

Specialized Transit

Led by: Director of Calgary Transit

Service Description

Specialized Transit provides specialized buses, vans and sedans for Calgarians with disabilities and seniors with limited mobility to get them where they need to be safely, reliably and affordably. Calgarians who have disabilities often have fewer transportation options; our service is a vital connection to the people, services and amenities Calgary has to offer.

Service Updates

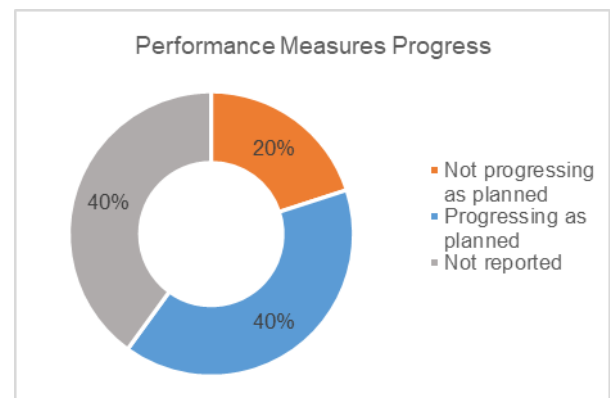
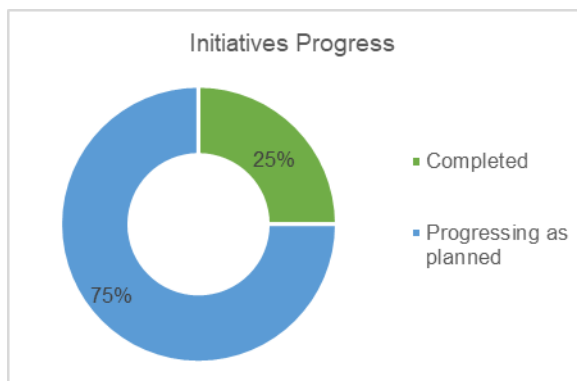
Key service results

Specialized Transit is focused on improving reliability and the overall experience for customers who rely on the service for equitable transportation. As demand grows, we are maintaining and elevating service levels by offering innovative service delivery options.

Eligible users are now reaching 91.3 per cent of pre-pandemic 2019 ridership levels. The service consistently exceeds the targets for calls answered in three minutes or less and 100 per cent of scheduled advanced booking trip requests were accommodated.

The newly available Online Trip Booking tool has seen a 20 to 30 per cent increase in bookings per month, compared to 2023 levels. We anticipate this trend will continue as more customers become familiar with the technology. We have also developed a second internal tool that allows Passenger Agents to guide customers through the online booking tool, helping users transition to a self-serve environment with personalized assistance.

Progress summary



Risk(s) impacting the progress

Specialized Transit demand changes

Specialized Transit asset conditions deteriorating over time

Managing existing service levels and increasing demands with limited workforce and resources



Measuring Our Performance

Legend

— Actuals

■ Expected Future Performance

➡ Progressing as planned

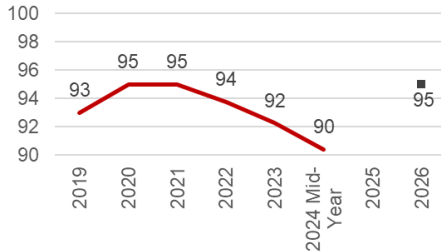
⊖ Not progressing as planned

Performance Measures

Story behind the numbers

Status

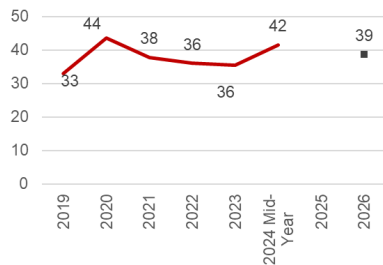
PM 1: On Time Performance -Reliability (per cent)



The service is maintaining existing On-Time Performance, however, there continues to be a gap to the target. Post-Covid there has been increased demand for this service relative to pandemic years. More assessment is required to identify root cause(s).



