



Bus Rapid Transit (BRT) Review

Stakeholder Report Back: What we Heard

June 2018

Project overview

Project Background:

The City of Calgary is building new and improved Bus Rapid Transit (BRT) infrastructure that will enhance service by supporting the broader transit network. This is a long-term project intended to fill important gaps in the primary transit network, and provide efficient, reliable transit for Calgarians.

The project started off with RouteAhead, and now implementation is underway, with new stations under construction and four new BRT routes and services soon to be implemented. North and South Crosstown and 17th Avenue BRT will be implemented by the Fall of 2018, with the Southwest BRT to start service late in 2019.

Project Overview:

Calgary Transit is reviewing dozens of existing bus routes to develop a more effective and efficient bus network in Calgary. The goal of this review is to implement a revised bus network linking into the North and South Crosstown and 17th Avenue BRT routes that is efficient and transports people safely and cost effectively.

The objectives guiding the revisions to existing bus routes are to:

- make efficient use of the BRT infrastructure;
- provide routes that are more direct and easier to understand;
- reduce travel time;
- operate with more frequency and a longer span of service on some routes;
- provide better service to key destinations;
- reduce duplication of service; and
- support increased ridership.



Bus Rapid Transit (BRT) Review

Stakeholder Report Back: What we Heard

June 2018

Engagement overview

In April and May 2018, the City of Calgary and Calgary Transit engaged Calgarians on proposed route changes that will link into the BRT routes. The goal was to gather information necessary to ensure that the new or modified proposed bus routes would meet the needs of riders and to identify any new or missing information that would be important to consider for route planning.

Engagement Approach:

The engagement objectives were to:

1. communicate the scope and purpose of the 2018 Transit Service review so that all stakeholders understood the project, the desired results and how they could contribute to the process;
2. provide information on the proposed route changes so that all stakeholders understood the proposed changes and how their routes and travel times might be affected; and
3. gather feedback from stakeholders and community members on what they liked, would like to see changed and additional comments related to the proposed new or modified bus routes.

Engagement Implementation:

The 2018 Transit Service Review Engagement was implemented through of a variety of engagement methods including:

- An online engagement survey
- In-person outreach consisting of:
 - Three community consultation team (CCT) meetings
 - Three community consultation team (CCT) workshops
 - Two internal stakeholder meetings
 - Two one-on-one targeted stakeholder meetings (Kerby Centre and East Action Seniors Team)
 - 14 pop-up information sessions
 - 11 open houses

Summary of Online and In-Person Engagements:

Participation Overview

The engagement reached over 10,000 Calgarians during the 2018 Transit Service Engagement. The online portal was visited by 10,785 participants, while the in-person events included 1,090 participants.



Bus Rapid Transit (BRT) Review

Stakeholder Report Back: What we Heard

June 2018

Online, 2,075 participants made a total of 4,339 contributions. This includes route-specific feedback, general comments about the transit review, submissions of general/demographic nature, as well as responses to evaluation questions about the engagement itself. In addition, 628 in-person comment card submissions were made at Open House events.

Summaries of what was heard from all engagement channels combined can be found in the [Summary of Input](#) section.

Online Engagement Portal

From April 16 to May 18, 2018, the Calgary Bus Rapid Transit engage portal page was active and received almost 34,000 views by just over 14,000 distinct visitors.

Almost 2,100 participants answered questions about their ridership frequency, walk time to their bus stop, their age and neighborhood.

More than 900 participants contributed to evaluation questions, which served as an opportunity to provide feedback on the engagement process itself. This feedback will be considered for future engagements.

In total, 1,084 participants contributed comments into the forms designed for feedback on specific routes, while 208 participants contributed to the general comment form.

One-on-one Stakeholder Meetings

To hear directly from community and stakeholders, Calgary Transit engaged Community Associations and stakeholders through a Community Consultation Team (CCT) approach which was largely focused on different quadrants of the City. Phase 1 took place in early April where information was provided and initial input was received. Recognizing the volume and complexity of the information provided, Phase 2 took place in early May to receive additional feedback and to provide stakeholders with an update on the engagement process, including a sample of comments received through the online survey. Between these two phases, 44 participants were involved and provided robust input into specific routes, overall transit issues and opportunities. The CCTs also shared valuable information to help support the public information campaign and associated approach for Fall 2018.

The one-on-one stakeholder meetings further break down as follows:

- In early April, four initial stakeholder outreach meetings were held – consisting of three community consultation team meetings and an internal stakeholder meeting. Thirty representatives participated in these meetings, representing 23 different community associations and organizations.



Bus Rapid Transit (BRT) Review

Stakeholder Report Back: What we Heard

June 2018

- In early May, a second round of community consultation and internal stakeholder workshops were held to report back on initial input and gather input as to further questions, stakeholder groups that might have been missed, and further questions and comments. Fourteen representatives participated in these meetings representing 13 different community associations and organizations.
- In April and May, two targeted stakeholder meetings were held at the East Seniors Centre, and the Kerby Seniors Centre. Initially, the Greater Forest Lawn 55+ Seniors Centre was considered a targeted session, but given the numbers of participants (104) and comments (39), this is now being categorized as an open house. There were 37 participants at the targeted sessions.

