

# 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

Streets

Taxi, Limousine & Vehicles-for-Hire





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**Specialized Transit**

Streets

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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



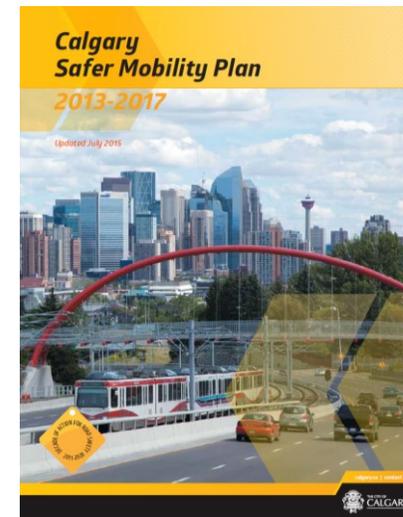
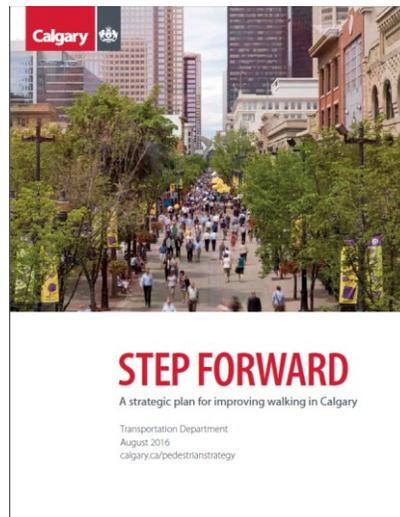
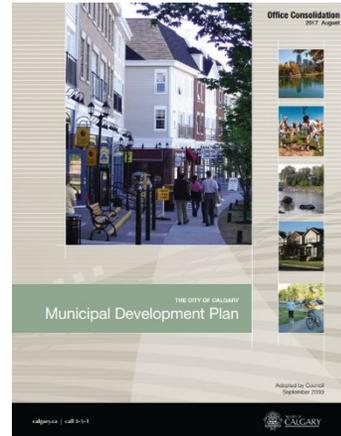
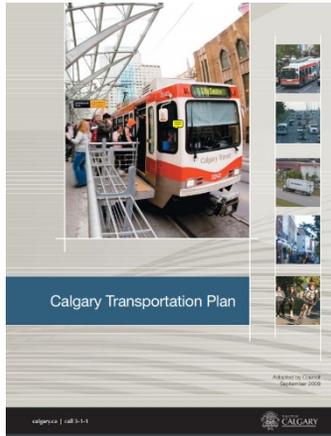
**1.17M** specialized  
transit trips annually



**87%**  
customer satisfaction  
with parking



# Long-term plans and policy





# What Council has directed



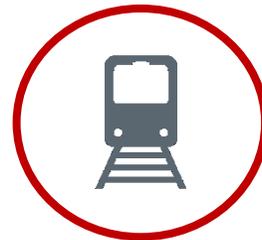
All modes of transportation must be safe



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

## Importance

The services where 90% or more citizens say this service is **very or somewhat important** are:

-  Traffic operations including traffic flow management
-  Streets, including building and repairing
-  Street cleaning, like spring road cleaning
-  Snow removal
-  Sidewalks & Pathways including building and repairing
-  Public Transit including bus and CTrain service

## Investment

The services where 90% or more of citizens wanted **the same or more investment** are:

-  Traffic operations including traffic flow management
-  Streets, including building and repairing
-  Street cleaning, like spring road cleaning
-  Snow removal
-  Specialized Transit services like Transit Access
-  Sidewalks & Pathways including building and repairing
-  Public Transit including bus and CTrain service

Source: 2018 Spring Pulse Survey

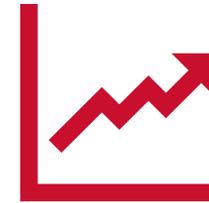


# What we are watching



## 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**



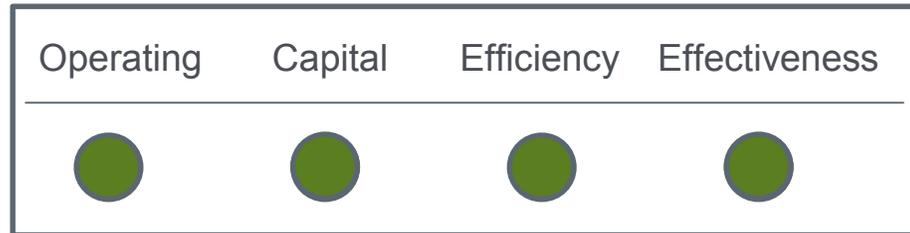
## What we propose to do

Summary of each service within A City That Moves

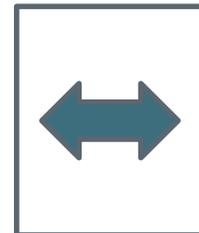
## Drivers

- 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

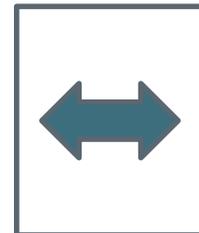
## Drivers

- 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



## 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)

## 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

## 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



## 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

## 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

## 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



## 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

## Key service highlights



**\$30.80** operating cost per trip  
\$30.20 average nation-wide



**+120,000** additional trips over 4 years to meet growing demand for service

## What we heard from Calgarians

**91%** reliability – on time performance

**94%** of Calgarians indicate the service is somewhat or very important



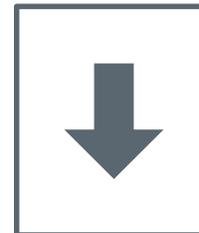
## Drivers

- 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



## 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

## Key service highlights



**78%** pavement condition in Calgary  
**54%** median nation-wide



**16,636** lane kilometers of streets in Calgary

## What we heard from Calgarians

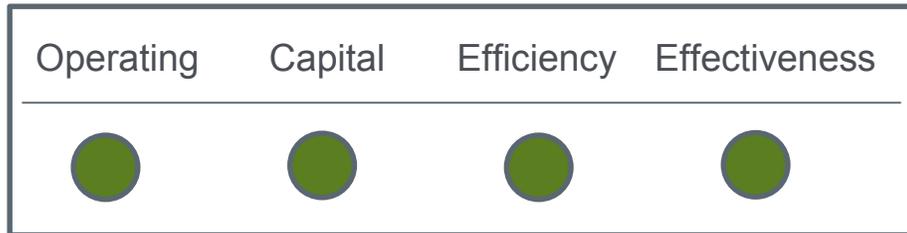
**93%** of Calgarians are satisfied with safety due to road conditions

**66%** of Calgarians say snow and ice control is sufficient on major streets

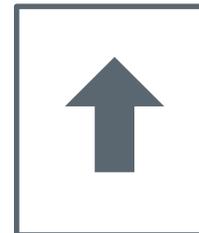
## Drivers

- 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



## 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

## 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

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