



# Bus Rapid Transit (BRT) Review

## Route 9

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 9

What do you like about the proposed route?

- A good replacement for the 72/73 service, an important new crosstown connection
- A transit route that connects the Wildwood/Spruce Cliff/Westgate area (via Westbrook station) directly to Foothills Medical Centre is a huge improvement for healthcare workers. The 72/73 were always very inconvenient to take.
- 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!
- Better NW-SW access
- Closer to me and fewer transfers
- Connect directly to work at foothills - no transfer - it is an improvement
- Connect to Foothills
- Connects MRU to the north half of the city! amazing!
- Connects NW with SW.
- COVERS MORE AREA
- Creates a great connector across the river between the LRT lines. Route appears to be capable of more consistent and frequent service than the existing circle routes.
- Dalhousie more frequency way better
- Dalhousie. Not going to change. Happy no change.
- Direct connection between Westbrook and Foothills Medical Centre.
- Direct to Westbrook st. + transfers to 2 sirocco is ok



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- Extending to MRU and Chinook is a good idea, and replacing part of Route 72/73 is a good thought too.
- Fan of #9.
- Fan of route 9.
- Fan of #9.
- Gives extra service to U of C and Foothills
- Goes along 29th and Parkdale
- Good should go to Dear Foot.
- Happy about new 9 route.
- Happy about route #9.
- Happy with route. Hawkwood to Hospital.
- I come from the SE (Albert Park/Radisson Heights), so I like taking the train from Franklin to Shagnappi Point and catching the 72 bus north to my work near the Child Development Centre. The route seems to cover most of what I used the 72 for.
- I freaked out when I saw that the 72 and 73 were being removed, but this route actually serves my destinations better than the 72/73!
- I go from Shagannapi Pt. to foothills @university - this is better - this is more direct. Beltline to foothills - awkward connection (20 won't take me there)
- I have no immediate concerns.
- I like that I have a way to get to work. I live all the way in Mckenzielake. what I would like to know is...is there busservice after 1130pm when my shift is over?
- I like that it is longer and will serve more people
- I think this change will be of strong benefit to me and will keep me with Calgary Transit for the indefinite future.
- I think this is fantastic! I live right near Chinook Mall and I work at Foothills Medical Centre. Route 9 is just 1 bus for my work commute, which is great!
- I would like you to know that this proposed change to route #9 would be very important to me.
- If busses run regularly and are on time and drivers are courteous and helpful, should be good!
- I'm offered both options
- Increased frequency!
- It is nice to be able to access MRU.
- It is really good to have bus that connects to the north half of the city without the need to transfer. Great for university students.
- It might work as alternate for 20 from South LRT area.
- It services foothills hospital.
- It should have an interval of a MAXIMUM of 20 mins off of peak time, this is a busy route!!!!!!
- It will save me time in transferring 2 LRT routes and take bus to FH Hospital
- It will work
- It would only be one bus for me to take in my commute.
- It's about time something was done to fix problems with Route 72/72. Kudos!
- It's linking two major shopping malls, two universities, and the Foothills Medical Centre. This makes it easy to travel to some major city features.
- Keeps Dalhousie - FMC.
- Less steps. Happy with changes to get to the hospital.
- Looks good. Regularity of schedule is crucial.



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- Make a connection to Rockyview hospital
- More frequency
- No
- No four hour loop N to S
- Now connects FMC and U of C to Westbrook. Also spends less time on Crowchild Tr.
- Now goes to FMC and spends less time on Crowchild
- Retains route between Mount Royal University and UofC. Frequent trips.
- Same bus stops as the 72 and 73 along 37th on 17th Ave. Stop for the school.
- Seems like a great way to provide access to the south with fewer transfers; it would be especially good for MRU students. I remember living in Ranchlands and going to MRU and it taking me 1.5 hours either way every day to get to classes thx to transfers.
- Shorter than current route. I can still take ONE bus to work.
- Shorter, so hopefully will not be as affected by traffic and weather as the old 72/73 routes.
- Should have better reliability as not connected to other long routes.
- So long as the city is being diligent about ensuring those with reduced mobility are still able to get to a stop, it seems like a good idea.
- Takes me directly where I need
- That direct connection to Dalhousie Station happens to be exactly what I need! I also like that it's more direct than the 72/73
- That it goes to foothills
- The fact that it goes to Westbrook & Chinook when the 72 & 73 are discontinued.
- This change has made me consider switching from driving to transit, if the increase in commute time isn't too significant.
- This is a great route for me that helps me avoid a lot of time-consuming transfers through downtown
- This is much more efficient than the 72/73, and makes travelling to the bow trail/westbrook/wildwood part of the SW via transit must less cumbersome. Thank you!
- This plan for route #9 looks great to me as I would only have to take one bus to work. Currently I need to take three.
- Very happy! Direct bus route.