Open Houses

From April 12 through to May 10, 11 open houses were held:

Date	Location	# people spoken to	# of comment cards received
April 12	University of Calgary	200	61
April 21	Genesis Centre	140	74
April 24	Marlborough Park Community Association	27	20
April 25	Remington YMCA	104	46
April 26	Dover Den	29	42
April 27	Foothills Medical Centre	163	100
April 28	Village Square Leisure Centre	93	37
May 1	St Andrews Heights	42	21
May 2	Forest Lawn 55+ Society	104	39
May 7	Foothills Medical Centre	118	118
May 10	FMC - Environmental Services	70	70

In total, there were 1,090 participants and 628 people who provided written input. There were 860 distinct comments.

The open houses provided information on the project in general as well as route specific information in the form of a gallery of boards. Several Calgary Transit staff were available to explain the proposed changes and answer questions on general as well as route-specific questions. Attendees were able to provide their comments on specific routes and any other transit related concerns.

What we asked

At all in-person engagement sessions, and online route-specific online forms, participants were asked to **comment on any of the new and modified bus routes** that were relevant to them and answer:



Bus Rapid Transit (BRT) Review

Stakeholder Report Back: What we Heard

June 2018

1. What do you like about this route?
2. What would you change about this route?
3. Questions/additional point of information you'd like to provide.

Participants were further asked to provide **demographic** information including: age, neighbourhood, frequency of transit use and how long it takes to get to their bus stop. It is important to note that no response fields were mandatory and as a result there are many incomplete submissions both online and in-person; however, all the feedback is being considered.

Online participants were also asked for **engagement process** feedback and asked to comment on and the extent to which they agreed with the following:

1. The activity was a good use of my time
2. I am satisfied with the opportunity to participate and provide input
3. I received enough information to provide meaningful input
4. I understand how my input will be used
5. This tool was an effective way to collect my input

What we heard

Demographics:

The reach of the engagement included 36 different associations and organizations. For the open houses, there were 116 neighbourhoods represented; nearly 100 Calgary neighbourhoods were represented by those who contributed their input online.

The most likely to provide input were daily users of transit at 77% of respondents, with those who use transit once or twice a week as the next most likely to provide input at 11%, and those using transit once or twice a month or rarely or never using transit at 5% and 8% respectively.

The average walking time from bus stops was six minutes. About four in 10 were within three to five minutes from their stop, with a quarter only one to two minutes away and another quarter between six and 10 minutes away.

Online, the youngest contributor was nine, while the oldest was 89, with an average age of 36. For the Open Houses, participants ranged in age from 16 to 84, with an average age of 48.

For a detailed summary of the input that was provided, please see the [Summary of Input](#) section.



Bus Rapid Transit (BRT) Review

Stakeholder Report Back: What we Heard

June 2018

Engagement Evaluation:

For a detailed summary of the input that was provided, please see the [Summary of Input](#) section

General and Route-Specific Input:

Of the comments provided, the majority were comments that corresponded to an identified bus route. Just over one in 10 (12%) comments were comments on the bus route changes in general.

Themes:

Whether general or specific, several main themes emerged from the comments:

1. Frequency (whether positive/improved/good frequency, or negative/not frequent enough)
2. Coverage/routing (where the proposed new route goes, whether that be a positive or negative change)
3. Length of time to destination
4. Directness of route
5. Span of service (related to time of day and/or days of week a route is proposed to operate)
6. Stops: Placement of stops or number of stops along a route
7. Duplication of route(s)
8. Wait time for bus
9. General positive comments (likes, expressions of happiness with changes)
10. General negative comments (dislikes, expressions of general unease with changes)

General Comment Summary by Theme:

Comment Category	# mentions*
Coverage/routing - worse/not going where it used to go/where it should go	979
Coverage/routing - better/goes to more places/goes where I need it to go	397
Frequency - negative/worse/ less frequent/capacity concerns (crowded)	369
Length - longer /adds time/slower to destination	301
Directness - negative/worse /adds transfer(s)	285
Do not change route/keep as-is	250
Directness - positive/improved	210
Span of service – worse	187
Length - shorter/reduces time/faster to destination	162
Placement of stops - worse/negative	137
Number of stops - negative/worse	133



Bus Rapid Transit (BRT) Review

Stakeholder Report Back: What we Heard

June 2018

Similar to existing Transit route already offered	130
Waiting time - negative/worse/longer/more	127
Frequency - positive/improved/ more frequent	105
Issues with map/questions about map	67
Placement of stops - good/positive	57
Span of service – better	40
Good alternative route/gives me more options/replaces other routes	33
Need more articulated buses on this route	32
Route away from residential areas/where many ppl live	14
More buses on route	14
Waiting time - positive/improved/shorter	12
Number of stops - positive/improved	10
General dislike/unhappiness	273
General like/happiness	183
Other-Suggestion/Question	259
Other-Negative comment	183
Other-Positive comment	36
Other-General	53
DK/Ref	38

* All comments received a primary code, and where appropriate, a secondary code as well if more than one theme was mentioned. Therefore, some comments are counted twice. Adding up the total # of mentions in the above tables therefore does not represent the total number of unique comments.

