



# Bus Rapid Transit (BRT) Review

## Route 20

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 20

What do you like about the proposed route?

- 20 to University - 19 home. Works.
- A bit faster.
- alright
- At first I was made because my current bus (20) was no longer taking me to the foothills hospital (work.) Now I see the 9 is an even more direct option with the new route! Awesome!
- Avoids going in and out of Brentwood - so could be faster
- By passing the Brentwood Loop
- Didn't have to transfer before but that is offset by shorter route (20 not in Brentwood)
- Direct connection to the U of C instead of having to loop up to Brentwood
- Direct route to FMC
- faster access to a ctrain station/university from the south
- Faster route to MRU.
- Faster route to SW
- Faster route to UofC
- Faster service to MRU
- Faster to UofC but now people will lose access to Foothills.
- Faster transit through the nw
- Faster, more streamlined
- Getting to/from the University from the southwest will be much faster without having to detour through the hospital. Not having to go through Brentwood should save some time going from UofC to the NW as well.
- Goes along Crowchild Trail
- Goes on Crowchild Trail. APPEARS to stop beside Safeway at Brentwood the way it does now.



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- Goes to the foothills hospital directly and comes regularly
- Good coverage of the west side of Calgary, good access from North to South.
- Good to not go into Brentwood to go North Central
- Greatly reduces travel times to MRU
- Happy I can now take the #3 to the NX at 16 Ave direct to FMC.
- happy, faster for him to go from Charleswood to 17th ave SW area (SB Crowchild @ 24th st stop)
- I approve of the new route
- I like that it should be a little faster getting between MRU and U of C.
- I like that it skips over the hospital, it seems like a weird detour and often gets stuck behind cars not knowing where they're going there
- I love the new, more direct connection south of the university. It will make for a much quicker journey.
- I only use 20 to MRU so this works
- I really like that the new route will skip the Brentwood Lrt station, now I will get home faster and I think this will help the buses from being late.
- I will get from home (Marda Loop) to work (UC) faster, without going to Foothills. Thank you!
- I'm offered both options (the 9 and the 20)
- It certainly seems more intuitive, as it's always been a little odd that the 20 goes to Brentwood and then through U of C, which are only one stop away. Eliminating the loop through Foothills also makes this a much more efficient bus option.
- It helps people is older comminites get around the city. it also goes from one end to another and has asscess to trian stations and the hospital
- It seems to make getting North more efficient at Kensington and crowchild by not going to the hospital
- It's more efficient at crossing the river. There is less time waiting and time stops in the north.
- leaves from Heritage Station
- Less circuitous than before (loop at Brentwood station)
- Likes the bus not going Brentwood
- Looks good, provided the busses are actually on time and not running 20 minutes late all the time.
- More direct route from MRU to U of C
- More direct to the university
- More direct to where I need to go - I approve of the new route
- Much faster
- New route should work for me
- No longer deviating to rentwood
- perfect
- Rockyview to FMC - travel between Rocky view HOspital to FMC
- Route 20 @ U of C more convenient
- running a good route
- Significantly reduces transit time between crowchild and the University.
- Skip Brentwood
- Still goes to University.
- take 8 from Npt to FMC
- Thanks for your geat service!



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- That it comes to Foothills Hospital and UofC Healthsciences. This route is so important to not only staff but also people coming to visit families at FMC
- The #20 bus route does not intersect stop at FMC anymore. Many of us use this route daily/often, and this is extremely disappointing news. It is difficult to get parking at FMC, and the bus was the best option. Sadly, no more.
- The new 20 route to replace the Circle 72/73 route is even better. We live in St Andrews. We approve or agree.
- The removal of the Foothills Hospital stop makes it a more direct route north to the University.
- The route seems faster between U of C and MRU taking Crowchild compared to the previous routing through Foothills.
- The speed of the route improves as it stays on Crowchild longer.
- this is the shortest way to get to Foothills from NE/NW
- This route help me to 60 Lion's Park or Sunnyside Hospital.
- This route server a lot o people who come to Foothills
- to Rockyview Hospital it saves time
- Very happy that Bus route is 10 mins faster each way now
- Soon going from Tuscany to Mount Royal University. The route will not be going to Foothills anymore, so it will be much faster.
- I heard The 2 is going to be cut I live on Hunterview dr if no bus running here it is 6 blocks to walk to get a bus.

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

- 20 can go Foothills hospital to Shaganappi point station, 26th street 17th Avenue S.W. then 24th st to Crowchild. West Calgary train passenger will be able to go Rocky View hospital and Foothills hospitals by 20.
- 20 now gone - has to take the 9 - concerned this will be less direct to Foothills - concern about longer route
- 20 should still include Foothills Medical Centre. This is a major hub for students, staff and patients.
- 20 still go to FMC
- 20 to Crowchild always full
- 30mins at non-peak times is simply unacceptable in a city as large (geographically and population wise) as Calgary. If you want an increase in ridership transit needs to be more convenient. Waiting for 30mins for a bus is not convenient.
- 3300/301 shift 7 a.m. to 3 p.m.
- A BRT route to the Foothills Hospital. There are thousands of people who work there
- A lot of people rely on the 20 to get to the FMC from the south of Calgary.
- A lot of people use that bus to get to and from Foothills hospital. The route change could potentially frustrate a lot of people if there's not a replacement.



