



Bus Rapid Transit (BRT) Review

Route 19

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 19

What do you like about the proposed route?

- Connections to NE,NW LRT and BRT lines
- Connects well to BRT / LRT routes
- Continues to serve non-BRT stops on 16 avenue. Is different enough from the BRT to warrant having both routes co-exist.
- It goes in a straight line
- Looks good. Will work.
- Maintains current stop frequency at peak times.
- One of the few cross town options in the area, maybe only option at the moment
- Straight line
- Thank you for your service. For the most part transit runs smoothly
- The 91 is a regular, well used connection to the Lion's Park C-train. I find this station to be well lit and feel relatively safe when waiting for a train at night. The 40 has very infrequent service.
- The modified route connects easily to BRT / LRT
- Very central for those areas

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

- a royal pain in the [offensive language removed]. i still want to know why there is not better service on route 19, esp. after 6, since it runs on such a major artery!



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- Alternating cross buses between NX BRT and 19 all across 16 ave would get more ridership of fellow students. We all are waiting long times for infrequent buses.
- AT THE NORTHLAND MALL THE BUS STOPPED HALF WAY THROUGH THE BUS ROUTE FOR 20 MINUTES AND MAKES MY TRANSIT HOME LONGER
- At the northland mall the bus waits for 20 minutes making the transit less efficient and sucks. Why do I have to sit for 20 minutes waiting to go home for people at a mall?
- Change the bus drop time at northland mall
- Completely cuts off University Heights neighbourhood. The proposed crosstown will drop passengers in an area where there are no sidewalks due to construction, and the other sidewalks are poorly maintained. Please return 19 to the UCalgary bus loop.
- Consider how connections to the North Crosstown BRT new route work. Should allow for a smooth 2-3 minute transfer time where possible or will reduce ease of commute to University / west of Lions Park.
- Could have a stop closer to the seniors centre 14th + 17A st. NE by crossroads community centre
- Currently 30 minutes off peak is terrible. In terms of service and usage. The bus is so full everyday, uncomfortably so. Obviously the new brt will help moving forward.. But it needs to go back to 20 minutes all the time or expand peak service
- Cutting off the U of C service may not be a good idea.
- Expand peak service. By 3pm many UofC, SAIT and various schools (near Renfrew) are already out for the day. It creates an uncomfortable ride, always.
- I am unhappy with the 30 minute intervals during down times Mon-Fri when the bus runs every 20 minutes Sat and Sun. I would prefer the old scheduling of every 20 minutes again Monday to Friday
- I can currently take the 19 to get to 10st and 16 the Ave with the current adjustment I now need to take two buses to the location I need 19. Seems less efficient to me.
- I dislike that this route does not go through Renfrew anymore.
- Include the Renfrew and Mayland Heights communities! There is rarely bus service there as it is!
- It eliminates all stops in Renfrew and Mayland Heights. It would add a 15 minute to my walk.
- It would be much more useful if it retained its connection to the UofC - even just the south bus loop would be good enough.
- It's hard to tell if this route continues to the University. It's important that it does.
- Keep route the same please. Need more access to the university.
- Lots of students get on/off at SAIT, the bus is already full leaving the university on full days and then there is no access for others later down the line.



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- Lots of students live in Mayland Heights because of the direct connection to SAIT/U of C the 19 provides
- Many students rely on 19 in Renfrew and Mayland Heights to get them to school. This bus is always full in the mornings and afternoons and the change would affect many commuters. It would add a 25 minute walk to my commute.
- Miss out on the 20 going straight to the University.
- Needs to go to the university. Most people get off there.
- NOT MUCH (2 mentions)
- Not sure how you get to the EMPLOYMENT area near Sunridge mall. Obviously will need to take many buses to get to destination..
- Nothing (3 mentions)
- Nothing - it completely cuts off access to UCalgary.
- Peak time 15 min off peak 20 min.
- Please do not change it
- Please, please continue the #19 all the way to the University of Calgary. I use this route every day and love that it is just one bus. With the new route, I would need to transfer or walk much further at each end to catch the NX.
- Route 19 is used by a number of seniors and students in University Heights; we rely on this route. The crosstown will make it much harder to get around. Please return 19 to University Heights.
- So this route will no longer be going to the UofC? Just NX route available to university?
- Some reason in particular it cannot be a real crosstown all the way across down hill to Montgomery or east to 52 street.
- STOP THE LONG BUS TIMES AT THE NORTHLAND MALL, IT MAKES UNIVERSITY STUDENTS TRANSIT EVEN MORE LONG
- Terrible change - should not remove the access to UCalgary, which is a vital transit link. The NX is inconveniently placed along a stretch of 16th Ave by Foothills that has no sidewalk access and poorly maintained overpass pedestrian paths in the winter.
- The proposed #1 overlaps with the SE BRT in the east too much. Should consider something like this where the 1 can serve local stops but does not overlap much of the same route.
- This bus currently to the university is very packed at peak hours, double bus would be helpful and increased frequency would be good
- This will make getting anywhere take 15 minutes longer. When the winters are so long that is really hard.
- WEST end should go to something past the North Hill Mall Foothills or childrens hospital or University.
- What I can't tell is does it go to or from the Foothills and/or the Children's Hospital?



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Is there anything else you think we should know?

- Expect that all current stops are still valid if route still serves those stops (no stops eliminated).
- I can't tell where it starts -- will the 19 go to UCalgary or not? The map is very unclear. Does this bus also go to Lion's Park Station?
- It appears to maintain service to the North Hill Shopping Center and Lions Park Station.
- it maintains the path through Renfrew and Mayland Heights. That is important.
- The university crowd is a large amount of the people on the bus.
- These maps are so hard to read -- you can't zoom in to see details or landmarks.