Number of Respondents and Comments per Route:

Route #	# of respondents	# of comments**	Route #	# of respondents	# of comments**
General comment (no route)	468	585	19	29	78
20	282	636	58	27	76
North Crosstown BRT	160	359	31	24	55
9	127	275	24	23	50
302	122	322	40	21	26
8	105	243	67	20	53
South Crosstown BRT	101	224	66	20	30
17 Avenue SE BRT	84	273	135	19	53
1	84	237	148	18	51
23	76	172	91	16	25



Bus Rapid Transit (BRT) Review

Stakeholder Report Back: What we Heard

June 2018

72/73	68	102	127	14	23
38	53	114	147	13	35
104	47	92	57	13	30
43	42	98	150	10	32
305	41	120	65	10	13
87	39	119	82	9	13
42/49	35	75	149	8	19
131	32	77	153	7	9
26	31	41			
3, 6, 7, 10, 11, 12, 13, 14, 17, 25, 30, 32, 33, 34, 36, 37, 41, 45, 46, 47, 48, 50, 51, 52, 53, 55, 56, 59, 61, 64, 68, 71, 75, 85, 86, 89, 93, 96, 97, 100, 105, 110, 111, 115, 117, 118, 124, 125, 126, 129, 136, 138, 145, 151, 152, 157, 159, 167, 168, 174, 176, 300, 301, 306, 402, 406, 409, 411, 412, 419, 440, 506, 776, c-train			5 or less		10 or less

** A few route-specific comments received mentioned more than one route. These comments were counted towards all routes mentioned. Therefore, some comments are counted more than once. If adding up all comments in the above tables, the total # of comments therefore would not represent the total number of unique comments.

For a summary of the input that was provided for each route, please see the [Summary of Input](#) section.

For a verbatim listing of all the input that was provided, please see the [Verbatim Responses](#) section.

Next steps

The input collected from the in-person and online portal has been analyzed and reviewed in the creation of this report.

- The City of Calgary and Calgary Transit have reviewed the information and assessed how the proposed routes might be changed to address key concerns based on the following criteria:
 - Does it meet the design criteria?
 - Does it align with the budget?
 - What is the relative impact, and on how many riders?
- There will be a third CCT meeting on June 25, 2018, which will inform stakeholders as to what was heard and how the information has been used in finalizing the routes and schedule. If input was not able to be used, Calgary Transit will explain, why it has not used.
- Official changes to transit routes will be communicated back to Community Consultation Teams and Stakeholders in September
- An education campaign in support of implementation will run in the Fall of 2018.



Bus Rapid Transit (BRT) Review

Stakeholder Report Back: What we Heard

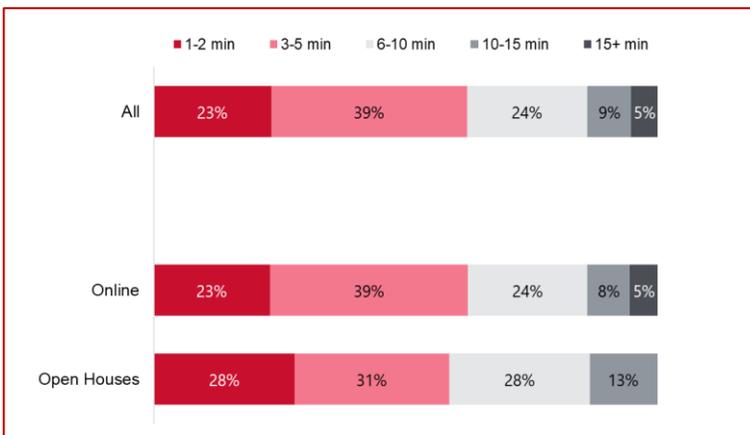
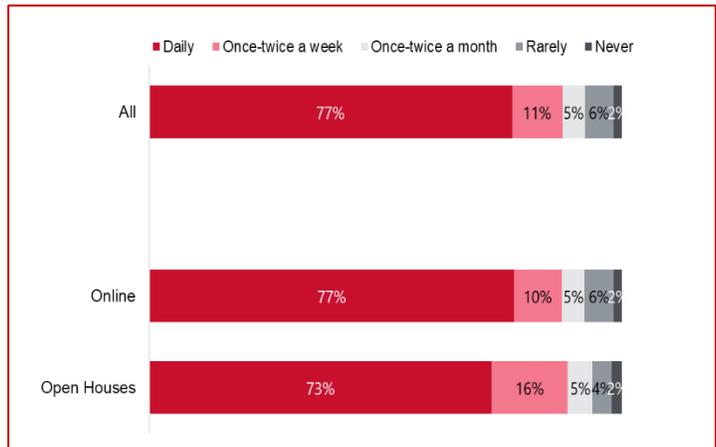
June 2018

Summary of Input

Demographic Data

Below demographic data are a summary of input received in the online and Open House forms that specifically asked respondents about their neighbourhood, commuting frequency, distance to bus stop, and age. This is not a representation of those who responded to route-specific, general or evaluation forms, nor can it be extrapolated to any other group of people, such as Calgaryans as a whole.

The majority of those who responded to the demographic questions were daily commuters, with approximately three quarters falling into that category (77% overall; 77% of online and 73% of open house respondents). One in ten commute once or twice a week (11% overall; 10% of online and 16% of open house respondents). About that same number use Calgary’s bus service less frequently, meaning once or twice a month or less (13% overall; 13% of online and 11% of open house respondents).



