



# Bus Rapid Transit (BRT) Review

## Route 305

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 305

What do you like about the proposed route?

- Better route going into downtown
- Faster route into downtown compared to existing 305's route. I like that it turns around downtown so there will be less chance of delay if there's heavy traffic in east part of calgary.
- Getting into downtown should be much faster without having to loop through 11th St to 5th Ave.
- Good change. It might be even faster than the 1 now.
- I like that the route goes down 5th Avenue as opposed to 7th Avenue as this will make it faster and is closer to my work.
- I live on 6th AVE and 11th Street so it was quite a long walk to the bus stop before. As well, it's more efficient to go to 14th street as Kensington is congested at 10th.
- Is good for me - it takes me downtown
- It is near Foothills Medical Centre.
- It still gives convenient access to DT
- Limited stops
- Much more direct route coming into downtown
- Simpler route especially going into downtown. I like that it doesn't need to loop around to 5th Ave from 11 St.
- Simpler route heading into downtown
- The new route into downtown is much better than the existing one where it needs to go north on 11 St. The bus should be able to get into the core of downtown a few minutes faster. I like that the route no longer goes to the east - short means less delays.



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- The old 305 was only 30 minutes to work
- The route going into downtown is much simpler than the current one. Hopefully less delays since it'll only need to turn around in the downtown.

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

- #1 runs through the DT core. Why couldn't the #305 run down 9th Ave instead. Does it make sense to have 2 buses travel a similar route once in the core?
- #305 is used predominantly by working people trying to get in and out of the DT core as fast as possible. Makes sense for the #305 to run more frequently during peak time & peak time should be extended to cover a 3 1/2 hour window in a.m and p.m.
- 1 St SW was overloaded. Cover City Hall - turn around on 3 St SE or McLeod Trail.
- 305 should run weekends. #1 is so overcrowded travelling Eastbound that elders are left standing in coach aisles with their walkers. Increase frequency of both routes now that you've split up the routes.
- A lot of People depend on this bus to get them DT on one bus not two.
- A lot of university students need this route to stay active by 17th Ave in order to make it to their institution in a reasonable time. By removing it, their travel time would be doubled.
- absolutely nothing about it
- All day service from downtown to COP would be nice
- Change this route back to how it was before
- Continue as is.
- Continue going to 17th avenue se!!!
- Do not propose this new route
- Don't ignore the SE. we need something past 52 St direct to Applewood and east hills!!!
- Eliminating the 305 from 17th Ave SE segregates its surrounding community, which shows Calgary Transits' bias against that area, which are predominately low income families, many of which must use public transit as a mode of transportation.
- Ensure that as many articulated buses are made available as possible and try to increase service level to 10 minutes between 6:45 - 7:45 am and 4:15 - 5:15 pm
- Furthermore, most of the bus stops along 17 ave don't even offer shelter or seating, so making people walk more is going to be devastating.
- Have route skip Kensington Rd. Go down Memorial/Bow Trail/Crowchild bridge.
- Head South at 8st SE to 12 Ave, then East to 1st, then North to 6 avenue, then West. This will help bring people closer to 17th SE & the Beltline, while still providing service to Downtown and



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quick transfers to Red Line and Blue line.

