

Evaluation Plan: Performance Measures & Targets

Theme	Performance measures for each cycle track route	Unit of measurement	Time of benchmark measurement	Target by Fall 2016	Measurement method
<b>Primary Performance Measures</b>					
	No.				
<b>Satisfaction<sup>2</sup></b>	1	Percent satisfied with Pilot Cycle Track	percentage	Fall 2014	% satisfaction by mode (walking, cycling, driving) same or higher
<b>Safety<sup>3</sup></b>	2	Collision Rate	number of crashes, crashes per 100,000 km travelled on the route	Fall 2014	10% reduction
<b>Walking, cycling and auto activities</b>	3	Bicycle volumes <sup>4</sup> (16hr, weekdays)	number of bicycles	2013 & Fall 2014	double, triple or quadruple
	4	Peak period travel time- automobile	minutes and seconds	Fall 2014	increase in peak period travel time ≤20%
	5	Unlawful bicycle riding: sidewalk riding if >14yrs of age, wrong-way riding on the roadway	number of bicycles riding unlawfully; percentage riding unlawfully	Fall 2014	unlawful riding ≤2%
<b>Secondary Performance Measures</b>					
<b>Economic Vitality<sup>5</sup></b>	6	Intercept survey- adjacent patrons	# visits per month; \$ spent per month	Fall 2014	# visits and \$ spent/month higher
	7	Intercept survey- adjacent merchants	# customers/day	Fall 2014	# customers/day higher
<b>Demographics</b>	8	Gender	number of women bicycle riders; percentage of bicycle riders that are women	Fall 2014	% women >25%
	9	Children, Seniors (<14 years old, >65 years old)	number of bicycle riders under 14 and over 65; percentage of bicycle riders under 14 and over 65	Fall 2014	% higher

Notes:

- The values of the data collected might vary depending on circumstances such as construction, weather, change in local economy, or unforeseen events.
- Satisfaction survey and interviews will include pedestrians, cyclists, motorists, Calgary Transit, emergency services, residents, business owners, and employees.
- (a) Collision data will include number of collisions and rate of pedestrian, cyclist, and auto collisions, severity (property damage only, injury, fatality), location, and type.  
(b) The collisions database may not include all collisions of the prior year, as any court proceedings related to collisions must be finished before collisions can be added to the database.  
(c) Collision data can vary significantly from year to year. That's why collision data is usually analyzed over a longer time span, such as three years or five years.  
(d) For reference purposes, the number of collisions on the 7 St SW cycle track reduced by 4 crashes or 14% in the year after opening, from 28 per year on average for the three years prior to opening to 24 in the year after opening.  
(e) For reference purposes, the collision rate or number of collisions per 100,000 population in Calgary is going down every year, as described in the Safer Mobility Plan.
- Real time data from select locations will be available for the public to view on the web.
- Economic vitality targets apply to 2/3 of merchants.

Notes on the pilot evaluation matrices  
**new notes since July 2014**

1. The values of the data collected might vary depending on circumstances such as construction, weather, change in local economy, or unforeseen events.
2. Satisfaction survey and interviews will include pedestrians, cyclists, motorists, Calgary Transit, emergency services, residents, business owners, and employees.
3. **The number of responses is small at fewer than 100.**
4. (a) Collision data will include number of collisions and rate of pedestrian, cyclist, and auto collisions, severity (property damage only, injury, fatality), location, and type.  
~~—(b) The collisions database may not include all collisions of the prior year, as any court proceedings related to collisions must be finished before collisions can be added to the database.~~  
 (c) Collision data can vary significantly from year to year. That's why collision data is usually analyzed over a longer time span, such as three years or five years.  
 (d) For reference purposes, the number of collisions on the 7 St SW cycle track reduced by 4 crashes or 14% in the year after opening, from 28 per year on average for the three years prior to opening to 24 in the year after opening.  
 (e) For reference purposes, the collision rate or number of collisions per 100,000 population in Calgary is going down every year, as described in the Safer Mobility Plan.  
 (f) **Collision data was exported on July 31<sup>st</sup>, 2014 from the Reporting & Analysis of Collision Events (RACE) system. Collision records in RACE are collected and coded by the Calgary Police Service (CPS) for enforcement and legal purposes. The CPS only provides The City of Calgary with records of collisions once the collisions have been processed, including completing any legal action that may be taken as a result of the collision. Consequently, The City of Calgary is delayed in receiving some collision records and recent data may be missing or incomplete. Therefore, minor discrepancies in data may occur due to exporting data on different dates.**  
 (g) **The benchmark is an annual average calculated over six years from 2009 to July 2014. The fall 2016 value will be one year of data after the pilot opens, from July 2015 to July 2016.**  
 (h) **VKT = vehicle kilometres travelled on the route. BKT = bicycle kilometres travelled on the route.**
5. Real time data from select locations will be available for the public to view on the web.
6. **6-hour weekday manual count (6:30-9:30, 15:30-18:30). For pilot routes with multiple counting locations, values are averaged.**
7. Economic vitality targets apply to 2/3 of merchants.
8. **Weekdays 6am-6pm.**
9. **Weekday and weekend 16-hour counts.**
10. **Careless riding as defined by the Alberta Traffic Safety Act: "without due care and attention" and "without reasonable consideration for persons using the highway" and with reference to the Calgary Traffic Bylaw: the traveller "will not interfere with the pedestrian."**

