions**

- Extend the duration of a valid fare from 90 minutes to 120 minutes.
- Extend or eliminate digital ticket expiry.
- Partner with major events/conferences/sports teams to make transit passes part of ticket price.
- Broadcast CTrain locations and arrival times using GTFS-Realtime standards, so that third party applications (e.g. Google Maps or the Transit App) can provide better real time train information to customers.
- Implement GPS use for transit operators to reduce routing errors, improve detour adherence, and make trips more efficient.

### **Communication & Navigation Suggestions**

- Install station area context maps at all LRT stations to allow riders to orient themselves before exiting the station.
- Configure LRT and BRT screens to display arrival time information at all times and where possible display the next two arrival times
- Add train departure boards on non-platform areas and in nearby high traffic areas (e.g. malls, campus centres)
- Provide network-wide train and bus status information at all major transit stations
- Update announcements on all MAX BRT and LRT lines to include transfers to other priority transit network lines.
- Design and publish a step-by step procedure and communications plan to handle small and large disruptions, which may include temporary stop closures, single track operations and weather updates.
- Implement timely, weather-resistant, and user-friendly physical signage at stops for all closures and detours, beyond current digital notifications.
- Restart on an ongoing basis, the 2013 transit etiquette campaign to promote courteous behaviour among bus and train riders.
- Use consistent destination-base language on physical signage as is used in announcements.

**Request for Information**

- Investigate sharing additional transit data on The City's Open Data Portal.

**Attachments:**

1. Notice of Motion Checklist