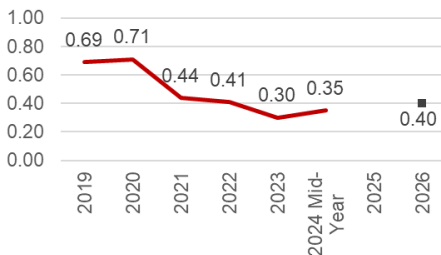
PM 2: Operating Cost per Trip (dollars)



Operating Cost Per Trip has a gap to target. Calgary Transit Access service rates from contracted providers increased in 2024, which contributed to overall cost of service increases. We expect the gap to close as Number of Trips increases and new drivers become more experienced and efficient. We will continue to see increases in costs due to inflationary pressures.



PM 3: At Fault customer service reports per 1000 trips



Because of robust performance the target for this measure has been lowered. Despite increasing trip volumes and a more ambitious target we are continuing to exceed the expected service delivery. This demonstrates a successful commitment to safety, positive customer experience, and effective operator training.





Progress on Service Delivery

PROGRESS STATUS



Completed



Progressing as planned



Not progressing as planned



Not started















FUNDING TYPE













Capital



Operating

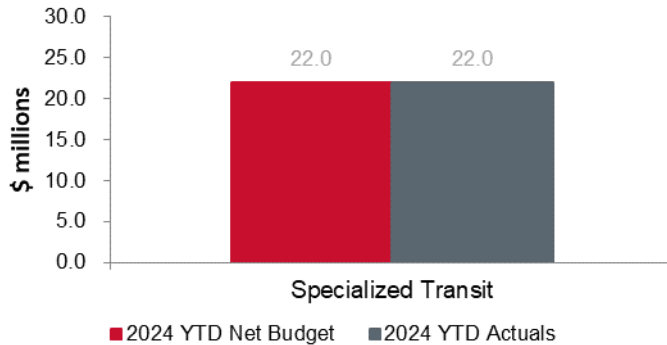
Initiative 1		Impact Area: City-wide	Funding Type:  
Improve service and align service levels with return of customers to the specialized transit system by optimizing schedules.			
UPDATE 	Specialized Transit remain committed to improving service. Calgary Transit Access trained and hired an additional 15 operators and Care Calgary has been awarded the contract for share-ride accessible minivan service. Software enhancements made in 2023 continue to optimize scheduling. Additionally, Calgary Transit Access continues to secure fleet access through our contractor to ensure vehicles are available when customers request service.		
Initiative 2		Impact Area: City-wide	Funding Type:  
Improve service by investing in innovative service delivery options and technologies.			
UPDATE 	The Online Trip Booking tool is available, enhancing the customer experience by enabling accessible self-serve features for booking and managing trips. Additionally, a second internal tool allows Passenger Agents guide customers through the process, helping them transition to a self-serve environment with personalized assistance. Notably, we have seen month-over-month increases in user bookings.		
Initiative 3		Impact Area: City-wide	Funding Type:  
Improve employee engagement and safety awareness/training by investing in employee commitment.			
UPDATE 	Beyond the Driver's Seat sessions have continued into 2024 with a focus on safety reporting and ergonomics. New initiatives include the development of a Safety Blitz campaign, the launch of the Operator Zone QR Code to enhance employee safety and reporting, Field Supervisor training to better respond to customer needs, and improvements to operator ergonomics. Additionally, Safety Advisors are exploring opportunities to develop an improved seat maintenance program.		
Initiative 4		Impact Area: City-wide	Funding Type:  
Implement and monitor the accountability framework for Calgary Transit safety areas which are moving to other business units and/or departments.			
UPDATE 	Safety continues to be a priority for the service. In the first half of 2024, workplace safety inspections significantly increased, with over 400 inspections conducted, and over 500 corrective actions have been completed, addressing safety risks and hazards. Collaborative safety efforts across The City have yielded positive results, including the procurement of 2,600 safety vests for all Calgary Transit operators to enhance visibility. Additionally, dedicated safety committees have been established to review and update safety protocols and conduct inspections.		
Initiative 5		Impact Area: City-wide	Funding Type:  
Implement a continuous improvement framework to improve service delivery while coordinating across the corporation.			
UPDATE	The Specialized Transit Service Governance Team continues to meet, with a focus on improving integration across all areas involved in delivering the service. Three collaborative sessions were held to identify risks and opportunities, which informed the Operations Excellence mid-cycle budget adjustment process.		

