



Bus Rapid Transit (BRT) Review

Evaluation Comments

Stakeholder Report Back: What we Heard

June 2018

Verbatim Evaluation Comments

The comments below are as they were submitted by participants attending the events and at the online portal pages. No edits have been made but personal information or offensive language is removed with an indication that this has happened.

Questions asked related to evaluation of the engagement process:

1. This 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.
6. Is there anything else you think we should know? (general feedback)

General, non-route-specific comments and Evaluation comments follow the route-specific verbatims.

This activity was a good use of my time.

- Asking about my neighbourhood and his often I take transit doesn't say anything about destination bus stops.
- Changes affect my commute and knowing ahead about changes is important.
- City is pushing it through no matter what it seems
- Clear that a specific response was targeted, and does not consider client diversity.
- Commute time to destination should have been a question
- Commute time to destination should have been a question
- Could not access on my mobile device. Looking at the maps took too long to get to work.
- Depends on whether you actually listen to the comments that are made
- Did not address my needs as to ca
- Didn't have enough specific questions
- Difficult to read maps on a mobile device.
- Even on a new computer the quality of your maps was very poor - what's up with that?
- Excellent way to engage transit customers
- Far too limited
- Feed back is often wanted but the decisions have already been made.
- Format isn't mobile device friendly. Maps open but you cannot zoom in to any useful degree.
- Good feedback on use
- Good survey . Calgary needs to increase the transit as gas prices are just soaring and travel is becoming very challenging day after day !!



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- good that i can do internet, not good for those who dont have access to internet
- good timing for doing this survey and even its busy in our unit I will have time to do this so that I can benefit my travel .
- Great survey and I was able to provide my input on a route I had already heard about previously.
- How can you tell what are news routes or not new routes on these maps?
- How do I know if this is a good use of my time? Will the feedback actually make a difference? Likely not.
- How is asking my age and if I ride the bus (and how often) engaging? Surely a bus driver counting and the local census could tell you that? This is not community or individual input.
- how would those 3 questions help address any transit woes?
- I agree with this but only if the implementations are made.
- I am 85 and hate using a computer
- I am glad that I am given an opportunity to express my views on the calgary transit routes.
- I am not sure. The survey is a bit confusing. I'm not sure if I'm providing the input in the right place.
- I am unable to comment on the routes listed.
- I am very skeptical that the final plan will look any different from the proposed plan. I provided feedback, but I doubt it will be taken into consideration. The most useful element was the advanced notice that I can no longer take transit for my commute.
- I appreciate the opportunity to share my thoughts concerning CT. My husband and I are retired and selected to have one car because the service is wonderful.
- I at least voiced my perspective. I hope it is given the attention it deserves.
- I believe I was heard but was left with the impression that decisions have already been made
- I believe the plan has already been set. Don't feel like any input will be listened to, or will be quickly dismissed (Evanston keeps hearing "No \$ for routes" yet new service being added communities not wanting transit. RU Ignoring lower income areas?
- I can't provide comments on the Auburn Bay and area routes because they are not listed.
- I do not understand what kind of information did you gather
- I don't know what the changes will be yet and so I don't know if this has been worth my time.
- I don't believe the city pays attention to input.
- I dont know either if my opinion is going to be considered to start the bus route near our house which is a future bus zone
- I don't think I can make it to the nearest open house, so I am glad that I can still provide feedback.
- I feel these changes will happen regardless of my thoughts. The open house was held during hours most downtown workers couldn't make it.



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- I find the page a little confusing - I'm not sure where to put my input on the routes. I like the change to route 31 a lot. I am worried about the change to Route 72/73 and I use it accross town and it's a little tricky to follow the maps accross quadra
- I have done what I can to raise my cncern. What you do with this information is up to you.
- I have no idea how this survey is supposed to work. "Submit" is a terminal action. Do I manually go from tab to tab? The survey doesn't take me somewhere after I click "Submit."
- I have no idea what I was supposed to comment on. Something more structured may have been better...
- I learned a little about the coming changes but I don't see anywhere how to influence the decisions which apparently have already been made.
- I like being asked for input as I see so many things I'd like to provide feedback on but feel helpless to change.
- I like that I am able to provide at least some feedback
- I needed to know how my route to Foothills Hospital would change so this is a good use of my time. Information was provided up front and in an easy to locate way.
- I think this survey targets existing transit users. Try to seek out input from non-users on what would make them consider transit.
- I thought there would be more questions than simply asking how often I use transit, and my age. Pointless garbage!
- I thought this will let me know about bus route changes.
- I thought this would be more interactive
- I use the bus about 4 times each week (2 ways each time) and use different stops to catch buses - #1 and 422 is 3 minutes, and #40, 53, 408 and often transfer to LRT. The bullet points submitted di not provide enough choices to fit my use of buses
- I want a survey that asks how people use the bus and what would work for them. Trying to get from Mckenzie to Acadia is a LONG ride
- I want to give input but I'm uncertain that Calgary transit will care
- I was able to get some of my frustrations out about how RIDICULOUS the scheduled timing of this route is. So much time wasted just sitting at bus stops even in rush hour. RIDICULOUS
- I was not aware of the extent of the proposed changes. I wish the impact of the proposed changes were more readily publicized earlier on.
- I will see if anything in the plan is tweaked before I can know if this was or wasn't a good use of my time
- I wish I could put in more input on what kind of routes I need
- If my input is taken seriously then would agree, but there is now way to know at this time
- If my recommendation could be implemented that's the best thing ever. A lots of elderly people living in the areas including Chinatown.
- If survey results are used in decision making



