



Bus Rapid Transit (BRT) Review

Route 1

Stakeholder Report Back: What we Heard

June 2018

Verbatim 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.

Route-specific comments are divided by route and into three categories for each route, answering the three engagement questions:

1. What do you like about the proposed route? (positive feedback)
2. What would you change or think could be improved about the proposed route? (negative feedback)
3. Is there anything else you think we should know? (general feedback)

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

Route 1

What do you like about the proposed route?

- Aside from going into Penbrooke and having more stops in Inglewood, I think it's too similar to the 17 Ave BRT. I'd rather see a frequent shuttle similar to 440 going back and forth along 17 Ave stoppin at all stops between BRT stations. Same for Inglewood
- Bridge over Deerfoot will be quicker during rush hour.
- Connections with downtown
- covers the north side of downtown
- direct
- Faster service on 17 avenue section
- For me this is more convenient than the current route because it stays on 6 ave through downtown. Current route puts me further from my destination because it goes down 7 ave
- Frequent and long-distance
- Going down 5th instead of 7th is ingenious (doesn't block traffic)
- Great mapping
- I like the fact it travels down 5th Avenue as this is closer to my work at 2nd Street SW.
- I like the special transit/pedestrian bridge across Deerfoot, it gets slow during rush hour on blackfoot and better access to the river/inglewood is good.
- I'm okay with the route as is. However, the current service level on weekends is inadequate. Frequently when I get on the bus it is packed with people. Last Sunday, some people had to get off the bus in Inglewood so I could get on with my wheelchair.
- It crosses over with the 87 (which I assume is the new route 45)



Bus Rapid Transit (BRT) Review

Route 1

Stakeholder Report Back: What we Heard

June 2018

- It looks fine to me.
- It's good for a cross-town route because it connects a lot of neighbourhoods that are not near/along a ctrain line.
- Keep the route going to Bowness.
- Love BRT station use on Transitway!! Thanks for FAST direct to downtown!!
- Love the Pembroke Terminal connections (proposed 42/49)
- New transit way saves more time.
- Not running in 7 Ave. transit mall might prevent disruptions to bus service/routing due to collisions involving CTrains.
- On the BRT
- takes it to Bowness
- Thanks for taking care of us.
- the bus stop is just 1 block from my work on the way home though.
- The new bridge across Deerfoot will be faster and good for pedestrians
- The new bus only route
- The overpass from 17 Avenue to 9 Avenue SE should help the bus when there's congestion. Will pedestrians be able to use it as well?
- This bus should run more often on the weekends
- This is a good long distance bus route from east to west, or vice versa that goes to downtown.

What would you change or think could be improved about the proposed route?

- #1 Travelling along the Transitway and stopping at only BRT stops cuts the stops along 17 Ave SE in half and makes them 2 or 3 more blocks apart. Lots of people with mobility issues use the #1 to get to Inglewood or downtown if they can't travel the extra distance. The bus that drives along the curb and gets all the old stops only comes once every half an hour. I have to walk 7 blocks now - 2 extra. There seems to be little concern about accessibility for all the people I see on the #1 all the time with mobility issues.
- 1 route should have terminus in East Hills & stay out of Forest Lawn, unnecessary
- 255 characters is insufficient to provide a reasoned opinion. Increase weekend frequency to 20 minutes or less.!
- 30 minutes too infrequent for some slow periods, I have found this bus very busy even in the late evening
- A bit of redundancy in the east side with the addition of new BRT. Biggest difference between the #1 and #305 today is that the #1 makes more stops. If both routes use the limited stops on the transitway, it'd be better if there's only a single route.
- Add the 17th avenue BRT to give me more flexibility in the routes, but don't take away the 305.
- An extra bus at 3:30, 3:45 for strollers
- As far as I can tell, there are no buses that connect from the Children's Hospital and the route 1 route through Kensington and having to take the bus



