

RouteAhead Update: Status of Capital Projects

The table below outlines the status of rapid transit projects that have been identified as "10-year" priorities in the RouteAhead plan.

Corridor	Functional Plan	Pre-Design	Current Status
Green Line	Approved	Design for Stage 1 ongoing	Early works underway in Southeast (utility relocation, environmental remediation, land acquisition, bus route upgrades). Project delivery model approved – PFC2018-0207
17 Avenue SE BRT	Complete	Complete	Phase 1 – Roadworks and station construction ongoing. Construction communication with adjacent business and property owners are ongoing. Phase 2 – Transitway over Deerfoot Trail and Bow River. Roadway and bridge construction ongoing. Service launch in Fall 2018.
Southwest BRT	Complete (updated)	In progress	Phase 1 - Glenmore Trail and North – Roadworks and station construction ongoing. Phase 2 - South of Glenmore Trail in 2018-2019: Roadworks construction underway, station construction to follow. Phase 1 Service launch in Fall 2019.
South Crosstown BRT	Complete	Complete (east of 14 Street SW)	Roadworks and station construction ongoing (excluding the segment between Heritage Drive and Glenmore Trail, which is shared with Southwest BRT). Service launch in Fall 2018.



TT2018-0617 RouteAhead Update

SPC on Transportation & Transit

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Presentation Outline

1. Customer Experience
2. RouteAhead Network
3. Finances
4. Recommendations



Customer Experience

2018 Actions

- Second phase of the Customer Commitment performance measurement program which is undergoing enhancements to provide more frequent customer satisfaction data.
 - Moving from an annual survey to a monthly survey.
- Customer improvements on the BRT Network
 - Enhanced amenities such as heated shelters and real time information.



BRT Network

- Progress has been made on the Rapid Transit Network to grow the transit network.
- Construction ongoing for North Crosstown BRT, South Crosstown BRT, 17 Avenue SE Phase 1 and SW BRT Phase 1.
- Service will begin on North Crosstown, South Crosstown and 17 Avenue SE BRT in **Fall 2018.**
- Public engagement ongoing for bus network review.



- Updating and refining evaluation and prioritization considerations to help inform when and where the next transit capital projects should be built.
 - Key considerations for evaluating future projects with a greater emphasis on managing net operating costs.
 - Projects will continue to be subject to departmental and city-wide priorities, being developed through the Infrastructure Calgary and Transportation Infrastructure Investment Program 2019-2028 budgeting processes.

Criteria		Metric
Ridership		Passengers per avg. weekday
Net Operating and Maintenance Cost		\$M / Year
Social	Community Services	# of Services in 1,000m radius
	Affordable Housing Units	# of Affordable Housing Units in 600m
	Low Income Population Served	Total # of Low Income Pop in 600m radius
Economic	Property Value Uplift	\$ / Billion
	Jobs Opening Day	# Jobs in 800m radius (2028)
	Jobs Future	# Jobs in 800m radius (2048)
Environmental	GHG Emissions Reductions	Tonne CO2/Year (2028)
	Proximity to MDP Activity Centres and Corridors	# Stations within Corridor in 800m
	Brownfield Remediation Opportunities	# of properties within 100m ranked in preliminary screening Level ESA as moderate or high risk for potential contamination
Customer Experience	Increases travel time advantage	mins / trip
	Overcomes issues of reliability and delay	on time performance (mins)
	Increases passenger capacity	capacity / corridor
Additional Considerations and Project Characteristics	Serves high ridership corridors and mode progression	Ridership on existing corridors (supports existing travel patterns and alleviate overcrowding)
	Contributes to lifecycle maintenance and asset management	Broader reconstruction of existing corridors
	Transit Oriented Development	Development potential adjacent to stops/stations and market readiness
	Coordination with other City Departments	Alignment with other City department capital and operating projects
	Community Readiness	Community acceptance on projects goals
Capital Cost		\$ / Million

RouteAhead Network

Prioritizing State of Good Repair

- Keep up with ridership demand, population growth and sustaining existing service.
- Continue to provide safe and reliable transit service.
 - Assets included in this category include fleet vehicles, buildings, tracks and related equipment, fare systems, and other technology systems