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

- # 9 Disappointed that 9 isn't going to city.
- (from Westbrook to FMC) Need to be at work at 7 a.m.
- 9 (discontinued 2 years ago) should go back downtown
- A BRT route to the Foothills Hospital that runs according to shift workers. There are thousands of people who work at FMC
- A stop as close as possible to Richmond Road and 37th Street SW.



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- absolutely nothing!! i take 72,73, everywhere - now i will have to transfer and transfer and transfer
- Adding a transfer to a commute is not ideal.
- Additional frequency. The 91 used to connect the ACH and West Campus to Lions Park and Brentwood with good off-peak frequency. The route 8 will not do this. Please swap the 8 and the 9.
- Additional stops
- Am not sure my comments matter, am sure Transit will take this Route 9 away anyways. I have to make plans to change my way of getting him and to FMC
- At night time North-bound route #9 should be set up to line up with route #20.
- Better frequency/reliability desired
- Bus is rarely on time making it a challenge to connect with C-Train at Brentwood
- Bus meanders in South west Portion . Crowchild Trail direct might be better for this route to MRC
- Change the route to run along Crowchild North and not to FMC, and keep the #20 going to the Foothills Hospital.
- Consider routing the 9 through the Childrens hospital instead of UofC. Then the 8 can use the 9 route through University to Foothills.
- Continue route on to Alberta Childrens Hospital
- Does it need to keep the 72/73's goofy backtrack along Bow Tr/37 St rather than connecting up properly with Westbrook Station?
- does this route connect properly with the train service after 12midnite? i dont want to be stuck missing the train to heritage station
- Don't do this. Not good
- Don't use Route 9 to replace Route 20 between Mount Royal Unviersity and Foothills Medical Centre
- Earlier start time. Earliest pickup for us is 5:52am. Could use a 5:30am or even 5:40am
- Frequencies might need to be higher since this seems like it would become a very busy route.
- Frequency on par with what exists but wants increased frequency because 9 will get extremely student heavy now. Concerned Shaganapi point will be overloaded with students.
- FREQUENTLY USED ROUTE BY ELEMENTARY SCHOOL CHILDREN AND PARENTS ON NORTHLAND DR AND BRISEBOIS DR. ALSO FOR NOSE HILL LIBRARY.
- from Queensland stinks comes after every other bus has left. Sunday service stinks. Stats service also suck
- Full of highschoolers. Full length time is too long
- Full time students are forced to pay \$140 (and increasing) for 4 months. I think the Calgary Transit should prioritize students to some extent that doesn't decrease the current service that student uses.
- give us back 72,73
- Have this route service the inside of MRU campus. On the map, it looks like it drives along the outside of campus.



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- how do we get from 5th ave to downtown? it used to be good. Bring back the old number 9. The LRT has RUINED bus routes. Added time. Need to take a cab to the bus - thanks a lot!
- I am concerned about access for families going to the ACH and students going from FMC to ACH/family housing. The route eliminates West LRT to ACH service, and crowding will make it difficult for individuals with strollers and wheelchairs to access.
- I am concerned that the commute will be longer than the old 72 as this route goes along memorial and through the hospital rather than going straight up Crowchild.
- I believe the 20 should be left as is to the foothills hospital as it is the most direct route with the least commute time. Will this route accommodate my 7AM work start time
- I don't like to have to transfer at the U of C to yet another bus to get to the Children's Hospital. I am concerned about more time being added to my travel with these changes.
- i don't need 10 different routes to replace one that was working well
- I don't see direct route downtown to Foothills, there used to be a bus line there a while ago. Is there a plan for a replacement?
- I feel this is a MUCH LESS direct route & now adding MORE commute time from the Glamoran area to the Foothills Hospital. These BRT routes and bus stops should be accommodating/ including the hospitals as part of their routes from all areas of the city
- I hope the connecting time won't be too long for senior to get a ride especially in the winter months. Thanks.
- I need information about the frequency of the #9 from Chinook station and how big the #104 bus will be, as it is quite small and will be adding a lot of passengers to the U of C.
- I think no 9 should continue to go to fmc and then the u of c.
- I use the Transit system for convenience, not because of cost. I now will be driving , and not using the transit system. It is sad for a city this size, to have such a poor planning committee to decide on Transit routes.
- I used the 9 during peak hours
- I walk from 6th Ave NW & Crowchild to catch the 73 to Chinook/Westbrook. If the 20 on Crowchild to replace 72/73 I must transfer at Kensington to 9. If I choose 9 I have to walk 7 blocks to 29 Ave or catch 104 to 29 Ave & connect with 9 or wait to connect
- I was taking the #9 (discontinued 2 years ago) for 22 years added 20 mins to my commute. There were about 20 ppl that were affected. Bus is now packed in the am
- I would bring back the 72/73 bus route! Why would you take away a major bus route that circles the city completely. While I do understand the BRT, this will affect many people in south calgary greatly.
- If this route replaces my current one (20) between Mount Royal University and Foothills Medical Centre, that I will probably stop using public transit to get



