

The Mobility Status Report is prepared annually and lays out a series of metrics highlighting the performance of the transportation system and provides context for service delivery. It also provides a snapshot of what is happening within the transportation system over the course of this past year from a system and user perspective.

Mobility supports safe, reliable, and efficient transportation services.

Measure	2021	2022	2023
Walking & wheeling			
Length of sidewalks (km)	5,990	6,010	6,120
Number of pedestrian bridges	193	171	171
Number of painted crosswalks	10,950	11,190	11,360
Length of cycling network	1,990	2,090	2,150
Downtown active in-bound mode split	10.9%	10.8%	11.2%
Transit			
C-Train operating (km)	4.9 million	5.2 million	6.1 million
Bus operating (km)	48 million	49 million	52 million
Transit operating hours	2.3 million	2.3 million	2.5 million
Number of transit vehicles	1,083	1,300	1,320
Downtown transit in-bound mode split	18%	26%	34%
Autos			
Length of roadways (lane-km)	16,500	17,100	17,080
Vehicle bridges	193	207	207
Downtown auto in-bound mode split	71%	63%	55%

The City of Calgary continues to invest in transportation infrastructure that gives Calgarians a choice in how they travel about Calgary. This includes investments in additional sidewalks, pathways, transit services, roads and bridges.

The decline in pedestrian bridge inventory is due to a data clean up after a new bridge management system was implemented. This has stabilized as the values from 2023/2024 are consistent with the new system.

The City of Calgary has collected mode split data into the downtown core since 2012. Over the past few years, the active mode share has remained relatively consistent while the transit mode share has increased, and the auto mode share has decreased. While the transit mode share to downtown is not at pre-pandemic levels it is continuing to recover over time.

Travel Behaviour Trends in Calgary.

Activity around Calgary has returned to normal after the restrictions seen during the COVID-19 pandemic. Travel patterns disrupted due to pandemic restrictions have not necessarily returned to normal, but they are beginning to stabilize into new patterns. Calgary has also experienced two years of high population growth, which also has an impact on travel behaviour.

Transit ridership continues to increase, and is expected to increase in 2025 and beyond. This is a result of Calgary Transit’s investments in service levels and safety.

Transit measures	2021	2022	2023	2024 YTD (Oct)
Total transit ridership	31 million	57 million	90 million	75 million
Annual revenue	\$83 million	\$126 million	\$154 million	\$120 million

Traffic volumes have remained stable, and increases are related to population growth rather than a shift back to pre-pandemic travel patterns.

Vehicle 2-way average weekday volumes	2021	2022	2023	2024 YTD (Oct)
5 Avenue Flyover (1 way)	30,050	34,830	36,120	36,630
Louise Bridge	6,790	8,110	8,480	8,280
Glenmore TR Causeway	62,630	65,440	67,790	68,920
McKnight BV west of Deerfoot TR	22,580	23,190	24,370	24,380

Parkade occupancy remains stable over the past year. Changes in parking occupancy and revenue are likely related to population changes rather than continued recovery from the pandemic.

Parking measures	2021	2022	2023	2024 YTD (Sept)
Parkade occupancy	48%	74%	87%	86%
Parkade transactions	463,230	632,080	682,800	571,900
EV charging stations	32	51	51	55
Tickets issued	332,090	345,590	399,420	336,540
Total revenue	\$59 Million	\$66.5 Million	\$82.6 Million	\$60 Million

Prior to 2024, the total revenue for Calgary Parking included investment income. After Calgary Parking’s merge with the City of Calgary this investment income is handled differently and is no longer reported as revenue. The total revenue reporting by Calgary Parking will be lower than previous years as a due to the change in reporting.

We continue to innovate 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. The needs of Calgarians change over time and it’s important that we innovate to ensure we are providing the best service possible. Efficiencies found in other areas of service lead to new programs that better serve Calgarians.