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- A lot of students need rapid transit in between the hospital and back, due to the weather classes, jobs, research and medical care.
- A timed stop at the stop next to the University train station would be REALLY helpful
- Absolutely nothing
- Access to Foothills Hospital from the area currently serviced by route 20 should not be cancelled until replacement direct access from the southwest is provided by another route that is part of the SW BRT.
- Any services for SE? or far south. So anything by Anderson and south. The only bus that is close is the 20 and that is being taken away. Any additions to replace it?
- As a daily user of public transit, bus stops and transit times influence where I live. Work starts early and often ends late. I am dismayed at having to add another leg to my lengthy yet safe, convenient and direct journey. Please don't change the #20.
- As a nurse working at foothills hospital (which as bad parking and transit service to begin with) I have positioned my self purposefully near crowchild-#20 bus route to take transit. I am very sad to hear that 20 might not service FMC anymore.
- as an employee of Foothills Medical Centre, this is upsetting
- At certain times, the #20 is available every 10 minutes between Foothills Medical Center and Brentwood station. Will this level of service continue?
- Better access to FMC.
- Better check the ridership at Brentwood Station and Foothills Medical Centre before even proposing this idea. If a route is needed to cover the University Drive area (replacing 72/73), why not using Route 9 instead?
- Better remain the same route as it is now. Again, waiting at 31 Street NW or transfer to Route 9 is not a good idea, especially during cold winter days and weekdays with less frequent service.
- Brentwood is very congested for cars - not safe drop off. Should have left the #9. 20 is always late
- Bus 20 should go to Foothills Hospital, this is the only way to get from South Calgary to the main Calgary hospital. Important for patients (esp. cancer), allied health care, students, and families of patients.
- By changing it so that the 20 does not serve FMC directly, many people living in downtown will have a greater commute to work/school. Taking the 2 and then the 20 is what many people do to get to FMC, this change will leave a lot of people without options
- Changed route from newly bouthgt condo. Route 20 change, now has to make a transfer and it increases travel time.
- Changes were needed as FMC service coming from Heritage during peak hrs often late. Still need convenient service to FMC to encourage riders (pts/families and staff). Very poorly thought thru
- Changes will reduce service for me and require at least one transfer to get to my



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destination. Moved to my place to be on their direct line and new proposed route will not work for me. Hope you listen to feedback and not just solicit it.

- Changing route 20 will have many implications for people coming from the southwest to the foothills hospital. I take this route as do many of my patients at the hospital. It will become much more difficult for me and them to get here.
- Changing this route will affect a lot of university students going from main campus to foothills
- Concern stop changes at connection - warned about missing bus because of light and crossings . Right now gets off and on at same stop.
- Concerned that many students will be taking the same bus. Route 104. Capacity from Craigwood Hall to Foothills a concern.
- Concerned with additional transfers.
- Connection to area north of Chinook - Required to transfer to route 1 or 305
- Connects @ foothills med. Connects w 9,40,20, 91 Problem\*: the 40/20 schedules are 3 min ahead of her 104 bus arriving so her passengers can't get on 20/40 - please sync these times.
- Consider now how someone from Sandstone could commute to Foothills Hospital
- Continue going to Brentwood as well as Care West Glenmore.
- Continue serving Brentwood station
- Could we have later last stop schedule @ 11:10. miss 10:59m miss connection
- Daycare is at centre + 64. Walk to 4th and take 20. New 20 doesn't go to work

@ foothills. Now Northcrosstown BRT  
Frequency not enough

- Despite the fact I don't like the proposed change, I appreciate the /attempt/ to streamline this route. If you go through with the change anyway, make sure that the time point is at University station to ensure that people can make their connections.
- Didn't have to transfer before but that is offset by shorter route (20 not in Brentwood)
- Disappointed and frustrated that the city is contemplating discontinuing service to the Foothills Hospital on this route.
- Disconnecting from Brentwood station is asinine
- do not change
- Do not change the 20 route
- Do not like proposed new route. Would add 30-40 mins to my and others commute time. The 20 provides a direct door to door service from 33 Ave SW to work at FMC. Takes 10-15 mins most days. In winter having to transfer not good.
- Do not remove the current stop(s) at Foothills Hospital. They are convenient and highly utilized by numerous employees at Foothills and the U of C campus there.
- Does not connect U of C area & Lions Park - CTRAln no longer connecting UofC main campus & Foothills. The old route connecting Heritage (SW) to Northwest (NW) was better.
- Does not get me to the Foothills medical centre directly. Crowchild trail is where



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the bus gets delayed and this does not fix that issue.

- Does the new route serve foothills?
- don't change it
- Don't like that it will no longer stop at Foothills.
- Don't like the proposed changes. Riders from North Central area, especially at the south of Beddington Trail, heavily relies on Route 20 to access C-train (Brentwood Station) and Foothills Medical Centre. Better remain the same route as it is now.
- Don't take away the 20 passing by Foothills Medical Centre. It only further inconveniences my route (I take over 1 hour to do my commute from home to the University of Calgary campus and the Foothills medical centre)
- Don't want a longer commute. 3pm, 7pm 11am work times.
- Dropping the Foothills Hospital (a major employment centre) from this proposed new route is very poor transit planning.
- During peak hours have extended buses on route as this is a very busy route
- Early morning routes such as the 20 Heritage will be greatly effected. Many foothills hospital staff depend on this route to get directly there. Even your own drivers think this is pathetic!  
**PLEASE DON'T CHANGE THIS ROUTE!**
- Expand Route 181 for times when it comes and have it go both directions.
- Faster to UofC but now people will lose access to Foothills.
- FMC access for those living in SW calgary is poor. Good for NW residents
- fmc to university is used for going back and forth, and it goes to upper north haven so you don't have to wait for no 4 and 5.
- Foothills currently lack an adequate access from the South. while foothills has the largest Cancer center. Many patients & students at HSC have a hard time accessing foothills from the south, parking at foothills is diminished because of construction.
- foothills hospital needs to stay connected to the 20 route. I use the bus everyday from huntington hills to foothills hospital, and I use it to go to MRU and U of C. This proposed change would affect hundreds of bus users, and increase car use.
- From the Huntington hills as it is now the number 20 works, I have limited mobility and having to change buses to get to the hospital is not just extreamly time consuming but will be very difficult for me
- Full of highschoolers. Full length time is too long
- Go from south Heritage all the way to 78 Ave and North all 3 hospital connections. Use the SW BRT transit way. Use more articulated buses.
- Going along the whole length of Northmount Drive.
- Has a transfer now (was a 7 min route) Now could walk on 13th ave through St. Andrews Height's
- Have #20 pull into MRU like it does now. In the map, it looks like it goes along the outside of campus.



