

One Calgary – A City That Moves

Standing Policy Committee on Transportation & Transit
September 6, 2018

Calgary's transportation network offers a variety of convenient, affordable, accessible and efficient transportation choices. It supports the safe and quick movement of people and goods throughout the city, and provides services enabling Calgarians and businesses to benefit from connectivity within the city, throughout the region, and around the globe.



Contributing services

- Parking
- Public Transit
- Sidewalks & Pathways
- Specialized Transit
- Streets
- Taxi, Limousine & Vehicles-for-Hire



Parking

Public Transit

Sidewalks & Pathways

Specialized Transit

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Delivering value to customers



102M public
transit trips
annually



18,834km
of street lanes



7027
taxi, limo and TNC
licenses issued



1364km
of pathways and
bikeways

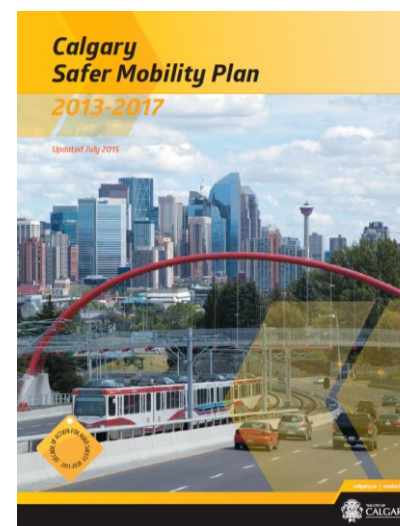
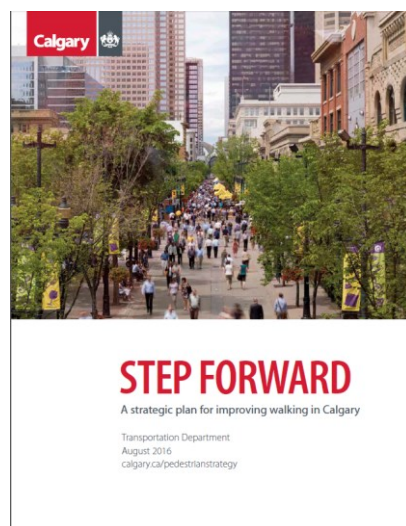
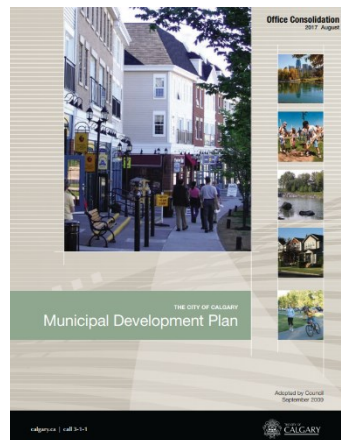


1.17M specialized
transit trips annually



87%
customer satisfaction
with parking

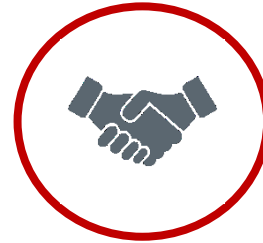
Long-term plans and policy



What Council has directed



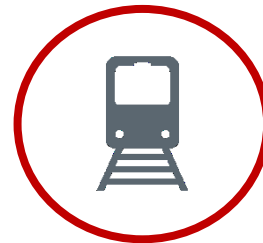
All modes of transportation must be safe



Identify and form partnerships to improve our transportation network, adopt new transportation business models and position Calgary as a city that moves into the future

