



Bus Rapid Transit (BRT) Review

Route 72/73

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 72/73

What do you like about the proposed route?

- (9) I used 72/73 to Russcarrock/Westbrook area so this works for me
- 9 will be same frequency
- Chinook to Ogden
- I didn't realize my route was deleted (72/73) but it looks like the 9 replaces it exactly where I use it so all good with me!
- I go to Chinook jump on the train and take Glenmore landing. Always wanted to take 72 all the way around the city.
- I use this to get downtown
- If the 66 72 and 73 get cut I will lose my job
- It goes all over Calgary.
- It goes all way to Calgary.
- It is good that it connects to the C-train. It will multiply the options so it is good. Our shift goes to 11pm so this covers our staff.
- Like that you can go from Dover Reach Drive to McMann St Hospital and church at 44th and 16th
- Now takes the 72/73. Likes the route. Doesn't mind the transfer.
- The 57+135 will replace 72 with much better service



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

- 24 hour service home - 72/73 CTrain to hospitals cannot get home from airport after midnight
- absolutely hate the changes for 72, 73, this will be such a big time waste for me and many others
- Always late
- As a resident of Varsity we lost the 37/137 43/143. I ask that the 31 please stay on 39 St and the 8 be available as the 73/72 buses were when serving the Hospitals as workers have shift work and start at 6am and often end at midnight.
- As a university student, employee, and resident I found myself taking routes 72 and 73 almost daily. These routes provided exemplary timing and locations for university patrons. I am concerned the changes fail to adequately serve our needs.
- Do not deleted routes 72 & 73. I use them everyday and would not be able to get to school without them.
- Don't get rid of 72/73
- Don't cut the 66 72 and 73
- DON'T DELETE 72/73
- Getting rid of the 72 and 73 is literally the MOST inconvenient thing you can do to anyone who lives in NE Calgary along 52nd.
- Getting rid of the 72/73 route is horribly inconvenient to many people's lives. Many people take this route in between the areas that you split up and having to take more transfers is not ideal and usually unreliable. Not impressed with any of the changes
- Go to Foothills Hospital. Go to Doctos appt near Peter Lougheed. Go to Football games. Go to Hockey Games. I'm 62 ans HCW RO Have to take 2 or 3 buses. My wife is Illegible. I have to get everything, groceries ect.
- I am not happy with the changes in Route 72/73 because it's the only bus that starts so early. The start time for all routes should start earlier than the current schedule. I
- I have two hip replacements & I volunteer & need the 72 & 73 to get there
- I live in the SW over by westbrooke station and take the bus every day to get to the NW. I think deleting the 72 bus route is a mistake. It is the only way I can get to U of C and Alberta Children's Hospital in a quick and efficient manner.
- I live in Whitehorn. 72/73/66 are my ONLY BUSES TO GET TO WORK! I ****WILL**** LOSE MY JOB over this "decision"!! Do NOT implement this idiotic change! I NEED my job! – [personal contact information removed]
- I live in Whitehorn. My job is along the affected 72/73/66 route. They are the ONLY buses on that street. I WILL lose my job over the decision to ax all THREE routes I use to get to/from work. THIS IS A BAD IDEA AND A LAWSUIT WAITING TO HAPPEN.



