

Calgary



Better Every Day



THE CITY MANAGER'S QUARTERLY REPORT ISSUE 7

THE MOBILITY ISSUE

Better Every Day is a publication of The City of Calgary—we're Calgarians serving the city we live in, the city we love, making life better every day.

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Located on the traditional territories of the people of the Treaty 7 region in Southern Alberta, and home to the Métis Nation of Alberta, Region 3, we are situated on land where the Bow and Elbow Rivers meet. The traditional names for this place we know as Calgary are *Moh-kins-tsis* (Blackfoot), *Wicispa Oyade* (Stoney Nakoda), *Otos-kwunee* (Cree) and *Guts-ists-i* (Tsuut'ina).

CALGARY INCORPORATED
AS A TOWN IN **1884**

POPULATION ESTIMATE 2022:
1,343,500

**Third most liveable
city in the world.**

THE ECONOMIST INTELLIGENCE UNIT, 2022

**Second lowest
cost of living of
Canadian cities.**

MERCER, 2021

MESSAGE FROM THE CITY MANAGER

Keeping Calgarians on the move requires a multi-faceted approach that includes investment in safe, affordable public transportation, and thoughtful planning and design of our road networks and infrastructure. We know the way Calgarians get around the city is constantly evolving. We want to ensure local destinations can be accessed through a variety of options, and communities and businesses benefit from greater connectivity.

During November's budget discussions, we heard from many Calgarians about the desire to expand the city's 5A (Always Available for All Ages and Abilities) network, and Council responded by committing \$40 million to advance this initiative. We have already realized many impactful projects that employ 5A fundamentals and principles, and others are underway to fulfill citizen and Council direction. This critical funding will contribute to creating a mobility network that is welcoming and accommodating to people of all backgrounds and abilities, as well as establishing important community connections.

We are working hard to upgrade, build, and maintain pathways, bikeways, roadways, and sidewalks to provide safe, accessible, affordable, year-round options for transportation and recreation for all Calgarians, but keeping Calgarians moving is more than about infrastructure. It's about doing our part to make sure all Calgarians have access to the same resources and opportunities and can fully participate in their communities. Although this is a long-range plan, there are several projects already in place that contribute to our diverse mobility network. This issue of *Better Every Day* highlights stories from Calgarians who share how they travel around our great city and offers a few insights for the future.

David Duckworth, P. Eng, MBA



TWO WHEEL VIEW HELPS YOUTH PEDAL TO THEIR POTENTIAL



Most everyone remembers their first bicycle. The excitement of shiny new wheels, or a hand-me-down from an older sibling. A bell on the handlebars, reflectors on the spokes and the feeling of the wind on your face, the freedom of pedaling to a friend's house, to the local park or to school.



"I remember my red tricycle. The seat could move up and down, and I put my stuffies in a container under the seat," laughs 16-year-old True. "Now that I have a bigger bike, I like riding down the hill and across the bridge. I ride to my friend's house and feel like I have a bit of independence. I prefer my bike to riding the bus."

True was a participant in [Two Wheel View's](#) (TWV) Earn-a-Bike program when she was 13. Founded in 2001, Two Wheel View, is a Calgary-based non-profit that uses the bicycle as a vehicle for change in the lives of local youth. The Earn-a-Bike program (Bike Club) develops leadership and teamwork skills and teaches bike mechanic capabilities to youth in grades 7-12. Over the 10-week program, participants receive a healthy snack, play games, learn how to fix a bike, and, with the help of mentors, discuss timely, age appropriate topics including community, leadership and self-esteem.

TWV believes in offering programs to support youth in the critical hours outside of school when young people are less likely to be supervised and have the potential for making poor decisions that can result in accident, injury, or crime.

"It's about the bicycle, and not about the bicycle," explains Laura Istead, TWV's executive director. "It's the social emotional skills, reconnecting with community, and teamwork. Getting kids out of the house and on two wheels gives them resources they can access – part time jobs, school – and sometimes helps them get away from things that might be stressful or troubling. It gives them a bit of sense of freedom and independence all through the use of a bicycle."