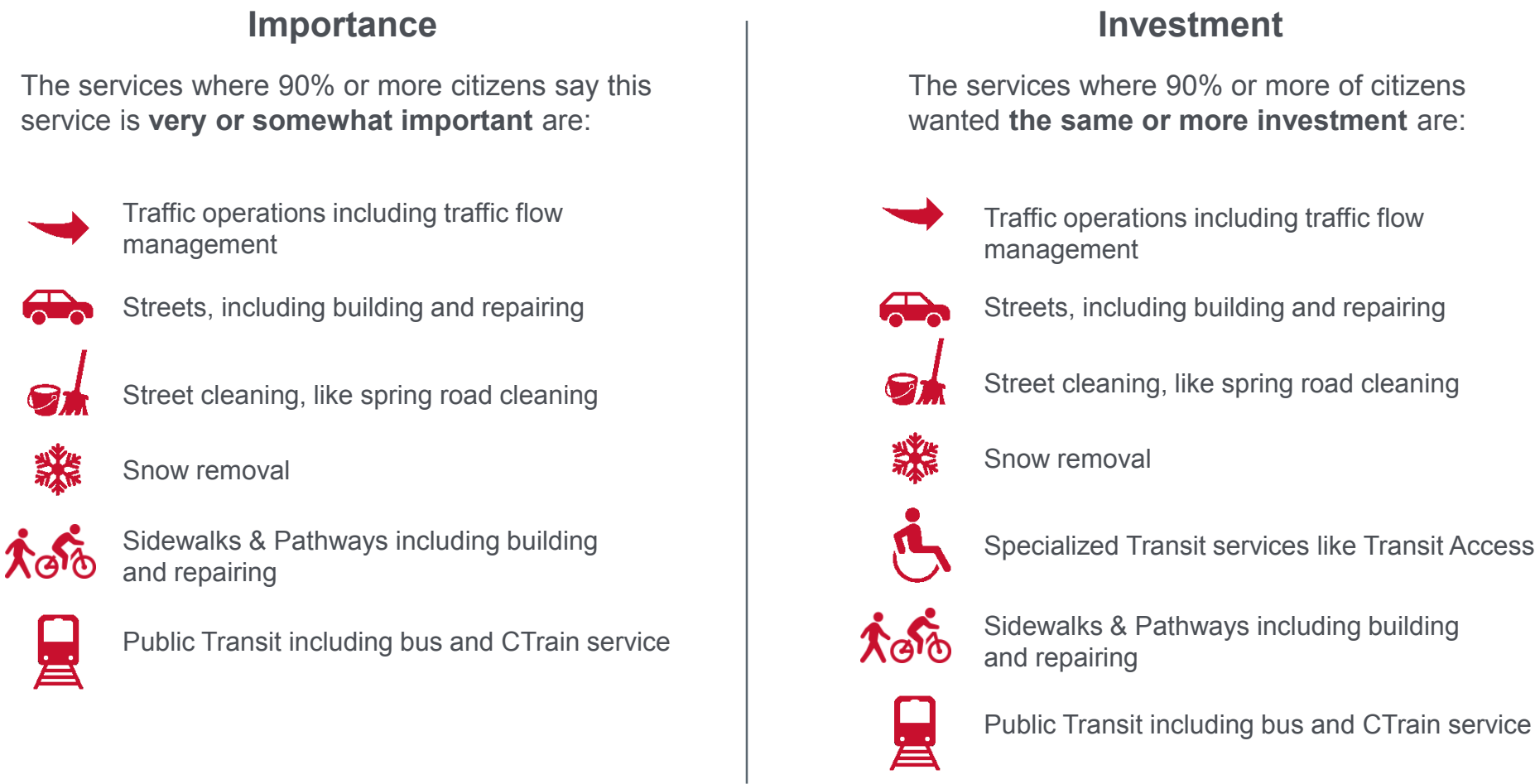


Make walking, cycling and transit attractive choices for Calgarians while not unduly penalizing motorists



Develop and implement innovative and technological solutions to enhance Calgarians' safety and reduce peak-hour traffic congestion

What we heard from Calgarians



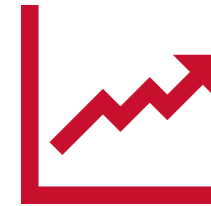
Source: 2018 Spring Pulse Survey

What we are watching



A Changing City and Population

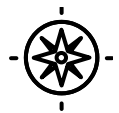
- evolving citizen and customer expectations
- advancements in technology and business models that change how people travel
- emergence of Transportation Network Companies



A Changing Operating Environment

- changing economic conditions
- variability in operating and capital funding
- legislative changes
- the progress of Green Line LRT

