

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

Highlights

In response to ongoing demand, Specialized Transit service successfully worked with providers to secure additional capacity on routes, ensuring that service levels were aligned with demand.

The service made efforts to optimize schedules, aiming to improve the overall service experience. The service began upgrading its scheduling software to enhance accessibility and functionality for customers who utilize the online booking application to book and manage their transit services.

The service implemented a comprehensive communications plan to keep customers informed about service changes. This inclusive approach extends to service users, their community representatives (such as caregivers and agencies) and promotes wider adoption of the online trip booking feature, resulting in increased convenience and satisfaction for all people involved. One of the notable achievements is the restoration of on-time performance to pre-pandemic levels, currently standing at 92.27 per cent.

Challenges

Supply chain disruptions continued to hamper the ability to expand or maintain Specialized Transit's fleet. Demand remains lower than pre-pandemic levels. As ridership levels return, it will put pressure on the service to meet an expanded service commitment. The service also faced challenges associated with procurement and infrastructure cost inflation. Increasing costs and procurement delays challenged service improvement.



Measuring Our Performance

Legend

— Actuals

■ Expected Future Performance

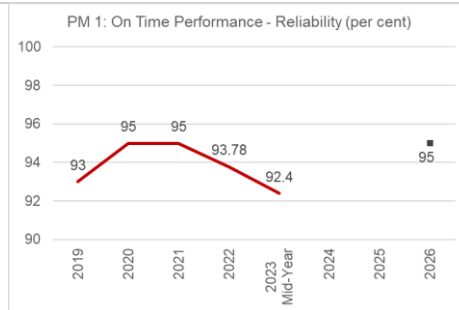
➡ Progressing as planned

⬅ Not progressing as planned

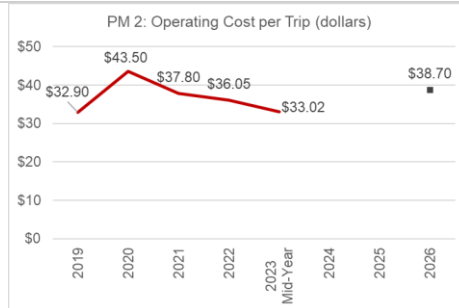
Performance Measures

Story behind the numbers

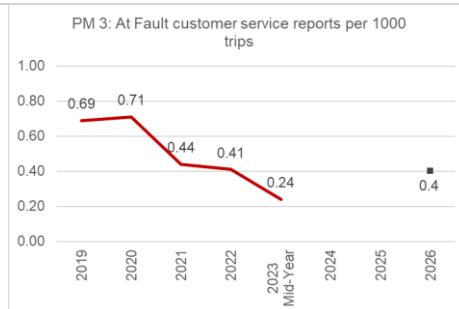
Status



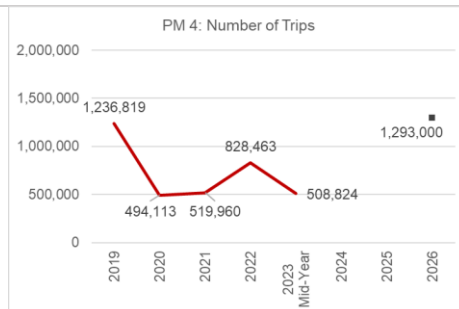
Capital and operating investments into onboard technologies, vehicle and infrastructure maintenance and schedules continue to ensure on time availability of service to customers.



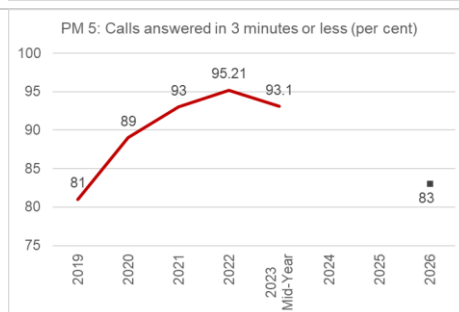
Costs per trip have decreased slightly compared to the previous year due to service investments and utilization of contractual service providers to meet increases in service demand.



In January 2023, the service changed the target of 1.00 At-Fault customer service reports per 1,000 trips to 0.80 to create an opportunity to further improve outcomes for service customers. The service remains well below the value of 0.80 over the past 12 months.