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- I'm glad I did this, but the page is super slow to use, unresponsive, and tedious. I got quite frustrated trying to compare routes and zoom in on images, as well as navigating around. Every reload was painful to experience.
- Im not sure. We'll see what you do with the feedback
- Im noy affected directly as no changes to routes I use to/from home but nevertheless good to see the new system.
- It asked my age
- It didn't take a ny time
- It is ridiculous that my one route has been replaced by 11 new routes. This webpage required me to click on each listed route, find out that it wasn't relevant, go back, search to find my old route again, for ELEVEN different routes!!!!
- It is way to hard to understand what the changes to the routes are and when 10 buses are listed as an alternate bus you can take it is unreasonable to think we will check all of them to see which ones might go where we want to go.
- It took about 5 seconds, but there's more that goes into transit than just where you live, for example transfer times
- It took several minutes of navigating the site to realize that my community doesn't even appear on the map (Auburn Bay) so this is irrelevant to me.
- It was confusing and I couldn't find my route
- It was not easy navigating to here.
- It was short.
- It would have been helpful if the old routes were identified by more than number
- It's nice that the city's checking in with people on this.
- Keeping me updated on the status of and changes in Calgary Transit is great
- Love to participate, but this was useless.
- maps not working
- More Character to input ideas
- My concern was how I was to get around. I see that the changes will be slight.
- My experience with similar surveys in the past showed my imput meant nothing so hopefully things have changed.
- My granddaughter was very interested in the upcoming changes, so thanks for the heads-up.
- Need a map showing the whole City - split maps made seeing what was around Mayland Heights difficult. I'm not sure how useful "alternative routes" suggested are, very dependent on where you are going!
- need to know how route changes will affect my morning commute
- Nenshi already made up his mind on this
- No maps for far NW routes
- No one is going to realize there are three tabs to this survey. I had to look twice, because the first questions seemed way to general. I knew there must be more. Why not just ask the questions consecutively.
- None of these are of any use to my household



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- Not asking the right questions
- Not enough choices
- Not enough room to provide detailed comments with only 255 characters per field!
- Not enough to put in feedback.
- not much to give input for
- Not nearly extensive enough
- Not the most user friendly survey, and should have a better viewing for the changes for those less technologically included
- Not too long, to the point, good questions.
- Not very descriptive
- Nothing provided here shows connections to/through the centre city - where are Centre Street and Edmonton Trail on the provided maps, for example? Why not include the planned future Greenline stops too? Missing these based on stated objectives.
- Nothing was relevant to me. There are too many tabs so I had to look through a lot of information before I found out that none of it was relevant to me. Headline on engagement page misleading. Only related to BRT, not transit service in general.
- Only if you actually fix my bus issue
- Questions are vague and should be more specific.
- Questions way to limited. There are other pervasive problems with public transit busses.
- Routes 23 and 58 currently show little to no information (including no maps); I just called the CT customer service line to report this.
- Save my time
- Simple, nothing to provide input
- Some people don't have computers and don't have the information to make a agree or disagree option
- Some wasted time clicking through all the different replacements for the 72/73 to find the one that served my neighbourhood.
- Survey is confusing as to where to provide your feedback. Word count is too small to provide clear feedback on situation and comments on multiple bust routes.
- Survey results should be published and made known to public
- Takes a long time to sort out the many changes.
- Tedious. Information should include a transit map of existing and proposed.
- Thank you for letting me know what's proposed and for seeking input.
- Thanks
- Thanks for listening to us.
- Thanks for listening.
- The change I am expecting wasn't included.
- The City has not listened to citizens feedback thus far about BRT. I don't expect them to start now.
- The city just ignores the feedback of there customers. They only put out surveys so politically they can say they used public feedback.
- The city needs to understand that not everybody is an office worker and understands how to view the new route maps when they are presented in what seems like 'powerpoint'.



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- The design of this survey is terrible, you click on take me back to the main survey and it says page not found
- The information on what changes are going to happen is clear, but opportunity for response is not.
- The list of removed, modified and new routes would make more sense before the overall transit maps. The maps told me almost nothing about what was actually changed in current routes.
- The map does not include Oakridge south to Woodbine
- The maps and multiple pages are difficult to navigate. Also the maps are incomplete (don't list all stops) so I had to make assumptions. It's also not clear how to give feedback on deleted routes.
- The maps are incomplete, can't find my neighbourhood on them.
- The maps are very hard to read.
- The maps provided are difficult to understand and cumbersome to figure out routes.
- the only question I was asked is my age and how long it takes to walk to my bus stop
- the print on the map is too small, congested. difficult to read.
- The set up is confusing. You should have a map showing current vs proposed changes to make it easier to understand.
- The site is very hard to use on a Mobil device. Maps are very hard to view. This experience is very stressful and confusing. I no longer know how I'm getting to and from work and if transit makes me lose my job I and many other will follow with lawsuit
- The survey itself was fine. I am upset by the changes proposed to route 19. I don't know how much you actually take feedback into consideration.
- The survey review has more questions than the survey
- There are proposed changes to the buses in my area (mainly the 57) but the "survey" did not ask me about that.
- Thinking you need to ask more than 4 question to determine if this plan is worthwhile, this assumes I read all the attached information instead of just asking for input and what the impact would be
- This activity included a lot of back and forth movement between maps and routes, taking time to do.
- This is a dead end!
- This is a good way to see what the upcoming changes are. I am concerned about the change to my service on 19 not going to the University anymore. There needs to be a bigger bus and possible more frequent during peak times, it gets very cramped.
- This survey is a design nightmare from a user interface standpoint.
- This survey is not at all user friendly, I cannot figure out how to give input.
- This was difficult to navigate
- This was hard to make comments on
- Thought that there would have been more that Calgary Transit would have wanted to know, or try to improve more things.



