

Calgary



Mobility Status Report

November 2021

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	2019	2020
Length of sidewalks (km)	5,800	5,900
Number of pedestrian bridges	190	193
Number of painted crosswalks	9,800	10,600
Length of Cycling Network	1,300	1,560
Active Daily Mode Split	18%	22%

We continued to invest in infrastructure and services that support walking and wheeling across our city. This has included improvements to cycling infrastructure, as well as continuing popular programs such as the Adaptive Roads Program. The active mode in 2020 increased to 22% which reflects increased recreation travel made when few other activities were available, and many people worked from home.

Transit

Measure	2019	2020
C-Train Operating km	7.3 Million	5.1 Million
Bus Operating km	57 Million	36 Million
Transit Operating Hours	2.8 Million	1.7 Million
Number of Transit Vehicles	1,192	1,065
Transit Daily Mode Split	9%	3%

Transit ridership continued to fluctuate throughout 2021 following changes to public health restrictions. Service is currently about 85% of pre-pandemic levels.

Transit mode share decline is strongly connected to the pandemic. This is mostly likely due to a reduction in work travel as many people worked from home, lost their jobs, or attended school online.

Autos

Measure	2019	2020*
Length of roadways (lane-km)	16,100	16,300
Vehicle Bridges	190	191
Auto Daily Mode Split	71%	75%

*Data is provided annually. 2021 data will be available in 2022.

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.

The auto mode split has increased as a shift from transit during the pandemic. However, the total number of auto trips is lower than in previous years like due to pandemic restrictions.

The COVID-19 Pandemic continues to impact travel patterns across the city.

Calgarians are adapting their travel to meet their needs under changing conditions from the pandemic. We continue to respond to their needs and ensure all Calgarians have safe ways to travel across the city.

Transit

Measure	Sep 2019	Sep 2021	Sep 2021
Monthly Ridership (Millions)	9.5	4.9	4.9
Monthly Operating Hours (thousands)	230	194	200
Monthly Revenue (Millions)	\$16.4	\$7.6	\$9.5
Monthly Expenses (Millions)	\$32.6	\$32.1	\$31.6

Transit ridership is about half of pre-pandemic levels with 85% of service hours. Annual ridership in 2021 is expected to be higher than 2020 leading to a small increase in revenue. However, ridership and revenue remain well below 2019 levels.

Auto

2-Way Monthly Volumes (1000 vehicles)	Sep 2019	Sep 2020	Sep 2021
5 Avenue Flyover (1 Way)	1,170	945	855
Louise Bridge	504	398	417
Glenmore TR Causeway	4,178	4,038	3,946
McKnight BV west of Deerfoot TR	1,448	1,353	1,346

Auto volumes continue to increase as health restrictions are lifted, although travel to the downtown remains lower than other areas of the city.

Continued traffic volume declines on Glenmore TR are likely due to the completion of the Southwest Calgary Ring Road. Traffic on the 5 Avenue Flyover is also low due to lane closures to repair the bridge.

Walking and Wheeling

2-Way Monthly Volumes (1000 people)	Aug 2019	Aug 2020	Aug 2021
Peace Bridge	282	275	248
South Glenmore	50	76	59

Active mode activity in recreation areas declined from the 2020 yet remained higher than 2019 volumes. This is likely due to increases in travel opportunities and the re-opening of many activities across the city.

The adaptive road program was in operation in 2021. Currently four locations remain open for the winter:

- Crowchild Trail SW
- 12 Street SE
- 50 Avenue SW
- Crescent Road NW

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

Making e-scooters operational

The Shared e-Scooter Program was a successful pilot program and is now part of the micro-mobility initiative at Calgary Transit. E-scooters provide an easy to use travel option for Calgarians.

Scooters can be used on bicycle lanes, empty sidewalks and roadways with low-speed limits and low volumes. As of October 2021, over 100,000 trips have been made using e-scooters in 2021.

COVID Mobility Reports

We continuously monitor Calgary's transportation system to understand how people move about the city. This data helps us understand the impacts of COVID-19.

The Mobility Trends Report is presented monthly and includes metrics on auto, walking and wheeling volumes, transit, car share, parking, and ride share data.