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- Have a bus route that serves Heritage to FMC more direct, not through Mount Royal College
- Have a connector from Crowchild to Foothills Hospital
- Have the 20 continue to serve the hospital directly. Bus connections need to be on time, otherwise I must leave time in case I miss a connection resulting in at least 30 more minutes added to my commute.
- have this bus route service inside MRU campus.
- Have you forgotten central N.W. Calgary. We've been waiting 30 years for the LRT to come up centre st. this change now makes it harder to take the bus to work. it takes me 1 hr now to get from Beddington N.W. to the Foothills Hosp.
- Having the 20 still service FMC (even on 29 St w/o entering the campus) would be a huge improvement.
- Having to drive to the Chinook LRT station to catch the new bus route to FMC is ridiculous. There is very limited parking with the shopping mall so close by.
- Having to take the #9 from Chinook is increasing my commute time, therefore you have lost a daily customer. I now will be driving to work. My parking charge is only another \$50 /month.
- Having to transfer to FNC is horrible.
- I already drive 20 min to get to Heritage from Walden, to take the 20 to work at Foothills hospital. If I have to do another transfer I will stop using transit. There's no tax credit, and now I'll be rushing around to take three transfers home? No way.
- I am a medical student and I depend on this bus to get to Foothills every day.
- I am opposed to the new proposed change because I rely on bus 20 to transport back and forth from University of Calgary. The new proposed outline will prevent me from being able to transport back and forth from classes at University of Calgary main campus
- I am speaking on behalf of all my colleagues, many of us take the 20 to shuffle between foothills & Rockyview Hospitals
- I am very disappointed that the 20 bus route in the NW will no longer go directly to Foothills Hospital. I live South of 90th Ave SW and West of 14th street. Work at Foothills. It's already minimum 2 buses to get to Foothills and now will be minimum 3.
- I am very unhappy with the changes
- I and a large number of Foothills hospital staff take no. 20 to go to Heritage station or take no. 91 to go to Lions park station to take Ctrain to go to south daily. Both routes are being unavailable for us. No. 40 doesn't work as late as no. 91.
- I and many others take the 20 from south Calgary to the Foothills for both the hospital and medical school there. Please do not remove Foothills from the stops on Route 20!
- I believe it should go through Foothills Medical Centre. This is a major hospital with very little public transit access and even less parking. Bypassing this



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hospital would be a detriment to those who need to access it along this line currently.

- I believe the 20 should still go by foothills medical centre even if its just one stop before going on with its proposed route
- I currently take bus 20 Northmount to work and 20 Heritage home. Bypassing the Foothills hospital would mean that I would have to take two separate buses to get to work. I would likely stop commuting altogether and start driving.
- i depend on route 20 daily to go to and from Foothills Medical Centre, I also use route 91 late at night when I finish work at 23:30
- I dislike that Foothills was removed from the route. I regularly use the 20 for both u of c and Foothills
- I dislike that this bus no longer goes to Foothills Hospital, I take this bus every day to get to work and I can tell you that there are always at least 7+ other people who get off at Foothills with me
- I do not like that the route no longer services the Foothills Hospital. Changes to this route mean that my commute to work will be longer and will involve even more buses!
- I DO NOT like the changes made to this route
- I don't agree with it. The only other route from UofC to Foothills is the 9 and that comes way too sparsely for when some students only have 10 minutes in between classes. Please reconsider adding a detour to Foothills
- I don't like this change
- I don't like anything about the proposed route, it no longer serves Foothills Hospital. Many people rely on that bus to get to work everyday. This new route will require connecting with other buses. Will the 20 connect with the 9 on Crowchild?
- I don't like how you took the Foothills Hospital stop away on this route. Adding that back would improve the route.
- I don't like it (3 mentions)
- I don't like it AT ALL!
- I don't like the changes. I will have to take 2 buses to get to work instead of one bus.
- I don't like the proposed route. I take the Number 20 at 5am to get to FHH for 6am. I don't want to have to wait around the LRT station to change busses.
- I don't think it's a good change for the 20 to no longer stop at Foothills Medical Centre.
- I don't understand why you're changing the 20 route to skip Foothills hospital. UCalgary campus already has LRT access and now you're reducing yet another bus to this major hub.
- I don't.
- I don't. I will no longer be using transit once the change is implemented. It has no value to me
- i dont. Taking away a route to foothills hospital is not a good ides
- I don't. You've lost the connection to Brentwood, and I travel to the Co-op and Wendy's frequently. I don't want to transfer to another bus to go that remaining distance.



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- I find it important that the 20 stops at FMC since it is a major hub where a lot of people are working. For people coming from the south it provides a direct access to the hospital
- I have been taking the #20 to work at Foothills for 10 months. It is a convenient and well-used bus route for me and numerous employees at Foothills Hospital. If the #20 no longer serves Foothills, I will have to use my car to commute as there are
- I have hard time to go hospital. Rocky View hospital: I have to go down town then another train to Heritage station then 20. Foothills hospital: down town another train Lions park then 40. If 20 can go via Shaganappi point station, I will save my time.
- I hope this feedback is taken seriously. Many of us use #20 as a direct route to FMC.
- I live in Huntington Hills and work nights at the Foothills Hospital. Removing direct service from the number 20 route does not serve me.
- I live near the RRDC and take the 20 every day to work to FMC - how am I now expected to get to work without a car? There is no bus for me. My travel time will go from 15 min to 45 min as I will have to go to the UofC to transfer - unacceptable!
- I need to take the 20 from Heritage to Foothills hospital for work every day as there is no parking!! Many people do this!!
- I really like the 20, which runs from MRU to FMC. It runs pretty quickly, and is easy to get from the 112 I take in the morning. I hope the 9 runs as frequently as the 20 does as that is a major reason I take transit.
- I really like this change. One issue I've had with this route is reliability of the service level during peak hours. (e.g. buses bunching up on Crowchild and having to wait 30+ minutes during peak times)
- I still think the 20 north should stop at the foothill's. Lots of people still have to go to foothills from the south stops. I come from the rockyview sometimes and have to go back to foothill's.
- I take number 20 daily to go to Foothills and back
- I TAKE THE # 20 TO AND FROM WORK AT FMC EVERYDAY....PLEASE DO NOT CHANGE THIS ROUTE
- I think Calgary transit should maintain this route's connection to Foothills Medical Centre (FMC). I take this daily and each time about 5-10 people get off at FMC that got on the bus along Crowchild. This change would remove that option.
- I think changing the 20 heritage and northmount route to not include foothills is a huge mistake. Every morning I get on at 6:20 am from Charleswood and along the way the bus fills up with hospital workers, hospital parking is not affordable!
- I think it is a mistake to make Number 20 bus not accessible to the Foothills Hospital. Myself and many people I know who live in the NE take this route to work at the hospital, and now we will



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have as much as two transfers in order to get to work.