Overall increased service demand



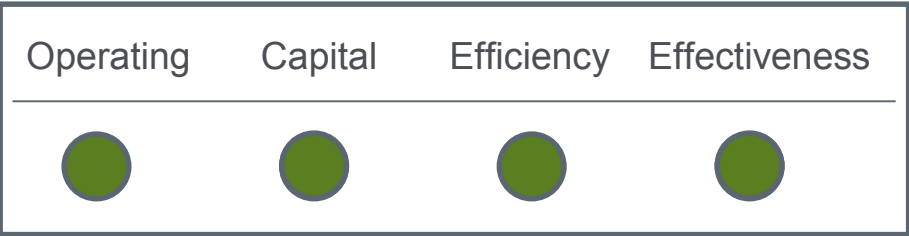
What we propose to do

Summary of each service within A City That Moves

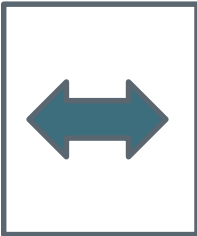
Drivers

- Responding to economic trends to ensure a consistent financial return
- Preparing for potential changes to how parking as a service is utilized
- Embracing technological advances to better serve Calgarians

Intended service emphasis



Preliminary service level



What we propose to do

- Implement tactics to optimize parking revenue
- Enact operational efficiencies
- Pursue workforce efficiencies

Key service highlights



2.09

revenue to cost
ratio for managed
parking spaces

2.04

median nation-wide



\$19.76M

financial
return to The City in 2017

What we heard from Calgarians

87%

of customers surveyed are overall
satisfied with their experience

88%

of customers surveyed agree we
provide innovative technology-
based solutions

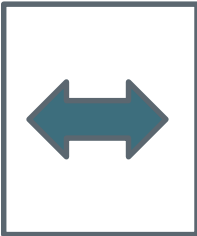
Drivers

- A growing city with changing population and demographics
- Council directives and the Calgary Transit customer commitment
- Major capital investments like Green Line LRT and the BRT network
- Guided by principles of the Calgary Transportation Plan / Municipal Development Plan and strategic direction of RouteAhead

Intended service emphasis



Preliminary
service level



Key service highlights



\$3.81

operating cost per trip

\$3.93

average nation-wide



+142,000

additional service hours over 4 years to meet growing demand for service

What we heard from Calgarians

93%

of Calgarians want the same or more investment

7.8

customer safety rating index – customer commitment

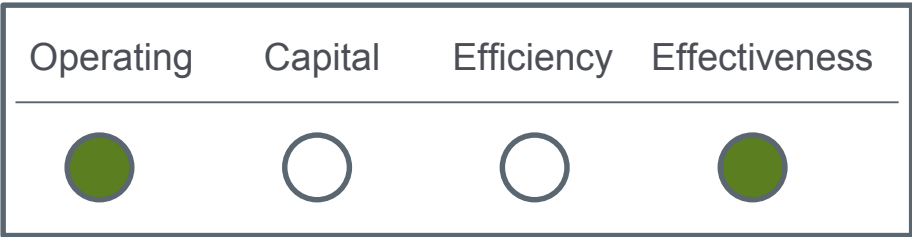
What we propose to do

- Increase investments in public safety, evaluating new technologies and more-efficient service delivery
- Increase investment to sustain low income transit passes, supporting vulnerable Calgarians
- Increase investments to improve customer commitment
- Expand BRT service, the Primary Transit Network, and service to developing communities
- Reduce investment in asset management
- Manage the impact of U2 fleet retirement (may result in impacts to 4-car CTrain service)

Drivers

- Guided by principles of the Calgary Transportation Plan / Municipal Development Plan
- Calgarians are changing how they travel and want more infrastructure to walk and bike safely
- Calgarians feel unsafe biking in their communities and want better snow clearing
- Council and Citizens want to move towards a Vision Zero approach to transportation, where we continually reduce the number of transportation injuries and deaths

Intended service emphasis



Preliminary service level



Key service highlights



6772

km of sidewalks and pathways in Calgary



over 1.1M

trips every day

What we heard from Calgarians

90%

of Calgarians are satisfied with sidewalks and pathways

51%

of Calgarians do not feel safe riding a bike in their community

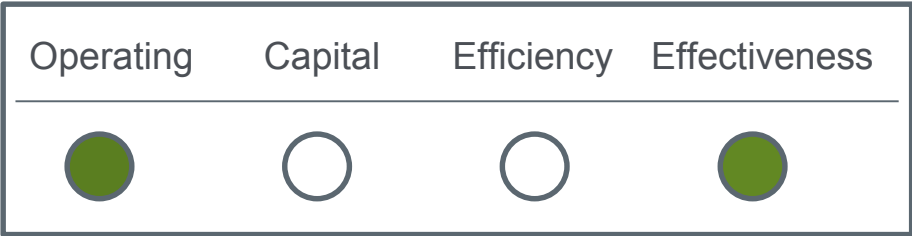
What we propose to do

- Implement Step Forward, improving the safety, accessibility and attractiveness of walking
- Increase maintenance along Main Street corridors
- Increase investment in targeted safety improvements
- Reduce investment in new public realm improvements like complete streets and main streets
- Reduce investment in maintaining the +15 network
- Invest more in clearing snow and ice from sidewalks and pathways

