

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	2022	2023	2024
Demographic Measures			
Calgary Population	1,348,600	1,422,800	1,509,800
Population Growth Rate (%)	2.0%	5.5%	6.1%
Walking & wheeling			
Length of sidewalks (km)	6,010	6,120	6,170
Number of pedestrian bridges	171	171	175
Number of painted crosswalks	11,190	11,360	11,650
Length of cycling network	2,090	2,150	2,180
Downtown active in-bound mode split	11%	11%	11%
Transit			
C-Train operating (km)	5.2 million	6.1 million	6.4 million
Bus operating (km)	48.7 million	51.8 million	56.7 million
Transit operating hours	2.3 million	2.5 million	2.8 million
Number of transit vehicles	1,300	1,320	1,340
Downtown transit in-bound mode split	26%	34%	30%
Autos			
Length of roadways (lane-km)	17,070	17,080	17,100
Vehicle bridges	207	207	211
Downtown auto in-bound mode split	63%	55%	59%
Total In-bound Downtown Trips (all modes)	270,600	318,000	311,000

Calgary has seen significant population growth over the past three years. The population growth rates are some of the highest that have been seen in over 40 years. Over 200,000 people have moved to Calgary since 2023, which can impact Mobility’s ability to deliver services. However, as is seen later in this report, this level of growth hasn’t translated into significant increases in traffic volumes on Calgary roads.

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 City of Calgary collects mode split data from an annual downtown cordon study where trips by mode are counted as the enter and leave the downtown core. The COVID-19 pandemic has had a significant and sustained impact on travel to the downtown core. Overall, the number of trips into the downtown core remains about 10% less than before the pandemic. Suggesting that there has been a sustained change in travel to the downtown core. While the transit and auto modes have been fluctuating, generally the transit share is increasing compared with transit travel during the pandemic. Transit mode shares have not recovered to pre-pandemic levels, this may be due to changes in work styles, however, construction in the downtown core has been very active which may also be driving some changes in behaviour.

Travel Behaviour Trends in Calgary.

Calgary is experiencing a period of high population growth, with over 200,000 people moving to Calgary in the past two years. This growth is not having the expected impact on travel behaviour across Calgary.

Overall traffic volumes are generally increasing, but not at a level expected given the growth in population. Calgary's population is about 20% higher than before the pandemic, yet in many places across traffic volumes have not returned to pre-pandemic levels. This suggests that Calgarians are making fewer trips.

Transit ridership continues to increase but remains lower than ridership in 2019. Transit ridership is growing faster than population growth so it's expected that ridership will continue to increase. This continues to be a result of Calgary Transit's investments in service levels and safety.

Transit measures	2022	2023	2024	2025 YTD
Total transit ridership	56.9 million	90 million	101.1 million	48.5 million
Annual revenue	\$126.1 Million	\$153.5 Million	\$162.4 Million	\$84.1 Million

Travel volumes across the city continue to increase, however travel across the city remain about 10% lower than pre-pandemic volumes. This further indicates a change in travel behaviour since the pandemic.

Vehicle 2-way average weekday volumes	2022	2023	2024	2025 YTD
5 Avenue Flyover (1 way)	34,560	36,120	36,280	36,790
Louise Bridge	16,220	14,550	16,080	17,430
Glenmore TR Causeway	72,550	77,490	87,670	91,630
McKnight BV west of Deerfoot TR	46,380	48,560	49,230	50,260

Note: In previous reports the average weekday volumes were reported as 2-way volumes, but they were 1-way volumes. The volumes in this report have been corrected to be 2-way average weekday volumes.

Parkade occupancy remains stable over the past year. Changes in parking occupancy and revenue are due to increases in population.

Parking measures	2022	2023	2024	2025 YTD
Parkade Occupancy	74%	87%	85%	87%
Parkade Transactions	632,080	756,480	787,220	585,200
EV Charging Stations	0	51	55	57
Tickets Issued	345,590	361,100	381,900	374,080
Total Revenue	\$66.5 Million	\$83.6 Million	\$79.8 Million	\$63.5 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 reported by Calgary Parking will be lower than previous years 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.

100% RAP Pilot Project

The City of Calgary, in collaboration with McAsphalt Industries, piloted the use of 100% Reclaimed Asphalt Pavement (RAP) to reconstruct a low-volume roadway on 24 Street SW, between Spruce Meadows Green and 186 Avenue W. Results demonstrated that, with a properly engineered mix design,

100% RAP can deliver constructability and performance comparable to conventional Hot Mix Asphalt (HMA). A cost comparison revealed a 67% reduction in construction costs for 750-metre project length.

100% RAP along with regular hot mix asphalt - Pilot Project (Townsend Rd NE)

This pilot project utilized 100% recycled material for the base layer (50mm) of asphalt, followed by virgin asphalt mix for the topcoat (30mm). The City piloted the use of these materials for the reconstruction of Townsend Road NE, a local roadway between Thomson Avenue NE and 124 Street NE. The total paving area is approximately 1,180 m². This hybrid approach will result in cost savings of approximately 40%, as well as significant environmental benefits through the reuse of asphalt materials.

Full Depth Reclamation (FDR) Implementation

The City of Calgary adopted Full Depth Reclamation (FDR) as a sustainable and innovative pavement rehabilitation method. A 2.5 km segment of 84 Street SE, between 114 Avenue and Venture Avenue SE Trail, was rehabilitated using FDR. This technique reuses 100% of the existing pavement materials, maximizing the value of previously paid resources. Compared to traditional reconstruction, FDR offers cost savings of up to 60%, making it a significantly more economical and more environmentally sustainable option.