Bus Rapid Transit (BRT) Review

Route 1

Stakeholder Report Back: What we Heard

June 2018

- to Brentwood and then the train does not get me where I need to go
- Bus so full we need more articulated buses or all articulated buses.
 - buses are early - but leave stop before time
 - By stopping only at BRT stations along 17th SE, it duplicates the BRT route for the entire stretch. Should bus 1 not stop at each stop on 17th and use the new bridge to cross the Dfoot? This also helps bring people to local businesses along 17th SE
 - By taking route 305 out of Inglewood and by not increasing frequency of service for route 1, you are lessening the transit service. The 1 is full at the end of the work day. What do you think will happen when 305 is eliminated? Packed buses. Unacceptable
 - Consider having bus exit transit lanes at 28 St Se to serve all stops on 17 avenue.
 - Current bus spacing of the 1 and 305 aren't very good. You'll often have one bus arrive first and pick up most passengers leaving the next 1/305 following behind it minutes later to be mostly empty. Especially off-peak, the BRT and #1 should be balanced.
 - Does this map say that route 1 will only stop at BRT stops along 17th? If so, that seems inaccessible to lots of people who live there and walk.
 - DON'T DO THIS, keep it on 7th Ave and increase service. It will be a huge mistake to go ahead with these idiotic changes.
 - Don't like 1/305, takes too long to travel through 10 STNW
 - Don't like the idea of a bus turning out of the transitway (52nd St). Buses should be continuing straight through.
 - Drivers could run their schedule ON TIME. They are consistently LATE or behind (between 5-8 mins)
 - during construction on 17 Ave. SE the bus should go on 16 Ave. SE behind the Alex Community food center and other businesses, same on the other side heading downtown.
 - Ensure that route has enough articulated buses as it gets quite busy.
 - Further to the east maybe 68 street to loop at Penbrooke/Memorial drive.
 - Hard to evaluate when downtown stops aren't marked; I would be uncertain as to how this affects me. I am a little concerned that the local stops along the #1 on 17 Avenue SE are now eliminated.
 - Having the 1 entering and exiting the transitway at 52 Street complicates the signal timing at that intersection. It's better having the SE BRT be the single route that travels directly east-west through the transitway.
 - Having the 1 turn left onto NB 52 St from the transitway would require a dedicated signal sequence where WB through-traffic is stopped. For the BRT, it could continue through at the same time as WB and EB through traffic without needing such a sequence
 - Having this bus make limited stops in Forest Lawn makes it even more similar to the BRT. Unless you're living in



Bus Rapid Transit (BRT) Review

Route 1

Stakeholder Report Back: What we Heard

June 2018

- Penbrooke, it's almost the exact same bus.
- How can I go from here to Foothills. Will it still take me downtown
 - I do not like that Inglewood is losing route 305 and getting nothing to replace it. Plus the bus shelters on 9th are inadequate with only 2 seats.
 - I don't like the fact that Route 1 will only make a stop in BRT stations only. I live in 24Avenue/48Street and it would take a lot of time to go to the nearest BRT station.
 - I don't see any change except reduced stops. Rethink this.
 - I have to take first the #42 - transfer to #1 to work. #1 transfer to 49 going home. Too much waiting for buses. Transfers and walking to stops - would be over 50 minutes.
 - I think the #1 should use the new bridge over Deerfoot Trail but would be better to keep it outside the bus lanes on 17 Avenue so that it can stop more often like it does today. There should be more differences between the 1 and BRT.
 - I usually travel off-peak and fear a decrease in service frequency. Also, will downtown bus connections be preserved with new routing? Additionally, slightly longer service span beyond current last departure from the core (24:20) would be appreciated.
 - I wish there was a regular bus that went from [personal contact information removed] 17 Ave. SE to Inglewood Bird Sanctuary, downtown, and 17 Ave. SE. #1 bus stop by the Blackfoot Diner on 9 Ave. too far and inaccessible. Unsafe to walk to in winter.
 - I would consider splitting the route in half like you guys are doing with the 305. It would be easier to synchronize scheduling between the 1 and SE along the transitway if they're two similar length routes.
 - I would like to see the 1 split in half like the proposed 305. The bus should use the new bridge to get across Deerfoot since its the main bottleneck but should still stop at all the regular stops and not just BRT stations.
 - I'd like to see the route split in half. Service to Bowness can remain frequent but this bus shouldn't need to run as often in the East with the new BRT being added.
 - I'd like to see this route split in half like you're doing with the 305 and SE BRT. Since both the 1 and BRT will run all day, I don't think the 1 needs to run as often to Forest Lawn. If they both run every 20 mins, that's similar to have a bus every 10.
 - if . would be good if this but went directly to a major mall besides the mall downtown.
 - If both the 1 and BRT run in the middle bus lanes, some of the normal stops west of 36 St won't get used much except but 440 bus.
 - If the 1 is using the bus lanes, the curbside stops west of 36 st won't even be used outside of peak hours.
 - I'm okay with the route as is. However, the current service level on weekends is inadequate. Frequently when I get on



Bus Rapid Transit (BRT) Review

Route 1

Stakeholder Report Back: What we Heard

June 2018

the bus it is packed with people. Last Sunday, some people had to get off the bus in Inglewood so I could get on with my wheelchair.