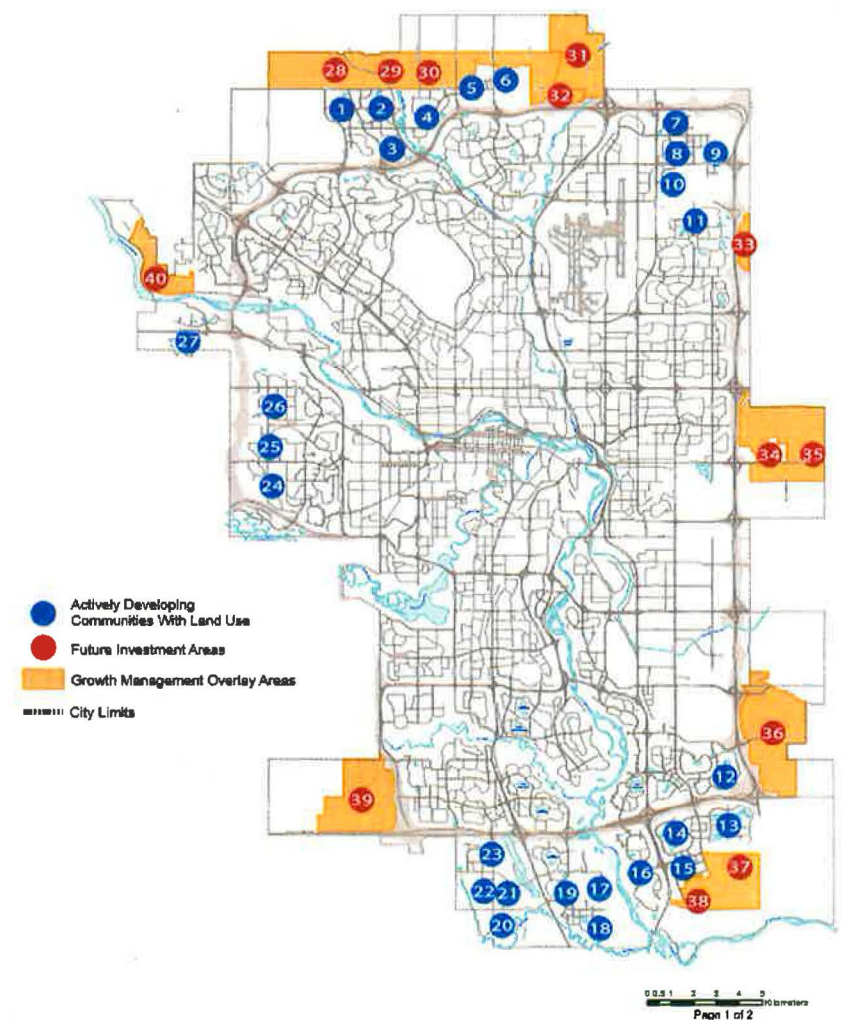


Shared Ride Service Models

- Potential option to provide service sooner or cheaper.
- Potential option to serve new communities or late night where there is currently no transit service.
- Current work
 - Peer Review
 - Cost Analysis
- Late 2018 Pilot – Business case to ensure most cost effective approach with future sustainment for customers