Drivers

- A growing city with changing population and demographics
- Council directives and the Calgary Transit customer commitment
- Changing accessibility guidelines and legislative changes
- Guided by principles of the Calgary Transportation Plan / Municipal Development Plan and strategic direction of RouteAhead

Intended service emphasis



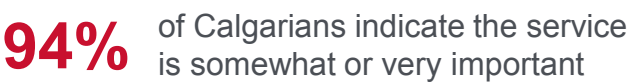
Preliminary service level



Key service highlights



What we heard from Calgarians



What we propose to do

- Increase investments in evaluating Public Transit and Specialized Transit trip integration
- Increase investments in strategies to improve customer commitment
- Increase the number of trips provided
- Continue to optimize the system of services to consistently maintain directness and on-time performance
- Reduce investment in asset management

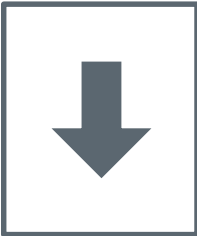
Drivers

- Guided by principles of the Calgary Transportation Plan / Municipal Development Plan
- An increasing need to support the \$4.2M per day goods movement industry
- Emerging technologies and business models are changing how people choose to get around Calgary
- Council and Citizens expect a transportation system that is safe and comfortable for all travel modes and for all people.

Intended service emphasis



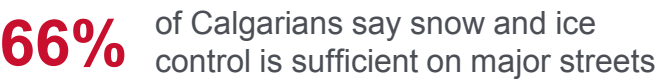
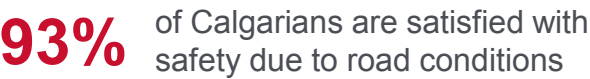
Preliminary
service level



Key service highlights



What we heard from Calgarians



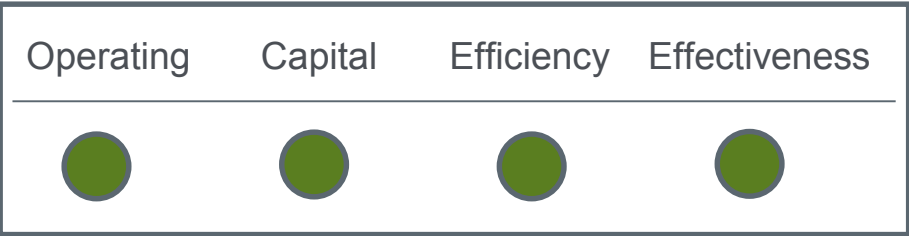
What we propose to do

- Reduce investment in major road construction and new infrastructure
- Increase investment in targeted safety improvements
- Reduce lifecycle maintenance on streets, interchanges and bridges
- Increase the amount of traffic signal optimization on major corridors
- Continue to clear snow and ice in accordance with Council's policy

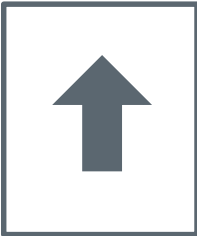
Drivers

- Increased ridesharing impacts parking, traffic congestion, safety, accessibility and customer service
- The Calgary Transportation Plan outlines a need to offer accessible transportation options to ensure fairness, transparency and promote mobility
- The livery industry will evolve as new vehicle types become available (autonomous vehicles)

Intended service emphasis



Preliminary service level



Key service highlights

of taxi driver licenses issued per 100 000 people



426
Calgary taxi licenses issued

302
average nation-wide



8.9M
trips completed in 2017

What we heard from Calgarians

97%
of livery customers are satisfied with TNC services

89%
of livery customers are satisfied with Taxi/Accessible taxi services

What we propose to do

- Support the livery industry to help increase accessible services for all Calgarians
- Conduct a review of the Livery Transport bylaw to promote a level playing field of all livery stakeholders
- Replace in-person training for taxi drivers with an online platform

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