



**(show first slide)**

Doug Morgan, director of Calgary Transit once told me that his philosophy is to make transit an option for every Calgarian. I would say Calgary Transit is far from reaching that goal. The 2018 action plan aims to accelerate RouteAhead implementation, yet riders are seeing RouteAhead decelerate with continuous drops in per capita service since 2011. Consequently, bus frequency and trip directness are falling, despite the best efforts of Calgary Transit. Good morning councillors and mayor Naheed Nenshi, my name is Matthew Yeung, and I am a student at the University of Calgary and the acting chair of the Calgary Transit Customer Advisory Group.

**(show customer satisfaction survey)**

The advisory group, as some of you may recall, speaks mostly to customer experience issues on Calgary Transit relating primarily to the customer commitment outlined several years ago. Though we speak to customer experience issues, today I would like to emphasize the important of reliability, frequency, and safety on transit. These three concerns have always been on the customer radar, as seen in this graphic.

Calgary Transit's responsibility to all citizens, first and foremost, is the job at the root of all transit systems. That is the ability to move Calgarians reliably, efficiently, and frequently. **(show per capita service graphic)** Calgary Transit has had continuous reductions in per capita service, and riders experience this by being unable to have routes serving important corridors, and being unable use the transit system at convenient times, driving car usage. Across Calgary, even the most properly timed transit trips are consistently twice as long, if not more, compared to driving, particularly for individuals in the southeast, as you can see here. **(show map)** Think about it. Every transit-dependent individual in the city spends twice as much of their lifetime commuting compared to the car driver. In the age of improving sustainability, we should be trying to improve the speed and reliability of mass transit over the car to foster more efficient usage of the road network.

For Calgary Transit to survive and remain competitive to the automobile, I would appeal to you to provide Calgary Transit with the funding necessary to increase per capita service hours and implement rapid-transit capital projects ahead of schedule. Frequent and direct routes allow citizens to use the system at more times, making transit convenient and attractive, reducing car usage. As you can see here, Calgary Transit difficult to use for those in the southeast and northwest despite RouteAhead mandating these areas be covered by rapid-transit. **(show RouteAhead)**

**(show Crowchild slide)**

In partnership with frequency, is reliability, and by proxy, efficiency. The car is not the future of transportation in Calgary, and measures need to be in place so customers can rely on the system, snow or shine. If single-occupant SUVs are able to occupy a large amount of road real-estate, then it is fair that the people crammed onto one bus are allocated the same space. Car

congestion should not be impacting the reliability, efficiency, and ultimately the cost of transit. As riders, our second priority for transit budgeting are projects designed to improve the speed and reliability of transit, including dedicated lanes, signal prioritization, queue jumps, and vehicle maintenance.

**(show BRT slide)**

Transit prioritization needs to be funded for during design and implementation of other road projects. We, transit riders expect Calgary Transit to be able to adhere to schedules regardless of weather and traffic. However, Calgary Transit's ability to do so is impeded by the implementation of car-oriented infrastructure, encouraging an unsustainable car-culture. Reliability and priority during times of congestion will ultimately attract riders, reinforcing the transit system as a part of the community.

Similarly, for the LRT, a perception exists that CTrains are unreliable, with frequent "mechanical delays" or accidents. The reputation of rapid-transit in Calgary cannot be allowed to slide because of reliability issues. Calgarians expect no delays, particularly when billions of dollars are being poured into constructing rail-based infrastructure. We would like to see a small amount of funding allocated to reducing the likelihood of mechanical delay on the rail network. Citizens need a reliable, rail backbone to use transit.

**(show PSE slide)**

Finally, the Calgary Transit Customer Advisory Group would also like to recommend funding increases for additional nighttime peace officers. I have personally been on several ride-alongs with Calgary Transit peace officers, and am impressed by their ability to scrape by with just one team per leg at night. Calgary Transit Peace Officers know it, customers know it, and Calgary Transit statistics show it with one in three women feeling unsafe on Calgary Transit after 6PM. The system needs additional officers at night to bolster the perception of a safe system, and again, to improve off-peak ridership.

**(show final slide)**

In short, Calgary Transit riders would like to see 4 key aspects of service improved in the future. First and foremost, is additional service hours for trunk routes and new communities, secondly, the approval of additional capital projects designed to create reliable, car-competitive service, thirdly, road priority, and finally, for additional nighttime peace officers to bolster perceptions of a safe system. Councillors, it is up to you to make these issues non-issues for the next generation of transportation in Calgary.