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- Too difficult to read/interpret the map that I was trying to read.
- Transit never listens any ways
- VICTORIA DRIVER no indication anyone will respond
- Was easy to follow and provide feedback.
- Was only asked where I lived and distance from my stop. Was the survey intended to be that short?
- Waste of time. Did not ask for input on the changes or the BRT, just age, community and how long to walk to transit. Not what was advertised.
- Wasted over an hour and a half. Comments page kept reverting to home page and I'd lose what I'd typed. Maps inadequate in showing route #s. Had to phone transit to get the info on new routes.
- Where is the survey? Where do I leave my comments? Completely useless
- Where was the survey? All you asked was my community and age
- why bother, you guys understand politics but not travelling
- Why the character limit?
- Would have been nice to include a link for those of us on our phones.
- Would like to provide feedback about a particular route
- Wtf. Your survey just asked my age and no feedback on the route changes. Maps scale like crap on an iPhone
- You asked how old I was and if I used transit. If I could access transit, I would use it more, but it is not in my area of the city, therefore your results are null and void
- You asked me 4 extremely general questions and expect to build an efficient network? Hmm.
- You did not ask where I take the bus. What use is a survey that only ask what neighbourhood you get on and not the destination?
- You didn't ask anything of value
- You didn't ask much other than age and how often I take transir
- You guys made it VERY difficult to fill out the survey. Requiring you click on each individual route to comment on a new webpage is going to discourage the input this "redesgin" desperately needs. I my self have become annoyed and given up on the online.



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I am satisfied with the opportunity to participate and provide input.

- Again, the questions are very vague & you get to type 255 characters to answer. Useless.
- A lot of good it will do. You've already made up your minds as to what routes should be deleted. Even the busiest routes? Does that make sense? Now I have to take 2 buses instead of 1?
- Although we are being given an opportunity to give input the method is not easy as we need to keep going back and forth from a map to the main list and the changes on modified routes are not clearly stated.
- always feel like pissing into the wind
- Any chance to agree with or find more convenient routes for people is a good use of time
- Anything negative sent to city council is ignored. From the mayor down, everyone wants ego padding.
- Because I don't think my input will have the slightest impact on Transit's decision. It is designed to make us feel better, which is my case it doesn't
- Because I work in an area that people from across the city work in you need to more open houses in other areas of the city not just simply the NE.
- But take the input and actually do something with it.
- But we also need to actually be listened to and heard
- CANT BE SATISFIED IF CLEAR HEADS DONT ACT
- Council pushed the BRT agenda and did not listen to the people.
- Disappointed at the limitations of the survey.
- Every year such surveys may be taken and stakeholders need to participate so proper and measurable decisions may be made by the authorities !!
- Feels like the changes will take place irrespective of comments or input
- How is knowing how often Inise transit, how long it te to walk to my stop & my age going to help?
- I am doubtful that my input will affect or address my concerns about the appalling reduction of transit service in my area. The 29 takes me out of my way and also has reduced service; less frequent and on small buses that are standing room only too often.
- I am glad i can tell you this is [offensive language removed] stupid
- I am glad to give feedback if improvements are made.
- I am hoping this is not a bureaucratic exercise and it actually gets to planners!
- I am looking forward to reading the review of information received and the report back to Council.
- I am travelling and cannot attend your scheduled sessions.
- I am very hopeful some answers will be available at the upcoming open house at work.



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- I am very satisfied with the process to participate being online. It is very convenient for me. Improving transit access to some of the largest employers in the city is extremely important.
- I appreciate being included, but I don't feel I was able to provide the most educated input on each routes due to lack of detail. I also would like to provide input on overall theory behind changes but the option is unavailable.
- I appreciate the city engaging people to get feedback, just wish it was more specific.
- I appreciate the number of in person consultations, but am extremely disappointed in the layout of this survey. Unless it was purposely designed to make people give up so they don't comment as much as they'd like. In which case you did a great job.
- I appreciate the opportunity to participate, but figuring out how is extremely difficult.
- I appreciate the opportunity to provide input. Calgary Transit issues are bigger than just routes so I hope these other things are being taken into consideration as well.
- I believe my comments will be reviewed and seriously considered for future projects. being a 100% public transit user more new routes allowing me to travel to any part of the city with ease is extremely important to me.
- I definitely would like to be part of actually planning the routes rather than just giving feedback on planned routes. I feel the LRT is underutilized as a hub. If I needed to get from the NW to SE, why would I take a circle route bus?
- I did many surveys last year but never heard anything
- I don't know if I submitted or not. Each section seems to have a submit and it is confusing flipping back and forth through screens. I am ok with the proposed change as I go from my house in Huntington to the U of C.
- I don't think i had any impact, I only got asked 4 questions on my survey
- I feel like these decisions have already been made.
- I feel my comments mean nothing to the city
- I have comments about transit near me but not on any of the routes listed.
- I have no doubt that the input you are receiving will fall on deaf ears as all has been drawn up already
- I haven't been able to attend the forums to date Thank you for the online alternative.
- I highly doubt any input from the communities will do anything, the government will do what they want
- I hope that peoples input are considered carefully before changing bus routes.
- I hope you understand my opinion
- I like for my input to be heard
- I like to be able to have some input. When do these changes take place?
- i like to see faster system for tickets and passes
- I really hope that a second round of route proposals will be issues, with opportunity to give additional feedback.



