



Bus Rapid Transit (BRT) Review

Route 104

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 104

What do you like about the proposed route?

- 104 is more convenient than taking train and transferring to 414
- Can get to UofC without needing a transfer at the hospital
- Close to home; I can go straight to Foothills Hospital; no transfers
- Direct bus 19 st NW to U of C
- Direct connection between Kensington/ West Hillhurst and U of C.
- Direct trip to U of C
- ever 15 in peak is good
- Excellent connection to U of C bus terminus.
- Extending to U of C is brilliant. Making sense.
- Extension to the University of Calgary offers an alternative for the many UofC students based at Foothills who do that commute regularly.
- Extension to University makes sense. Students don't have to transfer at the hospital to finish the trip.
- Handy to my home
- I can see that extending the route to the U of C will help a lot of Sunnyside residents.
- I cannot think of anything as the things important to me appear to still be a part of this new route.
- I like that it's been extended north
- I like that the route has been extended north of Foothills Hospital
- I like the extension to the University campus & the fact it keeps the current route
- I think this will be great for university students living along the route. It'll make travel much simpler.



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- I wish this change had happened sooner
- Is a good route (goes through) residential neighbourhoods. Like the Sunnyside option.
- IT connects the community to the C train line and the hospital
- It extends to the University of Calgary
- It goes to the U of C.
- Its extension to U of C
- Liked the route as it was previously, as a direct access from Sunnyside c-train station to Foothills hospital.
- Makes more sense for extending the route to connect to U of C. Use the bigger shuttle bus (with back door that opens by the driver) and more frequent service would be perfect.
- Much needed change.
- Need downtown to FMC. A lot of people who live at FMC. Parking is crazy expensive and not available. Beltline to FMC South of rail
- OK
- Restore a direct bus from U of C to Sunnyside? (alternative to train)

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

- A LRT station instead to serve U of C, FMC and ACH
- Capacity of bus between FMC and U of C might be a problem
- City worker wants washrooms close to bus route - schedules don't match up. How do transit drivers use bathrooms?
- Concerned about overcrowding from students getting from U of C to FMC. Not sure how to prevent that.
- Concerned about the bus size - already, the little buses are standing room only for many morning times. Adding on the university will only increase ridership.
- Concerns about buses being too small for mobility
- Earlier bus times on the weekends. During the week I have no problems getting to work on time. However, during the weekends I take the 91. This route is now being deleted and now there is no bus servicing my community leaving early enough on the weekend
- Every 30 mins off peak could be a barrier to transfers
- Faster trip to U of C
- I have concerns about the 104 running from FMC to U of C as the 9 tended to be a very full big bus and I don't think a big bus could fit on the Sunnyside-FMC part of the route for the 104. With it only running every 15 minutes I worry about capacity
- I take first bus in 194 ave SE to go take train in Somerset. Then to Foothills Hosp I take #104 at Sunnyside or if it's late, I take 91 at Lions Park. Now: 91 has been deleted and 104 is going to UofC first. Both changes mean more delay. MORE time travel
- I think the route should go all the way to Brentwood LRT rather than stop at the university
- I'm concerned that the small buses currently used won't be able to carry any increase in passenger load during afternoon peak travel times. Currently



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it's full between Foothills Medical Centre and Sunnyside LRT from about 4pm to 5:30 pm.

- In evenings, last buses are 2318h and 2348h. I work until 2315h, so always have to take the last bus
- Increase frequency during peak hours. Seating is already limited due to size of bus. Concern about lack of seating if servicing U of C now. A lot of students go from foothills to u of c and now with route 20 gone, fewer seats on bus?
- Increase size of bus and frequency
- Is a good route (goes through) residential neighbourhoods. Like the Sunnyside option.
- It should include bethany care centre so family members can access the centre in bad weather. There are also large numbers of staff that work there using the bus system.
- Maintaining the current schedule is important to me for how I use transit.
- Making bus times more frequent because of the extended bus route
- Many children and seniors take this bus - 30 minutes is a long time for them to wait at -30 degrees
- More frequent service during peak hours.
- More frequent service please.
- More walking to get the bus
- Need bigger bus because it's constantly full.
- Peak frequency on 104 please. It sometimes leaves early. Take #90 to the #4 bus late two minutes. It's a long distance for me.
- Please consider increasing frequency to every 12 minutes?
- The bus schedule is not well timed with shift workers. There are many who use this route. Hospital staff have shift change at 0700, 1500, 1900 and 2300 and need to arrive at the hospital 15 minutes before their shift and leave 30 min post.
- The bus that goes from the Foothills Hospital currently is a smaller bus. Given that this bus will be going to the U of C, will a bigger bus be used? A lot of people go from the Foothills Hospital to the university.
- There are currently no stops on 5ave between 27st and the east side of Crowchild. This requires you to wait to cross Crowchild if you live in that part of the neighbourhood, which is very slow. Please add a stop along 5ave between 27st and Crowchild.
- There is very limited buses servicing FMC. Also, the majority of people that work at the foothills work early on the weekends. Now there is limited buses available to get people to work. I start at 6:00am on Saturdays and Sundays.
- What I want to say is this... I work at FMC. Currently, the 104 that I take turns around at FMC. The bus stop for drop off and pick up is the same. Where will the new pick up stop be? If out on 29th st., not safe when change of shift is midnight.



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Is there anything else you think we should know?

- 104 doesn't
- 104 doesn't need to go to the university. It stops at Sunnyside train station, so you can get there faster by taking the train, or change to another bus that already goes to the university at FMC.
- crappy little bus - not a real bus
- Getting the LRT at Sunnyside at 7:20 is hell
- I take this bus to work as I work at the foothills medical centre and there is no staff parking available
- I would still ride an alternative bus from U of C to the core to avoid the C-Train
- Nothing changes between Sunnyside and Foothills Medical centre, which is where I generally take this bus
- Overwhelming change. Need to communicate change.
- Staying as a shuttle.
- The 104 doesn't run on time, it is always early because it is empty and then busses are packed.
- The stop/pick up location @FMC should be a bus lane only (no cars parking) so potentially dangerous