



Mobility Status Report

November 2020

We provide safe, reliable, and efficient transportation services that get Calgarians where they need to go.

Regardless of the issues that may be facing our city, Calgarians still need a system that offers them safe, reliable, and efficient transportation choices.

Walking and Wheeling

Measure	2018	2019*
Length of sidewalks (km)	5,700	5,800
Number of pedestrian bridges	185	190
Number of painted crosswalks	9,600	9,800
Length of Cycling Network	N/A	1,300
Total sidewalk replacement (km)	29.1	23.2
Average Trip Distance (km)	1.8	2.2
Active Daily Mode Split	19%	18%

We have been investing in active mode strategies like Step Forward and the 5A Network (Always Available for All Ages and Abilities). The result has been a shift in the active mode split that is close to the targets set out in Calgary's Municipal Development Plan and Calgary Transportation Plan.

Transit

Measure	2018	2019*
C-Train Operating km	7.6 Million	7.3 Million
Bus Operating km	54.6 Million	57.0 Million
Transit Operating Hours	2.75 Million	2.84 Million
Number of Transit Vehicles	1,200	1,190
Average Trip Distance (km)	13.9	16.6
Transit Daily Mode Split	7%	9%

In 2019, Transit continued to recover from the economic recession in 2015. Ridership increased and operating hours were adjusted to meet the needs of Calgarians.

Autos

Measure	2018	2019*
Length of roadways (lane-km)	15,900	16,100
Vehicle Bridges	183	190
Downtown Parking Inventory	69,800	N/A
Average Trip Distance (km)	9.9	10.2
Auto Daily Mode Split	74%	73%

Calgary is still a growing city and new infrastructure is needed to support new Calgarians. This can include new roads and sidewalks in new communities. It also includes interchanges, pedestrian bridges, and other infrastructure across the city.

*Data is provided annually. 2020 data will be available in 2021.

We have responded to the changing needs of Calgarians in 2020 during the COVID-19 pandemic.

The combined effects of the COVID-19 global pandemic as well as a shift in Calgary's economy impacted Calgary's transportation services.

Transit

Transit was the most significantly impacted by the COVID-19 restrictions. Ridership in the first two weeks dropped to about 90% of pre-pandemic levels. This led to a reduction in revenues and service levels where layoffs were necessary to control expenditures. As the economy reopened Calgary Transit increased safety measures and ridership is slowly recovering. It is expected that the transit service hours in 2020 will be lower than in previous years.

Measure	Sept 2019	Aug 2020	Sept 2020
Ridership (Millions)	9.5	3.6	4.9
Operating Hours (thousands)	230	170	190
Revenue (Millions)	16.4	5.2	7.6
Expenses (Millions)	32.6	27.3	32.1

Auto

Pandemic restrictions also decreased auto volumes on many Calgary roads, particularly into the downtown core.

2-Way Monthly Volumes (1000 vehicles)	Sept 2019	Aug 2020	Sept 2020
5 Avenue Flyover (1 Way)	1,170	940	940
Louise Bridge	500	390	400
Deerfoot TR at Beddington TR	3,610	3,070	3,020
Glenmore TR Causeway	4,180	3,950	4,040

Vehicles volumes have almost returned to pre-pandemic levels in most areas of the city. Some corridors remain low, particularly to downtown as more people to work from home than is typical.

Full spring and summer operational programs were completed, by taking advantage of reduced volumes while accommodating staff working from home and increased safety requirements.

Walking and Wheeling

Active modes saw a different response to the pandemic. Pedestrian and cycling volumes generally increased, particularly in recreation areas. Many recreation activities and facilities were shut down which resulted in more people using Calgary's parks and pathways for recreation purposes.

2-Way Monthly Volumes (1000 people)	Aug 2019	July 2020	Aug 2020
Peace Bridge	280	270	275
South Glenmore	50	82	76

Increased walking and cycling activity was accommodated along popular routes by temporary road lane reductions. Lanes up to fourteen locations around the city were reduced to accommodate changes in active transportation. Most of these lanes were removed in October, however two pilot locations remain in operation.

We are innovating to improve the services we provide to Calgarians.

We are continuously reviewing how we provide service and building on experiences and technology from other parts of Canada and across the world.

New Programs

The needs of Calgarians change over time. Efficiencies found in other areas of service lead to new programs that better serve Calgarians.

New Programs
Enhanced pedestrian snow and ice control
Boulevard naturalization
On Demand Transit Service
E-Bike / E-Scooter pilot programs
Updated pathway and bikeway plan
Reintroduction of carshare programs

On Demand transit services were launched in six Calgary communities in October. This service replaces community shuttle services with low ridership and instead provides services when requested. Services for active modes were increased by improving snow and ice control on city sidewalks, launching e-bike and e-scooter pilot programs to test new transportation technologies and updating the Pathway and Bikeway plan to include a network that is always available to all ages and all abilities. (5A Networks.) Boulevard maintenance has been enhanced through a boulevard

naturalization programs that replaces grass with low maintenance native vegetation.

New Technology

We used new technologies to improve the services we provide to Calgarians.

New Technology
My Fare Mobile Ticketing App
Traffic Management Centre Upgrades
Negotiating new 5G network partnerships.