- In the east side of calgary, I don't think the #1 will need to run as often if we're introducing the new frequent and faster BRT route. I also think it's better to keep the bus running outside the bus lanes on 17 ave so it can stop in between brt stops.
- Increase frequency
- Is the walking time to the nearest #1 stop on 17 Avenue SE be too much for people with mobility issues (seniors, wheelchairs, strollers), especially in the winter, to access? I'm disappointed that the #1 bus is only stopping at BRT stops.
- It either needs to pass through applewood (if it is going to act as the direct route to downtown by replacing the 305), otherwise it would just triple my commte times and make it difficult for me to get to downtown.
- It's the same as the BRT if it only stops at BRT stops.
- Keep bus running on 7th Ave which is much less congested during rush hour. Have the bus use the new bridge over Deerfoot but then stop at all the normal stops along 17th ave. The BRT bus can stop at the stations in the middle.
- Keep the route on 7th ave since traffic on 5th and 6th can get very congested. Bus should use existing route through East Village going into downtown from the east.
- Kick the 1 out of the BRT lanes after the Deerfoot Bridge, put the 440 in the BRT lanes and eliminate all stops before Chateau Estates/East Hills.
- Leave 305 as it is.
- Make it a bowness only bus
- Might be good to split the route into two like the 305. Since 305 is rush hour only, the 1 needs to be frequent in the west outside of rush hour. But since BRT will run all day in the east, I don't think the 1 will need to run as often.
- More frequent service is always better...
- Needs to run every 10 minutes during morning and into early evening. When was the last study done on ridership levels. It's already full.
- No access to new shopping at 16th & Sarcee, Westbrook or Signal Hill where my medical services are.
- Not a fan of the 1 stopping at BRT stations only. The difference between it and the BRT used to be that the 1 would stop more often. Doesn't make sense to keep it if we already the BRT and they both stop at same stations. Split the route like the new 305.
- not much since the map is hard to read and inaccessible. all of the bus stops along 17 Ave. SE are a safety hazard. inaccessible for people me, a person with a disability.
- Nothing
- Nothing. Absolutely nothing. This is a terrible idea.
- On map provided, I could not tell what changes had been made to route 1 or 305, in the NW. Quit using the bus due to frustration with on time westbound



Bus Rapid Transit (BRT) Review

Route 1

Stakeholder Report Back: What we Heard

June 2018

- service. That bus gets caught up in Inglewood, and couldn't keep schedules. Large gap around shift chg.
- On weekends increase the frequency of the bus to every 12-15 minutes.
 - Prefer bus to stay on 7th Ave to bypass rush hour traffic. Bus should stop at all stops on 17 Ave like it does now. Keep the BRT in the middle lanes but both the 1 and BRT can use the new bridge over Deerfoot.
 - Replace the 411 with the 1 and have it turn around in Inglewood. Have a route similar to 440 that runs all day from Franklin to Penbrooke servicing the curbside stops on 17 Avenue. Increase frequency on the SE BRT so it's more like an LRT.
 - Right now, the 305 express is not much faster than the 1. Usually people will take whichever bus will arrive first. I think it's better if there's more differences between the two like maybe different routes downtown or BRT being more frequent and faster.
 - Route duplication is a problem with current 1/305. People usually catch whichever one arrives first. The difference used to be the 1 stops more but if you're planning to have the 1 have limited stops in Forest Lawn, it doesn't matter which one you take.
 - Same redundancy and overlap with have with current 1/305. 1 should serve local stops in Inglewood and turn around. Create a new 440-like route from Franklin to Penbrooke serving the local stops on 17th Ave.
 - Saturday peak bus times, often the bus is overcrowded on Saturdays to the point where it's uncomfortable to ride to destinations.
 - 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.
 - Should keep existing route through East Village. What's the point of going to 17 Ave if the BRT is already doing the same route and stops? It should stop at all stops in the curb lane of 17 Ave otherwise there's no point.
 - Since 1 is very similar to SE BRT, try to sync them so they don't both leave at the same time downtown.
 - Since bus #411 doesn't always run when i need it to run, I also take bus #1. Bus #1 should go to my place and to Inglewood bird sanctuary as well. Would make both places more accessible!
 - Split the route in half like with the 305 and SE BRT. Transitway in the east means less delays but since the route is so long, big delays in the west can cause buses to bunch up.
 - Stops are currently very close together on 17 Ave. SE. How is this bus going to operate in the transitway without slowing down the BRT? Don't make this BRT like the 305, where the 1 was almost the same speed. Make this clear in summary.
 - Stops are too close together. In the SE, don't let this bus use the BRT lanes, as it will stop more frequently, creating the same problem that exists in Bowness-