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- I sincerely hope that someone takes our complaints seriously and adjusts the timing so we don't have to sit so long 14-20 minutes every day. UNACCEPTABLE.
- I strongly agree with providing input, if it is truly factored into the decision making process.
- I think decisions that affect the community as a whole should not be swayed by a few nay sayers that make a fuss at meeting. seems only the few that are opposed show up, the masses that approve think it's great so why come?
- I think everyone's suggestions should be considered.
- I think this is just a waste of time
- I think this is terrible
- I was given the opportunity to speak, also on a person to person basis
- I was hoping to be asked how long does it take me to get to my school.
- I was not able to find an appropriate place to suggest a new route
- I wish I had participated sooner. I missed the chance to provide input before these changes were designed.
- I wish I was able to provide input before you changed my bus stop and bus route
- I would have liked to been asked more.
- I'm glad this is happening because it's finally getting feedback from regular transit users. This should've happened a long time ago.
- If survey results are used in decision making
- I'm glad that transit has given people the chance to voice concerns
- im glad to if seen this cus that will efect if im taking transit
- Important that customers have the chance to see what is happening and comment on it.
- Input is targeting areas outside my community. But yet, I would want to use this service if there was reasonable connections.
- It appears that not much public opinion will sway any of the already made changes to many routes.
- It is important to give people the opportunity to have a say in matters that affect their daily lives.
- It is nice to be able to participate but will it make any difference?
- It is our duty to provide input to these surveys , as we are the users and it is city's duty to ask us so they can provide service to calgarians in specified budget.so pleas let these surveys happen and declare the results as well.
- It provided no input regarding the actual use of the transit service.
- It's good to be engaged, we bought a house in Montgomery for the transit links. I really on transit in the winter wind and cycle downtown from mongomery in the summer
- it's great to give my feed back but I think there should be more research
- It's always beneficial for transit to ask the riders what they feel about the route that they might take. I will take the route and feel it is pretty smart.
- It's good that you are allowing us to participate, but it seem like everything is



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- done and this is just to make the customers feel like we had a say.
- It's great that Calgary transit is listening to people.
- It's my way of saying thank you
- Limited opportunity to provide input in 255 characters. Our commutes are more complicated than that.
- Limited questions designed for limited response
- Listen to the people who actually take the bus
- Need more information on "open house" times and location for call center staff
- No comments section on existing unchanged routes.
- No opportunity
- No opportunity provided to Walden folk
- No public forums near Westbrook/ 69st. Station. Which is affected by new routes. Transit takes too long at that time of night to go across town for a meeting.
- No questions above relate to service improvements in my community.
- No Serious Input into a decision already made...
- Not enough information asked
- not enough questions
- Not sure what you will learn from those few questions
- Only agree if my input is taken into consideration -- my route to work may at foothills medical centre may be significantly altered by these changes but I was unable to determine whether it would be for better or for worse
- Only asked the most generic and stupid questions
- Only asked the most generic and stupid questions
- Only if you actually fix my bus issue
- Open house hours for providing feedback in person seem short. Only two hour slots.
- Open house hours were very limited and seemed to be quite random. Some were in the morning, some in early afternoon, some in evenings. Online feedback is fine but open house format is preferred so there's people to answer questions.
- Opportunity for input but it is being ignored
- Opportunity to provide input is a hit and miss at best, as awareness for input is not made public or advertised that this project requires input. Need this on the evening news or news ad that input is required. Seems to be a closed process.
- Please consider my comments as they are important to me and others. Thank you.
- Prefer online for sure
- Probably a waste of time. You do not listen to our needs. Lucky you probably drive so to heck with us that dont
- Providing input on some routes was very difficult as the provided route maps were too low-quality/low-resolution and difficult to interpret/understand.
- Sad that there wasn't early input requests.
- seems like your going to make the hanges regardless of what any one says just like how you changed the Ctrain stations downtown and in the Northeast and did a horrible job.



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- Shame that this was so light on information
- Thank you for extending the invite to provide feedback
- Thank you for giving me this opportunity
- Thank you for the opportunity
- Thank you so much for caring!
- Thank you!
- Thank you.
- Thanks for hearing our voice.
- The character limits makes it hard to express concerns fully.
- The changes are [offensive language removed] stupid
- The information as to how to provide input and space for responses on individual route changes/deletions is quite poor.
- The information provide while complete is extremely difficult to find and understand
- The maps of the old and new routes need to be better with more integration.
- the only question I was asked is my age and how long it takes to walk to my bus stop
- the print on the map should be bigger and in plain language. as a child of a parent who is blind, it should also be done in audio format. so the blind can read about the bus routes too.
- The questions were pointless
- the topic was not offered
- The website is confusing. Where do I provide input?
- There aren't many opportunities
- There is not an information session in my quadrant of the city.
- There should have been more specific questions to target an issue and progress towards solving it with this survey.
- This seems like an exercise that was intended to check a box. Meaningful engagement would have been surveying residents about their current transit use - including barriers to use and using that information to design routes. Not this "formality"
- This webpage is very cluttered. It is difficult to navigate and therefore elicits less input. You should have had the old map with links to the new routes on it so it was easy to find what changes will effect me.
- Thx including the general public. Really appreciated.
- Trying to read the maps on an iPad or phone is tricky so no as I still have no idea what all the routes look like
- Was not able to provide enough accurate info to help the city
- What input? There is no survey. Asking my neighbourhood and age does not consist of a survey
- Where is the forum to request and input on future routes? Cranston - riverstone is in DESPERATE need of service
- While it is good to provide input, the survey is so difficult to use that I don't feel I can do so.
- While this may not affect my commute, it is nice to know about the changes
- You asked how old I was and if I used transit. If I could access transit, I would use it more, but it is not in my area of



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the city, therefore your results are null and void

- You didn't ask anything
- you have to hear from the end user
- You mention an opportunity to provide input online, but I don't see it anywhere.

All I see is a partial explanation of what's changing and a partial explanation of why it's changing.

- You probably won't even care what I think as everyone who is planning this never takes the bus!

I received enough information to provide meaningful input.