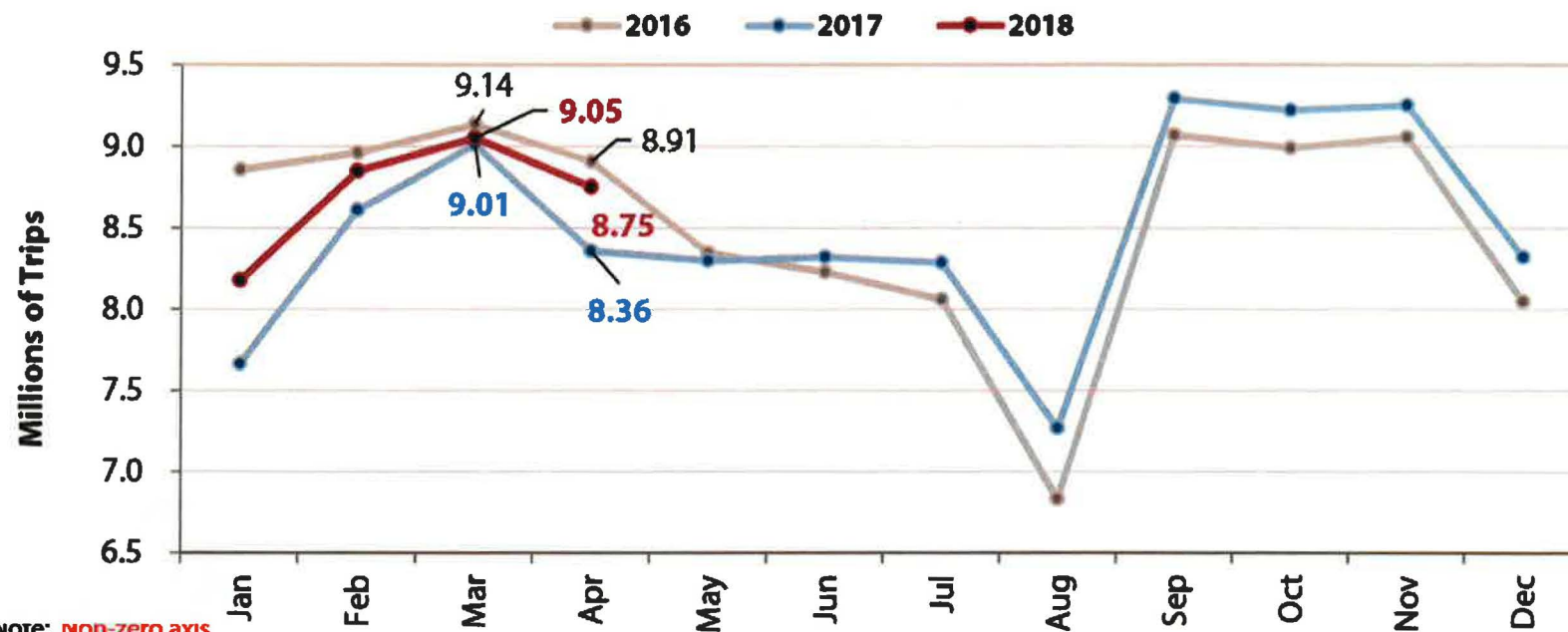
New and Developing Communities

- Transit service to new communities is typically more expensive to supply because of lower population and ridership, and longer distances to travel.
- Several developing communities meet criteria for improved transit service, however, Calgary Transit lacks the operating funds to add service.



Ridership

- Calgary Transit's ridership is closely connected with the economy and oil prices.
- Ridership declined 6.8 per cent (7.47 million trips) from 2016 to 2017.
 - Ridership loss primarily among downtown commuters
- Ridership improvements over Q1 2018.
 - Ridership is currently 3.5% higher compared to the same time period last year (still less than 2016).



