

Mobility Status Report

RECOMMENDATION(S):

Administration recommends that the Standing Policy Committee on Transportation and Transit recommend that Council receive this report for the Corporate Record.

HIGHLIGHTS

- The Mobility Status Report provides a consistent set of information about Calgary's transportation services.
- *What does this mean for Calgarians?* All Calgarians use the transportation system directly or indirectly; this report provides information on how these services help Calgarians go about their daily lives.
- *Why does it matter?* Providing consistent information about services and performance provides context when decisions are made.
- Transportation provides safe, reliable, and efficient transportation services to Calgarians.
- We have responded to the changing needs of citizens as a result of the COVID-19 pandemic.
- We are improving our services through innovations in new technology, programs, and ways of providing service.
- Strategic Alignment to Council's Citizen Priorities: A city that moves

DISCUSSION

The vitality of any city is driven by the people who live, work, and play there. The types of activities that people do every day are diverse. They can be scheduled or unscheduled, routine or special occasion, and local or cross-town. Deciding how to move between activities depends on the transportation options that are available, and this can vary depending on the location of the activities and the time of day. The transportation system exists to serve Calgarians' need to connect with each other and enables the personal and business interactions that are essential to their daily lives.

Calgarians make over four million trips every day and average travel distances are increasing. As the places people need to travel become further apart, it can limit the transportation options available and increase the cost to provide them. It is important to ensure that a variety of transportation services are available to support people across the city. These services need to be safe, reliable, efficient, and accessible.

As the city grows, there is more demand on the transportation system. Improving the system is necessary to ensure all Calgarians can get where they need to go. This includes new or expanded physical infrastructure such as sidewalks, pathways, streets, bridges, transit facilities, and interchanges. It also includes providing transit service and facilitating other mobility services such as taxis, ride share, e-scooters and car sharing.

Transportation has remained flexible and is committed to responding Calgarian's travel needs. This year, Transportation completed pilot projects for e-bike and e-scooter programs to test new transportation technologies. Parking policies were adopted to support car sharing, and a new car share program was launched this summer. The Traffic Management Centre was upgraded to support travel connectivity and other future transportation technologies. The department is

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also exploring opportunities and partnerships for 5G networks to maximize the use of space and to support future transportation technologies. Transportation has also provided regular updates to Council on the state of the transportation system since the pandemic started.

Transit ridership has been slowly recovering from ridership and services reductions implemented in early 2020 due to the COVID-19 pandemic. This year, ridership is expected to remain lower than past years. Calgary Transit launched My Fare, a smartphone application, in early July. This application allows users to buy and display their fares using a smartphone. On Demand transit services were launched in six Calgary communities in October. This is a cost-effective service that replaces low ridership community shuttles and provides service when requested.

Calgarians expect their transportation system to be safe and accessible. Collision rates have been declining for auto collisions, but not for vulnerable users. Pedestrians and cyclists continue to make up a larger share of collisions that involve injury or death. Programs like the Safer Mobility Plan and other safety initiatives are expected to help improve these rates.

Transportation provides services to people of all ages and abilities. Calgary Transit Access provides a door to door service for Calgarians who cannot use public transit. Audible pedestrian signals, wheelchair ramps, and tactile pavement programs help Calgarians of all abilities move about the city. Recently, guiding principles were approved for the Always Available for All Ages and Abilities (5A) network, to support year-round active mobility options for transportation and recreation.

The transportation system needs to support Calgarians as they go about their lives, and this needs to be balanced with the cost of providing services. Transportation is committed to providing cost effective transportation services to all Calgarians. Service levels are aligned with funding expectations that balance costs with safety, efficiency and accessibility. Performance targets have been met for responding to service requests, maintaining our infrastructure and ensuring our system is reliable. Transportation has also explored innovative ways to improve services such as exploring new technology, launching new programs or exploring new ways of doing business.

STAKEHOLDER ENGAGEMENT AND COMMUNICATION (EXTERNAL)

- Public Engagement was undertaken
- Public Communication or Engagement was not required
- Public/Stakeholders were informed
- Stakeholder dialogue/relations were undertaken

Not Applicable

IMPLICATIONS

Social

Calgary Transit, taxi, and rideshare travel is lower than pre-pandemic levels. In some cases, this has resulted in reductions in services levels. These reductions increase the risk of social isolation to seniors or people with limited mobility.

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Environmental

Changes in travel behaviour will negatively impact greenhouse gas emissions due to transportation. Concerns regarding safety on Calgary Transit are shifting passengers to less sustainable modes of transportation like autos. Remote work is reducing travel for work purposes but may lead to increases in discretionary travel in the middle of the day, likely by less sustainable modes of transportation.

Economic

Public health restrictions reduced in-person trips to businesses. Many businesses pivoted to offer delivery services to support Calgarians who need or want to isolate. Transit service reductions impact workers who are dependent on more frequent transit service. This may lead workers to have reduced hours or leave their job entirely. A reliable transportation system is critical to the movement of goods and people around the city.

Service and Financial Implications

No anticipated financial impact

RISK

Transportation collects data that support tracking long term trends. This includes programs like the annual downtown cordon counts, permanent count stations, the Civic Census, Place of Work Survey, and My Travel Log. Many of these programs were suspended or deferred due to pandemic restrictions. As a result, limited data is available on short-term detailed changes in travel behaviour. There is a risk that further deferrals or cancellations may reduce The City's ability to make evidence-based decisions.

ATTACHMENT(S)

- 1. Mobility Status Report

Department Circulation

General Manager	Department	Approve/Consult/Inform
Doug Morgan	Transportation	Approve