More than half of those who responded to the demographic questions live a five-minute walk or less from their bus stop: One in five are at 1 – 2 minutes away (22% overall; 23% of online respondents and 28% of open house respondents); almost four in 10 have a 3-5-minute walk (37% overall; 39% of online respondents and 31% of open house respondents); a quarter walks between six and 10 minutes (24% overall; 24% of online respondents and 28% of open house respondents, while 14% has a longer walk.

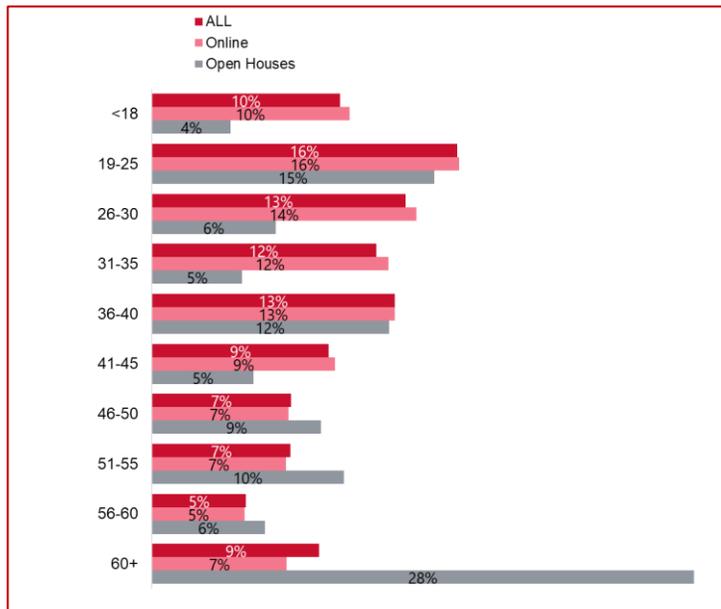


Bus Rapid Transit (BRT) Review

Stakeholder Report Back: What we Heard

June 2018

Respondents who answered the age question were of a mix of ages, with Open House respondents on average skewing somewhat older than online respondents:



The following neighbourhoods were represented in the demographic data, as reported by respondents:

Abbeydale	Deer Run	Marlborough Park	Robson
Acadia	Diamond Cove	Maple Ridge	Rocky Ridge
Airdrie	Discovery Ridge	Marda Loop	Rockyview
Albert Park	Douglasdale/ Douglas Glen	Market Mall	Rosedale
Altadore	Dover	Marlborough	Rosemont
Applewood	Downtown	Martindale	Rosscarrock
Arbour Lake	East Village	McKenzie Lake	Royal Oak
Aspen Woods	Eau Claire	McKenzie Towne	Rundle
Auburn Bay	Edgemont	Midnapore	Rutland Park
Banff Trail	Elbow Park	Millrise	Saddle Ridge
Bankview	Erin Woods	Mission	Sage Hill
Battalion Park	Erlton	Monterey Park	Sherwood
Bayview	Evanston	Montgomery	Signal Hill
Beddington	Evergreen	Mount Pleasant	Silver Springs
Beltline	Fairview	Mount Royal University	Silverado
Bentley	Falconridge	New Brighton	Skyview Ranch
Bowness	Foothills	Nolan Hill	Somerset
Braeside	Forest Heights	Saddletowne	Southview
Brentwood	Forest Lawn	Sage Hill	Southwood
Briar Hill	Garrison Woods	Sandstone	Springbank Hill



Bus Rapid Transit (BRT) Review

Stakeholder Report Back: What we Heard

June 2018

Bridgeland	Glamorgan	Savannah	Spruce Cliff
Bridlewood	Glenbrook	Scarboro	St Andrews Heights
Evergreen	Mayfair	Scenic Acres	Strathcona
Cambrian Heights	Mayland Heights	Seton	Sunalta
Canyon Meadows	Glendale	Shaganappi	Sundance
Capitol Hill	Greenview	Shawnessy	Sunnyside
Carrington	Greenwood Village	North Glenmore	Taradale
Castleridge	Harvest Hills	North Haven	Temple
Cedarbrae	Hawkwood	Oakridge	Thornccliffe
Chaparral	Haysboro	Ogden	Tuscany
Charleswood	Hidden Valley	Palliser	Tuxedo
Chateau Estates	Highland Park	Panorama Hills	University Heights
Chestermere	Highwood	Parkdale	University of Calgary
Citadel	Hillhurst	Parkhill	Upper Mount Royal
Cityscape	Hounsfeld Heights	Parkland	Valley Ridge
Cliff Bungalow	Huntington Hills	Patterson	Varsity
Coach Hill	Inglewood	Penbrooke Meadows	Vista Height
Cochrane	Kensington	Pineridge	Walden
Collingwood	Killarney	Point McKay	Wentworth
Connaught	Kincora	Prestwick	West Hillhurst
Copperfield	Kingsland	Priddis	West Springs
Coral Springs	Lake Bonavista	Quarry Park	Westgate
Cornerstone	Lakeview	Queensland	Whitehorn
Cougar Ridge	Langdon	Radisson Heights	Wildwood
Country Hills	Legacy	Ramsay	Willow Park
Coventry hills	Lincoln Park	Ranchlands	Willowridge
Cranston	Lower Mount Royal	Redstone	Windsor Park
Crescent Heights	Lynnwood	Renfrew	Winston Heights
Crestmont	MacEwan	Richmond	Woodbine
Dalhousie	Mahogany	Riverbend	Woodlands
Deer Ridge	Makenzie Lake		