At mid-year, the number of trips has significantly increased over previous years as Calgary Transit continues to increase its service levels to the growing demand of Calgarians.



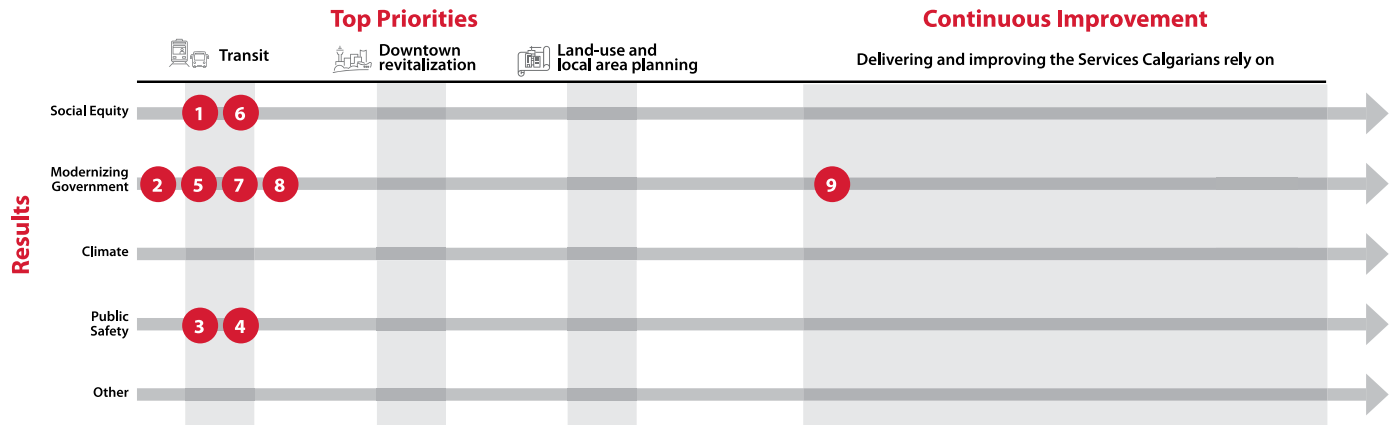
Calgary Transit Call Centre has exceeded the monthly target of 80 per cent or more calls being answered in three minutes or less. This has been affected by call volume reduction. The performance will decline over time as the call centre returns to normal call volumes.







Progress on Service Delivery

Alignment with Council Refined Priorities and Result Areas



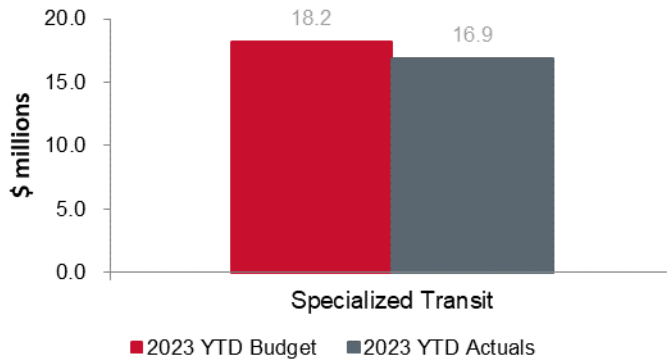
Initiative	Initiative Update	Status
1 Improve service and align service levels with return of customers to the specialized transit system by optimizing schedules.	As the service recovers from reduced ridership with increasing demand, additional vehicles are requested from service providers to ensure fleet supply aligns with rider demand. Further enhancement is occurring with schedule optimization.	Progressing as planned
2 Improve service by investing in innovative service delivery options and technologies.	In line with its commitment to technological advancements and customer-centric services, Calgary Transit is currently upgrading its online booking software. This upgrade aims to enhance accessibility and functionality for customers, providing them with a more seamless and user-friendly experience when booking transit services.	Progressing as planned
3 Improve employee engagement and safety awareness/training by investing in employee commitment.	Beyond the Driver's Seat safety engagements to all operators on Occupational Health & Safety policies, responsibilities and best practices. Biweekly director-led site visits and inspections to address hazards and engage with employees on a frequent basis were conducted. Joint Worksite Health and Safety Committee training was provided to increase safety awareness. Calgary Transit held the Leader's Safety Summit series to ensure a "leadership commitment to safety." A business unit safety implementation team was established to identify annual safety commitments, strategies and deficiencies.	Progressing as planned
4 Implement and monitor the accountability framework for Calgary Transit safety areas which are moving to other business units and/or departments.	Operational Services is committed to continuous improvement best practices, including regular reporting, tracking of key performance indicators, completing risk registers, and setting up service governance structures. Systems are being put in place to encourage innovation, track emerging trends, measure customer expectations, and implement lessons learned.	Progressing as planned
5 Implement a continuous improvement framework to improve service delivery while coordinating across the corporation.	Transit Service Governance Team is developing a sub team to address the unique needs of Specialized Transit and implement continuous improvement initiatives across services that contribute or are impacted by Specialized Transit.	Progressing as planned
6 Leverage continued support from Provincial government for initiatives like Sliding Scale program while working with corporate partners.	Continued advocacy to the Provincial government to support the full cost of the sliding scale low-income transit pass program. The province provided \$4.5 million in annual funding, with The City funding the balance of the program at \$6.5 million, for a total of \$11 million per year. Administration successfully updated Fair Entry processes to reflect Council direction to evaluate low-income seniors' eligibility based on their individual incomes, rather than household income. This change was effective on June 1, 2023 and is expected to increase access to the pass.	Progressing as planned