Two Wheel View receives funding through [Family & Community Support Services \(FCSS\)](#), a joint municipal-provincial funding program designed to establish, administer and operate preventive social services. FCSS emphasizes prevention, volunteerism, and local autonomy. Calgarians experiencing vulnerabilities are the primary beneficiaries of programs and services funded through FCSS. The organization also receives support through [The City's Crime Prevention Investment Plan](#).



Laura Istead

The organization is on track to provide 300 bikes to youth this school year. TWV collaborates with community partners like schools, community associations, libraries, and other agencies to help get a collective of kids together. Teachers are asked to identify students who could benefit from the program and who wouldn't otherwise have the opportunity.

"We don't qualify young people through the criteria of a certain background or a socio-economic status," explains Laura. "We believe all youth are vulnerable and can benefit from this type of program."

We know through all of our programming that kids are getting to school more days because they have access to a bicycle to get them to school.

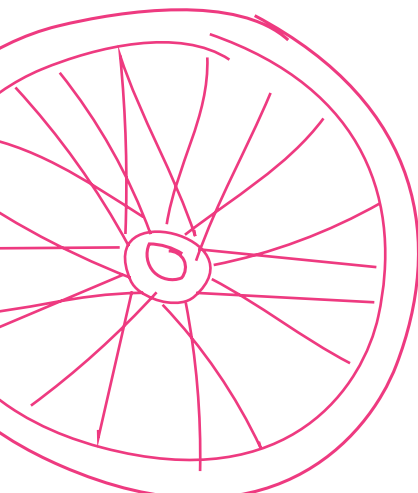
True says her Grade 8 teacher approached her and suggested she consider the program to bolster valuable life skills all while earning a bike. "My teacher gave me a form and said that I would learn how to build bikes and stuff, and that sounded pretty cool. During the program, we actually took apart a whole bike, like every piece, and learned how everything worked. And then we put it all back together."

Laura says that it is important to teach the practical skills of bike repair so that when participants earn their bike at the end of the 10-week session they also know how to maintain the bicycle. She says that these bikes will likely then be passed to other members of the family or the community, so it is important that they are maintained.

"We work with a lot of newcomer communities and sometimes these kids have had to leave their bikes behind as they come to Calgary to make a new home," she explains. "These bikes are having adventures beyond what we know. We help youth understand the access they now have to their communities, bring in the bike map to show here is where your home is, your school, other resources like leisure centres, libraries. Help them understand their community better and how you could use your bike to get to school."

At the end of 10 weeks, the program holds a graduation and participants earn a gently used bicycle, a new lock and helmet, a tool kit so they can use their newly acquired bike repair skills, a City of Calgary pathway map, and a pathways book from local author Lori Beattie.

"They ride home and it just so amazing," says Laura. "The kids really connect and find a lot of friendships through the program. It is really beautiful to see. From the beginning when everyone is so awkward to the end of 10 weeks, they have created their own community to be a part of."



True, who is now considering a career in social work after her experience in TWV, agrees. "It was so amazing - I even fixed my mom's bike! They match every child with exactly what they asked for. I got a turquoise bike that I still ride today. If I ever upgrade my bike, I will donate this one back to Two Wheel View."


TWV recognizes that the city's pathways and infrastructure are instrumental to running a successful program and to changing lives from the seat of a bicycle. Providing knowledge and networks is critical.

"Having that connected infrastructure is key," says Laura. "We want to be able to have our youth feel safe and be confident on the road. There is work to be done to teach people how to access the existing infrastructure and what it can look like, and what it can do for you. We just assume that people know once they have a bicycle, but in many instances, they don't."

"The 5A network is infrastructure, it's connectivity but it's also just this other layer of integrated, connected services, reaching people, all kinds of people," continues Laura. "I think most people want this connectivity and opportunities to see their city in a new way. And to make it all meaningful by figuring out ways to bring [5A] into the culture and conversation. People travel and fall in love

with the use and necessity of bicycles in other places like Amsterdam, but we can have that too. There are opportunities to have this baked into the culture in what we do and the communities that we are building, and the connectivity."

