



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). Changes in mode split are not statistically significant, but may suggest a shift in travel modes as trip distances increase.

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 recovering. Service hours in 2020 are expected to be lower than in 2019.

| 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 remote work 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 were 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 |

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. 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.