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- to work every day. It will be much less convenient
- I'm confused why this route needs to go so far south as Chinook Mall when this route stops at multiple train stations in the NW that can take people to Chinook via C-Train far more quickly than a bus route.
  - Increase frequency of Route 181 and have it go both directions. Post normal bus signs at stops so people know it stops there.
  - Infrequent
  - Instead of going down 29th Street NW, why can't it go down Crowchild Trail. The 9 & 20 have the same route from 16 Ave NW to Kensington, so instead of bringing the 20 down Crowchild why not the 9. It is would be more like replacing the 72/73.
  - It seems that, with the new Rte 9, I would have to take this bus to University Dr NW, near the NorthWest corner of McMahon Stadium. How much time would that add to Rte 9 as opposed to the present Rte 72 time?
  - It should follow the same route that the 72/73 did along Crowchild.
  - It should go to Alberta Children's Hospital
  - It should go to the Alberta Children's Hospital
  - It should run more durring peak hours especially if the 20 is no longer serving Foothills hospital. The route will get way too busy if it only comes every 12-15 minutes and there isnt the 91 or 20 options anymore.
  - It was convenient when I could get on train at 69th St to
  - It would be good if buses could once again run from Coach Hill to Westbrook. Too many transfers. Too many missed connections in winger. I cycle to U of C in good weather. Its much faster.
  - It would still be helpful if this route went to Alberta Children's Hospital. It is not easy transporting children in strollers etc.. with switching bus routes or trains.
  - Keep the 72
  - Less options to come to Foothills from Gleadale.
  - Less service between Craigie Hall and Foothills, need shorter, more even headways
  - Made trip worse to the hospital.
  - Majority of university students who use buses towards south from the university used 72/73. Lots of students used this route to go to westbrook to school and back. This proposed change will take longer than 72/73 and make the bus more crowded during peak.
  - Make it go to ACH.
  - Make it short... just the bus between Dalhousie & FMC, short and easy access
  - Many students transfer between the bus and train stations at Westbrook nd Shaganappi. Heated Shelters or larger shelters can be provided at these stations for those who tranfer to the bus. If possible the bus can be rerouted to come closer to the buliding.
  - More buses, more frequent for this route please.





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- More frequency of the buses. Not just office hours (earlier for the hospital workers).
- More frequent buses connecting to University of Calgary. The current route 72 not very frequent during non peak hours. The schedule can be adjusted to leave sufficient transfer time between the train at westbrook at the bus stop on bow trail.
- More off-peak frequency required especially at class end times
- Move it to where the route 8 is supposed to service- I lose access from the SW to the Children's and U of C Family housing (where my friends live). I'm also concerned about crowding on the route.
- Needs to be on bus at 6:05 a.m. to be at work for 7:00 a.m.
- No more direct access from SW to Children's Hospital. Transfer is required unlike the old 72/73.
- Northmount - not to Brentwood. Take the 20. Neutral on changes has to transfer.
- Not a good substitute for the 20 or 91.
- Not much
- Not sure why this route was extended all the way to Chinook. It's mirroring a BRT line and Chinook is served by train.
- Nothing (4 mentions)
- Nothing!
- Now only 1 bus to FMC
- Over crowding in morning rush hour.
- Parallels both bus and LRT service between Brentwood and Dalhousie stations. A terminus at/near Northland Mall could be worth investigating.
- Please be on time with 9. 72/73 (now) comes 20/40/15/30/45 mins - hard to predict - want to be able to schedule her day
- Please do not place the students of MRU in harm's way by having it drive on the outside of campus. Please have it pull into campus where there is less vehicular traffic.
- Please flip this route with the 8, so that service is retained to the ACH and West Campus to the West LRT for both the north and SW parts of the city. This route also comes more frequently than the 8.
- Please have the 9 connect up to the ACH. As most folk get on or off at the NW HUB, it makes more sense for the bus to connect Westbrook and Dalhousie to ALL NW destinations.
- Please switch part of the alignment with Route 20. Route 20 should stay in the exact same route as it is now, when Route 9 can take over the University Drive and Crowchild Trail before reaching the proposed Southwestern route.
- Possibly a routing on Capris Ave from Northland to Charleswood Drive
- Re-allow the ACH to have access to the SW. Most folks get on or off in the West Campus, so it makes more sense to have a circuitous route there, rather than no service for directness.
- Reinstate the #9. Original 9 all the way to Northland
- Removing the 72/73 bus route was not a well thought out plan. There are a great amount of cancer patients who will be