- I think it should be left the way it is... stopping at the Foothills Hospital
- I think it should go to FMC and the university and not go to Brentwood as one could link up to LRT at the university
- I think making the south bound bus turn left onto Kensington, then right into Crowchild would help span the rather large gap between bus stops on this line in that area.
- I think not accessing FMC is a mistake
- I think the route is fine and it hits all the important spots
- I use this bus to go between Memorial Drive/29th St NW and Foothills Hospital and I'm concerned that this bus will no longer go there.
- I want a direct bus that goes Crowchild-Foothills. If this is a significant route that I see on average 10+ people getting off the bus at Foothills from this bus that will all be impacted negatively by the proposed change.
- I will drive to work instead of taking 2 or 3 buses. I bought my house to be on route 20 as it was one bus to the various places I travel each week.
- I will no longer be taking transit. If I have to add in a transfer to get to work after my already 45 min ride to get to work I will just have to drive.
- I work at Foothills and would like the 20 to still drop by there since it is more accessible to the train stations when I take it. It also comes more frequently so it's easier to take.
- I work shiftwork at Foothills Hospital and don't want to be changing buses late at night. I don't have to right now, as the 20 practically goes from door to door for me.
- I would like to know if this is going to replace the number 20 going into Rockyview. I work at the North end of the hospital and there is no way that I can walk all that way from 14th Street. You said that Rockyview is underserved, this is not true.
- I would like to see this route service Foothills Hospital as the hospital has very bad parking and taking transit is so much easier and cost effective for me and lots of other service workers that work at FMC
- I would not remove the Foothills from the 20 route. It is the main bus serving the FMC providing direct, convenient and safe transit access for patients, visitors and employees. I believe removing the FMC stop is unwise please rethink this.
- I would still like to have that stop at Foothills Medical Centre please
- I would suggest no change.
- If #20 is changed to not go to Brentwood station, I will no longer use transit.
- If bus number 20 cannot have access to the Foothills Hospital, specifically from the Greenview/Thornccliffe area then can there be a substitute bus route? So far number 20 is the bus that most of us depend on as the access to the Foothills Hospital.



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- If my comments are taken seriously. Please allow route #20 to go to FMC hospital.
- If the #20 stops serving Foothills Hospital, I will no longer be able to use Calgary Transit on a daily basis to commute. This would be a shame as I find the bus to be reliable and convenient. There are no other bus routes that I can use to commute, sadly
- If the route could still pass by Foothills Medical Center. It is such an important hub and a lot who work here including me takes the 20 everyday.
- If you are planning to run the #20 down Crowchild Trail from 24th Avenue instead of driving past Foothills Hospital I think this is a big mistake! Many riders rely on this bus to connect to 2 hospitals & 2 universities.
- If you aren't going to reconnect the 20 to the hospital, there should be a decrease in waittime
- If you could time it better with the 2 Kilarney that would help out a lot. By the time the light changes at Richmond road and you make it all the way down to the stop you often miss the 20 and have to wait a long time for the next one since they're late
- improving access from the south of Calgary to foothills. Number 9 is not a replacement for bus 20. it will increase trip length.
- In general, it is very difficult to get from the SW part of downtown to Foothills Medical Centre, the main hospital in the city. It is very surprising that there isn't a more direct routes, or multiple routes from downtown to the main hospital.
- In general, the changes to the 9 and 20 bus routes are going to require that I have to walk in opposite directions to catch one of these two buses to go to the same place ie Brentwood LRT. I will have significantly reduced bus frequency from my home.
- Include foothills campus, as 20 is the only bus route from the south that can be used to access Foothills from the South (heritage station). Heritage station is central to neighborhood in the S.E (e.g. Acadia) and SW (Southland, anderson, Haysboro
- Increase off-peak service to compensate for the South Crosstown Route that stops running at 7PM
- Increase time
- Increased frequency during off peak
- Intro of transfer to get to FMC
- Introducing need to transfer 2 or 3 times
- Is bus going to get me to work on time? Have to be at Foothills by 7 am. Now catches 112 at 5:50/5:53 - gets to work at 6:15/6:30 including transfer to 20. Wants timing to be this good and better - commute time is important (added walk time/connections)
- It does not get to fmc.
- It is a long walk from Tom Baker Cancer centre out to 16 th ave to be able to get on the proposed north brt and I don't know what bus to take between the university and foothills medical centre. No 20 from fmc will be terrible.
- It is imperative for many individuals for Bus 20 to go to Foothills.