This summer, Calgary Transit launched My Fare, a mobile ticketing smart phone application to provide more options for transit passengers. We continued to focus on travel connectivity through the launch of a state of the art Traffic Management Centre. We have also been negotiating new business opportunities and partnerships for the 5G network.

New ways of providing service

Transportation is also looking at new ways of providing services to Calgarians.

New Ways of Providing Services
Adaptive roadways
Roadside patios
Contracting out sections of transit operations.
Online provision of all road use permits

Transportation implemented new services to support changing citizen and business demands, particularly during the pandemic. Road lanes were closed to provide increased walking and cycling space to support social distancing. Roadside patios were approved to increase restaurant capacity and help businesses. Other changes include moving to an online system for road use permits and contracting out sections of transit operations.

We are on track in providing services that are important to Calgarians

Transportation recognizes the economic circumstances that currently face Calgarians. We are committed to achieving our performance targets for issues that are important to Calgarians.

Responsive to Service Requests

Many maintenance activities are driven by service requests submitted by Calgarians. The number of requests is similar compared with 2019 except for pothole repairs.

Service Requests (# of requests)	2019	2020 YTD
Roadway maintenance	4,190	4,025
Pothole maintenance	4,825	5,860
Snow and Ice Control	8,030	3,610

* Snow and Ice Control Season for 2020 is not complete.

We have improved our response times for many service requests.

Service Requests (% Overdue)	2019	2020
Roadway maintenance	11%	0%
Pothole maintenance	15%	0%
Snow and Ice Control	1.1%	1.7%

Keeping our roads in good condition

We remain committed to maintaining our transportation system in a state of good repair. This includes both roads, sidewalks, and transit vehicles.

Performance Metric	2019	2020 YTD	Target
% Pavement in good or very good condition	66%	62%	62%
% Bridges in good or very good condition	94%	N/A	None Set
Snow and Ice Control Satisfaction	75%	N/A	75%

We are achieving pavement quality targets set out in One Calgary, despite a declines due to changes in maintenance frequency. Implementing recommendations from the Pothole Audit will ensure we continue to meet the performance targets.

Ensuring our transit system is reliable

Calgarians need to trust that the transportation system will get them where they need to go, when they need to go there.

Measure	2019	2020 YTD
Distance (km) between failure- Bus	8,725	9,640
Distance (km) between failure – LRV	67,100	71,600
On Demand Service – Delay (minutes)	N/A	10
Calgary Transit Access – Ontime Drop Off	91%	96%

The distance between failures for transit is improving because new vehicles were added to the fleet. Calgary Transit Access reliability is improving. The On Demand service launched in October 2020, and while initial volumes are low due to the pandemic, the service is generally meeting performance expectations.

And we are delivering services that are safe and accessible.

Transportation is committed to delivering services that Calgarians need to go about their daily lives while supporting Calgary’s economic recovery. This includes a strong commitment to safety, accessibility, and the satisfaction of our customers.

Safety

Measure	2018	2019*
Casualty collision rate	198	185
Pedestrian/ Cyclist Injury Rate	33	36
% of collisions that included a ped/cyclist	1.2%	1.4%
% of casualty collisions that included a ped/cyclist	17%	20%

*2020 data will be available in mid-2021.

Overall, casualty collision rates in Calgary are decreasing. While most collisions in Calgary involve only autos, pedestrians and cyclists make up a larger share of the collisions that involve injury or death. Although collisions for pedestrians and cyclists look to be increasing, they are lower than collision rates prior to 2018 due to programs like the Safer Mobility Plan. Further work, such as the Neighbourhood Speed Limit Reduction Program, is expected to improve these rates further.

Citizen Satisfaction

Measure	2018	2019	2020
Most Important Issue – Traffic	30%	22%	23%
Most Important Issue – Transit	13%	9%	12%
Satisfaction with Snow and Ice Control	N/A*	N/A*	72%
Sidewalk and Pathway Satisfaction	85%	88%	80%

*The Spring Pulse Survey changed the question about snow and ice control in 2020, so the results are not comparable to past surveys.

Citizens are generally satisfied with the transportation system. They continue to rank traffic and transit as two of the most important issues facing Calgarians. They are concerned about the conditions of Calgary’s roads, snow removal, and transit service. Past Spring Pulse surveys have suggested that Calgarians satisfaction with snow clearing is increasing.

Accessibility

Measure	2018	2019*
Audible Pedestrian Signals	230	286
Wheelchair ramp retrofits	73	159
Total Calgary Transit Access Trips	1.20 million	1.23 million
Existing pathway within 5A network (km)**	N/A***	891
Existing bikeway within 5A network (km)**	N/A***	355

*2020 data is not available as services are ongoing.

**Existing infrastructure may not meet 5A standards and will be upgraded based on need and resource optimization.

*** The 5A (always available for all ages and abilities) network was approved in 2019.

It is important for Calgarians to be able to move about the city regardless of their age or ability. Audible pedestrian signals and wheelchair ramps help Calgarians move about the city. Calgary Transit Access provides service for Calgarians that cannot use Calgary Transit due to a disability. In 2019, Calgary adopted the 5A network principles to ensure that, over time, all Calgarians will be able to access the pathway system.