- A definition of what is considered peak and off-peak times might be useful for people who only use transit occasionally. I am pleased to see that the city has finally realized the importance of the hospitals and University in their transit plans.
- A full route-map would be more useful, instead of separate regional route-maps.
- After you've decided, sure.
- Again, difficult to read.
- Although the map is too small and difficult to read
- As mentioned in some of my individual submissions, critical portions of some routes have been abstracted, and it's difficult to give feedback on something that's ultimately unspecified.
- Bare bones info
- But that left me with the impression that decisions have already been made
- But the FMC bus map was very difficult to read
- But, the getting the information was a struggle. At least on mobile view, the organization and classification of the routes and maps was hard to understand at first.
- Cannot find any bus information on how I will get to and from work
- City is doing what it wants
- Details on any stop changes would have been helpful. If they were shown on the maps it wasn't clear.
- did not see any downtown/city centre information to see whether bus route in my area will be changed
- Enough information for the overly limited questions.
- Haven't read everything yet
- I am only able to comment on the route that affects my son
- I am upset with my bus schedule - my bus route is not included in this list
- I called Calgary City Transit to find out information to be told they don't have any updated maps yet. They think my transit time will be increased
- I can provide input now, but I would have liked to have provided input before route #20 was directed away from FMC.
- I can't see how late the new routes will run.
- I couldn't really read the maps well enough to understand how my journey will change



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- I couldn't find a reason as to why you're cancelling my bus route.
- I did not know about these changes until there was a notice from my employer.
- I don't see our bus route on the maps.
- I don't actually see a map 4 Southwest Calgary past heritage
- I don't have time to click on all the bus routes. Provide brief description, or at least the quadrant, of the route.
- I found it hard to find additional routes for my changing route 19 to new NX BRT line and if there additional routes for me to use.
- I got frustrated trying to figure out how the changes to Route 72/73 will affect me because the map is divided into quadrants.
- I had to work to get the information I needed, but I was able to find it.
- I have received very little information
- I heard the news from bus poster and bus driver.
- I see a lot of comments but really I only needed to say my peace in the first one.
- I think the information provided was decent. But would've been much easier if the changes were outlined in better detail. Not just telling the two points in which the changes were being made and leaving everyone to try and figure it out from the maps.
- I think you need a better tool for displaying complex visual graphics, as the zoom function on this one is a little unwieldy, and the Designing the Transit Network graphic was difficult to read and looked like the text was grainy.
- I was asked four questions none of which are relevant
- I was asked four questions none of which are relevant
- I wasn't asked meaningful questions
- I wish to have more details that I can comment on
- I wish you would post these change so at the stops so people can see in person in case they don't come to the site.
- If the routes that you guys are planning to change were highlighted , that would have been better
- info is not very clear
- Information provided is history and does not include a summary of previous comments or suggestions. information provided needs to foster discussion not just approval of "okay looks good, build it" attitude.
- Information was easy to understand
- Input on what? Very confusing
- Insufficient knowledge of transit change impact on existing bus routes.
- It has been very hard to find the route modification maps.
- It is difficult to see the full maps
- It is hard to use this web page
- It took a bit of figuring out to see what route the revised 72 (now 9) will take as streets were not marked on the map.
- It would be helpful to compare current service levels to the proposed levels.
- Kind of hard to have input when you can't see the detail on the maps.
- List of public opinion location events is helpful
- Maps are great, but some of the details are unclear about how the BRT routes in



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- particular will operate. Where are there priority measures, is there off-board fare collection, etc.
- More signage and information should be posted in public near the affected routes for this type of thing
 - My neighbourhood isn't on your maps
 - My pets would have refused this survey because there isn't enough information to make a meaningful decision
 - need more on news and news papers in the effected areas
 - Next time, maybe include a short paragraph on the rationale behind some of the specific route changes.
 - No area in which to post my comments about the #1 Bowness/Forest Lawn route that are issues and becoming worse.
 - No Information on Centre St.
 - No opportunity provided to Walden folk
 - Not all of the bus stops were highlighted so other than seeing the road changes, there was no way to see where specific bus stops would be located (e.g. in downtown or other parts).
 - not enough info on how SW BRT will affect current plans, or how 17 Ave Transitway will be used.
 - Not really a clear explanation or rationale on why certain routes were created or why some routes were modified the way they were.
 - Only if you actually fix my bus issue
 - Provided route maps had too low of a resolution and were difficult to read/interpret/understand. Better quality maps needed to fully understand proposed changes.
 - Seeing current route along with proposed new route would help
 - site maps are poor, tells me decisions have already been made, my input means nothing
 - Some explanation as to why certain routes are designed the way they are would have been nice besides just stating the proposed service level and neighborhoods served.
 - Survey prompted to tell about ones self and neighborhood. No ability to provide feed back on route that I use that is not in my neighborhood.
 - Talk with the people who take transit first before planning
 - Thank you!
 - The contrast between the old routes and new routes was not clear. It would be better to show the two overlaid or side by side. Reasoning behind changes would also be highly appreciated.
 - The general area maps are difficult to read and have many holes. Half of the maps don't load when attempting to comment on individual routes.
 - The information provided wasnt details enough
 - The map was sufficient for me, as I had already heard about the route previously and understood the main destinations that it reached.
 - The maps are very well laid out - when they show up! Some routes (e.g. 23) failed to load the map.
 - The online tool provides some information, but no real opportunity for input (I guess that means in person at an open house is the only opportunity



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for that). Maps showing the route BEFORE changes as well as after (eg. route 20) would be far more helpful

- The only information I got was that all my bus connections to my work place will be removed.
- the only question I was asked is my age and how long it takes to walk to my bus stop
- The open houses and one on one time with planners helps.
- The question did not ask if this would impact me at all
- The questions were basic, merely wanting to know the demographics.
- The route maps don't show any of the routes to and from the Auburn Bay area.
- There are no instructions, and it's completely unclear what information you're looking for.
- There are too many links and navigation, the survey is basically impossible to do and I am very computer literate
- These changes do not affect me, however this input would probably be useful for those people that this change affects.
- they should have the public consultation at the Inglewood community hall since

it's near bus routes. more people can go if transit is accessible and within a short walking distance.

