



# Bus Rapid Transit (BRT) Review

## Route 43

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 43

What do you like about the proposed route?

- (43 to NX) Looks like should connection for me - currently takes three hours. Now don't have to take C-Train and other buses
- At first I was concerned about connecting to the SE and NW, but I think this will be fine.
- direct to Ogden - works well!
- Don't currently take bus - takes too long
- Driver and good route
- faster service frequency is an improvement
- Frequent connection between Chinook and Northeast Calgary
- Goes straight down Dover Ridge to a train station, no side roads
- Good routing Chinook to McKnight.
- Good, that the bus route south of 17 ave SE stays the same as the circle route currently. I am glad that a bus travels up 36 st if the 57 is being changed/cancelled. duplication of service is good with c train problem/space between c train stops.
- Great connection to work in the SE
- great idea, frequency of service
- Happy with route. Going straight to work.
- I lie that it goes up 36st to McKnight because a bus better be if you are cancelling the 57.
- I like direct bus from Forest Lawn at 36 st to Whitehorn/Sundridge
- I think this proposed route is fine.
- I was concerned that I would not have a good way to get to work in SE.
- It goes by my house



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- lots of changes but options to go N+S - chinook; Sunridge mall
- Maintains vital link to job in SE
- More choices to get to LRT
- Other than improved access to Prairie Winds Park and the mosque, not confident the ridership demand between Marlborough Station and McKnight/Westwinds Station would justify 12 min peak service.
- Pretty good frequency and route is comparable to the existing 72 and 73 routes.
- Route between Marlborough Station and Chinook Station good replacement for Circle Route.
- Simple Direct route with good frequency.
- That it runs along 36 St from Erin Woods to 17 Ave SE
- There's still a bus that'll get you to Chinook station. As opposed to taking an hour and a half via bus, train and train
- This is an awesome route, I can get anywhere on this bus.
- Very direct route along 36 Street and same as 72/73 in the SE. High frequency.

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

- A transfer point with the new route 23 would be greatly appreciated, as 52nd street is a very important destination.
- Calgary Transit buses are unfortunately unreliable but having multiple bus routes along 36 St SE made it pretty reliable for me. (If one is late/missing, another one will show). Transit needs to improve service level times to make up for unreliability.
- Cancelling the circle route and rerouting the replacement bus to travel only along 36st cuts off direct (one bus) access to Forest Lawn Library, the East Calgary Health Centre, Bob Bahan pool, Forest Lawn High School, Jack James, Village Square Leisure Centre, Lester B Pearson. It is an accessibility nightmare and not very community minded to cut off access to libraries and schools.
- Cutting down to only 1 route along 36 when there was 3 or 4 will cause the 43 to be very congested but it is still only coming every 12 mins during rush hour. The cancelling /re-routing of 50 and 57 affects high/school junior students going to Father Lacombe High. I am on the bus with lots of people (72) who ride from the North to Ogden to switch to the 302 and how will it be along 52 and 8 Ave. People work in the Industrial area who live along 36st, how are they supposed to get there with the re-routing of the 23. I liked having access to both Franklin and Marlborough stations from my stop on 36st. The new bus that replaces the 2b doesn't go down 36st anymore but 44st (8 blocks away). I have to take 2 or 3 buses now when I could take 1 before. It will take longer.
- Cancelling the circle route and rerouting the replacement bus to travel only along



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36st cuts off direct (one bus) access to Forest Lawn Library, the East Calgary Health Centre, Bob Bahan pool, Forest Lawn High School, Jack James, Village Square Leisure Centre, Lester B Pearson. It is an accessibility nightmare and not very community minded to cut off access to libraries and schools.

Cutting down to only 1 route along 36 when there was 3 or 4 will cause the 43 to be very congested but it is still only coming every 12 mins during rush hour. The cancelling /re-routing of 50 and 57 affects high/school junior students going to Father Lacombe High. I am on the bus with lots of people (72) who ride from the North to Ogden to switch to the 302 and how will it be along 52 and 8 Ave. People work in the Industrial area who live along 36st, how are they supposed to get there with the re-routing of the 23. I liked having access to both Franklin and Marlborough stations from my stop on 36st. The new bus that replaces the 2b doesn't go down 36st anymore but 44st (8 blocks away). I have to take 2 or 3 buses now when I could take 1 before. It will take longer.