note: non-zero axis

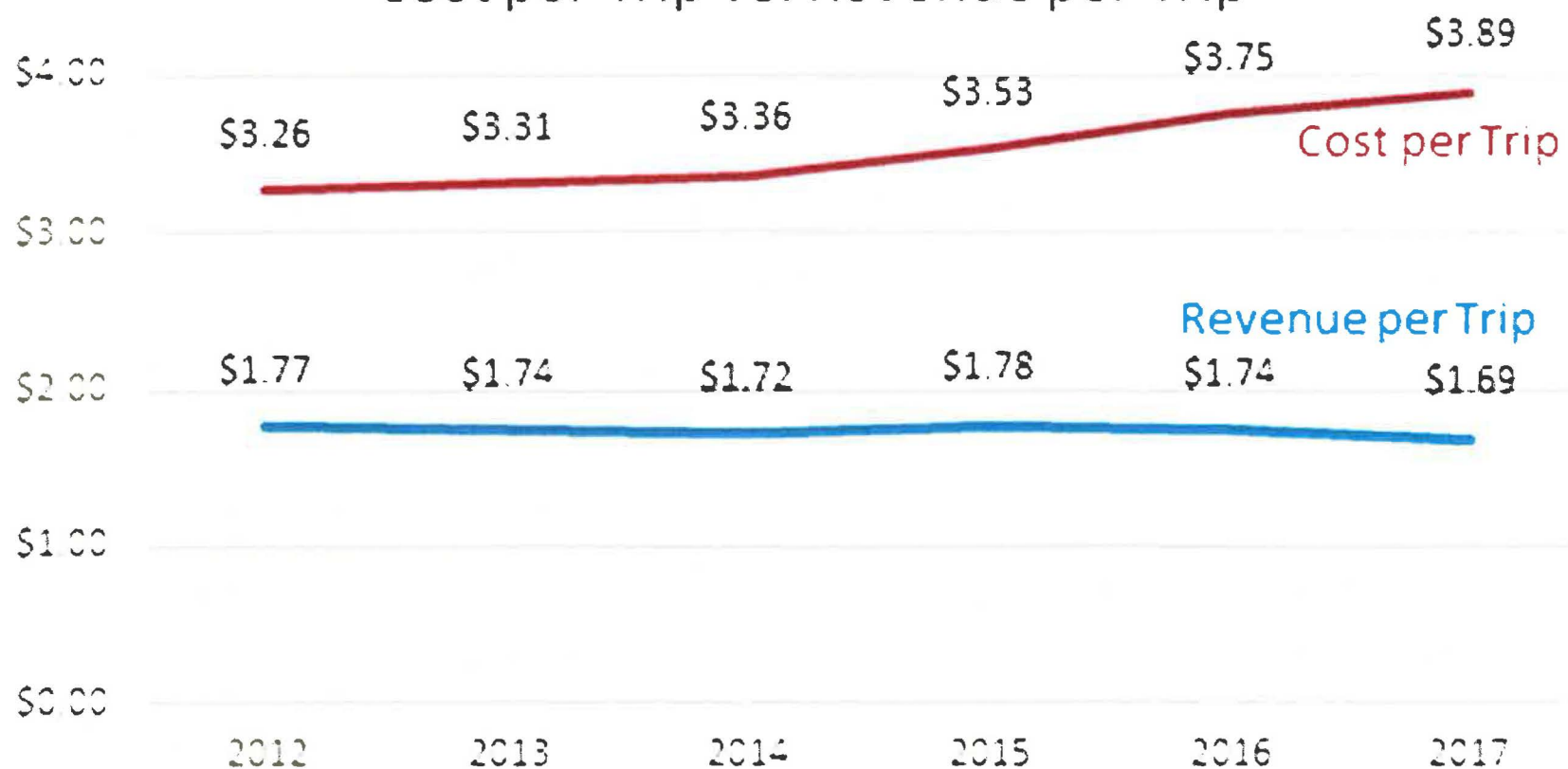
Low Income Transit Pass

- Pass sales - 30,000 per month
- Council approved \$4.0 million in one-time funding for this program as part of the 2018 budget adjustments.
- Government of Alberta is currently contributing \$4.5 million per year from 2017 to 2019 for the sliding scale low income transit pass program
 - Amount still insufficient to offset growth of the program
- Administration is currently refining funding gap