Engagement Evaluation

The majority of participants who completed the evaluation component of the survey strongly agreed or agreed that they were satisfied with the opportunity to participate and provide input (35% and 37% respectively, for a combined total of 72%). A majority of these participants indicated that they strongly agreed or agreed that the activity was a good use of their time (22% and 41% respectively, for a combined total of 62% of those

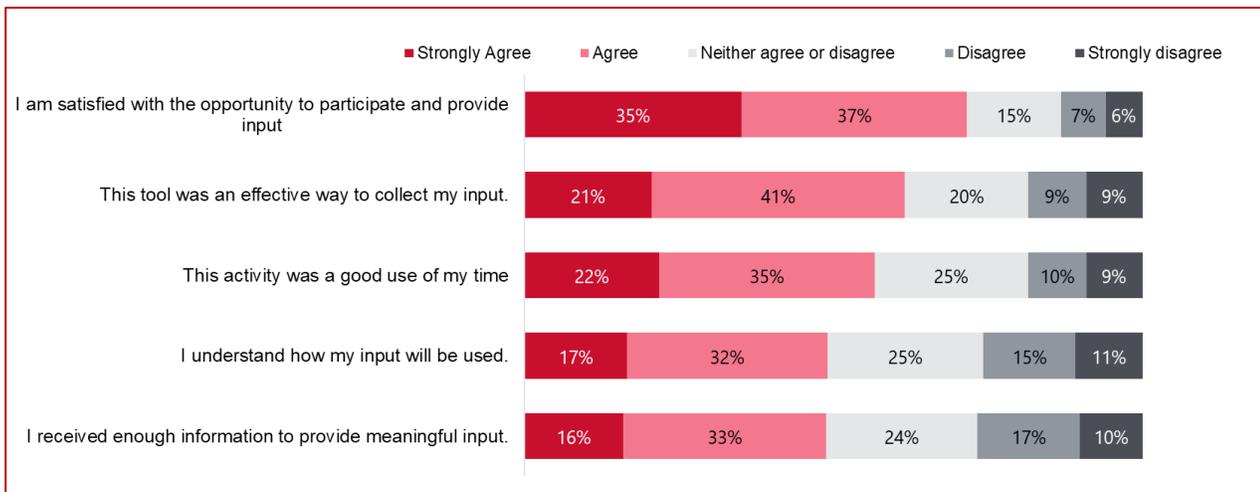


Bus Rapid Transit (BRT) Review

Stakeholder Report Back: What we Heard

June 2018

who completed the evaluation). Furthermore, a majority of participants completing the evaluation strongly agreed or agreed that they understood how their input would be used (17% and 32% respectively, for a combined total of 49%). Lastly, a majority of these participants strongly agreed or agreed that they received enough information to provide meaningful input (16% and 33% respectively, for a total of 49%).



For a verbatim listing of all the evaluation input that was provided, please see the [Verbatim Responses](#) section.

General Comment Summary

General comments received were for the most part centered around issues that participants would like to see improved for their particular neighbourhood or destination. The main theme to emerge within the general comments was related to coverage/routing of the proposed routes. These comments are typically about routes no longer going to areas, streets or stops where they went in the past, or not going to where participants feel they should go, with many comments pertaining to specific streets or areas participants feel would be underserved and recommendations for alternatives.

The second-most common theme to emerge within the general comments were suggestions for system-wide improvements, pertaining to everything from bus driver behavior to a call for a reduction in the number of time table changes, to security, environmental considerations and bus punctuality.

There were many requests during the engagement for a bus route along the 68 Street East corridor. This was both heard at the in-person engagements as well as throughout the general and route-specific comments.



Bus Rapid Transit (BRT) Review

Stakeholder Report Back: What we Heard

June 2018

Route-specific Summary

Summaries are provided below for feedback on all routes that are either new or changed under the newly proposed plan, as well as any other routes where more than 25 stakeholders provided feedback.

All verbatim comments can be found as they were submitted in the Verbatim Responses section of the individual route tabs on the [engage portal](#).

Route 20

Route 20 generated the most comments of any route, receiving 634 comments from 280 individuals and generally getting high levels of feedback at engagement events, particularly those at the Foothills Medical Centre and the University of Calgary. It should be noted that in response to the level of interest, often concern, the engagement team added two additional open houses which resulted in an increase number of comments received in-person. This route generated more comments than any other specific route, as well as more comments than the total number of general comments.

For the most part, feedback received expressed concern with the proposal; however, there were some who did support the proposed route change. A fair number said they liked “nothing” about the proposed new route and asked the City to keep the route unchanged.

The most prevalent theme to emerge within these comments was that of coverage/routing, and more specifically, the lack of coverage/routing for those having to get to and from Foothills Medical Centre (FMC) from points on the route which currently provide a transfer-free option. There is a sense that the route change will leave a significant gap for frequent commuters in particular (staff, students), who currently use this route. This theme came forward in both the online and in-person engagements. Comments include, “It needs to keep serving Foothills Medical Centre.”

