

NOV 26 2018

ITEM:

C208-1158

Distribution

CITY CLERK'S DEPARTMENT

**Calgary Transit Customer
Advisory Group
(CTCAG)**

November 26, 2018

One Calgary -
Comments
regarding the
2019-2022
Budget for
Calgary
Transit

Priorities - 2018

- Reliability
- Safety & Security
- Timely, Helpful Customer-Facing Information
- Cleanliness
- Ease of Use
- Revenue Generation

Areas of Support:

- Maintenance of base service, including the frequency of Ctrains and bus services
- Improvements to snow clearing on Calgary Transit property, particularly surrounding areas for differently-abled riders and high-volume stops
- Allocations for the eventual introduction of mobile ticketing



Areas of Concern

- **Though the CTCAG welcomes proposed increases to the budget of Calgary Transit Public Safety Enforcement, we would like to call for an even greater level of Peace Officer presence, particularly off-peak.**

Areas of Concern

- **The CTCAG recommends providing Calgary Transit with additional capital funding to continue phasing out the oldest trains in the fleet.**

Areas of Concern

- **We would like to advocate for the provision of additional capital budget from 2021-2022 to allow Calgary Transit to continue to expand rapid-transit corridors part of RouteAhead.**

Areas of Concern

- **We would like council to consider policy changes to have developers or residents of difficult-to-access suburbs pay for the introduction of transit service so Calgary Transit can continue to improve high-demand service within existing communities.**