Bloomberg Harvard Cities Initiative Data Track – Data driven approach to missing links

The City of Calgary completed missing links projects in several communities across Calgary to improve connectivity and safety. This year we had the opportunity to work with the Bloomberg Harvard Cities Initiative Data Track to use data-driven methods to drive decisions. Through this process we achieved:

- **Data-driven approach:** The project utilized the Bloomberg Harvard Data Track process to prioritize missing links in communities based on equity data, collision data, and observed pathways, rather than relying on complaints.
- **Community projects:** Selected communities included Saddle Ridge, Taradale, and Ogden, where small projects such as pathway and sidewalk connections were implemented to improve mobility and safety.
- **Specific projects:** Projects included building sidewalk connections along Tarington Road N.E., Falconridge Blvd. N.E., and 64th Avenue, and creating pathways in Ogden, 66th Avenue S.E., and Taravista Way N.E.

Winter maintenance

Calgary City Council has approved a new Winter Maintenance Policy to enhance snow and ice management. The policy aims to improve safety, support broader corporate priorities, and improve service levels. It includes clearing high-priority routes within 24 hours of snowfall and introduces fines for moving excessive snow into public spaces. The policy also prohibits moving snow into dedicated cycling lanes.

Enhanced snow clearing trial

The City of Calgary conducted a trial for enhanced snow clearing services during the 2023/24 winter season, which showed positive results.

- **Operational Improvements:** The City utilized more agile snowplows and sanders on existing trucks to clear Priority 2 Community/Transit routes in northwest Calgary, improving service levels and reducing costs.¹²
- **Service Level Enhancements:** The trial achieved quicker clearing times for Priority 2 routes, reducing the response time from 36 hours to 24 hours, and received positive community feedback.²³
- **Future Plans:** The City plans to expand the successful trial, aiming to harmonize snow clearing service levels within 24 hours, which will improve transit reliability, travel conditions, and accessibility.³⁴

Innovations in pothole repair

There are a few emerging technologies that The City has evaluated in recent years to optimize pothole repairs. Examples of equipment The City has explored include all-in-one pothole patchers and infrared seal coating trailers and we continue to retain small paver equipment. The infrared trailer provides higher quality repairs. Although these technologies show promise, the specialized nature and required capital investments limit their impact on a city-wide scale.

Bus electrification project

Calgary Transit is moving to a fleet of zero-emission buses to support The City's corporate-emission reduction goals in the Calgary Climate Strategy Pathways to 2050. Calgary Transit is using a phased approach to acquire zero-emission buses, transform operations, prepare our workforce, and build needed infrastructure, such as charging stations at the Spring Gardens and Anderson garages. In 2023, Calgary Transit secured funding and financing to kick-start its transition to zero-emission buses with a bus electrification project. In 2024, Calgary Transit released a request for proposal for 40-foot battery electric buses. Calgary Transit is working with Mobility to understand potential infrastructure impacts, such as impacts to pavement quality on routes where e-buses may run.

Transit shelter and bench program

\$3.2M of the \$5M 2023-2026 Customer Amenity Enhancement Program budget has been allocated for the purchase and ongoing maintenance of an additional 200 shelters across The City. Calgary Transit has concluded the anti-vandalism shelter pilot project with positive results. 30% of the newly procured shelters will be anti-vandalism models, to be placed at high-incident locations. Service Planning and Transit Operational Performance are now merging shelter, bench and bus pad GIS data from various sources into a complete data base, which will support improved asset tracking, coordination of installations, project reporting and workflow efficiency. The database will be designed to track and facilitate all stages of the amenity delivery process, including bus stop (site) analysis, ridership analysis, and tracking of amenity installations, maintenance, relocations, replacements, funding sources and legal agreements.

Transit safety and accessibility improvements

Calgary Transit has kicked off work on an accessibility strategy that will identify strategies and actions to make Public Transit more user friendly. We are working with partners in Emergency Management and Community Safety on customer journey mapping with a safety and accessibility lens. The customer journey mapping work will be supported by corporate research and public engagement. Additionally, Calgary Transit and Mobility are collaborating on crossing enhancements. In 2024, improvements include preemption enhancements at Deerfoot Trail, Sunnyside north and south pedestrian crossing, 58 Avenue pedestrian crossing, 7 Avenue at 3 Street SE, as well as 7 Avenue at Macleod Trail. Another notable accessibility improvement includes the 17SX project (rebuild of the Victoria Park/Stampede Station), where transit users enjoy more direct access to the platform.