Other themes evident in the comments centered around a lack of directness, an increase in the number of transfers, and the addition of travel time for many users from different areas across Calgary.

The comments from the in-person engagements were somewhat more balanced on the theme of coverage/routing, with many comments also expressing that the service to the University of Calgary and Mount Royal University were improved with the newly proposed route, and that this route changes made for a more direct without diverting into Brentwood and other areas. Comments include, “Good to not go into Brentwood; to go to North Central.”



Bus Rapid Transit (BRT) Review

Stakeholder Report Back: What we Heard

June 2018

Route 26 / 131

This route received a high volume of feedback through many channels, including in-person at events and through communications with council. A petition was also received, asking the City to keep the existing Route 26, in particular along 26th Ave SE as it services many senior citizens residing in the area and/or accessing the Forest Lawn 55+ Centre on 26th Ave SE. The main comment heard about this route was that access to that facility and the ease of access with a stop in the very near vicinity are very important.

Comments on route 131, which is proposed to replace part of Route 26 in the area that raised this concern, expressed that it is not considered to be an adequate alternative, as seniors (and others) would have to walk further to get to a bus stop. Comments include, "The route 26 goes right beside 3 and soon to be 4 seniors apartment complexes. The new route 131 the seniors have to walk a block or 3 in the snow and ice when the old bus is right outside the complex."

Additional comments on this route included that it would connect Franklin LRT to Forest Lawn destinations (library, Bob Bahan pool) and that it would improve service to multiple schools from surrounding communities.

North Crosstown BRT

The proposed North Crosstown BRT route received comments on a large variety of themes, and a mix of both positive and negative feedback. It is important to note that the scope of the engagement did not include seeking feedback on the routing for the BRT routes; however, feedback on scheduling, service levels and connection points into the BRT was in scope.

The most prominent theme for this route was that of coverage/routing. The comments from participants were split on whether they see it as a route that will get them where they want to go, or as a less ideal option that does not service the area or location that they would like to see. Of note is that comments that saw improved coverage/routing, often referenced the portion of the route servicing FMC, for example, "A quick route to the Children's Hospital, University, Foothills Hospital, SAIT - a great improvement", while another stream of comments suggested that the route does not cover as much of the City as they would like it to, for example, "Shag to Market Mall to Bowness is a desired route. Need to connect to Market Mall from Foothills."

The second most prominent theme to emerge for this route was concern about frequency. Comments include, "Would like it to run every 12-15 minutes all hours." Another secondary theme was general support for the route ("Love it, this is a good new route").

Other evident themes were the directness of the route (i.e. number of transfers needed) as well as the length of travel time to get to a destination.



Bus Rapid Transit (BRT) Review

Stakeholder Report Back: What we Heard

June 2018

Comments include, "This will make getting anywhere take 15 minutes longer. When the winters are so long that is really hard."

Route 9

Comments about the theme of coverage/routing were most prevalent for the proposed Route 9. On the one hand, there is a sense that it is a good replacement for part of the 72/73, in particular because of its service to FMC. It is also seen as doing a good job at connecting NW and SW Calgary. Comments include, "Connects MRU to the north half of the city! amazing!" On the other hand, comments reflect a call not to focus this route on the FMC (with recommendations to instead to keep Route 20 running there) and instead allow Route 9 to go along Crowchild North and to service the Children's Hospital.

The second theme to emerge for Route 9 was directness. Once again, these comments often were made with reference to the service of the current routes 72/73 and 20. There was a tension in these comments with one stream of participants expressing that the new route is more efficient and connects them to their destination more directly, and one stream of participants expressing that the route will require them to make a transfer when in the past they did not have to, or more transfers than in the past due to the fact that the route does not go as far as they would like it to be routed. Comments include, "Connect directly to work at foothills - no transfer - it is an improvement" but also, "I feel this is a MUCH LESS direct route & now adding MORE commute time from the Glamoran area to the Foothills Hospital."

Another secondary theme to emerge was that of the frequency of service along this route. As it is a busy route that carries both university and high school students, there were some calls to consider more and/or larger buses on this route, as well as more frequent buses on traditional off-peak hours that coincide with various shifts, schools or classes being out, thereby creating a higher demand for buses at these times. Comments include, "It should have an interval of a MAXIMUM of 20 mins off of peak time, this is a busy route!!!!!!"

Route 302

We heard that communities in the southeast outside of the plan area would benefit from faster travel times due to the 24 St SE alignment.

Much of the feedback received about Route 302 clustered around four main themes: General dislike/unhappiness with the proposed change among those who want to keep the route unchanged; the number of stops; commute time; and coverage/routing.



Bus Rapid Transit (BRT) Review

Stakeholder Report Back: What we Heard

June 2018

In particular, many commented on the route no longer adequately serving Quarry Park. Comments include, "Service Quarry Park!! There are a number of offices, and medical offices that will be impacted. Why are you removing the 302? This makes no sense." It was also frequently mentioned that the route takes too long to get to people's (downtown) destinations due to it travelling over busy corridors and the (large) number of stops along the way.