True has her learner's driver's licence but wonders the need to have her full driving licence given the costs of owning and maintaining a vehicle, insurance, fuel, and the climate costs.

"There should be way more bike paths on the road to make getting around easier," says True. "Why do I have to get my driver's licence when I would prefer to cycle places? There's only so far you can go on a bike. But if it was more accessible then I definitely would use my bike a lot more." 

[Always Available for All Ages and Abilities \(5A\) Network](#)

What is the 5A Network?

The way Calgarians get around is changing. More people are choosing to walk, scoot, skateboard, or cycle for their daily commute to work or school, for errands and for fun. We can get more value out of our transit and road networks by extending the reach of the services we already provide, through additional or improved pathway and bikeway connections to transit and parking. At the same time, Calgarians and visitors alike celebrate and enjoy our pathway and bikeway network as a great way to be active and see our city.



DID YOU KNOW?

CALGARY: A CONNECTED CITY

Calgary is a globally connected city bringing together bright minds, big ideas, and big dreams. The efficient movement of goods and people is a priority of *Calgary in the New Economy*, an economic strategy to help local businesses go global and take their ventures to new heights.



Calgary is a **gateway to millions of customers** around the world – over 50 million by ground within 24 hours.

Calgary is **Western Canada's distribution hub**, connected north to south and east to west by the CANAMEX Corridor, Trans-Canada Highway, Canadian Pacific Railway, and Canadian National Railway.



Calgary is the **global headquarters** for Canadian Pacific Kansas City, the first single-line rail network to link Canada, the United States, and Mexico.

YYC Calgary International Airport is a **Top 100 airport** worldwide and one of the busiest and most-connected in Canada.



Calgary's **vast transportation network** includes car-sharing services like Communauto and e-scooter rentals like Bird to explore the city's 138-kilometre greenway – one of the largest pathway networks in the world.

Calgary handles over **75 per cent of Alberta's air cargo shipments**, which can reach anywhere in the world within 48 hours.

Calgary is **headquarters to Lynx Air**, Canada's latest low-cost airline.



Calgary is a **Living Lab** for aviation and logistics innovation, including unmanned aerial vehicles and drones.

Calgary is **WestJet's exclusive global connecting hub** with all 787 Dreamliners flying through the city as part of a partnership with the Government of Alberta.

Calgary is **home to experts in aviation** and is the site of De Havilland Canada's new aircraft manufacturing facility.

Calgary is a **leader in aerospace and aviation training**, with post-secondary institutions – including the University of Calgary, the Southern Alberta Institute of Technology, and Mount Royal University – developing globally-competitive skilled talent.

For more information on Calgary's excellence in [aerospace, transportation, and logistics](#), visit [CalgaryEconomicDevelopment.com](#).



LIVE, WORK, PLAY, STAY

CREATING CONNECTIONS IN MONTGOMERY

For most families living in a big city like Calgary, living, working, and attending a community school all within walking distance doesn't seem possible. Heather Sorensen feels extremely fortunate to have all that and more living in the community of Montgomery.



DID YOU KNOW?

The award-winning [Montgomery Main Streets](#) project was built and managed by an all-women team of landscape architects and engineers.

The project was featured at the [Main Streets Now Conference](#) held in Boston in March where The City's team presented the Main Streets program.

"It's incredible," says Heather, mom of three and resident of Montgomery since 2017. "Walking my kids to school and then walking to work are my most special moments of the day. Our kids want to walk to school and now in Montgomery, it feels so great and so safe. How lit the streets are, how wide the sidewalks are - just the general feel is incredible."

Beginning in the summer of 2020, The City, through its Main Streets initiative, transformed Bowness Road through the community of Montgomery into a pedestrian-friendly, sustainable, and multi-modal street with widened sidewalks, multi-use pathways, and landscape and lighting improvements.