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- It is very inconvenient that the 20 will not stop at Brentwood LRT - this LRT stop is a very important connection point for me on my commute to work
- It looks like #20 is no longer going by the Foothills Hospital. This is a big mistake.
- It needs to remain serving Foothills Medical Centre
- it run more often during peak hours. that bus is always full of students and people trying to get to and from work
- It should go in to Foothills Hospital as it does right now. Many people use it.
- It should run every 10-15 minutes all hours.
- It should still connect to Foothills, a hospital should be accessible through various different routes
- It should stop at Brentwood and foothills hospital
- It sucks
- It would be nice if the drivers would get out of their habit of running 3-6 minutes ahead of schedule. 3-5 minutes slow would be OK, since waiting 3 minutes is better than waiting half an hour for the next bus.
- its a very popular bus rout and i dont think it should be changed
- just who dreams up these cuts to service. grab a brain.
- Keep access from Highwood to Foothills and Richmond road
- keep access to foothills Medical center !!!! hundreds of students from the south ride this bus (20) to get to school. Cancer patients, & patients in general use it to get to their appointment at foothills because usually there isn't enough parking spots.
- keep foothills access !!
- Keep foothills medical center access and skip MRU. MRU will get its own service with the express south, and the 306 buses + 73 all serve MRU from the South.
- Keep it as is, for students.
- keep it coming down 29 st . to Parkdale blvd
- Keep it going to Brentwood station
- Keep it going to the Foothills. It is not helpful to need to take 2 buses instead of one. Will likely get parking and drive instead of using transit.
- Keep it the way it is.
- Keep original route or add BRT from RGH to FMC
- Keep route going through FMC campus
- Keep route that includes stops at Health Sciences campus
- Keep rute 20 to Foothills It will affect lots of commuters
- Keep serving the Brentwood Station please. More direct connection to red line and n
- Keep the 20 going to the Foothills Medical Center. There are a number of workers that take it daily from the Crowchild and 17th Ave stop. Moving this from FMC and cancelling the 91 will only add significantly to commute times.
- Keep the 20 unchanged
- Keep the existing connection to Brentwood station, as that's the end point for most of my travel via this route.
- KEEP THE FOOTHILLS BUS STOP LOCATION.



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- Keep the route connected to Foothills Hospital. It's the major north south route, and to cut out the major trauma hospital from the route is a terrible idea. It would isolate those living along Crowchild south from getting to the hospital efficiently.
- Keep the route connected to the Foothills Hospital. How is someone who commutes along Crowchild South to get to work at FMC? To have to go to the University, transfer to another route to come back south, makes no sense. Will the 9 run every 10 mins???
- Keep the stop at foothills
- Leave the #20 going to the Foothills Hospital.
- LEAVE THE 72, 73 & 20 ROUTES AS IS! YOU ARE RUINING MANY KEY BUS ROUTES FOR THOSE WHO NEED TO GET TO THEIR WORK!
- Leave the route 20 as it is.
- Leaving out the FMC as a stop will make people late for work as well as having a ridiculous commute home after working 12 hours shifts!!!!!!!!
- Less access to the foothills hospital from the south. Not a fun option for FMC employees
- Let me repeat, FMC has a lot of employees that use public transit everyday. By implementing this change, you are making it more difficult for them to get to work in a timely manner with and with minimal transfers.
- Limited mobility patients from downtown will have issues. Brentwood Station - can use elevators, but still have to go up and over
- Make it go to Foothills
- Make sure there is a 9 connecting to the 20 with an 11 p.m. departure from FMC. 11 p.m. shift connection is key. 10 min - O.K.
- MAKE THE 20 STOP AT FOOTHILLS HOSPITAL. WHY ON EARTH WOULD YOU REMOVE THIS???
- MAKE THE 20 STOP AT FOOTHILLS HOSPITAL. WHY ON EARTH WOULD YOU REMOVE THIS???
- This is such an inconvenient removal of the stop for patients and employees that need to get to Foothills since there is little (and expensive) parking at the hospital.
- Making it so the 20 no longer goes directly to foothills will be a disaster. Please reconsider or add a bus to the south. It already takes me at least 1.5 hours to get to work (as theres no bus from the south)and without the 20 transit will be worse.
- Many health professionals use the 20, such as between Rockyview and Foothills. Having the 20 bypass Foothills Hospital will remove this key connection between two hospitals. This change adds 20 minutes to my daily commute to and from Foothills Hospital.
- Many people live in Thorncliffe and Brentwood that work at the Foothills Hospital.
- Many people rely on the #20 from Heritage as we live in Chaparral, Shawnessy, Cranston, etc. We have to drive to Heritage then take the #20 to Foothills for work because we cannot park at work!!!!!!!!



# Bus Rapid Transit (BRT) Review

## Route 20

Stakeholder Report Back: What we Heard

June 2018

- Many people use the number 20 to get to foothills hospital, myself included. I can't really view the proposed route as it is not clear. But from what I can see, it will now be a hassle to get to work with having to transfer/walk further.
- Many staff members use the route 20 to reach the Foothills Medical Centre - hoping that there will be another route from the south with direct service for FMC for all of these employees
- Maybe still need the hospital stops
- Min start time 5 a.m.
- more stops
- Must continue to service Foothills Hospital. The modified route takes away the only direct access from the southwest to a major employment site. Instead drop MRU from route 20 since it is already serviced by the MRU BRT route from the Heritage station.
- MUST go to Brentwood Station and MUST go to Foothills
- Need FMC service to an LRT
- Need longer service after 11 and midnight
- Needs to stop at Foothills Hospital
- New routes do not encourage public transit use. Insufficient connections between NW and Foothills Hospital. Usu. have to wait for multiple #20 N during rush hrs b/c packed bus to UC campus but I have to take #20 to 78 Ave N. Will be worst with #104 now.
- New routes replacing 72, 73 and 20 will substantially increase my travel time and require at least changes buses once or twice. I will drive instead of taking the bus. Not at all happy with these changes as they will not work for me
- No change
- north route, are you kidding me. It doesn't go to the Foothills or to Brentwood station.!
- Not a fan of this bus not going to Foothills.
- Not happy with the changes
- Not much
- Not much -- it was great before. (2 mentions)
- Not pleased with cancellation of route. Has a mobility challenge so transfer is an issue.
- Not pleased with no direct connection to Foothills from Beddington.
- Not sure what the intent is, but it just makes longer commuting for everyone.
- Not sure where the 20 will be re-routed to or which alternate route there will be for foothills employees
- Nothing (22 mentions)
- Nothing at the moment. I'm really annoyed that the 20 will no longer service FMC. We bought our house in Acadia because of the direct route from Heritage. Had we known that this would change in just over a year we never would have purchased in Acadia
- Nothing I work at fmc and live near heritage. No parking at fmc. This will be awefull.
- Nothing!
- NOTHING! It is a horrible change near Brentwood and the University / Foothills area.
- NOTHING! Leave as is (20 Northbound)
- Nothing!!
- NOTHING!! Leave as is (20 Heritage)
- Nothing!!!!!!!!!!!!