However, although for a number of respondents the reduction of service at and through Quarry Park was not appreciated, there were also those who noted that not going through that part of town would make their commute faster. Comments include, "Good to bypass quarry park during rush hours."

Route 8

The main theme for Route 8 was that of increased coverage/routing creating better connection throughout various parts of the City. Comments include, "I like that it connects the farther northern suburbs to the rest of the city more." It was also seen by many to be a good route due to its service of the hospitals and university.

General comments were also made about the route being a more direct link to the hospitals and university. Comments include, "Very direct!" However, there is also a sense that this route should run more frequently than is proposed, as it is a popular, and often crowded, route. Comments include, "Route 8 is one of the most crowded routes in the city. The proposed route will increase travel time for the students that travel from and to the University of Calgary."

South Crosstown BRT

For the new South Crosstown BRT, the main recommendation was related to frequency. Comments about this BRT expressed that the proposed (peak) schedule of a bus every 25 minutes would not be adequate. Specifically, some called for at least every 20 minutes; more said every 15 minutes would be expected. Comments include, "Needs to run more often."

Coverage/routing was another significant theme. In particular, feedback was received indicating that this route is an important and good connection to destinations in the South East, something that was often seen as missing in the past. Some respondents, however, said they hoped that the route would continue farther North than it currently does. Comments include, "Adds a necessary missing link between the SW and the SE."

Route 1

The main theme for Route 1 revealed that participants had a sense of overlap and/or redundancy. It was pointed out that this route is similar to the existing route(s) already offered, such as the 305, and that it appears



Bus Rapid Transit (BRT) Review

Stakeholder Report Back: What we Heard

June 2018

to overlap with the SE BRT, having the same stops. Suggestions were made to alter or shorten this route where duplication exists. Comments include, "Unnecessary overlap with the SE BRT."

A secondary theme was that of the proposed frequency, with the general sense being that the current time table is not adequate to service this route appropriately, given user-levels. Comments include, "30 minutes too infrequent for some slow periods, I have found this bus very busy even in the late evening."

Another secondary theme related to coverage/routing, with participants making suggestions for this bus to be routed differently at a number of points. Comments include, "Should go through East Village like it does now when going into downtown. Should also stop at all stops on 17 Avenue and not just the express stops."

Other comments included that there this route is a good use of BRT infrastructure, that there is better routing downtown on 5 Avenue and 6 Avenue. Additionally, there were comments indicating that the previous routing downtown along 7th Avenue was preferable.

Route 305

Recommendations for efficiencies and changes were made to avoid redundancies with Route 1 in certain areas. Also, in terms of the proposed new routing, it was suggested that this route should continue to 17th Ave SE. Comments include, "Continue going to 17th avenue se!!!"

Another theme mentioned was the request for higher frequency on this route, particularly during peak hours. Comments include, "The 305 should run more frequently during peak times and the time considered peak times should be extended."

17 Avenue SE BRT

While quite a few positive comments about the route servicing East Hills were made, there was concern related to where the route goes – or does not go, specifically, further west into downtown. Comments include, "Consider going further west in downtown like the 302 does." This route also received many general suggestions, including where participants would prefer to see stops along the way, and the number of stops they would like to see at particular (downtown) intersections.

Comments indicated that this route should stop at 70 St SE and 61 St SE, that there should be a park and ride at the east end of the route, that there should be a pedestrian crossing environment on 17 Av SE, and that the schedule should be spaced out from Route 1.



Bus Rapid Transit (BRT) Review

Stakeholder Report Back: What we Heard

June 2018

A secondary theme was related to the route's frequency, which was seen as good, as well as the span of service during the day and during the week. Comments include, "Every 10 minutes during rush hour is good. Runs all day like the 305 used to do."

Route 23

This route received a mix of feedback, particularly related to the main two themes of coverage/routing and directness of the route. Related to coverage/routing, those who like where Route 23 goes, commented on it providing a good connection between SE and NE, its use of 52nd and its coverage of both residential and industrial areas. Comments include, "People have been waiting forever for a direct route down 52nd St...Excellent!!"

Those who felt coverage/routing was not as they had hoped, noted that they would prefer it does not go all along 52nd, but instead maintain service along 36th, or that it provide service to more areas of the Foothills Industrial area.

When it comes to the second main theme, directness, many comments also discussed the route's service along 52nd, which provides a more direct route for many transit users. On the other hand, the opposite sentiment was expressed, with those users saying they would have to transfer more often and find alternative routes to get to their destination. Comments include both "Direct route to 17 Ave SE from Saddletowne" as well as, "It sucks. Now i'll have to take 2 buses instead of 1 to work? Really? How is that efficient and convenient? Leave the 176 alone."

Route 72/73

There was no specific engagement on route 72/73, with the focus instead on the various routes that would replace sections of it. However, many general comments and in-person comments in particular pertained to this route.

By and large, respondents expressed unease with the removal of this route, and felt that they would not be as well-served by the proposed replacement route(s).

Route 43

This route was seen as a good link to Calgary's SE, with it being a direct route for many. Comments include, "Direct to Ogden, works well!" However, comments about routing at some particular areas commonly pertained to it not being an adequate replacement for the 72/73 currently used by those commuters.