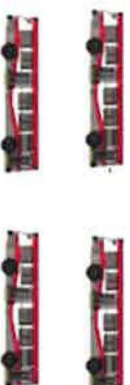


# CTCAG One Calgary Presentation

September 6, 2018



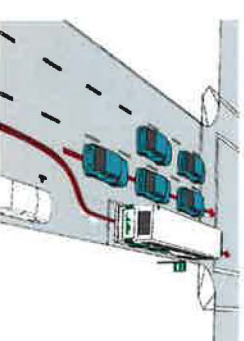
# 1. Service hours improved



Green Line



# 2. Capital projects



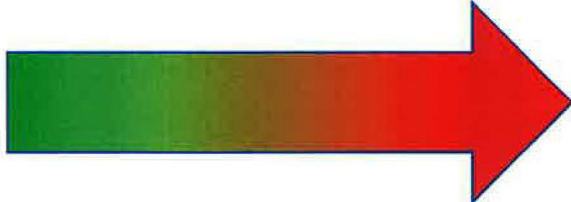
# 3. Reliability measures



# 4. Security

## Service hours per capita, per annum:

Year	Service per Capita	Hours	Transit Hours	Service	Calgary Population
2009	2.42		2,576,264		1,065,455
2010	2.38		2,554,766		1,071,515
2011	2.47		2,694,766		1,090,936
2012	2.39		2,673,141		1,120,200
2013	2.38		2,740,669		1,149,552
2014	2.34		2,796,469		1,195,194
2015	2.28		2,806,469		1,230,915

(2011)2.47  2.28 (2015)

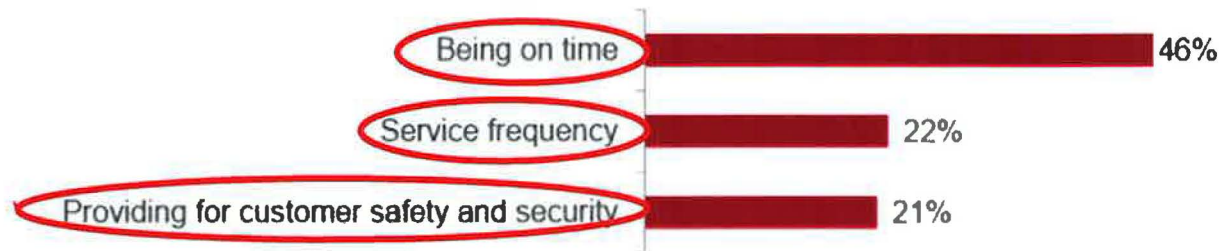




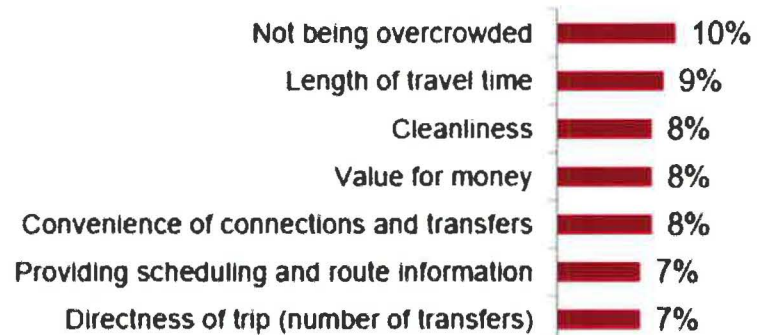
## Claimed importance factors

Q. Thinking of the factors we have just discussed, what, from your point of view, would you say is the one most important service factor? And what is the second most important? (TOTAL MENTIONS)

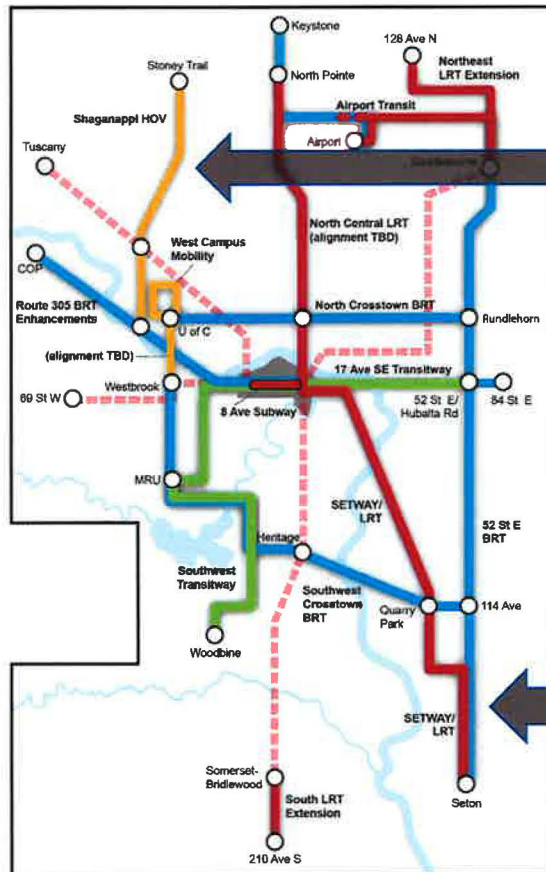
### Most commonly claimed importance factors - 2016