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- I use the 72 & 73 for my commute to and from work. Having looked at your revised routes, I can tell this is a bad idea. Quite honestly it reeks of change simply for its own sake. This will end my (and others') use of Calgary Transit.
- I'm dissatisfied to see routes 72 and 73 go. I live in Killarney but work at Market Mall, and instead of one bus and a manageable walk (10-15 min), from what I can tell I'm now looking at two to three transfers to get to the north from the south
- It is stated that these changes are to provide quicker transportation, but in deleting the 73 route, you have actually increased travel times for myself by about 35 mins each way, so 70 minutes a day extra travel, now will be 120 minutes per day.
- It would be good to have something go down 61st. + 72nd because this is the main artery
- Keep the 72-73 bus
- 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 72/73 as is. Its fine the way it is. I do not like to take more than one bus if i dont have to.
- More frequent than 1 hour on Sunday please
- My family does not drive - we take transit daily - & make an effort to do this and keep another car off the rd. We appreciate Calgary Transit & defend it when others complain. Please keep 31 on 39 St. We are losing 73/91. Can 8 run same hrs as 73 plz.
- My granddaughter is cognitively impaired. She takes the 73 to Jack James, and the 72 home. 1 bus. With these changes she will need to take 3 vehicles.
- 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
- Old 72/73 does not pass me anymore and cannot use to get to London Towne Centre. You have left Pineridge, Rundle and Monterey Park with only one route.
- omigod! it's not clear to me exactly how these changes to 72, 73 are supposed to work, am i supposed to change buses every 10 minutes?????????
- Only the 72 goes to University now. Bus drivers just drive past the stop.
- PLEASE DONT GET RID OF 72/73 ROUTE! So many people using this route every day, and we don't want it split up so we have to take more transfers! it's not efficient and takes more time and effort plus waiting for connections that don't line up properly
- Please fix that 72-73 route its the best choice for least connections but still takes forever.
- Really wish to retain circle routes 72/73. Right now, only way to reduce congestion along Glenmore is to provide a BRT route connecting to 69th St. I know so many residents who would



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gladly take transit if this were an option but who don't go downtown.

- Removing the 45 and 73 buses is troubling. The 45 replacements are very unequal. 1 route will have almost every school from Dover to 16 Ave and a long bus ride. The other does 1 road and replaces a route that ran on time. Keep the 73; it is bulky but great.
- Route 72 & 73 to Heritage Mews were labourious! Has nobody thought of 1 bus back and forth from Heritage Station to Heritage Mews? Is this route too logical?
- Routes 25, 72 & 73 are buses I use everyday - I do not like to see them deleted.
- Specifically have this issue with EB Route 1 vs. SB route 73 in Kensington
- Stop changing the bus routes, how can you delete main bus lines like the 72/73 and remove lines that go to new areas like quarry park? It's going to take me hours to get to work now and I'll be forced to find another mode of transportation. Stupid stupid.
- Students go to NE to schools, Forrest Lawn H.S. James Folwer, Catholic Schools. Crazy in the mornings. More frequency of buses. Not good for seniors to walk. Not cheap to take a cab. Not enough information.
- 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 72 was the best way to get out of my neighborhood. It ran more inclusive hours for getting to work. I usually took the first one of the day or the last one to return home. As long as there are longer hours on the 36 or 41 I wouldn't have to walk.
- The 72/73 route should not be discontinued. It is the heart of our transit system outside of the train line.
- The 72/73 should not be deleted, they are extremely important bus routes, and this will impact thousands of people
- This change is [offensive language removed]. I take one bus Daily 72-73 now I have to take 3 buses just to get to work this is [offensive language removed].
- Used to take this to go to NE Costco or Centre/40th Ave - now 38 will error this but I am used to the 72/72
- Very inconvenient.
- We take 20 or 73+91 to foothills to work, now is harder to transfer.
- Why are you removing The Route 26 Dover And 72//73 CIRCLE ROUTES FOR HOW AM I GOING GET TO WORK
- 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.



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Is there anything else you think we should know?

- I would lose the 72/73, which traditionally has gotten me most places in the city, but my main route is unchanged, and I think the 9 and SX changes make them much better options than the circle route anyhow.
- In Boston they announce the operator number - we should do that here
- Little worried on the shake-up of 72/73 and 306. Hoping the BRT will not be overly crowded and quick enough to support that change
- Local routes work but regionally they don't help
- McKnight Westwind's (pickup bus 73) to spring gardens bus barns - take bus @5am + go to sunny side to drive the 104
- Should have pull-outs along 152nd