## Evaluation Matrix

### 5 Street SW Cycle Track Pilot

Theme	Performance measures		Unit of measurement	Benchmark value <sup>1</sup> fall 2014	Target <sup>1</sup> by fall 2016	Measurement method
	No.	Primary Performance Measures				
<b>Satisfaction<sup>2</sup></b>	1	Satisfaction with the pilot cycle track street	percentage	walking :52% bike riding: <sup>3</sup> 37% driving/passenger: 51%	walking: +10% = 62% bike riding: +30% = 67% driving/passenger: +0% = 51%	Telephone survey In-person interviews
	<b>Safety<sup>4</sup></b>	2	Collision rate	number of crashes crashes per 100,000 km travelled on the route	average: 178 collisions / year (range: 161-200) vehicle collision rate: 0.64 crashes / 100,000km VKT bicycle collision rate: 2.11 crashes / 100,000km BKT	crashes: -10% = 160 crashes / year vehicle collision rate: -10% = 0.58 bicycle collision rate: -10% = 1.90
<b>Walking, cycling and auto activities</b>		3	Bicycle volumes <sup>5</sup>	number of bicycles / day	see Attachments 5 and 6	see Attachments 5 and 6
	4	Peak period travel time for drivers	minutes and seconds	6 mins southbound afternoon	≤20% = 7 mins	GPS and stopwatch trials
	5	Unlawful bicycle riding <sup>6</sup>	% riding on the sidewalk if >14yrs of age % riding against traffic flow	sidewalk riding:* 19% riding against traffic flow: 2%	sidewalk riding: ≤2% riding against traffic flow: 0%	Human observation Video camera
<b>Secondary Performance Measures</b>						
<b>Economic Vitality<sup>7</sup></b>	6	Intercept survey- adjacent patrons <sup>3</sup>	# visits per week	visits / week: 250	# visits/week: +2% = 260	Person-to-person interviews
	7	Intercept survey- adjacent merchants <sup>3</sup>	\$ spent per month # customers/day <sup>8</sup>	\$ spent / month: \$5,400 1,700	\$ spent/month +2% = \$5,500 # customers/day +2% = 1,735	Person-to-person interviews
<b>Demographics<sup>6</sup></b>	8	Gender	% and # of women bicycle riders / day	% women: 18% # women: 50	% women: 25% # women: 225	Human observation Video camera
	9	Children, Seniors (<18 years old, >65 years old)	% and # of bicycle riders under 18 / day % and # of bicycle riders over 65 / day	<18: 0.6%, 1 >65: 0.8%, 2	<18: 2x % = 1.5%, 14 >65: 2x % = 1.5%, 14	Human observation Video camera