- Concerned about overloads in Falconridge/Temple - high pressure area for rider volumes
- Could you please take consideration for Erin Woods residents who will need to transfer. The 57 as it is now never meets up with the 23. Walking home at 11:00pm is not safe. If the "timed stops" were neighbourhoods not industrial areas.
- Current trip from Doverridge Dr to Westbrook need a transfer. Keep service on 26 Ave.
- Currently have 2 options (73/26) now will only have one.
- Cutting off direct (1 bus) access from 36 st to 52nd is THE WORST and will impact many peoples lives negatively. Seniors, disabled, students, working folks deserve quick access to places they go & this re-routing falls short!
- dont like that it goes down 36th st E
- Duplication of routes along 36 was very convenient for me and many others who live along the corridor. All buses will be much more crowded and more room for problems.
- Duplication of service with new route 38 along 36 St. NE/44 Av. NE; question utility of local stops along 36 St. NE between Marlborough and Whitehorn Stations.
- For me, it's replacing the 23/73 NB and 23/72 SB. This means I have one less bus to get me to 17th (two less if you count 125 deleted). Please increase the frequency to 10 min on-peak and 15-20 off-peak to compensate.
- Frequency on off-peak times
- have you considered making it go north up 18th st se further, to pickup the people that work off barlow, so there is less connections
- Having the bus travel up 36 st during rush hour is really going to make it slow, especially when it is one of the only 36 st buses.
- Hi, I live in front of north side of Market Mall (T3A 2C9) & I am a student at U of



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- C. Previously we used to travel with 37/137 & 43/143 which were perfect. Now travelling is much more complicated. Timings & bus stops are awful. Plz bring back old routes
- I hope you make the 9/43 somehow connected in timing. I take the bus from MRU to Deerfoot Meadows for work on the weekdays. It sucks that i have to transfer now, but i hope the timing works.
  - I need my bus route 26 from franklin to 3525 26 ave ne to get to work
  - I often take the circle route from 23rd Ave and 36 St SE to Forest Lawn Library and the Health Centre on 8 Ave SE. The circle route (72/73) goes there. The 43 will not. Cutting down to only 1 bus means it will be very crowded.
  - I think there should still be access along 8 ave across to 52nd st. This change cuts of access to the library,health services building, grocery store and many schools. Will inconvenience many people to switch to 42/49 & be much slower. not
  - I use the 73 and 72 to get to BCHS daily this will be an issue.
  - I'm a bus driver. Weekend frequency is not enough because of dropping the 72/73 + 23. There is standing room only on weekends, now it is cancelled.
  - It's unnecessary, killing the 72/73 routes makes no sense.
  - Leave the route as is
  - Maintain existing service on Whitefield Dr
  - My commute home from Falconridge to Forrest Lawn on the 23 is full of
- highschool students from Lesster B Pearson Hlghschool going to malborough station or further South. This won't be possible when the 23 no longer goes there.
- Needs them to connect - scheduling. (43-34)
  - No more circle Route? That's fine it took too long anyways...
  - nothing
  - Original 72/73 works for our trip.
  - Other than improved access to Prairie Winds Park and the mosque, not confident the ridership demand between Marlborough Station and McKnight/Westwinds Station would justify 12 min peak service.
  - Ridiculous to change a route that is one of the most popular in the city
  - there is alot of people that work in our mini mall at 3525 26ave ne and use calgary transit to get to work.
  - There should be a direct feeder route from Chinook station to Deerfoot Meadows and back. Adding it to existing routes doesn't serve anyone, especially work commuters.
  - This is just a duplicate of the East portion of the 73. Why kill a route that already provides this coverage?
  - This or the 38 should maintain the route through Whitefield Dr.
  - This would just be easier if you DIDN'T scrap a venerable and heavily-used/relied-on line like the 72/73.
  - Who ever made this decision should be fired



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Is there anything else you think we should know?

- Almost the same.
- it does NOT have the information on whether its mirrored so it runs both ways or NOT. It also LACKS the start time for the route, still leaving me in a lurch to even GET to work. FIX IT.
- Maintains similar route of 72 73 buses in the SE.
- need to add bus lanes to 36st e
- Parallels a lot of LRT
- The bus will still get me from 17Ave SE to Deerfoot Meadows, then to Chinook Stn the way the 72/73 does now.
- THIS is the route to my work. BUT it does NOT have the information on whether its mirrored so it runs both ways or NOT. It also LACKS the start time for the route, still leaving me in a lurch to even GET to work. FIX IT.