"When we moved here, Montgomery's main street needed some work, but I could see the potential for it to be an Inglewood, Kensington, or Marda Loop," explains Heather. "As a licensed realtor, you need to know where the puck's going, not where it's been, and what brought me back to Montgomery time and again was its main street. We picked Montgomery because the value was so there. We felt like we were buying a stock and it was low - like it was Amazon before people knew it was Amazon - and the land was really well priced."

Montgomery was so appealing, Heather and her husband Axel made the decision to also move their custom home building business, Homes by Sorensen, to the main street.

"Our first project was in Montgomery," laughs Heather. "With the growth of this community and this street, I'm so proud to bring my clients to our office, go for coffee at the local coffee shop and talk about building incredible net-zero energy homes. A lot of them are surprised to see how the street has transformed."

The masterplan for Montgomery was created in part from valuable input from residents as well as a technical analysis and financial considerations. The project vision resulted in enhanced pedestrian safety and comfort, improved mobility options including transit and cycling, and design that is uniquely "Montgomery" with green, friendly streets, naturalized boulevards, trees, and seating. The result is to make Montgomery a destination that will support existing and new businesses as well as improved connections to park spaces and amenities.



It's such a simple thing but to be able to walk my kids to school, come to work, popping over to my son's assembly. I literally just finish up my e-mail, shut my computer, walk five minutes to the school - it's not like I need to block off my whole afternoon. I get to go, and I get to live. I don't have to commute. I don't have to strategize about what I'm going to do. I just get to show up and be my best self because it's all here in my community." ~Heather



Heather and husband Axel at Fringe Coffee in Montgomery




"One of the biggest impacts of the program is that improved access for people to move around Montgomery," says Business Improvement Area executive director Marion Hayes. "As a result, we are seeing a lot of people walking when prior to that, pedestrian traffic was missing."

Marion says that Montgomery has always been a great community with supportive and caring residents. She adds that the project attracted a variety of new businesses and added increased connections within the community for both residents and visitors.

"This put Montgomery on the map, and polished the gem we always knew Montgomery to be," says Marion. "One of our businesses who has been here for over 15 years said all of her clients are saying what happened to Montgomery, it's just awesome! It's that accessibility to get to the grocery store on the nice

wide sidewalks, or that it feels safe to cross 16 Avenue to go to the batting cages, or ride your bike to the river pathways and they now join up with city parks. It's just created a good community feel."

Heather agrees and thinks there is so much more opportunity for increased quality of life when there are convenient and safe community connections. She adds that increased mobility means the connecting of people, not just the destinations.

"The infrastructure supports the connections, but the end goal is that collaboration, that connection, that impact," says Heather. "And it's happening. It's happening right here in Montgomery. I'm witnessing it. I'm a part of it." 



HELP IS ON THE WAY

Did you know there are three simple ways to get in touch if you encounter an emergency situation while riding Calgary Transit? Help is only a text or push of a button away.

Three ways to get in touch through Transit Watch :

Text



Phone



Help Button



WHAT HAPPENS ONCE A CONCERN IS REPORTED?



1

The message is immediately received by Transit security agents.

2

They can locate a caller through an extensive network of 1,200 CCTV cameras placed throughout the CTrain system.



3



A security agent will respond to assist, or dispatch other services if necessary.

24/7

In addition to texting or calling Transit Operations, CTrain stations, platforms and MAX Purple stations are equipped with direct communication buttons to report a concern. Calgary Transit services are monitored 24 hours a day, seven days a week.



SEE WHAT HAPPENS WHEN YOU PRESS THE BUTTON FOR ASSISTANCE

[Play video](#)



THANK YOUR DRIVER



Each March we invite Calgarians to share gratitude to transit workers. Thank Your Driver Day originates from Paris, where in 1662, carrosses à cinq sols were the first modern forms of public transportation using horse and carriage along five main routes in the city. **March 18** was selected to commemorate this historic line and the workers who developed it.



“My driver was so professional. A **10/10** in terms of customer service.”

“The bus operator was so **great** navigating heavy traffic and not missing any stops.”

“I left my bag on the bus and the driver returned it to me the next day. **Thank you** for being so honest and kind. I feel so lucky to have such a great driver.”