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- affected - particularly in south calgary!  
Leave the route 20 and 72/73 routes alone!!
- Route 9 should remain as it was, short and easy to access between LRTs, making it so long only frustrates passengers. It has been perfectly working short distance, so why change it? I board #9 from Dalhousie and back to FMC and love it but long won't do
  - Should be more frequent for it to work as alternate.
  - Should go into Westbrook terminal.
  - Should provide direct route from Westbrook station to Foothills medical centre
  - Since Rte 72 will be cancelled, I can still pickup Rte 9 at Shaganappi Pointe to go to U of C, toward the Children's Hospital. I hope this doesn't add more time to my travel.
  - Stop on West side of Brentwood Station. Stop closer to Chinook Mall.
  - Swap this route and the 8 from Brentwood to FMC. I think this route will be overcrowded in that corridor, but not enough for an articulated bus after the FMC.
  - Taking away number 20 and using number 9 to reach hospital from the south, it'll take longer time to go through 37st than crowchild. It'd take longer commute time to work especially healthcare workers who works in the morning.
  - That this bus is the most convenient as it takes real short time to get to the LRTs, why change it. FMC needs a bus to it and from it...
  - The # 9 is adding commute time . It is making my commute to work more difficult.
  - The #20 provides a connection between the Rockyview hospital and foothills hospital. This connection is helpful for employees and medical/ nursing students. Losing the connection as currently planned would make it difficult to get between hospitals
  - The 72/73 would go down West Campus Drive, which was really convenient for employees who work at the Children's Hospital/Child Development Centre/Physical Plant (university). Now, I will have to walk westward from the University toward West Campus Way :(
  - The frequency off-peak will be insufficient for students travelling in the corridor. The 20 used to travel every 15 minutes off-peak, which was adequate for getting from the UC campus to the FMC campus.
  - The objective of this route a little confusing . A crosstown? Service to major points? Not really much better than 72/73
  - The only thing that might be better from my personal perspective is a route that went along Bow Trail and up into the FMC/U of C area, but I understand that may not be efficient.
  - The stops for the 8 and 9 should be at the same place at Foothills and Brentwood. The reason I never took the 91 was that the stop was annoyingly far away.
  - There are people who live along Crowchild South who work at Foothills.





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Bypassing these commuters is unreasonable!!!!!!!!!!!!!!

- There are plenty of routes that stop off at the University. It would be nice if there was something that covered West Campus Drive Dr NW, between 32 and 24th ave NW.
- There are routes in this city that shouldn't be touched. The #20 is one of them.
- There is no way to connect Rte 9 with Rte 20 to travel to the West side of McMahon Stadium for football games which Rte 72 does now, connecting near Shaganappi Pte Station.
- There should be a direct route from SW to Childrens Hospital.

- TIMING OF TH BUSES CAN BE CLOSER TO THE SCHOOL DISPERSAL TIMINGS. (MON-THURS, 9.00-3.50 AND FRIDAY, 9.00-1.20)
- Too short.
- Use to have 9 (discontinued 2 years ago) direct to downtown - now has to transfer from St. Andrews Heights so won't go. Not on every route so takes Uber or Car to go
- using crowchild trail to save traffic light times
- Wasn't sure if more buses will be on the road which is actually the most helpful thing on weekends and nights.

Is there anything else you think we should know?

- A mix of the old 72/73 and 20
- Better, more effective use of busses
- Courtesy of drivers is important as is cleanliness of buses. If there is a delay or a problem, would be good if drivers could let us know.
- I am concerned about the impact this might have on the timing of my commute. How frequent will this bus schedule be?
- I can't figure it out. It is not clear.
- I'm glad there is still a way to get from MRU to Chinook.
- Loop into U of C, MacEwan Hall please
- NA
- Please stop trying to drive traffic to the C-Train. Buses can complement it but

the train cannot replace bus routes. Stop messing it up!

- Presently, I travel to the Children's Hospital and return, from Springbank Hill, using Rte 439 and C-train Blue at 69 St Stn, to Shaganappi Pointe, then Rte 72 which stops right at the Children's Hospital where I volunteer weekly. It takes about 1 hour.
- Should be rapid transit in mornings/late afternoons for extended periods
- Similar to existing 72/73
- still goes to brentwood station, univeristy and foothills
- This will undoubtedly impact my daily commute from the Foothills Medical Center to Dalhousie Station which is displeasing.
- Won't know until it starts!



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- Would it be faster to travel than the current 72/73?