- How am I to get to work now?
- I do not like it as you are taking away the 305 Express bus from 68 st and 16 ave. By taking this away you want us to go all the way over to 14 the ave and then also change buses to get downtown.
- I do not like the new route as it will double the time it takes for me to get to school and work
- I don't care about the 305, I just want a way to get across town without going into downtown. You have two new coming, but you have to get north and south first to reach them. That you need to address.
- I hope you take this feedback seriously! It would honestly make or break many peoples' semesters if you go ahead with the proposed route.
- I should come back down 34th Avenue and 77 Street like it did during construction on Bowfort Road. Much easier for all the transit users where only the 40 covers and we can't use.
- I think it would be better if the proposed route be dropped entirely as I see nothing good about it.
- I think you need to keep 305 and 1 routes as they are. 17 ave SE is such a large street with so much retail on it, people need to stop frequently. Reducing the #1 stops will make life difficult. It's nice for this area to have a quick route across Calgary
- I would consider cutting the 1 in half similar as well. Often delays from the east side of the city making all the buses bunch up.
- I would like the previous 305 route to remain!!!
- I would like to see the #1 split into half as well. Delays in one end of the city often means that the other half is negatively affected even though there's no issues there.
- I would prefer to keep some stops on 7th ave
- I'd like to see a similar change for the #1 as well. Buses can become super late and bunched up coming from the east during afternoon rush hour. The 1 and 305 need to be synced better so they don't both leave downtown within minutes of each other
- If it could be closer to a c-train instead of just downtown.
- Improve the service level of 305. Every 15 minutes is not acceptable.
- It is vital that the 305 passes 17th Ave otherwise I cannot reach the places I need to go. If it does not pass by Applewood it would incredibly inconvenience me and others whom I know use the route on a daily basis.
- it should be kept the same... It is an efficient way for people to commute to from areas such as Applewood to the University of Calgary and MRU.
- It should go directly to a major mall
- It would be great if there could be all-day service to COP to/from Downtown.
- Keep the 305 in place.
- make faster
- Make sure it passes 17th Avenue SE. This is my main mode of transportation



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## Route 305

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to downtown and I rely on it daily.

Otherwise my mode of transport downtown would go from 20 minutes to over 1 hour.

- Make the 305 better or faster than the 1, or else cancel it for good and just put the 1 on every bus more frequently.
- More frequency
- Nothing (5 mentions)
- NOTHING!!!!
- Nothing. What happened to going on 17 Ave to 68 Steet. This is [offensive language removed]
- Nothing. It adds up to an extra 1.5 hours to many of my friends' commutes. Many of them have 8am classes and very busy schedules and Transit is their only option. It's unfair of CT to put Calgarians in this situation.
- 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 service. That bus gets caught up in Inglewood, and couldn't keep schedules. Large gap around shift chg.
- Please bring back the double bus for the current 305 service and obviously the new SE service. There are never enough seats for people anymore and one of my morning services has about 20 school children on it!!
- Right now we csn get on at 68 st SE and ho downtown on one bus in peak hours. By taking that away you sre making users take 2 buses longer commute. Potential overly crowded buses.
- Service to COP outside of rush hour
- The 305 should continue to serve the 17th Ave SE because there are many people in the SE community (Applewood, Dover, Forest Lawn) which use the 305 as a daily commute into downtown. Without it, commute time would increase by at least 30 mins.
- The 305 should run more frequently during peak times and the time considered peak times should be extended
- The service level could be improved. Every 15 minutes is not that great.
- THIS ROUTE IS VITAL TO PEOPLE IN ABBEYDALE. YOU'RE REMOVING THIS AND ROUTE 45-- LITERALLY NO WAY TO GET TO UNIVERSITY NOW.
- Use Bow Trail instead of Kensington Road
- We have no transit connection to the new shopping at Sarcee & 16th, Westbrook Mall or Signal Hill Shopping where my Doctors are.
- Why would you take away the easiest way to get downtown in the morning. What bus is going to service the 68 st and 17th ave SE stop now? I think this is a disservice to your customers.
- Would like to see the 1 get split in half similar to this. The 1 often gets delayed in the afternoon coming the east side. I'd like to see it turn around downtown like the 305.
- You are asking ppl from East side of Calgary to switch buses if they are going to COP or the Teen Mom School in West Hillhurst. Both the #1 & 305 are massively crowded during peak times



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and the Teen moms already have to wait for the next bus.

- you've already spent a couple of years discouraging 305 use, incrementally, so

this is the coup de grâce because it isn't even convenient to transfer downtown with the big shunt and the walk to the train.

Is there anything else you think we should know?

- Consider chopping the 1 in half too. Most people coming from the NW get off downtown anyway. Very few actually stay on and go to the SE.
- I like that the split the 305 route into two routes
- I never took it past downtown so no effect on me.
- If you take away the #305 then we could take the #440 however, it needs a proper bus not the awful shuttle buses and it needs a proper bus stop at 70 st SE on south side EB. Not just dirt as it is now and a sidewalk leading to the lights.
- This change means nothing to me and does not affect my commute into the downtown core. Not sure how it is an enhancement.