



2020 March 31

**To:** Members of Council

**From:** Russell Davies  
A/Director, Calgary Transit

**Re: Calgary Transit Reduced Level of Service**

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As you know, Calgary Transit has been experiencing declining ridership and workforce availability as a result of the COVID-19 pandemic. Overall ridership has declined by 80 per cent over the past two weeks, down to 110,500 boardings per day. At the same time, the number of Operators unavailable for service has more than doubled to over 500, and this continues to grow daily. We have been evaluating these changes and adjusting our current schedules to accommodate.

While the situation continues to change, we're working to provide a more sustainable system with predictability in our service and schedules, so those Calgarians who do have to travel can rely on us to get them where they need to go. This will also allow us to be more efficient with our available workforce and resources and minimize the use of overtime to provide service levels that better match customer demand. The resources will be 30 per cent less than those required prior to COVID-19. This aligns with our workforce availability. Additional floater buses will be made available to address revised physical distancing requirements in a timely fashion.

### **CTrain Service**

As I shared last week, weekday CTrain frequencies have been reduced starting **Monday March 30** as follows:

#### *Red Line*

7 to 8-minute peak service

15 to 16-minute off-peak service

#### *Blue Line*

8-minute peak service

16-minute off-peak service

### **Bus Service**

As a temporary mitigation measure, we began making strategic daily trip reductions for many high frequency bus routes starting Monday March 23.

For a more sustainable solution, we're developing revised bus schedules based on ridership changes that we've seen up to now, and changes we anticipate as the situation continues. We want to maintain as much of our network as we can, while matching service levels to lower demand and constrained workforce availability. We will be launching this revised bus schedule on **Monday April 6**.

Our priorities in developing this schedule include:

- Ensuring service levels meet the needs of our customers
  - For example, while many of our routes have seen drastic decreases in demand, there are several routes that are still being well used, and transit remains an essential service for people to access employment, community services, medical facilities, etc.;
- Using passenger count data to match service frequencies with demand, while allowing for adequate capacity and distancing among customers;

- Providing reliable and predictable service to our customers;
- Focusing on using regular and articulated buses instead of community shuttles where possible, to promote distancing; and
- Being efficient with our available workforce and resources.

## Summary of the bus service changes that begin April 6 (Attachment 1):

### Weekday:

- MAX Routes – Peak period service will reflect typical mid-day frequencies (20-30 minutes), with supplementary additional trips when demand is higher.
- BRT Routes – Peak period service will reflect typical mid-day frequencies. Route 301 (BRT North) will provide service at 12-minute frequency, while other BRT routes will operate at 20-30-minute frequencies.
- Other routes – Peak period service will reflect typical mid-day frequencies or better.

### Weekend:

- Few or minor changes to Saturday or Sunday schedules.

## Keeping our customers informed and involved:

We will continue to provide information and updates to our customers as quickly as we can, using all channels available to us:

- The most up-to-date information about impacts to CT service will be posted on [calgarytransit.com/News](https://calgarytransit.com/News)
- Individual route updates will be available at [calgarytransit.com/Service-Updates](https://calgarytransit.com/Service-Updates)
- Updates will be pushed to the **Calgary Transit App**, which allows our customers to subscribe to routes that are important to them
- Information for individual routes that are not operating will be posted at bus stops
- When new information is available, it will be shared on our social media page: [twitter.com/calgarytransit](https://twitter.com/calgarytransit)
- General updates and information will be available on the digital displays at Calgary Transit properties
- COVID-related information will be available at [calgarytransit.com/Safety](https://calgarytransit.com/Safety)

We will continue to monitor impacts, ridership changes and customer feedback very closely to make further service adjustments as necessary.

If you have any questions, please contact me.

Sincerely,



**Russell Davies, P.Eng.**

A/Director, Calgary Transit

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c: Administrative Leadership Team