		
Initiative 6	Impact Area: City-wide	Funding Type:  
Leverage continued support from Provincial government for initiatives like Sliding Scale program while working with corporate partners.		
UPDATE 	In April 2024, the Provincial government initially informed City Administration that funding for the Low-Income Transit Pass (LITP) would not be provided. On May 1, this decision was reversed, and the province has now provided a contribution agreement for \$6.2M for the 2024-2025 fiscal year. Despite this funding, The City continues to incur most of the growing program's costs. It is anticipated that, by the end of 2024, the total cost of the LITP program will rise to \$47 million due to increasing demand.	
Initiative 7	Impact Area: City-wide	Funding Type:  
Mitigate potential On Time Performance impacts of increased motor vehicle traffic volumes post-pandemic		
UPDATE 	Work is underway to identify root causes of On Time Performance issues affecting customer service delivery. Tasks have been assigned to various areas across Calgary Transit to make a positive impact.	
Initiative 8	Impact Area: City-wide	Funding Type:  
Increase use of online booking for specialized transit service trips by promotion		
UPDATE 	Promotional efforts to highlight the improved online booking tool have been successful. Partner agencies and users are actively using the tool. We are seeing use grow between 20 – 30 per cent per month compared to 2023 and anticipate increasing use as more customers become familiar with the technology.	



Service Updates on Financial Performance

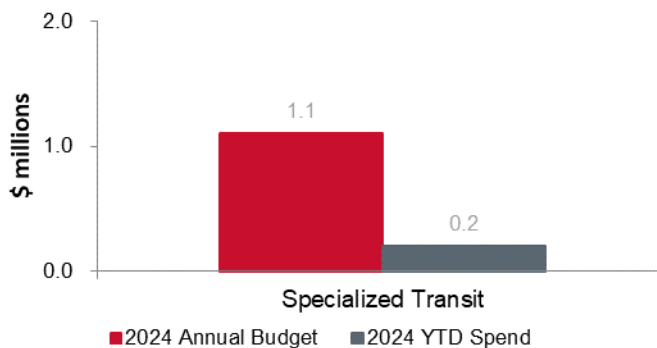
Net Operating Budget and Actuals as of June 30, 2024



Operating Budget Updates - 2024 YTD net operating budget vs actuals:

Specialized Transit has no operating budget variance for the reporting period. The main reasons that have contributed to this nil variance are lower than budgeted expenditures for contracted service providers, offset by higher than budgeted salary and wages for additional resources required to support the increase demand in eligibility.

Capital Budget and Spend as of June 30, 2024



Capital Budget Updates - 2024 total capital budget vs 2024 YTD spend:

Specialized Transit has spent 15.5 per cent of the 2024 approved capital budget. In 2024, the capital expenditures have been used to deliver investments in Calgary Access Technology, including upgrades on software, hardware, and IT Infrastructure, as well as transitioning to a new security environment and designing a more robust system to prevent failures. The Mobile Data Terminal project is commencing and is expected to move quickly, so spending is progressing as planned and on track to reach 100 per cent by year-end.

These investments align with Specialized Transit's performance measure to improve service by investing in innovative service delivery options and technologies.