# Bus Rapid Transit (BRT) Review

## Route 20

Stakeholder Report Back: What we Heard

June 2018

- Nothing, I take the #20 from Heritage LRT Station.
- Nothing, lacking thought. To improve the # 20 route you should of deleted Mount Royal Colleg from it. There should be a bus route that services that area - just makes a loop
- nothing, this change screw up my work as a physician who has to go between Rockyview hospital & foothills. Lately the parking situation at foothills has been bad so I am taking the bus in between the two hospitals
- nothing. I walk 10 mins to a feeder bus or 15 to a main route then transfer to #20 to get to the foothills hosp., where i work. this change now means i have to use 3 different bus routes from Beddington N.W. to Foothills Hosp.
- Nothing. Leave the #20 route alone. It connects two hospitals and two universities. Leave as is!!!
- Nothing. I live in Garrison Woods and commute to FMC daily on the existing 20 route, which currently offers a reasonable commute time. Based on the proposed changes taking transit to work will no longer be a feasible option for me.
- Nothing. Service to Foothills Hospital (where I work) has been suspended.
- Nothing. These changes are not representative of the needs of the people who live in this neighbourhood.
- Nothing. Why are you changing what is a very well thought out bus route?
- Now I have to transfer. It takes longer. On weekend the bus does not run often enough 1:00 pm return 8:30 p.m.
- NXC stop @FMC too far from main building. Esp winter
- Parking is terrible at FMC. To cancel a major route from stopping will either make more people try to drive there, or cancel appointments and visits due to lack of ease of access. Huge mistake to make. The route has worked well as is for many years.
- Patients who attend apts at FMC often have mobility issues and transferring (especially in Winter) can be an issue. Why does FMC/UC campus (a major employer) not have a prime bus route like 20? Parking is very limited at FMC.
- people avoid transit to the hospital because of the time it takes and numerous transfers. Cutting route 20 will increase travel time for many who use it to get to the hospital. Parking here is horrible and we need better transit options
- People coming from downtown and train transfer at Lions Park. 40 is infrequent.
- People coming from the south drive to Heritage and park, then take the 20 to get to Rockyview and Foothills. That is already one transfer. Why can there not be a direct route from Heritage to the hospitals?? The 20 is practical right now.
- People need to be heard. I personally will be greatly affected by this change. Driving to FMC is not an option as there is no more parking available for staff. Using route 20 had a big part in choosing this workplace!
- Please add in Foothills Hospital back into the plan for route 20 !!!!!!!!



# Bus Rapid Transit (BRT) Review

## Route 20

Stakeholder Report Back: What we Heard

June 2018

- Please consider keeping service to Foothills Medical Center on the 20. This bus provides easy access to many people who need to commute to FMC. Removing service to this area makes for a hard and long commute to FMC from the SW of the city.
- Please consider with "shuttle" to FMC/TBCC/UofC to and from Banff Trail? Univ LRT during peak times. It is great you are here but it is not long enough.
- Please do not alter the route to avoid the Foothills Hospital which is a major employer and destination. People with limited mobility appreciate the fact that the bus drops them off at the hospital without having to take the 104 bus at Crowchild.
- Please do not change the route on 20
- Please do not take it away from coming here (Foothills)
- Please have #20 drive into MRU campus like it does now. Please do not have #20 drive on the outside of campus, as the road to cross the street to catch #20 north is a very busy street.
- Please have the 20 stop by Foothills Hospital or have a stop a 5 minute walk away.
- PLEASE KEEP ROUTE 20 AS IT IS!
- Please keep the 20 going directly to Foothills Medical Centre. I am a nurse and it gets me quickly to work and home late evenings.
- Please maintain this service
- Please make the route go through Foothills hospital. I've been taking this route from UofC to foothills for 4 years now and I know a lot of people would be unserved by not going to foothills; researchers, doctors, students, and patients
- Please reconsider keeping the foothills hospital on route 20
- Poor connectivity from Garrison Woods. Please do not take away 20.
- Population that now has to transfer because the 20 is re-routed from Foothills are the most vulnerable population (ie: disabled/ill/mobility/accessibility) - transferring adds complication.
- Purposely moved to where I live because of 1 bus.
- Really disappointed. A lot of FCM and UofC Healthsciences staff, families who come to FCM use Route 20, to and from work. This may force people to use cars instead of transit. No one like long commutes or take 2 or 3 buses to get to work
- Reconsider and have bus route #20 stop directly at FMC as it did before, for us health care workers.
- Reduces Options. Transferring buses late at night. End of shift. Less convenient. Increase night transit time. (and weekly overall).
- removal from FMC
- Removes direct access to FMC
- Removing the deviation to Rocky view Hospital to access Heritage Faster.
- Re-route #20 if you need to, but allow it to stop at FMC. Many health care workers depend on this direct route. We are beyond disappointed with upcoming plans for bus route #20.