# Evaluation Matrix

## 8 Avenue SW Cycle Track Pilot

## Evaluation Matrix

Theme	Performance measures		Unit of measurement	Benchmark value <sup>1</sup> fall 2014	Target <sup>1</sup> by fall 2016	Measurement method
	No.	Primary Performance Measures				
<b>Satisfaction<sup>2</sup></b>	1	Satisfaction with the pilot cycle track street	percentage	walking :54% bike riding: <sup>3</sup> 71% driving/passenger: 54%	walking: +10% = 64% bike riding: +10% = 81% driving/passenger: +0% = 54%	Telephone survey In-person interviews
	2	Collision rate	number of crashes crashes per 100,000 km travelled on the route	average: 63 collisions / year (range: 53-79) vehicle collision rate: 2.41 crashes / 100,000km VKT bicycle collision rate: 1.15 crashes / 100,000km BKT	crashes: -10% = 57 crashes / year vehicle collision rate: -10% = 2.17 bicycle collision rate: -10% = 1.03	Calgary Police Service database
<b>Walking, cycling and auto activities</b>	3	Bicycle volumes <sup>5</sup>	number of bicycles / day	see Attachments 5 and 6	see Attachments 5 and 6	Automated tube counter Video camera Human observation
	4	Peak period travel time for drivers	minutes and seconds	5 ½ mins eastbound morning 5 ½ mins westbound afternoon	≤20% = 6 ½ mins	GPS and stopwatch trials
	5	Unlawful bicycle riding <sup>6</sup>	% riding on the sidewalk if >14yrs of age % riding against traffic flow	sidewalk riding: 7% riding against traffic flow: 3%	sidewalk riding: ≤2% riding against traffic flow: 0%	Human observation Video camera
<b>Secondary Performance Measures</b>						
<b>Economic Vitality<sup>7</sup></b>	6	Intercept survey- adjacent patrons <sup>3</sup>	# visits per week \$ spent per month	visits / week: 80 \$ spent / month: \$3,900	# visits/week: +2% = 82 \$ spent/month +2% = \$4,000	Person-to-person interviews
	7	Intercept survey- adjacent merchants <sup>3</sup>	# customers/day <sup>8</sup>	1,600 % women: 20%	# customers/day +2% = 1,630 % women: 25%	Person-to-person interviews
<b>Demographics<sup>6</sup></b>	8	Gender	% and # of women bicycle riders / day	# women: 80	# women: 350	Human observation Video camera
	9	Children, Seniors (<18 years old, >65 years old)	% and # of bicycle riders under 18 / day % and # of bicycle riders over 65 / day	<18: 0.4%, 1 >65: 0%, 0	<18: 2x % = 1.0%, 14 >65: 1.0%, 14	Human observation Video camera

# Evaluation Matrix

## 9 Avenue SE Cycle Track Pilot

Theme	Performance measures		Unit of measurement	Benchmark value <sup>1</sup> fall 2014	Target <sup>1</sup> by fall 2016	Measurement method
	No.	Primary Performance Measures				
<b>Satisfaction<sup>2</sup></b>	1	Satisfaction with the pilot cycle track street	percentage	walking :38% bike riding: <sup>3</sup> 12% driving/passenger: 60%	walking: +10% = 48% bike riding: +30% = 42% driving/passenger: +0% = 60%	Telephone survey In-person interviews
	2	Collision rate	number of crashes crashes per 100,000 km travelled on the route	average: 62 collisions / year (range: 48-74) vehicle collision rate: 0.32 crashes / 100,000km VKT bicycle collision rate: 0 crashes / 100,000km BKT	crashes: -10% = 56 crashes / year vehicle collision rate: -10% = 0.29 bicycle collision rate: -10% = 0	Calgary Police Service database
<b>Walking, cycling and auto activities</b>	3	Bicycle volumes <sup>5</sup>	number of bicycles / day	see Attachments 5 and 6	see Attachments 5 and 6	Automated tube counter Video camera Human observation
	4	Peak period travel time for drivers	minutes and seconds	5 mins westbound afternoon	+ ≤20% = 6 mins	GPS and stopwatch trials
	5	Unlawful bicycle riding <sup>6</sup>	% riding on the sidewalk if >14yrs of age % riding against traffic flow	sidewalk riding: 64% riding against traffic flow: 12%	sidewalk riding: ≤10% riding against traffic flow: 0%	Human observation Video camera
<b>Secondary Performance Measures</b>						
<b>Economic Vitality<sup>7</sup></b>	6	Intercept survey- adjacent patrons <sup>3</sup>	# visits per week \$ spent per month	visits / week: 190 \$ spent / month: \$7,700	# visits/week: +2% = 195 \$ spent/month +2% = \$7,800	Person-to-person interviews
	7	Intercept survey- adjacent merchants <sup>3</sup>	# customers/day <sup>8</sup>	450	# customers/day +2% = 460	Person-to-person interviews
<b>Demographics<sup>6</sup></b>	8	Gender	% and # of women bicycle riders / day	% women: 27% # women: 41	% women: 30% # women: 180	Human observation Video camera
	9	Children, Seniors (<18 years old, >65 years old)	% and # of bicycle riders under 18 / day % and # of bicycle riders over 65 / day	<18: 2.6%, 4 >65: 1.3%, 2	<18: 2x % = 5.0%, 30 >65: 2x % = 2.6%, 16	Human observation Video camera