The report series won the Institute of Transportation Engineers 2021 Public Agency Council Achievement Award to recognize public agencies achieving excellence in innovative ideas.

Automated Passenger Counters

Calgary Transit invested in automated passenger counters in 2021 so every bus in the fleet was equipped with this technology. Additional counting technology will allow Calgary Transit to improve efficiency and responsiveness while providing a safe customer environment.

Corporate Wide Route Planning

The purpose of this work is to improve the efficiency in routine maintenance activities by maximizing the number of appointments that can be performed by field crews.

This initiative was identified through the Solutions to Achieve Value and

Excellence program as cost savings could be realized through decreases in fuel consumption and fleet maintenance.

This work is entering Phase 1 this winter and will look at evaluating optimized snow routes and working with other business units on other optimization opportunities.

On Demand Transit

Two pilots of On Demand service continue in Calgary. One provides new service to the communities of Carrington and Livingston in North Calgary. The other replaces existing service in West Calgary that was impacted by the pandemic. The purpose of these pilot projects is to assess the effectiveness of an alternative way to deliver transit service.

We are on track in providing services that are important to 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 lower compared with 2020.

Service Requests (# of requests)	2020	2021 (YTD)
Roadway maintenance	4462	3031
Pothole maintenance	6117	3298
Snow and ice control*	10,526	5584

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

We continue to improve our response times for many service requests.

Service Requests (% Overdue)	2019	2020	2021 (YTD)
Roadway maintenance	11%	9.6%	N/A**
Pothole maintenance	15%	10.4%	N/A**
Snow and ice control	1.1%	0.8%	1.1%

**2021 data will not be finalized until the end of the year.

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	2020	2021 YTD	Target
% Pavement in good or very good condition	42%	43%	60%
% Bridges in good or very good condition	91%	91%	N/A
Snow and Ice Control Satisfaction	77%	68%	75%

Pavement quality has declined to below targets set out in One Calgary, due to changes in maintenance frequency.

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	2020	2021 (YTD)
Distance (km) between failure- Bus	8,624	9,691
Distance (km) between failure – LRV	92,991	76,123
Calgary Transit Access – Ontime Drop Off	96%	96%

The distance between failures for buses is improving because new vehicles were added to the fleet. Mean distance between failure for light rail vehicles is more variable and despite a decline in the year-to-date values, the metric is still meeting One Calgary targets. Calgary Transit Access remains high with most trips getting to their destination on time.

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	2019	2020*
Casualty collisions per 100,000 population	178	134
Pedestrian casualty collisions per 100,000 population	24	19
% of all collisions that included a ped/cyclist	1.4%	1.5%
% of casualty collisions that included a ped/cyclist	20%	17%
% of pedestrian collisions that included a casualty	82%	82%

*2021 data will be available in mid-2022.

Overall, collisions were lower in 2020 than in previous years. This is related to the reduction in travel volumes seen across the city during the pandemic.

Pedestrian and cyclist collisions continue to be vulnerable in traffic collisions as most of these collisions involve an injury or fatality. About 40% of casualty collisions (involving injury or death) take place on collector or residential roadways.

Citizen Satisfaction

Measure	2019	2020	2021
Most Important Issue – Traffic	22%	23%	19%
Most Important Issue – Transit	9%	12%	9%
Satisfaction with Snow and Ice Control	N/A*	72%	68%
Sidewalk and Pathway Satisfaction	88%	80%	79%

*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 and continue to rank traffic and transit as some of the most important issues facing the city. However, satisfaction has declined slightly since 2020.

Accessibility

Measure	2020	2021
Accessible Pedestrian Signals	332	365
Wheelchair ramp retrofits	305	445
Total Calgary Transit Access Trips	1.23 million	0.50 million
Existing pathway within 5A network (km)**	891	904
Existing bikeway within 5A network (km)**	355	396

*2021 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.

It is important for Calgarians to be able to move about the city regardless of their age or ability. Calgary Transit Access provides service for Calgarians that cannot use Calgary Transit due to a disability. Since adopted in 2019, the 5A network continues to expand to ensure that, over time, all Calgarians will be able to access the pathway system.