Bus Rapid Transit (BRT) Review

Route 1

Stakeholder Report Back: What we Heard

June 2018

the BRT has to stop behind the regular route, slowing it down, making it useless.

- The 1 won't be as useful or different from the BRT if it's only going to be stopping at BRT stations. There should be a bus that stops at all stops in between BRT stations too.
- The bus should stop at all stops on 17 ave.
- The off-peak frequency for the east #1 and SE BRT should be the same so it's easier to space them apart. When one is every 20 mins and the other is 30, once per hour, they will be running within minutes of each other.
- There's a bit too much overlap with the new SE BRT route especially since this route will no longer be making frequent stops on 17 Ave which was it's biggest differentiator from the current 305.
- This bus in the forrest lawn direction (heading downtown) is NEVER on time, it is always early, sometimes up to almost 10 minutes early and this fact has caused me to miss the bus several times due to lack of predictable scheduling
- this bus needs to run with more frequency. All transit routes in calgary do if you want more people to take transit
- This route has not changed from Kensington Road to 43 St NW. I hope that the route times remain the same, as well as connections with Rte 40 at 29 St NW
- This seems to make it less convenient to connect to the C-Train
- Travelling down the transitway cuts the number of stops along 17 ave SE from 11 to 5. Many people who take the #1 regularly have mobility issues and won't be able to travel the extra 2 or 3 blocks to their new stop.
- Travelling in the Transitway cuts down the stops by half. Lots of people have mobility issues & will have to walk an additional 2-5 blocks to new stop. My new stop is two blocks further and I will now get off in front of a bar. Not as safe at night.
- Want it to come to FMC
- Why is the number 1 only stopping at BRT stops? That doesn't seem right. As long as the stops along 17 ave SE are not reduced for this route, this is fine.
- Why will the # 305 and the #1 travel only in the transitway? The #3 & 305 travel the same way up centre street & the #3 catches all the other stops so that the elderly folks don't have to walk extra far to the BRT stop. why not the same for the #1?
- With the new Sobeys dwtn I would like transit options heading back Eastbound after picking up a load of groceries. Transit would have elders walking to 9th for return trips to Inglewood and beyond. Rethink this NOW.
- Would like to see the route split into two parts like the 305 and SE BRT. Shorter routes would make it easier to have different frequencies on the two parts. On the east side, I don't think the #1 needs to run nearly as often since the SE BRT will exist.



Bus Rapid Transit (BRT) Review

Route 1

Stakeholder Report Back: What we Heard

June 2018

- You guys need to sync the schedule of the 1 and SE BRT so they're are not bunched together. The 305 bus currently often gets stuck behind #1's during rush hour making it not that much faster.
- You need to be adding and increasing services for public transit not deleting or decreasing and removing stops. City should start looking at larger cities like vancouver with effectiv transit
- You only have 2 stops in Inglewood. This is NOT how you encourage ridership. Increase # of stops. We want ppl to come to Inglewood. #of stops in Forest Lawn seem very pared down. Huge disservice considering the heavy volumes of riders.
- You shouldn't be changing the route through downtown at all, that is a huge planning fail. And peak service should be 7 minutes minimum. 12 minutes is unacceptable. This is one of the busiest routes in the city, it is never not jam packed. DON'T DO THIS.

Is there anything else you think we should know?