We are on track in providing services that are important to 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 service requests to key Mobility services continues to increase. The most dramatic increases are related to potholes. Mobility developed applications and tools to make it easier for citizens to report potholes, which is increasing the number of requests we are receiving and the number of repairs we are able to complete. Mobility continues to meet service targets with this increase in demand.

Measure	2021	2022	2023	2024 YTD (Oct)
Service requests (# of requests)				
Roadway maintenance	3,150	3,040	4,190	3,150
Pothole maintenance	3,380	2,680	7,640	10,840
Potholes repaired	19,830	16,080	33,490	34,550
Snow and ice control	6,870	5,690	8,380	6,870
Overdue services requests (% overdue)				
Roadway maintenance	8%	12%	10%	8%
Pothole maintenance	5%	3%	1%	5%
Snow and ice control	1%	2%	3%	1%

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	2021	2022	2023	Average Target
% Pavement in good or very good condition	42%	40%	38%	52%
% Bridges in good or very good condition	91%	90%	92%	90%

Council adopted a Pavement Quality of Service in October 2024; future budget decisions will impact the speed at which these new service levels are achieved. New service targets were set as part of the 2024 report and include targets based on road classification. These numbers and targets reflect an average across all road classifications.

Our bridges are in good repair to ensure safe operations around Calgary.

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	2021	2022	2023
Distance (km) between failure- bus	9,870	10,680	11,670
Distance (km) between failure – LRV	77,360	43,010	52,220
Calgary Transit Access – on time drop off	95%	95%	93%

The distance between failures for buses continues to improve as new vehicles are added to the fleet. Mean distance between failure for light rail vehicles is more variable and despite a decline in the year-to-date values, the metric is still meeting One Calgary targets. Calgary Transit Access service quality remains high with most trips getting to their destination on time.

We are delivering services that are safe and accessible.

Mobility 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

Although overall the number of collisions declined between 2022 and 2023, collisions involving cyclists or pedestrians are increasing. More pedestrians and cyclists are being injured in collisions as over 90% of collisions involving vulnerable users resulted in a casualty.

** Casualty collision includes injuries and fatalities.

Measure	2021	2022	2023	2024 YTD (Oct)
Total number of collisions	31,630	39,100	35,140	19,480
Total collisions per 100k population	2,390	2,900	2,470	1,310
Casualty** collisions per 100,000 population	167	189	188	147
Pedestrian casualty collisions per 100,000 population	19	25	27	20
% Of all collisions that included a ped/cyclist	1.7%	1.7%	2.0%	2.6%
% Of casualty collisions that included a ped/cyclist	18%	20%	21%	21%
% Of pedestrian collisions that included a casualty	79%	86%	86%	92%

Collision data is obtained daily from Alberta Transportation. However, there is a delay between when a collision occurs and when the report is filed by Calgary Police Services. CPS does not file the report until after the investigation is completed, and in the event of a fatality or a serious injury collision it can take several weeks or even months for the report to be filed.

Citizen satisfaction

Calgarians are generally satisfied with the transportation system and continue to rank traffic and transit as some of the most important issues facing Calgary. The 2024 Spring Survey of Calgarians suggests that traffic continues to be important to Calgarians. The percentage of respondents who indicated the traffic or transit were a high priority remained similar to 2023.

Satisfaction scores for snow and ice control as well as the sidewalk and pathway system increased in 2023. This may reflect Mobility's changes to winter maintenance activities.

Measure	2021	2022	2023	2024
Most important issue – traffic	33%	28%	28%	29%
Most important issue – transit	12%	17%	15%	17%
Satisfaction with snow and ice control	68%	70%	65%	70%
Sidewalk and pathway satisfaction	79%	81%	75%	82%

Accessibility

It is important for Calgarians to be able to move about Calgary regardless of their age or ability. Calgary Transit Access provides service for Calgarians that cannot use Calgary Transit due to a disability. Since adopted in 2019, the 5A network continues to expand to ensure that, over time, all Calgarians will be able to access the pathway system.

Measure	2022	2023	2024 YTD (Oct)
Accessible pedestrian signals	441	501	540
Wheelchair ramp retrofits (# ramps per year)	541	684	516
Total Calgary Transit Access trips	828,460	1,029,200	843,620
Existing pathway within 5A network (km)**	1,180	1,200	1,220

**Existing infrastructure may not meet 5A standards and will be upgraded based on need and resource optimization.