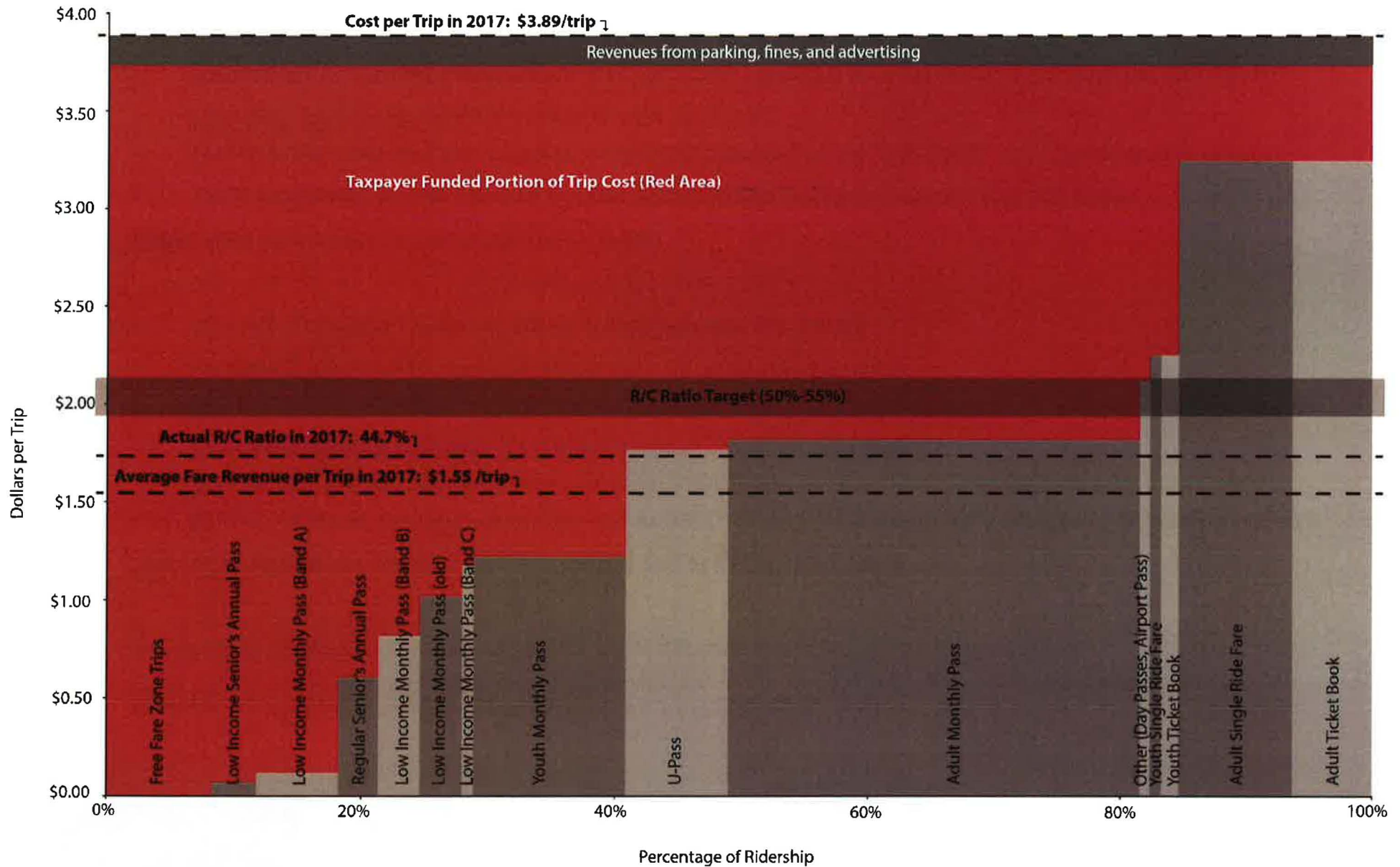
Fare and Revenue Framework

- Four main revenue sources apart from property taxes – fare revenue, fine revenue, advertising, and reserved parking.
- Fare revenue makes up 40-45% of Calgary Transit's operating funding (Council approved 50-55%)
- Foundation of the fare strategy is the cost of the trip:
 - Usage-based pricing strategy - focused on achieving a holistic R/C ratio target – number of trip based.
 - User-based subsidy strategy – focused on customers ability to pay.

Cost per Trip vs. Revenue per Trip



Sources of Transit Fares and Finances (2017)



Seniors Fare Engagement

- Council direction to conduct further engagement with seniors regarding fares.

The main issues for seniors flagged during the engagement were:

- Winter weather conditions negatively impact seniors by serving as a barrier to accessing transit. This is related to mobility challenges, including balance, physical limitations and other health concerns pose a problem for seniors when considering transit.
- Many seniors using transit consider personal safety to be a potential risk due to external factors, including night travel and the behaviors of other transit users.
- Access to seating impacts seniors' decision to use transit.

Other less-important considerations included:

- Cost increases to the seniors annual transit pass would negatively impact users.
- Logistics in planning transit trips, including planning tools, transfers, wait times and distance between stops can pose a challenge for seniors.
- Amenities, including washrooms and benches, would encourage more seniors to use transit.

Summary

What are we doing well

- BRT Implementation
- Moving toward a customer centric model



Where we need to improve

- Close the gap between cost per trip and revenue per trip
- Ridership is slow to return – average fare is dropping



What's Next

- Focus on maintaining reliability and state of good repair
- Include investments in One Calgary to introduce BRT
- Managing operating costs as part of capital project and growth prioritization



That the SPC on Transportation and Transit recommend that Council:

1. Receive this report for information.
2. Direct Administration to use the attached Fare and Revenue Framework in the development of transit fares as part of One Calgary 2019-2022.
3. Direct Administration to use the attached prioritization framework for major transit growth projects, and provide an update to Council through the SPC on Transportation & Transit by Q1 2019.