Initiative	Initiative Update	Status
7 Mitigate potential On Time Performance impacts of increased motor vehicle traffic volumes post-pandemic	Prior to the pandemic, the service's On Time Performance (OTP) was at 92.06 per cent in 2018, and 92.6 per cent in 2019. For 2023, to date OTP has returned to pre-pandemic levels and currently sits at 92.3 per cent. During the pandemic, no changes were made to street or network speeds. When changes to traffic patterns are identified, street and network speeds can be adjusted to improve OTP but to date this has not been necessary. Monitoring OTP and issues that affect outcomes is an ongoing collaboration between Operations and Scheduling.	
8 Increase use of online booking for specialized transit service trips by promotion	The service's online booking software is being upgraded to increase accessibility and functionality for Customers, which includes updating and managing certain pieces of personal information, as well as booking, pausing, and managing regular, reoccurring trips. A communications plan is being put in place to ensure customers are well prepared for the changes and understand the benefits. This should translate into wider acceptance within the community of users which include service users and their community representatives (caregivers, agencies), and online trip booking growth.	



Service Updates on Financial Performance

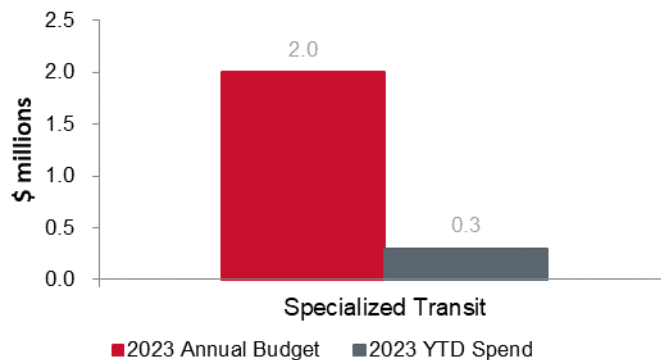
**Net Operating Budget and Actuals
as of June 30, 2023**



Operating Budget Updates - 2023 YTD net operating budget vs actuals:

Specialized Transit's year-to-date favourable variance of \$1.3 million is primarily attributable to reduced expenditures for salary and wages (\$0.9 million), contracted services (\$0.6 million), and fuel and maintenance (\$0.2 million). Ridership is improving although the service sees a shortfall of \$0.3 million in year-to-date fare revenues compared to budget.

**Capital Budget and Spend as of June 30,
2023**



Capital Budget Updates - 2023 total capital budget vs 2023 YTD spend:

The \$2.0 million capital budget for Specialized Transit is committed towards investments in customer technologies that will improve service for passengers. Year-to-date spending is 15 per cent or \$0.3 million and is primarily related to the scheduling software upgrade that is in progress. Specialized Transit is on track to spend the \$2.0 million by year-end on planned maintenance and system upgrades under the Access Calgary Technology Program.