- This was not even on the evening news. Initiatives like this affecting multiple neighborhoods should be known to the general public. Radio, Tv, news and print should be used by the city
- Very limited information as to the Real Concerns for us that must use CTS
- We in dover had to call Global tv to get the word out to Calgarians. Keeping the cuts of 40 routes from us is no less than disgraceful.
- Which route are they looking at surely they have an idea.
- Without schedules for the new routes, difficult to provide meaningful feedback.
- Would be good to know how the times of the new/changed bus routes are affected
- Would be interesting to have comparison between user densities or build a user map to know where the need is.
- would of liked to see existing routes crossed with new
- You could have simplified it a bit, but one way or another the point was made.

I understand how my input will be used.

- As I already said, the city has made the decisions already without consulting the transit users
- City is disregarding the input of most of the neighbourhoods affected
- Disagree as no mention is made how if my input will be used or the ability of others to view comments made. This needs to be a non-biased process of summarizing comments and



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- suggestions and placed back in circulation for public to review.
- Feels it's foregone conclusion.
 - From the questions I answered I'm not sure there is any input to be used.
 - Hopefully to improve service?
 - How can I know you have any questions
 - I am not sure as to how my input will be used. I am a bit skeptical as it sounds like the city has already made a decision and is doing this just to say the community was engaged in the process.
 - I am not sure how and who will use this information , but I am giving an honest opinion
 - I am not sure.
 - I assume it will be ignored.
 - I believe that Calgary Transit has already made up their mind about how the new routes will work and are just making it seem like Calgary Transit wants to hear from the customer base.
 - I believe you have already made the decision and really don't care what the public or the drivers think.
 - I do not
 - I do not see where I can review the collected answers
 - I don't know how my input will be used, but I do hope that it will be taken into consideration.
 - I don't know how my input will be used.
 - I don't know if at all my feedback will change any decisions made
 - I don't know whether or not you will use the input, I am skeptical and I'm noting an important oversight, so I hope it will be taken seriously
 - I don't think you care. I think you will do what you do and not really care about people and seniors in my area
 - I doubt anyone at transit or above them actually care how I'm going to feed my children based on how little information is being passed to riders. And on how hard it is to understand the Info provided
 - I feel like transit doesn't value the opinions of people with disabilities and people who get the low income bus pass. we aren't seen as human. we're forgotten.
 - I feel that this is a useless exercise as i don't believe that anything that is said in this survey will be used.
 - I figure it is all already decided.
 - I guarantee this is gonna get put down by some [offensive language removed] looking through the list, cause it goes against the agenda the [offensive language removed] in power got.
 - I had to click through the "Next Steps" to see how input would be used, should be part of intro
 - I have a bad feeling that the data will be used to justify whatever decision is already planned... but maybe I'm betting paranoid?
 - I have no idea how my input is going to be used.
 - I have no idea what will happen with my input. I'm venting my frustration but do not know who will read it or if it will be considered at all.
 - I have to wonder if my input will be considered or if the city will once again make the decision to suit the city



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- I hope my input will convince Calgary transit to keep the bus in our neighbourhood
- I hope regular review of the new/changed routes will be undertaken so Calgary Transit can stay informed about customer satisfaction.
- I hope the few of us speaking up on the positive side helps clear up any negative input being sent in.
- I know that my commentary will be used to say how wonderful Calgary Transit is
- I know that my commentary will be used to say how wonderful Calgary Transit is
- I know the team will take my feedback seriously
- I understand it, but it was too little information that was asked to really understand the needs of people living in my area.
- I understand my input may be used along with others to determine the feasibility of these changes and hopefully how best to communicate the changes to the public once a decision has been made.
- I understand that some feedback will be addressed but also understand that not all concerns are likely to be addressed either. I trust that you'll be able to strike the right balance based on any concerns that are reported.
- I understand that you are collecting user feedback and opinions, but I am not sure how this input will be used/applied.
- I worry that whatever I said won't make much of a difference
- I would doubt very much that my input will affect any changes, but still I feel I should be heard
- I would doubt very much that my input will affect any changes, but still I feel I should be heard
- I would hope so but I don't think they will
- I would like it to be. but if nothing changes it's nice there is a place to voice public opinion and share ideas. we are all in this one way or another. employee or not.
- I'm not convinced Calgary transit will make the proper decisions
- I'm not sure how my input will be used.
- Input and feedback, need to extend service hours for route 82 for Nolan Hill. Seem nothing improve for a long time
- It appears that you have made all these changes already. How will this "input" make a difference?
- It does not say how input will effect the changes coming
- It is difficult to actually offer input here. I would like to know how buses will be improved to the north (up centre street or down 14th street) to go directly to train stations to encourage transit use
- It is hard to tell how much influence individual survey had unless many have same or similar concerns.
- It is too early to see how my input will affect this review
- It really seems like the decisions have already been made, so I'm not sure how anyone's input will be used going forward.
- It remains to be seen whether my input will be used or not.