Improved Streetlight Response Time

In 2022, Iconic Power became the service provider for streetlight repairs. They began to ramp up service in 2024 to reduce the number of work orders. Additional private contracting companies were given a define scope in 2024 and 2025 to clear the backlog of service requests. Overall the yearly response time improved from 66 days in 2023 to 4 days in 2025. Escalations have also decreased from over 2,500 in 2023 to 233 in 2025.

Customer Focused Mobile App Enhancements

In 2025 Calgary Parking has undertaken several mobile app enhancements to improve customer experience. Reviewing data, priorities and customer interactions, we developed several improvements such as lowering the minimum amount needed to top up accounts, improving landing pages to better serve parkers who don't wish to have an account, and in the coming weeks, integrating apple pay/google wallet services into the app. Users now see a seamless experience no matter what platform they are using, and have more flexibility in how they access our services.

Expanding Services and Supporting City Partners

In 2025 several new lots are opening with Civic Partners and internal Business Units. Calgary Parking continues to manage temporary free parking lots that support businesses in Main Streets areas during construction. In 2025 a new lot was opened to provide a greater amount of parking for the Marda Loop area. Work continues on future projects to be able to offer similar services during other projects. Temporary lots are also opening on underutilized Green Line land, providing a valuable revenue stream to the project while providing affordable parking to Calgarians. New agreements with MNP Community & Sport Centre, YMCA Quarry Park and Vecova have been signed and will begin operations in Q4. Each of these sites will bring seamless parking management and more efficient operations to a Civic Partner, while providing additional revenue for their operations.

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 for 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. This increases the number of potholes that are repaired each year. Mobility continues to meet service targets with this increase in demand.

Measure	2022	2023	2024	2025 YTD
Service requests (# of requests)				
Roadway maintenance	3,146	3,039	4,187	5,663
Pothole maintenance	2,680	7,635	12,917	5,229
Potholes repaired	16,082	33,489	37,850	28,200
Snow and ice control	6,870	5,687	8,376	9,656
Overdue services requests (% overdue)				
Roadway maintenance	8%	12%	10%	14%
Pothole maintenance	5%	3%	1%	5%
Snow and ice control	1%	2%	3%	2%

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	2022	2023	2024	Average Target
% Pavement in good or very good condition	40%	38%	38%	52%
• Arterial	N/A	N/A	38%	60%
• Collector/Industrial	N/A	N/A	33%	54%
• Local	N/A	N/A	41%	42%
% Bridges in good or very good condition	90%	92%	89%	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. This is the first year tracking pavement quality with the increased detail. The average across all categories has also been included for comparison with previous years.

The Bridge Condition Index (BCI) isn't sensitive enough to reflect rehabilitation and other maintenance activities. While the value may be slightly under-target for 2024, Calgary bridges remain in good condition across the city.

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	2022	2023	2024
Distance (km) between failure- bus	10,680	11,670	8,810
Distance (km) between failure – LRV	43,010	52,220	50,010
Calgary Transit Access – on time drop off	95%	93%	92%

The distance between failures for buses and light rail vehicles varies when new equipment is brought online and as existing equipment ages. In general, these values reflect a reasonable level of reliability for Transit services. 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

Overall, the number of collisions in 2024 is reduced from 2025. This is due to a change in reporting thresholds by the Province of Alberta. Prior to 2024, the damage threshold for reporting a collision was \$1,000, in 2024 this was changed to \$5,000. This has reduced the property damage only collisions that are reported to Calgary Police. However, this does not mean that Calgary roads are safer.

In April 2025, the Province of Alberta restricted photo-radar speed enforcement to playground, school, and construction zones. This has led to an increase in the number of casualty collisions throughout the city. The year-to-date totals (as of Sept 30, 2025) are higher than experienced in all of 2024. The number of fatalities are the highest seen in the past decade.

It is also increasingly dangerous for pedestrians on Calgary roads. While collisions that involve a cyclist or pedestrian are a small proportion of collisions, they are more dangerous for these vulnerable users. Pedestrian collisions are increasingly hazardous as almost all collisions involving a pedestrian resulted in an injury.

Measure	2022	2023	2024	2025 YTD
Collision Data				
Total collisions	31,630	39,100	41,370	29,630
Total Property Damage Only	29,430	36,550	38,570	26,610
Total Fatalities	14	19	24	29
Total Injuries	2,200	2,530	2,780	2,990
Collision Data per 100,000 Population				
Total collisions per 100k population	2,899	2,908	1,963	1,170
Casualty** collisions per 100,000 population	189	197	200	142
Pedestrian casualty collisions per 100,000 population	25	27	27	18
Pedestrian & Cyclist Collisions				
% Of all collisions that included a ped/cyclist	2%	2%	2%	3%
% Of casualty collisions that included a ped/cyclist	20%	20%	20%	19%
% Of pedestrian collisions that included a casualty	86%	86%	93%	96%

** Casualty collision includes injuries and fatalities.

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 2025 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 2024.

Satisfaction scores for snow and ice control as well as the sidewalk and pathway system remain high indicating Calgary citizens are satisfied with the services provided.

Measure	2022	2023	2024	2025
Most important issue – traffic	28%	28%	29%	33%
Most important issue – transit	17%	15%	17%	14%
Satisfaction with snow and ice control	70%	65%	70%	73%
Sidewalk and pathway satisfaction	81%	75%	82%	80%

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	2025 (YTD)
Accessible pedestrian signals	441	501	554	573
Wheelchair ramp retrofits (# ramps per year)	541	684	675	389
Total Calgary Transit Access trips	828,463	1,029,202	843,621	Not Available
Existing pathway within 5A network (km)**	1,200	1,219	1,222	1,375

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