### Other claimed important factors - 2016



**Calgary Transit Future Capital Projects**  
(includes existing rapid transit network)



**North-Calgary BRT**

**SE LRT**

**Legend**

- Terminus/Connection
- Existing LRT
- Proposed Transitway
- Proposed LRT
- Proposed BRT
- Proposed Rapid Transit (HOV or other)

## 2016 snapshot of safety attitudes at different travel times

### Demographic differences

Q. Calgary Transit is also interested in your views on safety and security with CTrains/Calgary Transit buses. I'd like to ask you how strongly you agree or disagree with a few statements concerning safety and security.

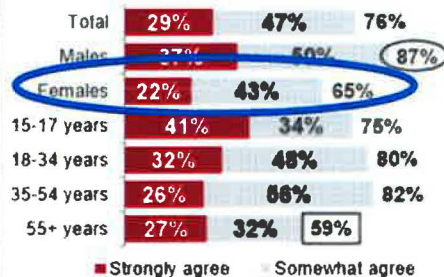
Males feel safer than females when travelling on transit vehicles after 6pm or waiting at transit stops after 6pm.

Those aged 55+ feel the most vulnerable under these same circumstances – relative to those under 55.

- Significantly higher relative to females
- Significantly lower relative to other age groups



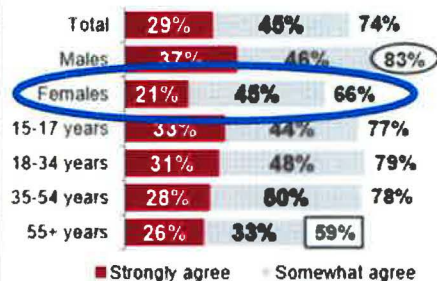
#### Safe on CTrains AFTER 6PM



Base (valid responses): Total n=437, Males n=222, Females n=216, 15-17 n=20, 18-34 n=154, 35-54 n=163, 55+ n=100



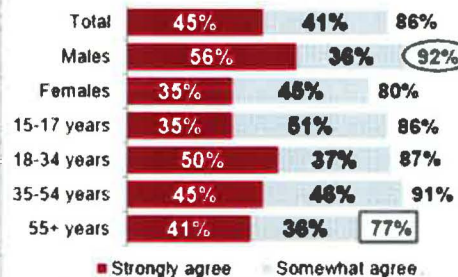
#### Safe at a CTrain station AFTER 6PM



Base (valid responses): Total n=432, Males n=219, Females n=213, 15-17 n=20, 18-34 n=153, 35-54 n=163, 55+ n=97



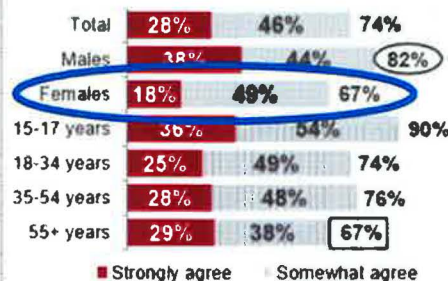
#### Safe on buses AFTER 6PM



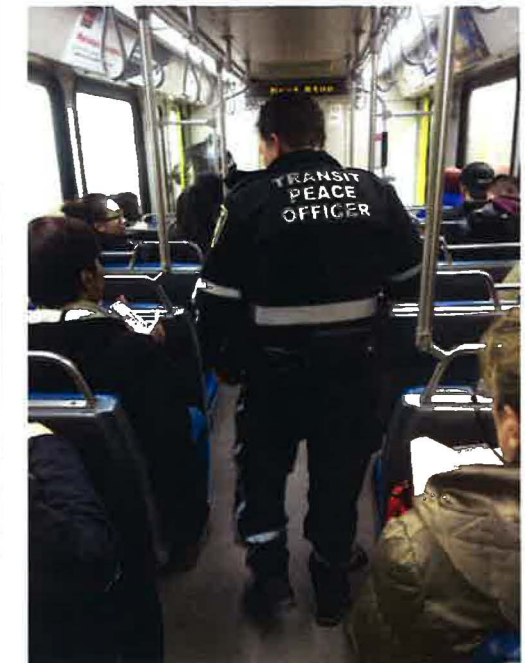
Base (valid responses): Total n=376, Males n=179, Females n=196, 15-17 n=20, 18-34 n=134, 35-54 n=133, 55+ n=88