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- It will be used to justify decisions already made
- It will be used to say the public were consulted.
- Kind of feels like a "done deal" - what could you possibly be prepared to change at this late date?
- My comments will be read and ignored.
- My experience shows otherwise
- No goals specifically identified
- No idea who my input will be used.
- No information about how input will be used.
- No one at Calgary Transit cares, they do whatever they want
- No opportunity provided to Walden folk
- No who and when will I know when anything is going on open houses
- No, you have made it harder for me to get to my job, I will now have to drive
- Not really. But I trust the inputs from this survey will be reviewed and really put to work for benefit of the citizens.
- Not sure how this will help plan routes.
- Questions were not specific or were unclear as to why they would be asked. Seemed as though Calgary Transit was wanting to know demographics.
- Really wonder if it will even make a difference
- Should I attend, I would be able to clear up any advance questions or hear answers based on what happens in these events
- Thank you!
- the only question I was asked is my age and how long it takes to walk to my bus stop
- The predetermined outcome has already been published by city hall weenies & dweebs
- There is no indication how it will be used.
- There is no indication on this page whether proposed routes will be modified based on feedback received.
- This information is not clear to me.
- Thrown out, you mean.
- Unsure if it will be used as promised or hoped.
- unsure whether input is used
- Very doubtful you'll even listen to the people who have no choice but to take this really bad transit system. It's going from bad to worse by eliminating routes for people who need them and the bus is always packed - Route 176. Just saying.
- Very unclear on how my input will actually be used.
- when and how will the public receive a report of the results for each proposed route change?
- Where do input my thoughts?
- Where is the forum to request and input on future routes? Cranston - riverstone is in DESPERATE need of service
- Will routes really be altered from these recommendations based on feedback? I'm curious to see. (Also, how will I know??)
- Y'all work in mysterious ways.
- You all suck
- You asked how old I was and if I used transit. If I could access transit, I would use it more, but it is not in my area of



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the city, therefore your results are null and void

- You haven't asked for thoughts on the new routes.

This tool was an effective way to collect my input.

- A survey would be a useful way to collect input, when utilized properly. In this case, a survey was not fully utilized
- Absolutely effective... Very convenient method.
- Again, it wasn't easy to navigate and the map viewer sometimes crashed by browser tab, but it's better than nothing.
- all it ask me if I use trasit daily, my age which think is relevant, the community I live in and do I walk to transit, how is that helpful
- All you asked was where I live and how much I take the bus. I wouldn't consider this input.
- Along with open houses and other forums, this is a great way to collect feedback.
- As I said in another comment, there is NO opportunity to provide real input. All I've been able to provide are some thoughts on the flaws in your requirements gathering process.
- As long as my input is used in making the final decisions. The plan to take bus service away from 26th Ave between 28th and 36th Sts. S.E is flaDaviwed. 3 low income Apartment buildings and one seniors social c
- Atleast there is some way that consumers or customers can voice their concerns and needs , so it is one way

- You mean it wont. You've already got your plan.

how we can put forth put needs and requirements

- By all means collect it but will the input have any impact, doubtful
- Cannot provide helpful suggestions and feedback in only 255 characters.
- City does not care how the majority of people feel
- City is not interested in genuine feedback.
- Comment boxes are too small can not read my whole note - and only 255 characters! Further questions like "would you use transit more w. the new routes" might be useful as well.
- confusing
- Context is lacking. 255 character limit is absurd.
- Convienient and easy but it depends on the use that the information is put to.
- Cross my fingers!
- Depends if this decision is already final or my input will actually make a difference.
- Designed & predetermined outcome already publißhed by Communications staff spin doctors & graduates of Josef Goebels school of social engineering
- Do not understand how these questions will help.



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- Do the city planners even take the bus? Are they bus commuters? It is not right for planners to decide these things so recklessly. If you haven't even stepped foot on any of these routes, you don't have the right to make decisions that will change them.
- Effective to get desired answers nothing more
- Everything made sense with the survey.
- Excellent online interface
- Expand the comments field so that people can provide enough info
- Good way to collect input. Hopefully people take the time to check this out and put in their input.
- Hard to use
- Haven't commented in some areas - need to go to info sessions
- Hopefully they take my comments into account.
- how can i provide input when the print on the map is small and difficult to read?
- I don't understand why these questions are being asked.
- I don't know if the tool is going to be good or bad. I believe that attitude between the keyboard and the floor is more important
- I don't see how this tool collected any information regarding the changes to the transit system. There are more question on the survey than the transit system. I don't understand the objective.
- I found survey address on bus sign
- I guess that will depend on what I see launched. I think you should let people know how feedback impacted the routes. My biggest gripe about using the bus which is a direct route from my home is the inaccurate time estimates of bus arrivals and departures
- I have no idea what's going on
- I hope so.
- I hope this is a sincere opportunity for input , that you're actually going to consider public input. Previous muni experience is that decisions were already made and input was a scam.
- I hope.
- I like the diagrams explaining the design of the new system.
- I noticed in the input on changed routes section routes 72 and 73 are being deleted but there was no explanation as to why that is being considered
- I prefer this tool rather than sitting thru a public meeting, listening to others who will have different needs than mine. This is a more efficient use of my time. Thank you.
- I would like to have seen this survey include all members of my household. Although I use light rail rapid transit daily to commute downtown my son uses city transit to go between her home and middle school in McKenzie Lake rather than CBE busses.
- If all you want are quips, sure, works fine.
- If input is read and considered!
- Incomplete information was provided. The site, most likely accessed by phone, is terrible to navigate and inefficient. However, I could provide some feedback. I want to comment on overall theory... I prefer shorter walk distance to more frequent buses.