# Bus Rapid Transit (BRT) Review

## Route 20

Stakeholder Report Back: What we Heard

June 2018

- Rout 20 used to go past the foothill hospital, now it wont. Existing route is better
- Route 20 should still serve Foothills Medical Centre.
- Route 20- there is no direct route to Foothills from south of the river. The parking situation at FMC is horrible. I fail to see how this is an improvement. I am a faithful daily transit user. You have just put another car on the road and lost a customer.
- Route 91 is fastest commute to Foothill as I work there. And since the parking is under construction, I only take bus to work. Route 20 and 9 is usually packed with University students. So please continues Route 91.
- Service to foothill shospital. No we will have to get off and transfer to another bus to get there and in winter with weather and mobility issues this adds significant barriers to those trying to access the hospital
- Shorten time to Mt. Royal.
- So not going to FMC need for transfer @XS and @9
- South loop university campus - no bus from downtown. Long cold dark walk for evening classes - adult students. Fine if you are part of science buildings but long walk to other buildings especially engineering.
- Start at least by 6 a.m.
- Stop closer to Mount Royal University. Stop closer to west side of Brentwood Station.
- strongly disagree
- Taking the service away for the 20 from foothills is crazy. Now the trip will be longer to get home to somerset. The bus to heritage really made it better and easier. Plus the 20 from university to get to foothills was easy to use as well
- The #20 connects two hospitals and two universities. Instead of changing the route, you should add more extended buses in the a.m. and p.m. when this route is heavily used.
- The #20 is a very busy route connecting the Universities and Hospitals. You should leave it
- The 20 has replaced the 72 going to the university from side of St. Andrews heights, but nothing has replaced the 73 returning from the university on that side of St. Andrews heights. This will be awful for students living there during winter.
- The 20 needs to go to FMC Hospital. This increases the number of buses I need to take every day and connections are never one time, so would increase by commute by at least 30 minutes
- The 30 minute wait is brutal when you're stuck at the university at night time. It really should be a every 15 minutes bus.
- The alternate routes to the FMC appear to be roughly 10 minutes longer and more complex in their transfers
- The bus needs to go to the Foothills Hospital. There is no parking, You have made the route longer with connections. this is a dangerous change as we nurses travel after evening shift and westbrooke isn't a great area to be waiting for a connection at MN



# Bus Rapid Transit (BRT) Review

## Route 20

Stakeholder Report Back: What we Heard

June 2018

- The connection between foothills and Rockyview is used by staff and students. If it is not provided by the #20, a 1bus connection should be provided by another route
- The current route 20 takes the same, quickest and most direct route between Mount Royal University and Foothills Medical Centre with a maximum of 15 minute intervals on weekdays. The new proposed route will take longer and run less often.
- The fact that you have removed the 20 route to the Foothills Hosp will affect cancer patients greatly. They either have to stand on a c train (suboptimal) or take a very long route to get their treatments.
- The number 9 substitute is not direct and would add many minutes to a trip. This change removes all connection from Crowchild residents in SW to FMC which is a well used route by both staff of FMC and patients.
- The proposed route should continue to serve FMC directly
- The removal of the Foothills Medical Centre stop adversely will affect a number of staff that currently work there and come from the south portion of the city. This would also apply to visitors and some patients too.
- The route needs to be much faster (very slow and meandering) and service to Foothills should be maintained (there are many elderly people in Huntington Hills).
- There are a lot of people who get on the #20 bus from Foothills Hospital going both North and South. Changing this route will greatly inconvenience a lot of people, why are you fixing something that doesn't require fixing.
- There are lots of Foothills Medical Center workers who are taking bus 20
- There are many people who use route 20 to get to FMC. I'm dis.
- There are quite a few riders that use number 20 to go to Foothills and back
- There is absolutely nothing to like about the changes, with the 20 currently providing so much service to Foothills.
- There should be a direct bus to go to foothills, the children's hospital, and to Brentwood for the workforce that has early morning and late night commutes. This plan is inconvenient for those working. Keep the route the same.
- There should be a route linking Foothills, RockyView, Children's and the University. As people working at one site often have to commute to the other three sites. Waiting to switch buses takes too long when they come every 30 minutes.
- This bus currently stops at foothills hospital. With the change I would have to transfer at the university where there is no bus shelter. In the winter I utilize bus shelter when waiting in the cold.
- This bus is regularly used by university students commuting between the Foothills campus and the main University of Calgary campus. It would be extremely inconvenient for students who need to get to class. I beg Calgary transit to reconsider.



# Bus Rapid Transit (BRT) Review

## Route 20

Stakeholder Report Back: What we Heard

June 2018

- This change would hurt both professionals who now cannot easily commute, and patients who live in the south and will have a more difficult time accessing care
- This is a horrible idea.
- This is a very busy bus route in the north. Why are you changing it to remove access to 2 major locations - Foothills hospital and Brentwood?
- This map is hard to read. Can't tell for sure what changes you propose to make to the #20. Maybe laying this out in writing would be easier for the reader. Looks like the 20 will no longer run down 29th St NW which I think is a big mistake!
- This only further limits my route and options when taking transit. It will only inconvenience me further by making it more difficult to get to the places I need to be.
- This route could be greatly improved by switching the south destination to Chinook rather than Heritage. New route #9 could take over that part of the route, maintaining the connection between Foothills and Rockyview hospitals.
- This route could be improved by changing it BACK to servicing the FMC. So many people are going to be negatively affected by this change. A huge portion of people that use the 20 route to go to FMC already have decreased mobility and/or do not drive.
- this route is always busy between u of C and Foothills. If it stops serving FMC then all the other routes are going to be busy
- This route is used by many commuters to get to Foothills Medical Centre. It should still provide access to Foothills, especially since more routes connecting Foothills to downtown haven't been added.
- This route really needs to come to Foothills Hospital!! It will mean much more time and more than two buses to get from home to Foothills Hospital. Please reconsider!!!!
- This route should continue to go to the Foothills Hospital. Patients and professionals who use this bus to reach work and care are adversely impacted
- This route should stop at Foothills Hospital
- This will make it take longer to get home from work. I currently take the #20 from foothills and get off on chrowchild. I will not be able to do it any more. Thanks for making my life harder
- those travelling to Foothills Medical Centre from SW calgary. Now they don't have options to transfer to 112 to 20.
- Transit has totally ignored large number of FMC staff who are travelling south. BOTH routes are suddenly being cancelled. At least can you increase frequency of no. 40 and make no. 40 run late night?
- Transit to and parking at Foothills Hospital is very limited - perhaps the #20 could continue to stop at Foothills as well as the new routes?
- Transport from Heritage directly to Foothills hospital is used by many staff of foothills who may consider no longer