#### Safe at bus stops/passenger shelters AFTER 6PM

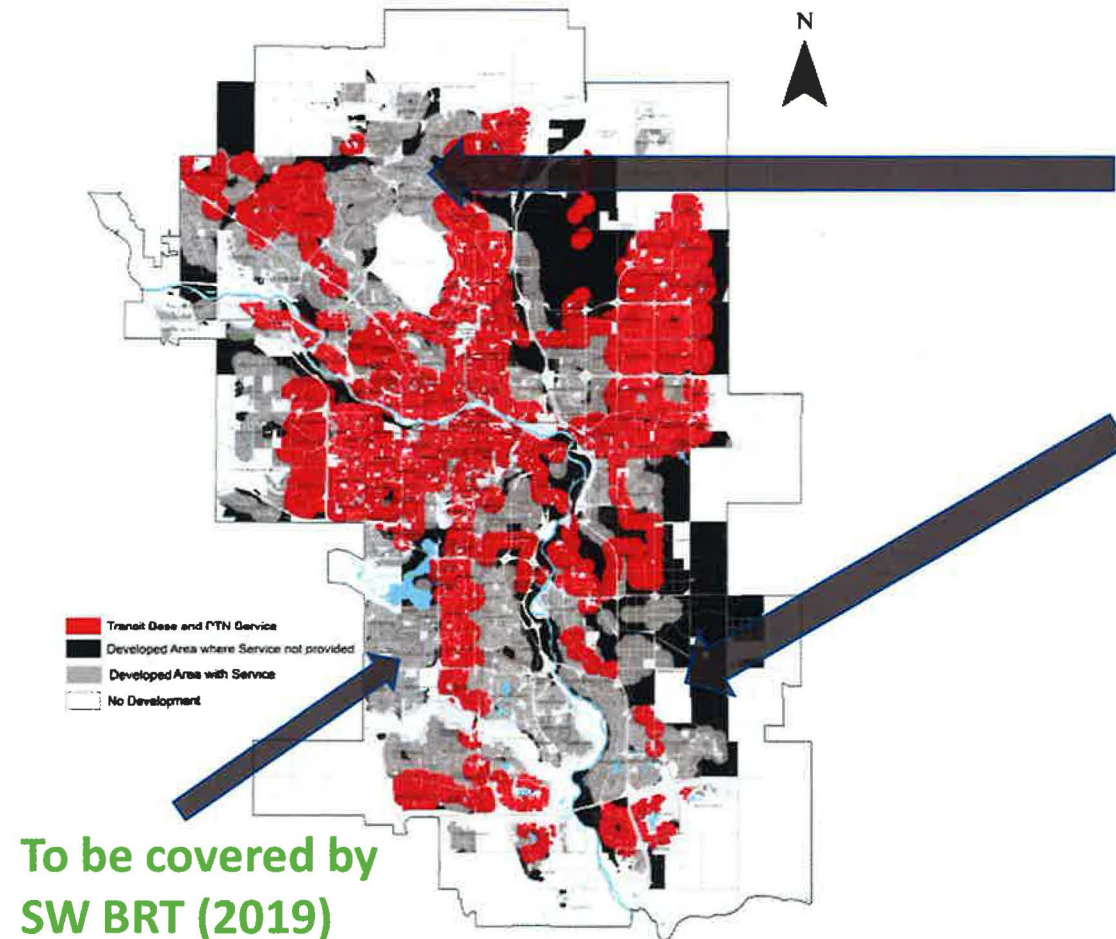


Base (valid responses): Total n=374, Males n=178, Females n=196, 15-17 n=20, 18-34 n=133, 35-54 n=133, 55+ n=88





## 2015 Transit Service Coverage



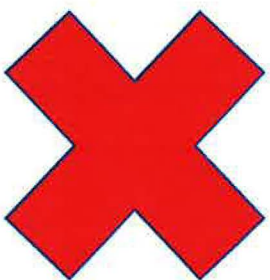
North-central  
and Southeast  
Calgary  
severely  
underserved

**In-street priority  
=  
Reliability**

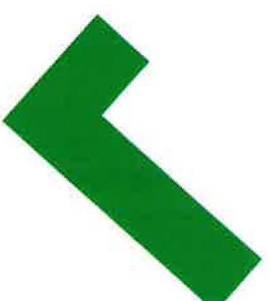


**Reliability  
=  
Dependability**





**Unreliable**



**Reliable**