- A bit of redundancy in the east side with the addition of new BRT. Biggest difference between the #1 and #305 today is that the #1 makes more stops. If both routes use the limited stops on the transitway, it'd be better if there's only a single route.
- Add the 17th avenue BRT to give me more flexibility in the routes, but don't take away the 305.
- Bike racks on each bus can help encourage more people to bus by increasing the distance people will travel to a bus stop...
- Bow transit way.
- Bowness segment is untouched.
- Buses often have trouble turning from EB Kensington Rd. to SB 10 St. N.W. due to poor traffic light timings and vehicle/pedestrian congestion. Problems peak & off-peak. Scramble crosswalk for pedestrians (like @ Eau Claire) and bus queue jump might help?
- Connect Penbrooke terminal to the SE BRT on 17 Ave with a smaller route. I don't think we need both the 1 and SE. The bendy buses on the 1 barely even fill up in rush hour today and the 305 only runs 15 minutes now. The new BRT will come even more often.
- Cut down on route duplication especially since there's minimal differences between this and the SE.
- Do not like bus having to enter and exit middle lanes at 52 St. 28 St intersection is to be designed to transition buses from median to south side lanes.
- Do not like the overlap with the SE. Route duplication is a problem with existing service and this doesn't address that.
- Do we really need to have both the #1 and new BRT if they're both so similar? The rapid BRT service should be prioritized with more frequent service



Bus Rapid Transit (BRT) Review

Route 1

Stakeholder Report Back: What we Heard

June 2018

- while using smaller style routes connecting to it like the 411 and 440.
- Does not affect me as I only use the west leg from Bowness to Downtown.
- Does not seem different than existing route. So confused as to what is changed
- Elderly people don't like bus shelters. How to get one's lift to get onto the bus
- Existing route isn't changed so much.
- I rarely take this bus due to safety issues...have been everything from sworn at to puked on. With the elimination of the express bus...will be driving/ driving to lrt
- I was hoping for one bus in peak hours from 68 st to 27/28 st rather than two. This is just the same. Also poor connections. 10 min in good weather ok but cold or rain not so much. Constant changes to schedule frustrating.
- I'm happy that it's still available
- If the buses are to run outside the transit mall, it would be helpful if there were preferential traffic signals/queue jumps/reserved lanes.
- It is nearly unchanged
- It seems like the BRT SE and the #1 just duplicate themselves if they both travel in the transitway only stopping at the BRT stations.
- Nearly the same as existing route outside of downtown.
- Nearly the same as existing route.
- Nice map
- older #1 buses are creaky
- Route to Bowness is the same.
- Route unchanged in the northwest.
- Same route in Bowness.
- Similar to existing bus (2 mentions)
- Similar to existing route.
- Similar to the existing #1
- Similar to the existing #1 bus.
- Similarity to existing route 1
- The #1 should be split in half like the planned 305 route. That way, frequency on each leg can vary. The frequency of the #1 east leg and the SE BRT should be the same off-peak so that buses can be spaced apart evenly and not within minutes of each other.
- The 1 shouldn't run in the transitway on 17 Ave because 1. it becomes same as the BRT and 2. it would require a dedicated signal phase for it turn left safely at 52 St.
- The fact that Route 1 will be able to use the transitway at 17 ave SE
- The section that I travel along hasn't changed.
- There won't be many buses besides the 440 using the regular stops on 17th Ave between 28 St and 36 St if the 1 is also running in the middle bus lanes. More incentive to use BRT over the 1 if there's some extra time saved.
- This route should be split like the proposed 305. Remove the part going to Forest Lawn. It's essentially the same as the BRT especially if you're planning to have it stop at BRT stops only in Forest Lawn. Have smaller routes like the 411 fill the gaps.
- Too many busses along 17th - noticed we are trying to keep route 1 in place - this is route duplication
- Unnecessary overlap with the SE BRT.
- West leg to Bowness is the same.



Bus Rapid Transit (BRT) Review

Route 1

Stakeholder Report Back: What we Heard

June 2018

- What has changed? Is this not what #1 does already?
- Why are you spending millions to set up BRT on to 17 Ave for one bus route?
- Will it still go out to Forest Lawn? I'm thinking about 48 St. S. E.
- Would be helpful to know if any of the existing bus stops are being moved because of the BRT, this isn't clear on the map.
- Would need a dedicated signal at the intersection to handle the bus trying to turn which complicates the signal timing. If we must keep this route, the 1 should run curbside and serve non-express stops.