“My driver was so **friendly and helpful** to customers who were entering the bus.”

“The genuine care of a driver needs to be recognized. He was very patient with an elderly passenger who took some time to board the bus and then find a seat. While the passengers were all impatient, the driver was **kind and professional**.”

“A number of seniors boarded the bus and the driver made sure all of the stops were easily accessible and all were able to board and exit safely. A very **caring and professional** driver.”

“A **cheery attitude** and smile from my driver made me feel so positive as I started my morning commute.”

“I fell while walking and a bus driver travelling the other direction stopped to assist me. I am **so thankful** for this assistance.”

“The driver of Route 2 always greets every passenger and is **kind and courteous**. He waits for passengers to take a seat before pulling out from a stop and looks out for the safety of those getting off and on the bus.”

“I appreciate the driver’s kindness. He welcomed passengers and then came on a speaker to say good morning and share the temperature. This effort just **brightened my day**.”

“**Thank you** for your understanding when I forgot to get my February bus pass on time! You provided change while I boarded the bus.”

“I just wanted to send a **big thank you** to the personal announcements the CTrain driver gives when leaving downtown. Such a cheerful driver and a great way to end my workday with his cheery voice over the intercom with his personal forecast and tidbits of information. He goes out of his way and it’s noticed!”

“I lost my phone and I’m **so thankful** my driver went above and beyond to help me.”

“My driver is always **friendly** and on time. He waits for customers to get to the door and watches when it is icy.”

“A **huge thank you** to the car operator. He saw me running to catch the train and opened the door for me!”



A DAY WITH KNIGHT

NAVIGATING OUR CITY WITH ANGELA KNIGHT

One of Calgary's most popular morning personalities, traffic and community reporter Angela Knight, shares how she keeps Calgarians on the move, with a little help from The City's [Mobility Operations Centre](#).

Q: Tell us a bit about yourself.

A: I have worked for the CBC Radio's morning show The Calgary Eyeopener for 17 years. I'm the cohost, so weather and traffic are a big part of it. I also love doing interviews that pump up the community and inspire people and maybe give them that smile or that laugh in the day. What do listeners need to know? How can I help them start their day in the best way possible? And sometimes it's as simple as traffic and the weather.

Q: What are some of the changes you have seen over the years?

A: Before social media became such a big thing we just relied on phones. People would call me, so out of the folks on our show, I probably talked to the audience the most. I always felt that really close connection with people and felt that sense of accountability toward them and what they needed.

When I first started I was out on the road, so I would do the traffic reports from the vehicle. It became too busy on the roads and just not practical. I couldn't actually get a good overview as the city has become so big. There was just no way to really give people the broadest sense possible of what was happening, so I eventually moved into the studio where I could take advantage of all the technology that was really starting to become so critical to everything that we do now.

Q: Where do you find your reliable information?

A: There really are a variety of ways I find out information. First and foremost, people calling me is number one. I love that connection with people, and we play a lot of those calls on the air. I do need to double check what's happening because we all know when we're driving or even if you've got a passenger, you sometimes might not give the right direction or the cross street.

Double checking that information before it goes to air is very important, so that's where the Mobility Operations Centre (MOC) comes in where I look for a bigger picture of the city very quickly. I can see everything. On the MOC site, the map is there and what I love about it is all of the layers. I can see the cameras. I can see the construction. I can see very quickly what the traffic flow is like on that map and be able to sort of zoom in and out and get what I need.

People want to know! It's one thing to know you're stuck, but you want to know why you're stuck. They love any information that we can give them. Is it a crew filming a movie? Is the lane closed because they're doing pothole repair or manhole inspection? Is it road work? Is it construction? Is there a new building being built? I love to use the MOC for that purpose. All of these tools are available to me as I try to give information in real time as concisely and quickly as I can. Sometimes while I'm on the air, I am looking at that online map and looking at those cameras so I can see things happening and give listeners time to make a decision.