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- It could be... Depends on how you plan to use it
- It hardly collected any information!
- It is a great format but...doesn't include my bus route
- It was unclear where to put my comments about how the change affected my daily commute
- It would be nice to know what other users think and be able to state if we like their ideas. Helps in the case of ideas that will work but are not currently thought of.
- It's a great way for people to speak and provide their suggestions because it is convenient; i am in bed typing all this. I hope our input counts for something
- It's crazy that the survey about the survey is longer than the survey itself.
- Just make sure you have meaningful questions next time
- likely a complete waste of a lot of time
- Limiting comments to 255 characters seems, well, limiting. I like the /idea/ of being able to give feedback online, but you seem to have constrained respondents needlessly.
- Luckily I know and have a computer. Not everyone does. Yet everyone's input counts. In person contact is preferred.
- Many flaws clicking back and forth from one route to the next. Often had page not found. No map and so on.
- Map function doesn't work properly
- Maybe if I understood what you wanted me to do.
- Missing active transportation connections/integration. Also missing improved accessibility. Limiting comment boxes to 255 char is useless. Should ask for opt-in name/contact details for deeper dive transit user interview and responses.
- More info needed
- more info wanted, info given... then city ignores and does what it wants.. using taxpayers money on useless projects including olympics sham - tell nenshi to get off his high horse
- Mostly good. Would have liked to have an area to submit some general questions and concerns rather than it be entirely based on routes specifically.
- My input has been sufficiently collected and hopefully my frustration as a regular rider is being considered
- No cause it probably goes through 17 robots that will all hit X, cause my response has swears.
- No computer. Can't see anything if I don't have a computer and have to rely on someone else
- No opportunity provided to Walden folk
- No questions were asked as to when or where I travel on Transit.
- No space on the area of the site in which to make comments.
- No, this survey is not letting anyone discuss the actual issues, because it has already been decided. You are suppose to encourage transit use, not discourage it.. i now will be driving
- Nope. A comprehensive questionnaire would have been more helpful
- Nope. A comprehensive questionnaire would have been more helpful
- Not all population are capable of using this method to relay their concerns. For



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example most elderly do not use smart phones, computers or have the physical ability to attend community meetings.

They choose living locations close to the bus tjejusr

- not designed well and it is difficult to see the route maps
 - not holistic. targeted questions and intent is unclear.
 - Online is helpful!
 - Only if you listen as the changes you are proposing to my commute is to almost double it.
 - Please note that I only heard about this on the bus. Where is the advertising? I haven't seen a thing. You're not engaging the public, just hoping we don't see it before you implement the changes.
 - Really hope you listen to those who attended the meetings regarding route 20 and those who participate in this survey.
 - See above. You haven't had your act together for years. If you actually listened to us instead of placating us you would have a much better system.
 - See, it's not about how many people you can cram into a carriage, unless it's the cattle during Stampede. The group or committee that said yes to the leaning rails, they should swap their padded office chairs for them. For a whole year. Seriously.
 - Still have no idea how this will be used.
 - Survey site not intuitively structured.
 - Thank you
- Thank you for this alternative. It is helpful for people like me who can't get to these in person.
 - That depends on how the information is aggregated and interpreted, especially considering the use of text boxes as opposed to standardized response choices.
 - The maps were very small. It was difficult to determine which routes I wanted to provide input on when they were identified only by number
 - the only question I was asked is my age and how long it takes to walk to my bus stop
 - The only reason I heard about this was because a bus driver just happened to mention it....I feel that more should have been done to advise people about these major changes
 - The only reason I heard about this was because a bus driver just happened to mention it....I feel that more should have been done to advise people about these major changes
 - The tool could be improved for smartphone users
 - There are a lot of tabs to navigate, and I'm concerned that for people who don't work with computers as much, it would be very difficult to figure out where to click, how to move the graphics to be able to read them, etc.
 - there is not enough space (allowed characters) to give really in depth feedback and reasoning
 - There is not enough space to provide my input. 255 characters is not enough space to enter my input/opinion.



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- There is nowhere to just fill in a large amount of text with all comments, not all feedback is directly related to the new routes and there was no effective way to communicate this
 - They I think have made up there mind & they don't think of the seniors & handicapped people
 - This format is fine for getting input with respect to each individual route. However, it is difficult to express concerns with multiple routes together as a whole.
 - This is a total waste of time because city planners have planned this years ago and this is just to make us feel like we have some input in this process
 - this is a very good tool and i think we can do better with it for our city future.
 - This is good way to collect input but it is not widely publicized, I found it based on an internet search for city projects, even that was a bit misleading as most projects do not point to this site.
 - This page is quite confusing and survey questions are more comprehensive in this section that on evaluating the actual transit options proposed.
 - This survey is confusing
 - This tool is one way. When the census people walked around ask people to answer community questions giving there opinion. A simple option is to mail a card with questions, asking only those opposed to respond, you may get 10 out of 1000 opposed.
 - This would be a very effective way to collect input if high quality, high resolution route maps were provided.
- The route maps provided were far too low quality and low resolution for me to provide decent quality feedback.
- Though, it could be better if it was a survey of: which quadrants do you take transit in, this route? Provide feedback, this route? Provide feedback
 - Too bad there's no community TV channel here anymore. The broadcast of city forums would help with citizen engagement, especially with seniors who watch more traditional TV.
 - Too much emphasis on "new" routes to the detriment of opinions related to "existing", even if just barely, ones!
 - took so long to find the site, and really disheartened transit will ever be better for our neighbourhood, much faster to drive
 - Very convenient/accessible to engage
 - Well its good to have input but whether city hall cares about anyone other than themselves remains to be seen
 - What a BLEEPING joke your new service is. You ask for my input and all i was able to give was how often I take the bus and my age. That is a useless way to collect information.
 - What tool?!!
 - Where do I put my input?
 - Where is the forum to request and input on future routes? Cranston - riverstone is in DESPERATE need of service
 - While this tool is a great starting point, any advance questions will have to be asked in the events
 - Why have two submit buttons? Confusing, restrict submit buttons one to a page. It'll also not add confusion by



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dropping the information from the first form. Lacks common sense user information design principles.

- Why is there a box for comments on age, but none for comments on the new proposed routes. Please wake up.
- Wish I could have spoken to someone at the open house, next time maybe one that is open in the evening would be helpful.
- Would have been nice to have a proper text field of 500 characters to actually explain my regular and complicated commutes.
- would of liked a dislike section for a few things
- Yes
- Yes it is
- You are not listening to the public
- You asked how old I was and if I used transit. If I could access transit, I would use it more, but it is not in my area of the city, therefore your results are null and void
- You could add section in this survey to collect our feedback related to a particular route.