Bus Rapid Transit (BRT) Review

Stakeholder Report Back: What we Heard

June 2018

Route 38

Feelings about this route appear mixed, with suggestions for improvements. The main theme for Route 38 comments was coverage/routing, with participants both expressing their support for changes of routing, as well as concerns. Comments include both, "Like trip from Centre Street to U of C" as well as, "Not going through the middle of Whitehorn, why?"

Secondary were comments of general positive nature (respondents liking the changes), as well as the opposing sentiment that the route should not change but be kept as-is. Favourable comments included that this route would provide better service from Temple to NW Calgary, that it would be a good replacement for Route 72/73 in the north end of the city, and that it would be an improvement in reliability.

There was some feedback on directness of the route / length of time it would take transit users to get to their destination and about placement and number of bus stops on the route, although these themes were mentioned less often.

Concerns included that this is an inadequate replacement for Route 72/73 and that this route requires increased frequency.

Route 104

The extension of Route 104 north to University of Calgary was generally well-received. The main feedback on this route was related to rider volume, as it services both the University and FMC, making it a popular route. Suggestions were to increase frequency, especially during peak hours, to align the schedule better with (late) shifts at FMC, and to add larger or more articulated buses on the route. Comments include, "Concerned about overcrowding from students getting from U of C to FMC. Not sure how to prevent that."

Route 87

Feedback on this route often pertained to it being simpler and more direct for many bus users, and it connecting to stores and restaurants from Marlboro Station. Comments include, "Residents in Applewood can easily get to shopping on 17 Avenue without needing to transfer to a #1 bus." There was, however, concern among Applewood residents that high school students in the area would have a longer walk to their bus. Some also called for higher frequency along this route due to the number of students relying on it for their commute.



Bus Rapid Transit (BRT) Review

Stakeholder Report Back: What we Heard

June 2018

Route 42/49

A main theme of feedback was that the frequency of this route was appreciated. There were some concerns that it would make commuting longer to certain destinations. Comments include, “New routes are very frequent compared to existing ones.”

Route 19

Coverage/routing of the proposed route was brought up frequently as a feedback theme, with the main concern that it no longer services the University of Calgary. Comments include, “Terrible change - should not remove the access to UCalgary, which is a vital transit link.”

Route 58

While some commented that this route would get them to their particular destination in a more direct way, others suggested that there would be a loss of connections for them, whether to certain parts of town, other routes, or destinations such as schools and co-op.

Route 31

The key theme among feedback was the connections this route allows for, or does not make. Some felt that it connected key destinations, in an efficient way, enhancing current options. Others suggested that it could service and connect some areas better, such as Market Mall and FMC (connecting it to Children’s).

Comments also indicated that this route was a good replacement for the part of the Route 19 that is being removed.

There was additionally concern about moving Route 31 off 39 St NW and a suggestion to redirect this route to Foothills Medical Centre. Comments include both “Now connects to LRT in the South. GREAT!” as well as “Route it so it can connect with Foothills and Childrens Hospitals.”



Bus Rapid Transit (BRT) Review

Stakeholder Report Back: What we Heard

June 2018

Route 148

As this route services an industrial area, there were positive comments on it now going further into this area, making it more easily accessible for those working in the area. Comments include, “gets me to my work near the front door not the 1.6km walk from the bus stop before.”

Others commented that they work late shifts and would like to see the schedule run until after 11:30 p.m. Some mentioned that it would make their commute longer, as it would take an additional transfer to get to the North.

Route 24

The Quarry Park extension was the main focus of the feedback on this route. Other comments mainly pertained to coverage/routing and there was some suggestion that the route may be redundant given other routes it intersects with. Comments include “[I like] That it connects Ogden to Quarry park, where I shop, go to the gym, library, bank...”

Route 135

There were comments about this route’s coverage in relation to the old 125, as well as to the 58, which some felt was duplicated unnecessarily , while others suggested that it was good to have more than one option for this area. Comments include, “[I like] Additional service for Erin Woods in addition to the 58.”

Route 67

Participants provided feedback on coverage/routing, with suggestions for different routing and more coverage of certain areas, such as Abbeydale. The number of buses on Memorial Drive was also brought up. Comments include, “Making bus times more frequent because of the extended bus routestation.”

Route 147

The main theme for this route was that connections and coverage/routing of the old route 23 were better suited. Some said it would mean shorter travel time for them, while others anticipated that it would be longer for them. Comments include, “Keep the #23 bus. Can't get from my house in Dover to work on 52nd Street without having to take multiple buses now.”

However, there were also comments that this route would provide a good connection to the Red Line LRT.



Bus Rapid Transit (BRT) Review

Stakeholder Report Back: What we Heard

June 2018

Route 127

Comments on this route largely pertained to weekend and evening scheduling, and route frequency. Comments include, "Frequency isn't so great and only running until 9pm means people don't have as many options late at night."

Route 150

There was a variety of suggestions for altering this route, as well as some comments about the span of service. Comments include, "not sure if a 19:00 cut off time would be beneficial to employees that work nights."

Route 149

Only limited feedback was received on this route, including some suggestions for connections and questions about its proposed routing.

Route 57

Some feedback received pointed out enhanced access and connections to certain destinations with this route, while other comments suggested some route and bus stop location changes.

Route 440

Only a handful of comments were received for this route.