I've been looking at those maps and the traffic flow volumes for so long I can pretty much tell at a certain time of day that there's something happening, that there's more volume than there should be. Calgary is quite predictable for timing and roads. As the city has grown, I try to take a couple days now and again where I just drive new areas because it's one thing to look at something on a map but an entirely different thing to drive it.



SEE BEHIND-THE-SCENES OF THE MOBILITY OPERATIONS CENTRE.

[Play video](#)



Q: I imagine you are an early riser. How do you stay so positive to help listeners get ready for their day?


A: Yes, I get up just before 4:00 a.m. One of the great things about technology is a lot of the work I had to come in really early to do in studio, I can now do from home while I'm having my breakfast. In the morning I spend a little bit of time going through emails, checking all the websites that I normally check to see if there's anything going on. Seeing what's happening at the MOC, if there's any tweets or texts that have come in. At times, I have to look out the window and give myself a little pep talk because I'm not always 100 per cent keen to be up at that time. I often sing in the car on the way to work to warm up my voice because I haven't talked to anybody until I actually get in.

Loren, my cohost has the coffee on, which is fabulous. So that's when I have my first cup, we'll chat, we'll see what's going on. We might do some high kicks. Mac our technician will just pick a song. And that's what gets us pumped up right before we start.

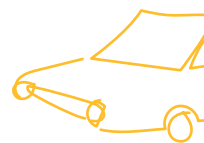
Q: Is there a memorable traffic event that stands out for you?

A: There are many, but the morning of the flood. We were displaced from our building that was on Memorial Drive but thankfully we didn't get flooded. They evacuated us and we had to scramble overnight to set up temporary studios at SAIT. We didn't have all of our usual stuff so I had to work just from my phone. I was able to pull up the information that I needed. We relied heavily on the information from the Mobility Operations Centre, and people were calling in. That was an amazing morning – the flood affected people in the south so deeply but in the north, they didn't know what was happening. It was so intense but I was able to provide that information through technology, even though we were displaced.

Q: What does the future look like for your reports?

A: On the weekends, I pretty much park my car and I walk everywhere. I've had people ask me why don't you give the bike and the pathway report? We don't have quite as much minute-to-minute information on that, but I would love to be able to include it. The great part of technology now is that people can take you with them wherever they're going. We just need to always try harder to incorporate all of that information to give that bigger picture all the time. And that's the challenge for us. I would love to share those things because I try to appeal to all of the different ways that people get around. 

You can hear Angela Knight weekdays starting at 6 a.m. on CBC Radio One, 1010 AM and 99.1 FM.



LOOK AHEAD

This list is not exhaustive.

APRIL

[Roads Spring Clean-up](#)

watch for signs starting mid-Apr

[Earth Day](#)

Apr 22

[Parade of Wonders](#) – Calgary Expo

Apr 28

[CED Report to the Community](#)

Apr 18

[Day of Mourning](#)

Apr 28

MAY

[Asian Heritage Month](#)

May

[Bike to Work Day](#)

May 5

[Nagar Kirtan – Sikh Parade](#)

May 13

[Sport Chek Mother's Day Run, Walk & Wheel](#)

May 14

[Inglewood Night Market](#)

May 12

[World Day for Cultural Diversity](#)

May 21

[Calgary MS Walk](#)

May 28

ANYTIME

[Tree care and education](#)

Download reference guides and follow learning modules.

[Calgary AfterSchool programs calendar](#)

Fun, safe and low-cost after school programs for children and youth.

JUNE

[Calgary Humane Society Dog Jog](#)

Jun 3

[4th Street Lilac Festival](#)

Jun 4

[Two Wheel Sunday](#)

Jun 4

[Mayor's Environment Expo](#)

Jun 5 – 8

[Inglewood Night Market](#)

Jun 9

[Betty's Run for ALS](#)

Jun 11

[Firefighter Stairclimb Challenge](#)

Jun 11

[Neighbour Day – 10th Anniversary](#)

Jun 17

[Aboriginal Awareness Week](#)

Jun 18 – 24r

[National Indigenous Peoples Day](#)

Jun 21

[Sled Island](#)

Jun 21 – 25

[Marda Loop Night Market](#)

Jun 23