## Evaluation Matrix

Evaluation Matrix      12 Avenue S Cycle Track Pilot

Theme	Performance measures		Unit of measurement	Benchmark value <sup>1</sup> fall 2014	Target <sup>1</sup> by fall 2016	Measurement method
	No.	Primary Performance Measures				
<b>Satisfaction<sup>2</sup></b>	1	Satisfaction with the pilot cycle track street	percentage	walking :63% bike riding: <sup>3</sup> 53% driving/passenger: 60%	walking: +10% = 63% bike riding: +20% = 73% driving/passenger: +0% = 60%	Telephone survey In-person interviews
	2	Collision rate	number of crashes crashes per 100,000 km travelled on the route	average: 153 collisions / year (range: 129-193) vehicle collision rate: 0.26 crashes / 100,000km VKT bicycle collision rate: 2.51 crashes / 100,000km BKT	crashes: -10% = 138 crashes / year vehicle collision rate: -10% = 0.23 bicycle collision rate: -10% = 2.26	Calgary Police Service database
<b>Safety<sup>4</sup></b>	3	Bicycle volumes <sup>5</sup>	number of bicycles / day	see Attachments 5 and 6	see Attachments 5 and 6	Automated tube counter Video camera Human observation
	4	Peak period travel time for drivers	minutes and seconds	11 ½ mins eastbound afternoon	+ ≤20% = 14 mins	GPS and stopwatch trials
<b>Walking, cycling and auto activities</b>	5	Unlawful bicycle riding <sup>6</sup>	% riding on the sidewalk if >14yrs of age % riding against traffic flow	sidewalk riding: 23% riding against traffic flow: 5%	sidewalk riding: ≤2% riding against traffic flow: 0%	Human observation Video camera
	<b>Secondary Performance Measures</b>					
<b>Economic Vitality<sup>7</sup></b>	6	Intercept survey- adjacent patrons <sup>3</sup>	# visits per week \$ spent per month	visits / week: 210 \$ spent / month: \$9,300	# visits/week: +2% = 215 \$ spent/month +2% = \$9,500	Person-to-person interviews
	7	Intercept survey- adjacent merchants <sup>3</sup>	# customers/day <sup>8</sup>	3,300	# customers/day +2% = 3,400	Person-to-person interviews
<b>Demographics<sup>6</sup></b>	8	Gender	% and # of women bicycle riders / day	% women: 23% # women: 25	% women: 25% # women: 175	Human observation Video camera
	9	Children, Seniors (<18 years old, >65 years old)	% and # of bicycle riders under 18 / day % and # of bicycle riders over 65 / day	<18: 0%, 0 >65: 1.1%, 1	<18: 2.2%, 15 >65: 2x % = 2.2%, 15	Human observation Video camera

## Evaluation Matrix

### Stephen Avenue Bicycle Pilot

Theme	Performance measures		Unit of measurement	Benchmark value <sup>1</sup> fall 2014	Target <sup>1</sup> by fall 2016	Measurement method
	No.	Primary Performance Measures				
<b>Satisfaction<sup>2</sup></b>	1	Satisfaction with the pilot street	percentage	walking :82% (6am-6pm) bike riding: 346% (6am-6pm) driving/passenger: 54% (6pm-6am)	walking: +0% = 82% bike riding: +30% = 76% driving/passenger: +0% = 54%	Telephone survey In-person interviews
	2	Collision rate	number of crashes crashes per 100,000 km travelled on the route	average: 24 crashes/year	-10% = 20 crashes / year	Calgary Police Service database
	3	Near-misses involving bicycles	# near-miss events % of near-miss events compared to #bicycles	TBD Fall 2015	TBD Fall 2015	Video camera Human observation
	4	Speeds (motor vehicles and bicycles)	85th percentile speed	TBD Fall 2015	TBD Fall 2015	Automated equipment
	5	Bicycle volumes <sup>5,9</sup>	number of bicycles / day	see Attachments 4 and 5	see Attachments 4 and 5	Automated tube counter Video camera Human observation
	6	Pedestrian volumes <sup>5,9</sup>	number of pedestrians	4,500	+0% = 4,500	Video camera Human observation
	7	Careless bicycle riding <sup>10</sup>	number of bicycles riding carelessly percentage of bicycles riding carelessly	TBD Fall 2015	TBD Fall 2015	Human observation Video camera
<b>Walking, cycling and auto activities</b>						
<b>Economic Vitality<sup>7</sup></b>	<b>Secondary Performance Measures</b>					
	6	Intercept survey- adjacent patrons <sup>3</sup>	# visits per week \$ spent per month	visits / week: 115 \$ spent / month: \$6,500	# visits/week: +2% = 120 \$ spent/month +2% = \$6,600	Person-to-person interviews
	7	Intercept survey- adjacent merchants <sup>3</sup>	# customers/day <sup>8</sup>	4,200	# customers/day +2% = 4,300	Person-to-person interviews
	10	Gender	% and # of women bicycle riders / day	% women: 12% # women: 24	% women: 25% # women: 300	Human observation Video camera
<b>Demographics</b>	11	Children, Seniors (<18 years old, >65 years old)	% and # of bicycle riders under 18 / day % and # of bicycle riders over 65 / day	<18: 0%, 0 >65: 4.1%, 8	<18: 1.0%, 12 >65: 2x % = 8.2%, 98	Human observation Video camera