# Bus Rapid Transit (BRT) Review

## Route 20

Stakeholder Report Back: What we Heard

June 2018

- using transit if it becomes less convenient
- Unfortunately, this is a bad change. Brentwood and University stations are not directly connected with FMC anymore, if I understand that correctly.
  - Unless I've missed something you've completely discounted the SE/SW communities of McKenzie, Shawnessy, Quarry Park Douglasdale etc... it takes ages to get to foothills and even with the 20 it's almost 2 hours from that part of the city.
  - very bad change to people live in SW going to FMC
  - Want easier transfer to the 2. Too much walking.
  - Wants 20 to go to research park side of station @ Brentwood where it goes now
  - Was a survey on the No. 20 bus service changes conducted at the hospital.
  - Was told in 2016 to take 72/73 to blue line downtown. Now that trip is broken because #9 has been removed to downtown
  - We desperately need these bus service routes because they are close to the hospital grounds. We need them as close as they can be. The buses that are very important are #20, #91 and #40. They service schools and hospitals.
  - We really need the foothills bus stop!! Please don't change it. Lots of medical students take this bus
  - We take 20 or 73+91 to foothills to work, now it's harder to transfer.
  - Weekend service this needs to be same as Monday to Friday 5 a.m. start
  - WELL, LET'S SEE: It is incredibly pointless to go down southbound on University Drive onto Crowchild. You miss an unfortunate amount of ridership by skipping the hospital, Brentwood, & folks living far from University Dr. This route should remain the same
  - Why on earth would you take a major bus route and take it away from the Foothills Hospital?? Totally ridiculous! This will affect patients greatly. You need to do more investigating on this.
  - Will not meet my needs to get to Health Sciences campus
  - Will there be a route that connects Mount Royal University to Foothills Hospital like this one used to be?
  - With the 20 no longer serving the Hospital my commute will increase by at least 30 minutes and involve a long walk between University Drive and the hospital. I currently have issues with making connections with Calgary buses, sometimes they leave early.
  - With the proposed route changes there will be less access to Foothills Hospital, a location that many people use public transit to access.
  - With the removal of the Foothills stop, would it be possible to fit an articulated bus on this route? During peak times it's nearly impossible to get a seat on the 20 during the school year, however the route changes will hopefully help with this
  - With the route change hopefully there will be enough buses to accommodate shift changes at the Foothills Hospital.



# Bus Rapid Transit (BRT) Review

## Route 20

Stakeholder Report Back: What we Heard

June 2018

- Workers on late shift need reliable, safe bus service as well.
- without the 20 serving FMC-U of C, there might not be enough bus space for the traffic
- Worked better to get to the Foothills Medical Centre than proposed routes.
- Worried that the wait time will be longer than current 6:45 am - 3:30 pm.
- Would be nice if it still went to Foothills
- Would prefer not to transfer - likes the 20 as it is currently. Brentwood station is a key stop for healthcare workers. Brentwood station difficult to access up and over
- Yes, but taking away the current route 20 you have made it harder for me to get to my job at FMC from the south, I will not have to drive to get to work creating more traffic and using transit less/zero, shameful
- Yes, you have made it so difficult to get to work at the foothills hospital from the south, route 20 has been the mainstay for hospital workers and university for years, do not change it
- You are eliminating major accessibility to Foothills hospital by re-routing the 20 and deleting the 91. These routes are heavily used and the people who will suffer are those who are low income and/or have limited mobility. Major major major oversight!
- You should have a direct route from the UofC to foothills hospital, and Brentwood station to foothills hospital
- You're getting rid of the 72/73!? I am having trouble reading the new map for the 20 around the university. I can't tell if the 20 will be good enough. Though, the 20 can work from where I am now, it wouldn't work from Mount Pleasant where I used to live.
- YYCTransit is affecting my ENTIRE life rerouting the 20 away from FMC. I don't drive, and this changes how I get to work, how I get groceries, and how I get prescriptions. Thanks alot for always giving FMC the short end of the transit stick.

Is there anything else you think we should know?

- Alternate routes for between uofc campuses.
- As I need my feedback about the modification of route 20 (FMC bus stop)
- Changes near the university are unclear. After carefully examining the map I can not figure out what has changed.
- Don
- Finish at 11pm. When busing running there needs to be someone to call/contact. Concern when bus is not coming - need to be able to call someone. Scheduling concern when it is cold.
- FYI: Alberta Health services employees who choose to park at their worksite, must "opt into" parking 100%. This means we pay for parking every hour we are working whether we drove and



# Bus Rapid Transit (BRT) Review

## Route 20

Stakeholder Report Back: What we Heard

June 2018

parked our cars or not. If we take transit to work, we pay for both.

- Go from North Bound to 19th going to Mt. Royal University early. Return about 4pm - when the traffic is heavy its efficient
- I can not parse the map- please make it clearer and add text to explain the changes
- I live in Somerset. I get off at Heritage Station at 710am and takes the 715am bus 20 to Foothills Medical Centre. I arrive to work at 755am.
- It's impossible to tell. I can't even read this map. It would be nice if you listed the street names clearly so one can tell what changes you have made!
- Like current route.
- Making a book of 10 tickets slightly cheaper than buying a single fare
- Map is impossible to read.
- N/A
- Neutral
- Occasionally I take Route 20. Since in the new proposal "Route 20 would be modified what will be my alternative.
- Pls provide more details on the changes to Route 20 North of Bow River to Foothills Hospital
- Semi-loop on 78th and 72nd avenue is very annoying, and makes taking the bus frustrating.
- Stop that connected with # route
- That it seems to be the same
- The southbound leg remains the same to Heritage as I live in Acadia.
- to 3/300/301 to NXC. Safety Concerns @ 16th/ Centre heading West - improve lighting, snow clearing, more supervisors on site
- Use supporting plain language text to describe the changes.
- Website app gives wrong direction for bus route.
- West LRT people are going down town then another train then bus to go to hospital. Hospital [parking is very expensive. you can solve this issue. This is the way you can save their time and money.